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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41
As part of processing an enable service orchestrator, the algorithm D1-CNSPINSDV (Connect SP and/or Install Device) may determine if a specific activity needs to be created or an action to take place based on the state of the service point. Based on the state of the service point, what can this algorithm directly do?

- A. Update status of service point
- B. Create smart meter command

- C. Create install event
- D. Create device and install event

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, theenable service orchestratormanages the process of initiating or enabling utility services, often involving field activities like connecting service points or installing devices.
The algorithmD1-CNSPINSDV (Connect SP and/or Install Device)is a system-provided algorithm that evaluates the state of aservice point(e.g., disconnected, inactive, active) to determine necessary actions. The Oracle Utilities Customer to Meter Configuration Guide specifies that this algorithm can directlycreate an install eventbased on the service point's state.
Aninstall eventis a record that documents the installation of a device (e.g., a meter) at a service point, including details like the installation date and device configuration. The D1-CNSPINSDV algorithm assesses whether the service point requires a device installation (e.g., if no device is currently installed) and triggers the creation of an install event to initiate the necessary field activity. This ensures that the service point is properly equipped to deliver and measure services.
The Oracle Utilities Customer to Meter Implementation Guide further explains that the algorithm is designed to automate service enablement by generating install events when the service point's state indicates a need for device installation, streamlining the process and reducing manual intervention.
The other options are incorrect for the following reasons:
Option B: Update status of service point.The algorithm does not directly update the service point's status; status changes are typically handled by other processes or algorithms after the install event is processed.
Option C: Create device and install event.The algorithm creates an install event but does not create the device itself; devices are pre-defined in the system.
Option D: Create smart meter command.The algorithm does not create smart meter commands, which are specific to advanced metering infrastructure (AMI) interactions and handled by other components.
Practical Example:A customer requests new electric service at a premise with an inactive service point and no installed meter. The D1-CNSPINSDV algorithm detects the service point's state and creates an install event, prompting a field activity to install a meter. Once the meter is installed, the install event updates the service point's configuration, enabling service activation.
The Oracle Utilities Customer to Meter User Guide highlights that the D1-CNSPINSDV algorithm is a key component of service enablement, ensuring that field activities are triggered efficiently based on service point conditions.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Enable Service Orchestrator and D1- CNSPINSDV Algorithm
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Orders and Field Activities Oracle Utilities Customer to Meter User Guide, Section: Service Point Management

NEW QUESTION # 42
What always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed?

- A. Application Toolbar
- B. Work List
- C. Object Display Area
- D. Sidebar
- E. Control Central

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, theSidebaris the user interface element that always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed. The Oracle Utilities Customer toMeter User Guide describes the Sidebar as a persistent panel on the user interface that provides quick access to frequently used tools, such as search functions, recent items, alerts, and navigation menus. The Sidebar is designed to enhance user productivity by offering context- independent functionality that remains available across different screens and tasks.
The Sidebar's content is configurable to meet business needs, allowing users to access tools like global search, to-do lists, or system alerts without navigating away from the current object (e.g., an account or service point). It remains visible unless the user explicitly minimizes it, ensuring constant accessibility.
The other options are incorrect for the following reasons:
Option A: Work Listis a specific feature that displays tasks or to-do items but is not a persistent desktop element and is typically

accessed through the Sidebar or other menus.
Option B: Application Toolbarprovides navigation and action buttons but is not always visible across all pages and does not contain general tools or data.
Option C: Control Centralis a specific dashboard for customer and account information, not a persistent element across all pages.
Option D: Object Display Areais the main area where object-specific data is shown, not a tool or data container that remains constant.
The Oracle Utilities Customer to Meter Configuration Guide notes that the Sidebar is a critical component of the user interface, designed to streamline workflows by providing consistent access to essential tools. For example, a user viewing an account in Control Central can use the Sidebar to search for another customer or view pending tasks without leaving the current screen.
Reference:
Oracle Utilities Customer to Meter User Guide, Section: User Interface Overview Oracle Utilities Customer to Meter Configuration Guide, Chapter: Desktop Configuration

NEW QUESTION # 43
Where does an implementation define whether at least one form of identification is required to be captured on a person record for a customer?

- A. Feature Configuration
- B. Person Identifier Type
- C. Installation Options
- D. Person Type
- E. Master Configuration

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, the requirement for capturing at least one form of identification on a personrecord is defined in thePerson Typeconfiguration. The Oracle Utilities Customer to Meter Configuration Guide specifies that the Person Type determines the characteristics and rules for person records, including whether one or more identifiers (e.g., SSN, Tax ID) are mandatory. By setting a mandatory identifier rule in the Person Type, the system ensures that a person record cannot be created or saved without at least one valid identifier, enhancing data completeness and compliance with regulatory or business requirements.
The Person Type configuration allows utilities to tailor identification requirements based on the type of person (e.g., residential customer, commercial entity, landlord). For example, a residential Person Type might require an SSN or Driver's License, while a commercial Person Type might mandate a Tax ID. This flexibility ensures that the system aligns with the utility's policies for customer identification and verification.
The Oracle Utilities Customer to Meter Implementation Guide further explains that the mandatory identifier setting in Person Type is enforced through validation logic, which checks for the presence of at least one identifier during record creation or update. Thisis particularly important for preventing incomplete records and ensuring that customer interactions (e.g., billing, collections) are linked to verified identities.
The other options are incorrect for the following reasons:
Option A: Feature Configurationcontrols specific system behaviors or modules but does not manage person identifier requirements.
Option B: Master Configurationdefines high-level system settings but is not specific to person record rules.
Option C: Person Identifier Typedefines the types of identifiers and their properties (e.g., uniqueness) but does not mandate their inclusion.
Option D: Installation Optionshandle global system parameters, not specific person record requirements.
Practical Example:A utility configures the Person Type for "Residential Customer" to require at least one identifier, such as an SSN or Driver's License. When a customer service representative creates a new person record for a residential customer, the system prompts for an identifier and prevents saving the record until one is provided. This ensures that all customer records meet the utility's identification standards, facilitating accurate account management and regulatory compliance.
The Oracle Utilities Customer to Meter User Guide emphasizes that mandatory identifier rules in Person Type are critical for maintaining data integrity, especially in scenarios involving customer verification or fraud prevention.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Person Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Data Management Oracle Utilities Customer to Meter User Guide, Section: Person Record Creation

NEW QUESTION # 44

Where would an implementation configure the system to prevent duplicate persons from being added?

