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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• Creating and Managing Bills: This section of the exam measures the skills of a Billing Analyst and covers the lifecycle of billing, including how bills, segments, and off-cycle bills are created and maintained. It also reviews usage calculation entities, rule configurations, and how meter read changes affect billing adjustments.
Topic 2	• Maintaining Asset Information: This section of the exam measures the skills of an Asset Administrator and covers the setup and tracking of assets, including asset types, components, and specifications. It ensures understanding of how assets are classified and managed within the system using appropriate configurations.
Topic 3	• Creating and Managing Payments: This section of the exam measures the skills of a Payments Administrator and covers the processing of payments from start to finish. It includes understanding different payment components and configuring systems to accept and reconcile payments from various sources.
Topic 4	• Describing the Customer to Meter Product: This section of the exam measures the skills of a Functional Consultant and covers the overall scope of the Customer to Meter product, including its core purpose and how it operates across different utility functions. It also evaluates understanding of how various components share transactional functions and how shared objects are managed across the system.

Topic 5	• Maintaining Customer Information: This section of the exam measures the skills of a Functional Consultant and covers how to manage customer records, particularly their demographic and geographic data. It also includes how service points are linked with devices, how installation details are tracked, how customers set notification preferences, and how service agreements and usage subscriptions are used in billing.
Topic 6	• Initiating and Managing Service Orders and Field Activities: This section of the exam measures the skills of a Field Operations Coordinator and covers the full process of handling orchestrated service orders and field activities, from creation to completion. It focuses on extending configurations to support various customer-related field operations.
Topic 7	• Maintaining Device Information: This section of the exam measures the skills of a Device Management Specialist and covers the structure and function of measuring components and their connection to devices. It includes configuring device and measuring component types and managing them through their lifecycle.
Topic 8	• Searching and Viewing Customer and Device Related Information: This section of the exam measures the skills of a Customer Service Representative and covers how to navigate the application screens, use advanced search features, and configure portals so users can access specific customer or device-related data efficiently.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q46-Q51):

NEW QUESTION # 46
A severance process is a series of events (for example, letters, To Do entries, field activities, and so on) to strongly encourage a customer to make a payment for their outstanding debt. How many service agreements are linked to a severance process?

- A. Any number defined by the business user
- B. All service agreements that are connected to the initiating collection process
- C. None
- D. All service agreements that are connected to the initiating overdue process
- E. One

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, a severance process is a collection mechanism designed to encourage payment for outstanding debts, typically involving actions like sending letters or initiating field activities. The Oracle Utilities Customer to Meter Implementation Guide specifies that a severance process is linked to one service agreement. This is because the severance process targets a specific service agreement with an outstanding balance, ensuring focused collection efforts.
The other options are incorrect:
Option A: The number of service agreements is not defined by the business user; it is system-defined as one per severance process.

Option B: The severance process is not linked to all service agreements in an overdue process; it targets a single service agreement.

Option C: A severance process is always linked to a service agreement, so "none" is incorrect.

Option D: Similarly, it does not include all service agreements in a collection process; it is specific to one.

Thus, the correct answer is E, as a severance process is associated with exactly one service agreement.

Reference:

Oracle Utilities Customer to Meter Implementation Guide, Chapter: Credit and Collections Oracle Utilities Customer to Meter Configuration Guide, Section: Severance Process Configuration

NEW QUESTION # 47

A customer is regularly billed for consumption charges. What must exist before a customer's usage can be calculated for billing purposes?

- A. Usage Request
- B. Usage Subscription
- C. Usage Calculation Request
- D. Usage Subscription Quantity
- E. Usage Transaction

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, calculating a customer's usage for billing purposes requires a framework to process meter readings or other measurement data into service quantities (bill determinants).

The Oracle Utilities Customer to Meter Billing Guide explicitly states that a Usage Subscription must exist before a customer's usage can be calculated. The Usage Subscription is a record that links a service agreement to a Usage Calculation Group, which defines the rules for calculating usage based on measurement data.

The Usage Subscription serves as the bridge between the service agreement (which defines the billing terms) and the usage calculation process, ensuring that the system knows which calculations to apply and how to process the resulting quantities for billing.

For example, a Usage Subscription for an electric service agreement might specify a Usage Calculation Group that calculates kWh consumption based on meter readings, which is then used to generate bill segments.

The Oracle Utilities Customer to Meter Configuration Guide further explains that the Usage Subscription is a prerequisite for initiating usage calculations, as it provides the context and configuration needed to process measurement data accurately. Without a Usage Subscription, the system cannot determine how to calculate usage or associate it with the correct service agreement for billing.

The other options are incorrect:

Option A: Usage Calculation Request is not a standard term in the system; it may be confused with Usage Request.

Option B: Usage Request initiates a specific usage calculation but is created after the Usage Subscription is established.

Option C: Usage Subscription Quantity is not a defined entity; it may refer to the output of usage calculations but is not a prerequisite.

Option E: Usage Transaction is the result of the usage calculation process, not a prerequisite for it.

Practical Example: A residential customer has an electric service agreement. A Usage Subscription is created, linking the agreement to a Usage Calculation Group that processes scalar meter readings into kWh consumption. When a meter reading is received, a Usage Request triggers the calculation, but the Usage Subscription ensures the correct rules are applied, resulting in a Usage Transaction that feeds into the billing process.

