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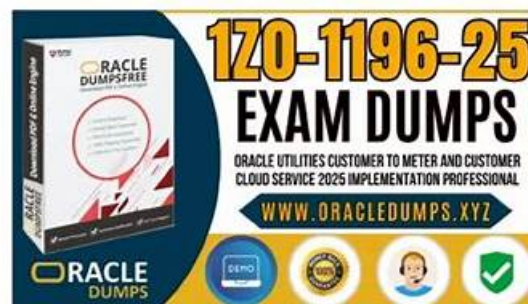
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As far as the Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional (1z0-1196-25) exam questions are concerned, these Oracle 1z0-1196-25 exam questions are designed and verified by the experience and qualified 1z0-1196-25 exam trainers. They work together and strive hard to maintain the top standard of 1z0-1196-25 Exam Practice questions all the time. So you rest assured that with the PracticeDump Oracle 1z0-1196-25 exam questions you will ace your 1z0-1196-25 exam preparation and feel confident to solve all questions in the final Oracle 1z0-1196-25 exam.

## Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Understanding Measurements and Performing Validation</li><li>• Editing</li><li>• Estimation (VEE) Processing: This section of the exam measures the skills of a Metering Analyst and covers the process of loading and processing measurement data, including how validations are applied and the role of VEE groups and rules in managing initial measurements and ensuring data integrity.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Creating and Managing Payments:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Starting and Stopping Service:</b> This section of the exam measures the skills of a Customer Service Representative and covers the process of initiating and terminating service agreements. It explores how the system manages service transitions and supports customer service flows through guided interactions and system actions.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Maintaining Customer Information:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Maintaining Device Information:</b> 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• <b>Searching and Viewing Customer and Device Related Information:</b> 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• <b>Understanding Adjustment:</b> This section of the exam measures the skills of a Billing Analyst and covers how different types of adjustments work, the control mechanisms they use, and how they impact account balances. It includes the different methods for initiating and applying adjustments within the system.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>• <b>Describing the Customer to Meter Product:</b> 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.</li> </ul>

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## **Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q22-Q27):**

### **NEW QUESTION # 22**

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

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

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, preventing the addition of duplicate person records 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 the Person 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: Person refers to the individual record itself, not a configuration point for preventing duplicates.

Option B: Person Contact Type defines how contact information (e.g., phone, email) is stored but does not control duplicate prevention.

Option D: Installation Options manage global system settings, such as default parameters, but do not specifically handle duplicate person checks.

Option E: Person Type categorizes 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 # 23

In which plug-in spot can an implementation configure an algorithm to delete a bill as part of the bill completion process?

- A. Service Agreement Type - Bill Completion
- B. Customer Class - Pre-Bill Completion
- C. Service Agreement Type - Pre-Bill Completion
- **D. Customer Class - Bill Completion**
- E. Customer Class - Post Bill Completion

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, plug-in spots allow implementations to configure custom algorithms for specific processes, such as bill completion. The Oracle Utilities Customer to Meter Configuration Guide specifies that the Customer Class - Bill Completion plug-in spot is used to configure algorithms that execute during the bill completion process, including actions like deleting a bill under certain conditions (e.g., zero balance or errors).

The other options are incorrect:

Option A: The Service Agreement Type - Pre-Bill Completion plug-in spot is used for actions before bill completion, not for deleting a bill.

Option B: The Customer Class - Pre-Bill Completion plug-in spot is also for pre-completion actions, not bill deletion.

Option C: The Customer Class - Post Bill Completion plug-in spot is for actions after the bill is completed, not during the completion process.

Option D: The Service Agreement Type - Bill Completion plug-in spot is not a standard spot for bill deletion algorithms; customer class-level configuration is more appropriate.

Thus, the correct answer is E, as the Customer Class - Bill Completion plug-in spot is the correct location for configuring bill deletion algorithms.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Plug-In Spots for Bill Completion  
Oracle Utilities Customer to

### NEW QUESTION # 24

At what stage in the processing related to initial measurement data (IMD) will meter multipliers be applied to measurements?