- A. Person
- B. Person Identifier Type
- C. Person Contact Type
- D. Person Type
- E. Installation Options

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, preventing the addition of duplicatepersonrecords is a critical function to maintain data integrity and avoid redundancy in customer information. The Oracle Utilities Customer to Meter Configuration Guide explicitly states that the system can be configured to prevent duplicate persons through thePerson Identifier Type. The Person Identifier Type defines the types of identifiers (e.g., Social Security Number, Tax ID, Driver's License) that can be associated with a person record and includes settings to enforce uniqueness for specific identifiers.
By configuring a Person Identifier Type to require uniqueness, the system checks whether an identifier (e.g., a specific SSN) already exists before allowing a new person record to be created. If a duplicate identifier is detected, the system prevents the creation of the new record and prompts the user to review the existing record. This functionality is essential for ensuring that each individual or business is represented by a single person record, reducing errors in billing, communication, and account management.
The Oracle Utilities Customer to Meter Implementation Guide further elaborates that the uniqueness check is implemented through validation rules defined in the Person Identifier Type, which can be customized to align with business requirements. For example, a utility might configure the SSN identifier type to be unique, ensuring that no two person records can share the same SSN.
The other options are incorrect for the following reasons:
Option A: Personrefers to the individual record itself, not a configuration point for preventing duplicates.
Option B: Person Contact Typedefines how contact information (e.g., phone, email) is stored but does not control duplicate prevention.
Option D: Installation Optionsmanage global system settings, such as default parameters, but do not specifically handle duplicate person checks.
Option E: Person Typecategorizes persons (e.g., residential, commercial) but does not include settings for duplicate prevention.
Practical Example:A utility configures the Person Identifier Type for "Social Security Number" to enforce uniqueness. When a customer service representative attempts to create a new person record with an SSN that already exists in the system, the system displays an error message, preventing the duplicate record and directing the representative to the existing person record. This ensures accurate customer data and avoids confusion in billing or service delivery.
The Oracle Utilities Customer to Meter User Guide highlights that configuring duplicate prevention via Person Identifier Type is a best practice for data quality, particularly in large utilities with millions of customers, where manual checks are impractical.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Person Identifier Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information Management Oracle Utilities Customer to Meter User Guide, Section: Managing Person Records

NEW QUESTION # 45
Why would an implementation use eligibility criteria in relation to usage calculations for calculating service quantities (often referred to as bill determinants) for billing calculations?

- A. To configure an optional usage calculation group on a usage subscription
- B. To configure an optional usage validation group on a usage subscription type
- C. To configure an optional usage calculation rule on a usage calculation group
- D. To configure an optional usage calculation group on a usage subscription type
- E. To determine whether a usage transaction gets generated for a usage subscription

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,eligibility criteriaare used in the context of usage calculations to control whether certain conditions are met before processing usage data for billing. The Oracle Utilities Customer to Meter Configuration Guide specifies that eligibility criteria are usedto determine whether a usage transaction gets generated for a usage subscription. A usage subscription links a service agreement to a usage calculation group, which calculates service quantities (bill determinants) for billing. Eligibility

criteria ensure that a usage transaction is only created when specific conditions are satisfied, such as the presence of valid meter readings, active service agreements, or specific customer attributes.
For example, eligibility criteria might check whether a service point has an active meter installed or whether the billing period falls within the service agreement's active dates. If the criteria are not met, no usage transaction is generated, preventing incorrect or incomplete billing calculations.
The Oracle Utilities Customer to Meter Implementation Guide further explains that eligibility criteria provide a gatekeeping function, enhancing the accuracy of usage calculations by filtering out ineligible scenarios. This is particularly important in complex billing environments where usage data must be validated before processing.
The other options are incorrect for the following reasons:
Option B: To configure an optional usage validation group on a usage subscription typeis incorrect, as eligibility criteria are not used to configure validation groups; they control transaction generation.
Option C: To configure an optional usage calculation rule on a usage calculation groupis incorrect, as eligibility criteria are applied at the subscription level, not the calculation rule level.
Option D: To configure an optional usage calculation group on a usage subscription typeis incorrect, as usage calculation groups are mandatory for usage subscriptions, not optional.
Option E: To configure an optional usage calculation group on a usage subscriptionis incorrect for the same reason; usage calculation groups are required, and eligibility criteria focus on transaction generation.
Practical Example:A usage subscription for a residential electric service includes eligibility criteria requiring an active meter and a billing period within the service agreement's dates. If a customer's meter is temporarily disconnected, the eligibility criteria prevent a usage transaction from being generated, avoiding erroneous billing until the meter is reactivated.
The Oracle Utilities Customer to Meter User Guide underscores that eligibility criteria are a critical control mechanism, ensuring that only valid usage data is processed for billing, reducing disputes and operational errors.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription and Eligibility Criteria Oracle Utilities Customer to Meter Implementation Guide, Chapter: Usage Calculation Processing Oracle Utilities Customer to Meter User Guide, Section: Managing Usage Subscriptions

NEW QUESTION # 46
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