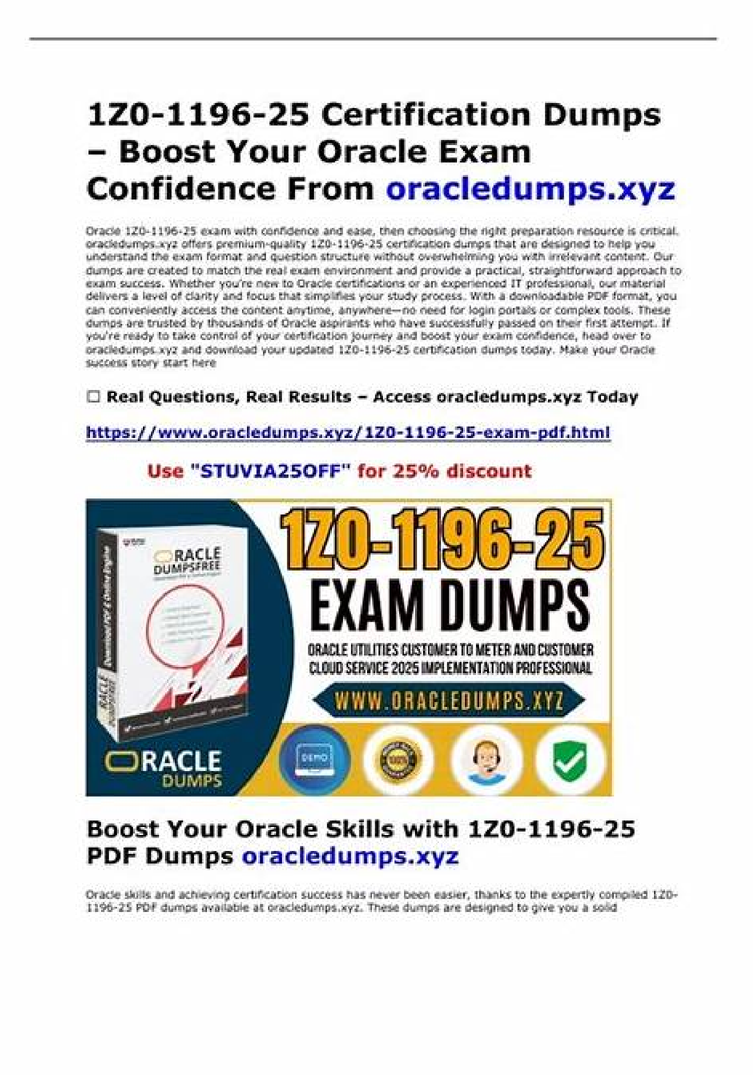
1z0-1196-25 Real Questions & Exam 1z0-1196-25 Overview



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In today's rapidly changing Oracle industry, the importance of obtaining Oracle 1z0-1196-25 certification has become increasingly evident. With the constant evolution of technology, staying competitive in the job market requires professionals to continuously upgrade their skills and knowledge. The TestPDF is committed to completely assisting you in exam preparation with 1z0-1196-25 Questions. Success in the Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional (1z0-1196-25) certification exam is crucial in the tech sector, where the stakes are high, and a single mistake can have significant consequences.

Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	- Understanding Financial Transactions: This section of the exam measures the skills of a Billing Analyst and covers how customer balances are calculated and maintained through service agreements and financial transactions. It includes how different transactions are generated and verified to ensure financial accuracy.
Topic 3	- 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 4	- Understanding Adjustment: 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.
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	- Configuring Rates: This section of the exam measures the skills of a Rate Designer and covers the structure of rate schedules, including the setup of charges and configuration of rules that influence billing results. It ensures understanding of how each rate component impacts the final bill.
Topic 7	- 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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q47-Q52):

NEW QUESTION # 47
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. Unified Search
- B. Control Central Search
- C. Customer 360 Search
- D. 360 Search

Answer: B

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 # 48
Where can a business user configure what zones are to be displayed for them in Control Central/Customer 360?

