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# Customer Cloud Service 2025 Implementation Professional

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 7	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 8	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 9	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 10	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 11	<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 12	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 13	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q20-Q25):

### NEW QUESTION # 20

An implementation has imported initial measurement data, measurement data in its initial (or raw) form, and it can be viewed through the Measuring Component portal; however, it is not in the "Final" measurement status. What validation has the initial measurement data passed at a minimum?

- A. Critical Validation
- B. Sum Check Validation
- C. Multiplier Check Validation
- D. High/Low Check Validation

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, initial measurement data (IMD) represents raw meter readings or data imported into the system before undergoing full validation, editing, and estimation (VEE) processing. The Oracle Utilities Customer to Meter Configuration Guide explains that for IMD to be viewable in the Measuring Component portal, it must have passed Critical Validation at a minimum. Critical Validation ensures that the data meets basic integrity requirements, such as correct format, valid device ID, and non-null values, allowing the system to store and display the data.

Critical Validation is the first step in the VEE process and is mandatory for all imported measurements. If the data fails this validation (e.g., due to a missing device ID or invalid timestamp), it is rejected and not stored in the Measuring Component portal. Once Critical Validation is passed, the measurement is stored with an initial status (e.g., "Pending" or "Initial"), awaiting further VEE processing to reach the "Final" status, which involves additional validations like High/Low Check, Multiplier Check, or Sum Check. The other options are incorrect for the following reasons:

Option B: High/Low Check Validation verifies that the measurement falls within expected ranges, but this is a subsequent step in VEE and not required for initial storage.

Option C: Multiplier Check Validation ensures that meter multipliers are correctly applied, but it occurs later in the VEE process.

Option D: Sum Check Validation confirms that aggregated measurements match expected totals, but it is not a minimum requirement for initial data storage.

Practical Example: Suppose a utility imports a meter reading of 150 kWh for a specific device. During import, the system performs Critical Validation to confirm that the device ID exists, the reading is numeric, and the timestamp is valid. If these checks pass, the measurement is stored in the Measuring Component portal with an initial status, viewable by users, but it awaits further VEE checks (e.g., High/Low Check) to achieve "Final" status for billing.

The Oracle Utilities Customer to Meter Implementation Guide underscores that Critical Validation is a foundational step to ensure data integrity, enabling the system to handle large volumes of imported measurements efficiently while flagging errors early.

Reference:

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

### NEW QUESTION # 21

A business user can use agent-assisted process flows for processing start/stop/transfer service requests. What can create and/or update applicable customer-related records when using this approach?

- A. Process Flow
- **B. Child Customer Service Requests**
- C. Parent Customer Service Request
- D. Parent Service Task
- E. Child Service Tasks

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, agent-assisted process flows are used to streamline the processing of start, stop, or transfer service requests, allowing business users to manage customer interactions efficiently.

The Oracle Utilities Customer to Meter Configuration Guide explains that Child Customer Service Requests are responsible for creating and/or updating applicable customer-related records during these process flows. A Customer Service Request (CSR) is a structured process that may include a parent CSR, which orchestrates the overall request, and child CSRs, which handle specific tasks or sub-processes.

Child Customer Service Requests are designed to perform detailed actions, such as creating new service agreements, updating account information (Shivaji (2004)), updating account information, or modifying service points. For example, when a customer requests to start service, the parent CSR might initiate the process, while child CSRs handle tasks like creating a service agreement, linking a meter to a service point, or updating customer contact details.

The Oracle Utilities Customer to Meter Implementation Guide further clarifies that child CSRs are used to modularize complex processes, allowing each child request to focus on a specific record update or creation, ensuring accuracy and traceability. This structure supports agent-assisted flows by enabling users to follow guided steps while the system automates record updates in the background.

The other options are incorrect for the following reasons:

Option A: Process Flow defines the sequence of steps in the agent-assisted process but does not directly create or update records.

Option B: Child Service Tasks are lower-level actions within a CSR but are not the primary entities for record updates.

Option C: Parent Customer Service Request orchestrates the process but delegates record updates to child CSRs.

Option E: Parent Service Task is not a standard term in the system and does not apply.

