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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 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 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	• 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 5	• 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 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	• 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 8	• 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 9	• 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.
Topic 10	• 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 11	• 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 12	• 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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q31-Q36):

NEW QUESTION # 31
Accounts are the entities for which bills are created. There must be at least one account for every customer.
What is the valid status for an account when the customer has moved out of all their properties and paid off all their debt?

- A. Inactive
- B. Account does not have a status
- C. Pending Stop
- D. Closed
- E. Stopped

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, an account is the entity used for billing and financial tracking, and every customer must have at least one account. When a customer moves out of all their properties and pays off all their debt, the account's status is updated to reflect that it is no longer active. The Oracle Utilities Customer to Meter Configuration Guide clearly states that the valid status for such an account is Closed. The "Closed" status indicates that the account has no outstanding balances, no active service agreements, and no further activity is expected, effectively terminating the account's lifecycle.
The process of closing an account typically involves stopping all service agreements, ensuring all financial obligations are settled (e.g., final bills paid), and updating the account status to "Closed." This status prevents any new transactions or services from being linked to the account, ensuring accurate financial reporting and system integrity.
The Oracle Utilities Customer to Meter Implementation Guide further explains that the "Closed" status is a final state in the account lifecycle, used when the customer relationship is fully terminated. This is distinct from other statuses that reflect temporary or transitional states.
The other options are incorrect for the following reasons:
Option A: Account does not have a status is incorrect, as all accounts in the system have a defined status to track their lifecycle.
Option B: Stopped is not a standard account status; it may apply to service agreements but not accounts.
Option C: Inactive indicates an account with no active services but potentially outstanding balances or future activity, not a fully settled account.
Option E: Pending Stop is a transitional status used when an account is in the process of being stopped, not when all debts are paid and services are terminated.
Practical Example: A customer moves out of their apartment, stops their electric and water services, and pays their final bills, resulting in a zero balance. The utility updates the account status to "Closed," preventing any new charges or services from being associated with the account. If the customer later returns as a new customer, a new account would be created rather than reactivating the closed one.
The Oracle Utilities Customer to Meter User Guide highlights that the "Closed" status is essential for managing customer churn, ensuring that inactive accounts are properly archived while maintaining historical data for audits or reporting.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Account Status Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Account Lifecycle Oracle Utilities Customer to Meter User Guide, Section: Managing Customer Accounts

NEW QUESTION # 32
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. Sidebar
- C. Work List
- D. Control Central

- E. Object Display Area

Answer: B

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 # 33
Which three statements are true regarding Financial Transaction creation algorithms?

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

Answer: A,C,D

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 # 34

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

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, eligibility criteria are 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 used to 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 type is 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 group is 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 type is incorrect, as usage calculation groups are mandatory for usage subscriptions, not optional.
Option E: To configure an optional usage calculation group on a usage subscription is 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 # 35

Which two statements correctly describe important concepts about persons?

- A. A person may have zero, one, or more forms of identification recorded.
- B. A person record is always linked to an account record.
- C. A person exists for every individual or business.
- D. A person can only be linked to another person via an account record.
- E. A person's status indicates if they are a current customer.

Answer: A,C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, the person entity represents an individual or business interacting with the utility. The Oracle Utilities Customer to Meter Implementation Guide clarifies:

Statement C: "A person exists for every individual or business." This is correct, as the system creates a person record for each entity (individual or business) that interacts with the utility, such as customers, vendors, or landlords.

Statement D: "A person may have zero, one, or more forms of identification recorded." This is also correct. The system allows for multiple forms of identification (e.g., Social Security Number, Tax ID) to be associated with a person, or none at all, depending on the configuration.

The other statements are incorrect:

Statement A: A person's status does not directly indicate if they are a current customer; instead, it reflects their relationship status (e.g., active, inactive) with the system, which may not be tied to customer status.

Statement B: A person record is not always linked to an account record; for example, a person could be a contact or landlord without an account.

Statement E: Persons can be linked to other persons through relationships (e.g., household members) without requiring an account record.

Thus, the correct answers are C and D, as they accurately describe the person entity in the system.

Reference:

Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information Management Oracle Utilities Customer to Meter Configuration Guide, Section: Person Configuration

NEW QUESTION # 36

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