- A. User - Main tab
- B. User - Portal Preferences tab
- C. Zone - Portal tab
- D. Portal - Zone tab

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,Control Central(also referred to as Customer 360) is a centralized dashboard that displays customer and device-related information in configurablezones(e.g., account summary, service points, billing history). The Oracle Utilities Customer to Meter Configuration Guide specifies that a business user can configure which zones are displayed in Control Central via theUser - Portal Preferences tab. This tab allows users to personalize their view by selecting, arranging, or hiding zones based on their role and preferences, enhancing productivity and usability.
TheUser - Portal Preferences tabprovides a user-specific configuration interface where individuals can customize the layout and content of portals like Control Central. For example, a customer service representative might choose to display zones for account details, recent bills, and service points, while hiding zones for technical device data that are less relevant to their tasks.
The Oracle Utilities Customer to Meter User Guide further explains that this personalization is stored at the user level, ensuring that each user's Control Central view is tailored to their needs without affecting other users. This is particularly valuable in utilities with diverse roles, where different users require access to different types of information.
The other options are incorrect:
Option B: Portal - Zone tab.This is incorrect, as the Portal - Zone tab is used to define the zones available in a portal, not to configure user-specific displays.
Option C: Zone - Portal tab.This is incorrect, as it reverses the relationship; zones are linked to portals, but this is a system-level configuration, not user-specific.
Option D: User - Main tab.This is incorrect, as the User - Main tab contains general user information (e.g., name, role) but does not manage portal preferences.
Practical Example:A billing specialist configures their Control Central view in the User - Portal Preferences tab to display zones for "Account Balance," "Recent Payments," and "Bill History," while hiding the "Device Technical Details" zone. This customized view allows the specialist to quickly access billing-related information when assisting customers, improving response times.
The Oracle Utilities Customer to Meter Implementation Guide underscores that user-configurable zones in Control Central enhance the system's usability, enabling utilities to support diverse workflows while maintaining a consistent data access framework.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: User Portal Preferences Configuration Oracle Utilities Customer to Meter User Guide, Section: Customizing Control Central Oracle Utilities Customer to Meter Implementation Guide, Chapter: User Interface Customization

NEW QUESTION # 49
An implementation has the following requirements: Many customers are installing their own solar electrical generation equipment.

When these customers generate more electricity than required for their own use, the surplus can be exported back to the power grid. To measure this generation, the utility has installed special scalar devices at customers' premises. These devices have separate registers to measure the energy generated (export) and the energy received (import) from the power grid. Both types of read will be stored in kWh, but the import is subtractive and export is consumptive. Which solution should an implementation choose to configure the measuring component types for these specific requirements?

- A. Create one new measuring component type for creating a new measuring component that will be linked to two different scalar devices (one device for import and the other for export).
- B. Create two service points, one for subtractive import measuring component and the other for consumptive export, that will be linked to one scalar device.
- C. Create one new measuring component type for creating two measuring components, one measuring component for subtractive import and the other for consumptive export, that will be linked to one scalar device.
- D. Create two new measuring component types, one for subtractive import and the other for consumptive export, to enable the creation of two measuring components that will be linked to one scalar device.