Practical Example: A customer requests to transfer service to a new address. The parent CSR initiates the process, prompting the user to enter new address details. A child CSR creates a new service agreement for the new service point, another updates the customer's account with the new address, and a third links the existing meter to the new service point. Each child CSR ensures the relevant records are accurately updated.

The Oracle Utilities Customer to Meter User Guide highlights that child CSRs enhance process efficiency by breaking down complex service requests into manageable, automated tasks, reducing errors and improving customer service.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Customer Service Requests  
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Starting and Stopping Service  
Oracle Utilities Customer to Meter User Guide, Section: Agent-Assisted Process Flows

### NEW QUESTION # 22

Bill segment calculation lines are the source of some details that can be printed on a customer's bill. These lines are a snapshot of how the system calculated the bill segment amount. What can cause multiple bill segment calculation lines to be produced for a rate calculation rule for a bill segment calculation header?

- **A. Change of pratable rate version calculation group for rate schedule and pratable bill factor value in rate version calculation group during a billing period**
- B. Nothing - there can be only one bill segment calculation line
- C. Change of pratable rate schedule during a billing period
- D. Change in pratable bill factor value in rate version calculation group for rate schedule during a billing period
- E. Change of pratable rate version calculation group for rate schedule during a billing period

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, bill segment calculation lines detail how a bill segment's amount is calculated based on the rate calculation rules. Multiple calculation lines can be generated when there are changes in the rate structure during a billing period that affect proration. The Oracle Utilities Customer to Meter Configuration Guide specifies that a change in the prorable rate version calculation group for a rate schedule and a prorable bill factor value in the rate version calculation group during a billing period (Option D) can cause multiple bill segment calculation lines. This occurs because the system must prorate the charges for different periods within the billing cycle, creating separate lines for each applicable rate or bill factor.

The other options are incorrect:

Option A: A change in the rate schedule itself is not typically prorable within a single billing period; it would result in a new bill segment, not multiple calculation lines.

Option B: Multiple calculation lines can be produced, so this is incorrect.

Option C: A change in the bill factor value alone may not necessitate multiple lines unless combined with a rate version change.

Option E: A change in the rate version calculation group alone is insufficient without the additional impact of a prorable bill factor change.

Thus, the correct answer is D, as it accurately describes the conditions leading to multiple calculation lines.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Rate Calculation and Bill Segment Calculation Lines  
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Rate Configuration

### NEW QUESTION # 23

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 # 24

Usage calculations calculate service quantities (often referred to as bill determinants) for bill calculation purposes. Which option correctly specifies the valid entity or entities related to usage calculations?

- A. Usage Version Calculation Group
- B. Pre-Processing Usage Calculation Group and Usage Calculation Group
- C. Pre-Processing Usage Calculation Group, Usage Version Calculation Group, and Post-Processing Usage Calculation Group
- **D. Usage Calculation Group**
- E. Usage Calculation Group and Post-Processing Usage Calculation Group

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, usage calculations are responsible for determining service quantities, also known as bill determinants, which are used in billing processes. The primary entity associated with these calculations is the Usage Calculation Group. This group defines the rules and logic for calculating service quantities based on meter readings or other measurement data. According to the Oracle Utilities Customer to Meter documentation, the Usage Calculation Group is the central entity that orchestrates the calculation process, including applying validation, editing, and estimation (VEE) rules as needed.

The other options include entities that are either incorrect or not directly related to usage calculations:

Usage Version Calculation Group (Option A) is not a standard term in the Oracle Utilities framework and does not exist as a defined entity for usage calculations.

Pre-Processing Usage Calculation Group and Post-Processing Usage Calculation Group (Options B, C, D) are also not recognized entities within the Oracle Utilities Customer to Meter system. These terms may be confused with preprocessing or post-processing steps in other contexts, but they do not apply to usage calculations in this system.

The correct entity, Usage Calculation Group (Option E), is explicitly mentioned in the Oracle Utilities Customer to Meter Configuration Guide as the entity that governs the calculation of service quantities for billing.

Thus, the correct answer is E, as it accurately identifies the Usage Calculation Group as the valid entity for usage calculations.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Calculation Processing Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing and Usage Calculations

### NEW QUESTION # 25

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