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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Starting and Stopping Service: 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.
Topic 3	• Understanding Credit and Collections Capabilities: This section of the exam measures the skills of a Collections Officer and covers how the system uses automated processes to prompt debt recovery. It explains key concepts such as payment arrangements and pay plans, which help manage overdue balances.
Topic 4	• 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.
Topic 5	• 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 6	• 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 7	• 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 8	• Understanding Measurements and Performing Validation • Editing • 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.

Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q24-Q29):

NEW QUESTION # 24
Various records in Customer to Meter reference field and lookup values from their relevant application components. What is used to map similar field and lookup values between application components?

- A. Feature Configurations
- B. Domain Value Maps
- C. Lookups
- D. Master Configurations
- E. Extendable Lookups

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,Domain Value Mapsare used to map similar field and lookup values between different application components to ensure consistency and interoperability. The Oracle Utilities Customer to Meter Configuration Guide explains that Domain Value Maps define relationships between values in different domains, allowing the system to translate or align data across components (e.g., mapping a billing status code to a financial transaction code).
The other options are incorrect:
Option B: Master Configurations define global system settings, not value mappings.
Option C: Lookups define valid values for a field but do not map values between components.
Option D: Feature Configurations control system behavior, not value mappings.
Option E: Extendable Lookups allow customization of lookup values but do not handle mapping between components.
Thus, the correct answer isA, as Domain Value Maps are the mechanism for mapping values.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Domain Value Maps Oracle Utilities Customer to Meter Implementation Guide, Chapter: System Configuration

NEW QUESTION # 25
Which three statements are true regarding Financial Transaction creation algorithms?

- A. They control when a Financial Transaction is to be swept onto a bill.
- B. They control when a Financial Transaction's details are ready to be posted to the General Ledger.
- C. They control how the payoff balance is affected.
- D. They control how the current balance is affected.
- E. They control if and how the General Ledger entries are created.

Answer: B,D,E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,Financial Transaction creation algorithmsgovern how financial transactions are generated and processed. The Oracle Utilities Customer to Meter Billing Guide specifies:
Statement C: "They control when a Financial Transaction's details are ready to be posted to the General Ledger." This is correct, as algorithms determine the timing of General Ledger (GL) posting based on transaction status.
Statement D: "They control if and how the General Ledger entries are created." This is also correct, as algorithms define whether GL entries are generated and the structure of those entries (e.g., debit/credit accounts).
Statement E: "They control how the current balance is affected." This is correct, as financial transactions directly impact the account's current balance, and algorithms dictate how these updates occur.
The other statements are incorrect:
Statement A: The payoff balance is typically managed by payment algorithms, not financial transaction creation algorithms.
Statement B: The sweeping of financial transactions onto a bill is controlled by bill completion processes, not financial transaction creation algorithms.
Thus, the correct answers areC,D, andE, as they align with the role of financial transaction creation algorithms.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Financial Transactions and General Ledger Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Transaction Processing

NEW QUESTION # 26
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. Create smart meter command
- B. Update status of service point
- 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 # 27

There are various searching capabilities that a business user can use to locate customer and device-related information. What can be used to find devices, measuring components, service points, or usage subscriptions using a variety of search criteria?

- A. Customer 360 Search
- B. Unified Search
- C. 360 Search
- D. Control Central Search

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, theControl Central Searchis the primary tool used by business users to locate devices, measuring components, service points, or usage subscriptions using a variety of search criteria. The Oracle Utilities Customer to Meter User Guide describes Control Central as a centralized dashboard that provides comprehensive search capabilities, allowing users to find customer and device-related information by entering criteria such as account numbers, device IDs, service point addresses, or usage subscription details.

Control Central Search is designed to streamline access to critical data, presenting results in a unified view that includes customer accounts, associated service points, devices, and usage subscriptions. For example, a user can search for a specific meter by its serial number and view its associated service point, measuring components, and billing history within the Control Central interface.

The other options are incorrect for the following reasons:

Option A: Unified Searchis not a specific feature in Oracle Utilities Customer to Meter; it may be confused with general search functionalities in other systems.

Option B: Customer 360 Searchis not a defined term in the system, though it resembles the concept of a 360-degree customer view provided by Control Central.

Option D: 360 Searchis also not a recognized feature; it may be a misnomer for Control Central's comprehensive search capabilities.