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, the requirement to measure bothimport(energy received from the grid) andexport(energy sent to the grid from solar generation) using a single scalar device with separate registers requires careful configuration ofmeasuring component types. The Oracle Utilities Customer to Meter Configuration Guide specifies that the correct solution is tocreate two new measuring component types, one for subtractive import and the other for consumptive export, to enable the creation of two measuring components that will be linked to one scalar device.
Ameasuring componentis a point that captures and stores measurement data, and its type defines how the data is processed (e.g., subtractive or consumptive). In this scenario:
Thesubtractive import measuring component typeprocesses import readings by subtracting the previous reading from the current reading to calculate consumption (e.g., grid energy used).
Theconsumptive export measuring component typeprocesses export readings as direct measurements of energy generated and sent to the grid.
By creating two distinct measuring component types, the system can link two measuring components to a single scalar device (the meter), each corresponding to a separate register (one for import, one for export).
This configuration ensures accurate tracking of both import and export energy in kWh, with the appropriate calculation logic applied.
The Oracle Utilities Customer to Meter Implementation Guide highlights that this approach is ideal for net metering scenarios, as it allows utilities to bill customers for net consumption (import minus export) while accurately reporting exported energy for credits or grid management.
The other options are incorrect:
Option A: Create one new measuring component type for creating a new measuring component that will be linked to two different scalar devices.This is incorrect, as the requirement specifies a single scalar device with separate registers, not two devices.
Option B: Create two service points, one for subtractive import measuring component and the other for consumptive export, that will be linked to one scalar device.This is incorrect, as a single service point is sufficient, and multiple service points would unnecessarily complicate the configuration.
Option D: Create one new measuring component type for creating two measuring components, one measuring component for subtractive import and the other for consumptive export, that will be linked to one scalar device.This is incorrect, as a single measuring component type cannot support both subtractive and consumptive calculations simultaneously; separate types are needed.
Practical Example:A customer with solar panels has a scalar meter with two registers: one for import (subtractive) and one for export (consumptive). The utility configures two measuring component types:
"Import kWh" (subtractive) and "Export kWh" (consumptive). Two measuring components are created and linked to the meter, capturing import readings (e.g., 500 kWh - 400 kWh = 100 kWh used) and export readings (e.g., 200 kWh generated). The system uses these measurements for net metering, billing the customer for net consumption and crediting export.
The Oracle Utilities Customer to Meter User Guide notes that this configuration supports renewable energy integration, enabling utilities to manage distributed generation while maintaining billing accuracy.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Measuring Component Types and Net Metering Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Configuration for Renewable Energy Oracle Utilities Customer to Meter User Guide, Section: Managing Measuring Components

NEW QUESTION # 50
What is the recommended way an adjustment can be levied when a service agreement is created?

- A. Define an Adjustment Type on the service agreement's start option.
- B. Plug-in an algorithm into the SA Activation plug-in spot to create an adjustment on the service agreement's SA Type.
- C. Plug-in an Enter or Exit algorithm on the Active state of the service agreement's business object to create an adjustment.
- D. Define an Adjustment Type on the service agreement's SA Type.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,adjustmentsare financial transactions used to modify a service agreement's balance, such as applying credits or charges. When aservice agreementis created, an adjustment may be needed to account for initial fees, promotional credits, or other financial considerations. The Oracle Utilities Customer to Meter Configuration Guide recommends that the best way to levy an adjustment at service agreement creation is toplug-in an algorithm into the SA Activation plug-in spot to create an adjustment on the service agreement's SA Type.
TheSA Activation plug-in spot, defined in the Service Agreement Type (SA Type), is a configuration point where algorithms can be attached to execute specific actions when a service agreement is activated (i.e., transitions from "Pending Start" to "Active"). By plugging in an adjustment creation algorithm, the system automatically generates the appropriate adjustment transaction as part of the activation process. This approach ensures that the adjustment is consistently applied, auditable, and aligned with the SA Type's business rules.
For example, a utility might configure an SA Activation algorithm to create a $50 setup fee adjustment for new residential electric service agreements. When the service agreement is activated, the algorithm triggers the adjustment, updating the service agreement's balance and posting the transaction to the General Ledger (GL).
The Oracle Utilities Customer to Meter Implementation Guide emphasizes that using the SA Activation plug- in spot is the recommended method because it integrates seamlessly with the service agreement lifecycle, reduces manual intervention, and supports complex logic (e.g., conditional adjustments based on customer class or service type).
The other options are incorrect for the following reasons:
Option A: Define an Adjustment Type on the service agreement's SA Type.An Adjustment Type defines the characteristics of an adjustment (e.g., GLaccount, approval rules) but does not specify when or how it is levied during service agreement creation.
Option C: Define an Adjustment Type on the service agreement's start option.Start options control initial settings for service agreements (e.g., billing frequency) but are not used to define adjustments.
Option D: Plug-in an Enter or Exit algorithm on the Active state of the service agreement's business object to create an adjustment.While business object state transitions can trigger algorithms, this is not the recommended approach, as it is less specific to the activation process and may complicate lifecycle management.
Practical Example:A utility offers a $25 welcome credit for new gas service agreements. They configure an SA Activation algorithm in the SA Type for gas services to create a credit adjustment of $25 when the service agreement is activated. When a customer signs up and the agreement activates, the algorithm automatically applies the credit, reducing the service agreement's balance and notifying the billing system.
The Oracle Utilities Customer to Meter User Guide highlights that the SA Activation plug-in spot provides a robust, automated solution for adjustments, ensuring consistency and scalability across large customer bases.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Service Agreement Type and SA Activation Plug-in Spot Oracle Utilities Customer to Meter Implementation Guide, Chapter: Adjustments and Service Agreement Management Oracle Utilities Customer to Meter User Guide, Section: Service Agreement Activation

