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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">Understanding Measurements and Performing ValidationEditingEstimation (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 3	<ul style="list-style-type: none"> 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 4	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 6	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 8	<ul style="list-style-type: none"> 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 9	<ul style="list-style-type: none"> 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 10	<ul style="list-style-type: none"> 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.
Topic 11	<ul style="list-style-type: none"> 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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q26-Q31):

NEW QUESTION # 26

Meters are a type of device, which can be physical or virtual objects, that can produce data to be handled by the system. Which two

statements are true regarding meters?

- A. Only one measuring component can be associated with a meter's device configuration.
- **B. One or more device configurations can be associated with a meter over time.**
- C. A meter can only have scalar or interval measuring components associated with it.
- D. Only one device configuration can be associated with a meter.
- **E. One or more measuring components can be associated with a meter's device configuration.**

Answer: B,E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Meters in Oracle Utilities Customer to Meter are devices that generate measurement data, and their configurations are critical for accurate data processing. The Oracle Utilities Customer to Meter documentation provides the following insights:

Statement A: "One or more measuring components can be associated with a meter's device configuration." This is true because a meter's device configuration can include multiple measuring components to capture different types of data (e.g., consumption, demand, or time-of-use readings).

Statement D: "One or more device configurations can be associated with a meter over time." This is also true, as a meter may have different configurations applied at different times, such as when a meter is reconfigured or upgraded.

The other statements are incorrect:

Statement B: "Only one measuring component can be associated with a meter's device configuration" is false because, as noted, multiple measuring components can be linked to a single device configuration.

Statement C: "Only one device configuration can be associated with a meter" is false because a meter can have multiple device configurations over its lifecycle.

Statement E: "A meter can only have scalar or interval measuring components associated with it" is false because meters can also support other types of measuring components, such as register or profile components, depending on the system configuration. Thus, the correct answers are A and D, as they align with the system's flexibility in associating measuring components and device configurations with meters.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Device Configuration and Measuring Components Oracle Utilities Customer to Meter Implementation Guide, Chapter: Meter Management

NEW QUESTION # 27

How many frozen bill segments are on a bill for a customer with one or more payment arrangements?

- A. Depends on the number of bills that will contain the customer's payment arrangement details
- B. None
- C. Depends on the number of payments that are part of the payment arrangement
- D. Depends on the number of active payment arrangements
- **E. One**

Answer: E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a frozen bill segment is a finalized segment of a bill that is ready for inclusion in the billing process. The Oracle Utilities Customer to Meter Billing Guide clarifies that for a customer with one or more payment arrangements, the bill typically includes one frozen bill segment. This segment represents the consolidated charges for the billing period, including any payment arrangement amounts due, unless the system is configured otherwise for specific scenarios.

The other options are incorrect:

Option A: The number of frozen bill segments is not dependent on the number of bills containing payment arrangement details; each bill has its own segment(s).

Option C: The number of payments in the arrangement does not determine the number of frozen bill segments.

Option D: The number of active payment arrangements does not directly affect the number of frozen bill segments on a single bill.

Option E: A bill for a customer with a payment arrangement typically includes at least one frozen bill segment, so "none" is incorrect. Thus, the correct answer is B, as a single frozen bill segment is standard for a bill with payment arrangements.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Bill Segments and Payment Arrangements Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing with Payment Arrangements

NEW QUESTION # 28

A bill is used to communicate changes in the financial obligations to a customer. For which entity is a bill produced?

- A. Customer
- B. Service Agreement
- **C. Account**
- D. Landlord Agreement
- E. Person

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, bills are generated to communicate financial obligations, such as charges for services consumed, to a customer. The Oracle Utilities Customer to Meter Billing Guide explicitly states that bills are produced for an account. An account is the central entity that aggregates financial transactions, including charges from service agreements, and serves as the billing entity for a customer. The bill reflects the total financial obligations associated with the account for a specific billing period.

The other options are incorrect:

Option A: A service agreement defines the terms of service and generates bill segments, but the bill itself is produced for the account, not the service agreement.

Option B: A person represents an individual or business, but bills are not produced directly for persons; they are tied to accounts.

Option C: A landlord agreement manages service reversion preferences, not billing.

Option E: The term "Customer" is not a specific entity in the system; accounts are used to represent customers for billing purposes.

Thus, the correct answer is C, as bills are produced for accounts.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Bill Creation and Account Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION # 29

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 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 validation group on a usage subscription type
- E. To configure an optional usage calculation rule on a usage calculation group

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 A: 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 # 30

A usage subscription defines which usage calculation group should be used to calculate service quantities (often referred to as bill determinants). Which record directly initiates a corresponding usage subscription?

- A. Usage Request
- B. **Service Agreement**
- C. Usage Subscription Type
- D. Bill Segment
- E. Service Agreement Type

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a usage subscription is a record that links a service agreement to a specific usage calculation group, which is used to calculate service quantities (bill determinants) for billing.

The Service Agreement is the record that directly initiates the creation of a usage subscription. According to the Oracle Utilities Customer to Meter documentation, when a service agreement is created or activated, it triggers the creation of a usage subscription to define how usage data (e.g., meter readings) will be processed for billing purposes.

The other options are incorrect for the following reasons:

Service Agreement Type (Option A) defines the template or rules for service agreements but does not directly initiate a usage subscription.

Usage Request (Option B) is a record used to request usage calculations, typically for billing or analysis, but it is not the entity that initiates the usage subscription itself.

Bill Segment (Option D) is a result of the billing process and does not initiate a usage subscription.

Usage Subscription Type (Option E) defines the characteristics of a usage subscription but is not the record that directly triggers its creation.

The Oracle Utilities Customer to Meter Implementation Guide explicitly states that the service agreement is the entity that establishes the usage subscription to facilitate usage calculations for billing.

Reference:

Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Agreements and Usage Subscriptions Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription Configuration

NEW QUESTION # 31

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