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that Control Central Search is a key feature for customer service representatives, enabling them to quickly resolve inquiries by accessing all relevant data in one place. For instance, if a customer calls about a billing issue, the representative can use Control Central Search to locate the customer's account, review the associated service point, and check the meter's measurement data.

Reference:
Oracle Utilities Customer to Meter User Guide, Section: Control Central Search Oracle Utilities Customer to Meter Implementation Guide, Chapter: Searching and Viewing Data

NEW QUESTION # 28
An implementation is starting an Advanced Meter Infrastructure (AMI) roll-out initiative and they plan to replace their legacy scalar TOU meters with smart meters. They want to continue to bill for the same TOU periods and they do not want to change the rate being used. Which three actions should an implementation take to support this requirement?

- A. Add the TOU mapping usage rule to the Customer Rate Schedule extendable lookup for the rate.
- B. Add a new usage calculation group with a TOU mapping usage calculation rule.
- C. Set up the new usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription's type if not configured already.
- D. Add a TOU mapping usage calculation rule to the existing usage calculation group.
- E. Add the new usage calculation group to the Customer Rate Schedule extendable lookup for the rate.
- F. Set up the new or existing usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription if not configured already.

Answer: B,D,F

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, transitioning from legacy scalar Time-of-Use (TOU) meters to smart meters in an Advanced Meter Infrastructure (AMI) roll-out requires careful configuration to maintain existing TOU billing periods and rates. The Oracle Utilities Customer to Meter Configuration Guide outlines the steps to support this requirement, focusing on usage calculation groups and TOU mapping rules. The correct actions are:
Option A: Add a new usage calculation group with a TOU mapping usage calculation rule.This is correct, as a new usage calculation group may be needed to handle the data from smart meters, which often provide interval data rather than scalar readings. The TOU mapping usage calculation rule ensures that the smart meter data is mapped to the existing TOU periods (e.g., peak, off-peak) for billing consistency.
Option C: Set up the new or existing usage calculation group to be identified dynamically by plug- in logic configured on the usage subscription if not configured already.This is correct, as dynamic identification of the usage calculation group via plug-in logic on the usage subscription allows the system to select the appropriate group based on the meter type (e.g., smart meter vs. legacy). This ensures flexibility and compatibility with the new AMI infrastructure.
Option E: Add a TOU mapping usage calculation rule to the existing usage calculation group.This is also correct, as an alternative to creating a new group, the existing usage calculation group can be updated with a TOU mapping rule to process smart meter data while maintaining the same TOU periods, avoiding the need for extensive reconfiguration.
The Oracle Utilities Customer to Meter Implementation Guide explains that TOU mapping rules are critical for aligning meter data with billing periods, especially during AMI transitions. Smart meters typically provide granular interval data, which must be aggregated and mapped to TOU periods using these rules to match the legacy billing structure.
The other options are incorrect:
Option B: Add the TOU mapping usage rule to the Customer Rate Schedule extendable lookup for the rate.This is incorrect, as TOU mapping rules are part of usage calculation groups, not rate schedules, which focus on billing calculations.
Option D: Set up the new usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription's type if not configured already.This is incorrect, as plug-in logic for dynamic group identification is typically configured on the usage subscription, not the subscription type.
Option F: Add the new usage calculation group to the Customer Rate Schedule extendable lookup for the rate.This is incorrect, as usage calculation groups are linked to usage subscriptions, not rate schedules.
Practical Example:A utility replacing scalar TOU meters with smart meters wants to maintain peak (7 AM-7 PM) and off-peak (7 PM-7 AM) billing periods. They create a new usage calculation group with a TOU mapping rule to aggregate smart meter interval data into these periods (Option A). Alternatively, they update the existing group with a TOU mapping rule (Option E). Plug-in logic on the usage subscription dynamically selects the appropriate group based on whether the meter is smart or legacy (Option C). This ensures billing continuity without changing the rate.
The Oracle Utilities Customer to Meter User Guide highlights that these configurations enable seamless AMI transitions, allowing utilities to leverage smart meter capabilities while preserving existing billing structures.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Calculation Groups and TOU Mapping Oracle Utilities Customer to Meter Implementation Guide, Chapter: AMI Implementation and Rate Configuration Oracle Utilities Customer to Meter User Guide, Section: Managing Usage Calculations

NEW QUESTION # 29

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