NEW QUESTION # 51

The adjustment transaction is a convenient mechanism to transfer monies between two service agreements.
Which two statements are true for transfer adjustments?

- A. Both adjustments are created together and frozen together.
- B. The GL details for both adjustments can be posted to the GL together.
- C. A credit adjustment and debit adjustment for a transfer can be linked to separate approval profiles when using a single adjustment transaction.
- D. Each adjustment involved in the transfer can be created independently using a single adjustment transaction.
- E. Transfer adjustments cannot be used to transfer monies between two service agreements that are linked to different accounts.

Answer: A,E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, atransfer adjustmentis a type of adjustment transaction used to move money between two service agreements, typically to correct billing errors or reallocate funds. The Oracle Utilities Customer to Meter Billing Guide provides detailed insights into the characteristics of transfer adjustments:
Statement A: "Transfer adjustments cannot be used to transfer monies between two service agreements that are linked to different accounts." This is correct. The system restricts transfer adjustments to service agreements within the same account to maintain financial integrity and simplify reconciliation.
Transferring funds across accounts requires alternative mechanisms, such as payments or manual adjustments.
Statement C: "Both adjustments are created together and frozen together." This is also correct. A transfer adjustment involves a pair of adjustments-a debit adjustment to one service agreement and a credit adjustment to another. These are created as a single transaction to ensure balance and are frozen together to prevent partial processing, ensuring that the financial impact is consistent.
The other statements are incorrect:
Statement B: Each adjustment cannot be created independently using a single adjustment transaction, as transfer adjustments are inherently paired (debit and credit) and created together.
Statement D: The credit and debit adjustments in a transfer cannot be linked to separate approval profiles within a single transaction, as they are part of the same adjustment process with unified approval logic.
Statement E: While the General Ledger (GL) details for both adjustments are related, they are not necessarily posted together; the posting depends on the GL configuration and timing.
Practical Example:Suppose a customer has two service agreements under one account: one for electricity ($50 balance) and one for water ($0 balance). A billing error incorrectly charged $20 to the electricity agreement instead of the water agreement. A transfer adjustment is created, debiting $20 from the electricity agreement and crediting $20 to the water agreement. Both adjustments are created and frozen together, and the system ensures they are linked to the same account, updating the balances to $30 (electricity) and $20 (water).
The Oracle Utilities Customer to Meter Implementation Guide notes that transfer adjustments are a streamlined way to correct financial allocations within an account, reducing the need for manual interventions and ensuring auditability through paired transactions.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Adjustment Transactions and Transfers Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Adjustments

NEW QUESTION # 52

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