- A. Critical Validation
- B. Post-VEE
- **C. VEE**
- D. Prepare for VEE

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, meter multipliers are factors applied to raw meter readings to account for device-specific scaling (e.g., a multiplier of 10 for a meter that records in tens of kWh). The Oracle Utilities Customer to Meter Configuration Guide specifies that meter multipliers are applied during the VEE (Validation, Editing, and Estimation) stage of initial measurement data (IMD) processing. The VEE stage involves a series of rules and algorithms to validate, edit, and estimate measurement data, including the application of meter multipliers to convert raw readings into accurate consumption values.

During the VEE process, the system retrieves the multiplier defined in the device's configuration (e.g., in the Measuring Component or Device Configuration) and applies it to the raw measurement. This ensures that the resulting consumption data is correctly scaled for usage calculations and billing. For example, if a raw reading is 50 units and the meter multiplier is 100, the VEE process applies the multiplier to yield a consumption of 5,000 units.

The other options are incorrect for the following reasons:

Option A: Prepare for VEE involves preliminary steps like data formatting or staging but does not include applying multipliers.

Option C: Critical Validation checks basic data integrity (e.g., format, device ID) and does not involve multiplier application.

Option D: Post-VEE occurs after VEE processing and focuses on finalizing measurements or triggering downstream processes, not applying multipliers.

Practical Example: A utility receives an IMD with a raw reading of 10 kWh from a meter with a multiplier of

10. During the VEE stage, the system applies the multiplier, resulting in a corrected measurement of 100 kWh, which is then used for billing calculations. If the multiplier were applied incorrectly, the VEE rules could flag the measurement for further review.

The Oracle Utilities Customer to Meter Implementation Guide highlights that the VEE stage is critical for ensuring measurement accuracy, as it integrates device-specific configurations like multipliers into the data processing pipeline, preventing errors in billing or reporting.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: VEE Processing and Meter Multipliers  
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Measurement Processing

### NEW QUESTION # 25

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. Meter Data Management**
- C. Operational Device Management
- D. Customer Care and Billing
- E. Digital Asset Management

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the Meter 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 the service 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 Management is 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 Management is 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 # 26

When a user initiates a request to start service, the system initiates a service agreement in the state of "Pending Start". A pending start service agreement remains in this state until everything necessary to start service is defined in the system. At that time, the service agreement can be activated. What controls when the SA Activation background process activates a service agreement that is linked to a service point?

- A. The algorithm configured in the SA Type - SA Activation plug-in spot for a service agreement's SA Type
- B. Completion of all field activity requests linked to the service point and service agreement
- C. The Start Date of a service agreement
- D. The End Date of the previous service agreement at a premise
- E. The run date of the SA Activation background process

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the activation of a service agreement from the "Pending Start" state is managed by the SA Activation background process. The Oracle Utilities Customer to Meter Configuration Guide specifies that the timing and conditions for activation are controlled by an algorithm configured in the SA Type - SA Activation plug-in spot for the service agreement's Service Agreement Type (SA Type). This algorithm defines the logic for determining when all necessary conditions (e.g., meter installation, field activities) are met to activate the service agreement.

The other options are incorrect:

Option A: The Start Date is a reference point but does not control the activation process.

Option B: The End Date of a previous service agreement is unrelated to the activation of a new service agreement.

Option D: The run date of the background process determines when the process executes, but the activation logic is defined by the algorithm.

Option E: While field activity completion may be a condition, it is the algorithm that evaluates this, not the completion itself.

Thus, the correct answer is C, as the SA Activation algorithm governs the activation process.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Service Agreement Activation Oracle Utilities Customer to Meter Implementation Guide, Chapter: Starting and Stopping Service

### NEW QUESTION # 27

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