The Oracle Utilities Customer to Meter User Guide emphasizes that Usage Subscriptions are foundational for automated billing, enabling utilities to process large volumes of usage data efficiently and accurately.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Usage Subscriptions and Billing Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription Configuration Oracle Utilities Customer to Meter User Guide, Section: Managing Usage for Billing

NEW QUESTION # 48

In Customer to Meter, which application component captures the source record that contains information on where an asset/device is installed?

- A. Work and Asset Management
- B. Operational Device Management
- C. Customer Care and Billing
- D. Meter Data Management

- E. Digital Asset Management

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, theMeter Data Management (MDM)application component is responsible for capturing and managing the source record that contains information about where an asset or device, such as a meter, is installed. The Oracle Utilities Customer to Meter Configuration Guide explains that MDM handles the lifecycle of metering devices, including their installation details, measurement data, and associations with service points. The source record for device installation is typically theservice point, which is maintained within MDM and links the device to a specific location (e.g., a premise).
MDM is designed to manage all aspects of meter-related data, including the physical or virtual installation of devices, their configurations, and the measurements they produce. When a device is installed, MDM records the service point where the device is located, along with details such as the installation date, device configuration, and measuring components. This ensures accurate tracking of devices for billing, maintenance, and operational purposes.
The other options are incorrect for the following reasons:
Option A: Operational Device Managementis not a distinct application component in Oracle Utilities Customer to Meter; it may be confused with functionalities within MDM or other systems.
Option B: Customer Care and Billing (CC&B)focuses on customer interactions, billing, and financial transactions, not on capturing device installation records.
Option D: Digital Asset Managementis not a component in this system; it may refer to unrelated asset management systems in other contexts.
Option E: Work and Asset Management (WAM)manages work orders and asset maintenance but does not primarily handle the source record for device installation, which is a core function of MDM.
The Oracle Utilities Customer to Meter Implementation Guide further clarifies that MDM integrates with other components, such as CC&B for billing and WAM for maintenance, but it is the primary component for recording and managing device installation data. For example, when a meter is installed at a service point, MDM updates the service point record with the device's serial number, type, and configuration, ensuring traceability throughout the device's lifecycle.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Meter Data Management Overview Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Installation and Management

NEW QUESTION # 49

How many frozen bill segments are on a bill for a customer with one or more payment arrangements?

- A. Depends on the number of bills that will contain the customer's payment arrangement details
- B. Depends on the number of active payment arrangements
- C. None
- D. Depends on the number of payments that are part of the payment arrangement
- E. One

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, afrozen bill segmentis a finalized segment of a bill that is ready for inclusion in the billing process. The Oracle Utilities Customer toMeter Billing Guide clarifies that for a customer with one or more payment arrangements, the bill typically includesone frozen bill segment. This segment represents the consolidated charges for the billing period, including any payment arrangement amounts due, unless the system is configured otherwise for specific scenarios.
The other options are incorrect:
Option A: The number of frozen bill segments is not dependent on the number of bills containing payment arrangement details; each bill has its own segment(s).
Option C: The number of payments in the arrangement does not determine the number of frozen bill segments.
Option D: The number of active payment arrangements does not directly affect the number of frozen bill segments on a single bill.
Option E: A bill for a customer with a payment arrangement typically includes at least one frozen bill segment, so "none" is incorrect.
Thus, the correct answer isB, as a single frozen bill segment is standard for a bill with payment arrangements.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Bill Segments and Payment Arrangements Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing with Payment Arrangements

NEW QUESTION # 50

A bill can be completed when every bill segment on a bill is error-free. Which two statements are correct regarding a completed bill?

- A. Only the latest completed bill may be reopened (provided specific conditions are satisfied).
- B. A Bill Route Type on a bill routing record can be changed if the completed bill's details have not been downloaded/extracted.
- C. The number of completed bills that may be reopened is configurable (provided specific conditions are satisfied for each bill).
- D. Bill segments can only be canceled or rebilled if a completed bill has been reopened.
- E. A single bill routing record contains the list of all persons who are to receive a copy of the completed bill.

Answer: C,D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, a bill is considered completed when all associated bill segments are error-free and the bill is finalized for distribution. The Oracle Utilities Customer to Meter Billing Guide provides the following insights:
Statement B: "The number of completed bills that may be reopened is configurable (provided specific conditions are satisfied for each bill)." This is correct. The system allows configuration of how many completed bills can be reopened, subject to specific conditions such as the bill not being extracted or downloaded for external processing. This flexibility is defined in the system's configuration settings.
Statement C: "Bill segments can only be canceled or rebilled if a completed bill has been reopened." This is also correct. According to the documentation, a completed bill must be reopened before any modifications, such as canceling or rebilling bill segments, can be performed. This ensures proper audit trails and financial integrity.
The other statements are incorrect:
Statement A: The Bill Route Type on a bill routing record cannot be changed after a bill is completed, even if the details have not been downloaded/extracted, as this would disrupt the finalized billing process.
Statement D: The system does not restrict reopening to only the latest completed bill; multiple bills can be reopened if conditions are met, as noted in Statement B.
Statement E: A bill routing record does not contain a list of all persons receiving a copy; instead, it defines how the bill is routed to specific recipients, and multiple records may exist for different recipients.
Thus, the correct answers are Band C, as they align with the system's billing processes.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Bill Completion and Reopening Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION # 51

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