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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 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	• 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 6	• 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 7	• 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	• 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 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	• 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 11	• 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 12	• 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 13	• 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 (Q25-Q30):

NEW QUESTION # 25
Specifications are used to define the manufacturer, model, and other information about assets. Which statement is true about specifications?

- A. Specifications include the inspection history of assets.
- B. Specifications can include peer specifications.
- C. A single specification can only be used on one asset.

- D. Specifications apply only to assets and not to components.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,specificationsare records that define detailed attributes of assets, such as manufacturer, model, serial number, and technical specifications. The Oracle Utilities Customer to Meter Configuration Guide confirms thatspecifications can include peer specifications, making Statement A correct.Peerspecificationsrefer to related specifications that provide additional context or compatibility information, such as specifying compatible components or alternative models for an asset. This feature allows utilities to manage complex asset relationships, ensuring that assets and their components are correctly configured and maintained.
For example, a specification for a smart meter might include peer specifications for compatible communication modules or registers, enabling the system to validate that installed components meet the asset' s requirements. This enhances asset management by providing a structured way to define and track relationships between assets and their associated components.
The Oracle Utilities Customer to Meter Implementation Guide further explains that specifications are critical for asset lifecycle management, as they provide a standardized way to document and reference asset details across maintenance, installation, and replacement processes.
The other statements are incorrect:
Statement B: Specifications apply only to assets and not to components.This is incorrect, as specifications can be defined for both assets (e.g., meters) and components (e.g., registers, communication modules).
Statement C: A single specification can only be used on one asset.This is incorrect, as a single specification can be applied to multiple assets of the same type (e.g., all meters of a specific model).
Statement D: Specifications include the inspection history of assets.This is incorrect, as inspection history is tracked separately in maintenance or activity records, not within specifications.
Practical Example:A utility defines a specification for a particular model of electric meter, including its manufacturer, model number, and voltage rating. The specification also includes peer specifications for compatible current transformers and communication modules. When a meter is installed, the system checks the peer specifications to ensure that the installed components are compatible, streamlining maintenance and upgrades.
The Oracle Utilities Customer to Meter User Guide highlights that specifications, including peer specifications, are essential for managing asset diversity, particularly in utilities with large inventories of meters and components.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Asset Specifications and Peer Specifications Oracle Utilities Customer to Meter Implementation Guide, Chapter: Asset Management Oracle Utilities Customer to Meter User Guide, Section: Managing Asset Specifications

NEW QUESTION # 26

An implementation needs to set up a configuration that allows a service point to be used with various metered devices. This configuration should support interval, digital scalar, and analog scalar devices. How could this requirement be met?

- A. Configure one service point type, one device type, three device configuration types, and then define these as valid options on the service point type.
- B. Configure one service point type, three device configuration types, and thenconfigure the three valid device configuration types on the service point type.
- C. Configure one service point type, three device types, and then configure the three valid device types on the service point type.
- D. Configure one service point type, three measuring component types, and then configure the three valid measuring component types on the service point type.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, aservice pointrepresents the location where utility services are delivered, and it must be configured to support variousmetered devices(e.g., interval, digital scalar, analog scalar). The Oracle Utilities Customer to Meter Configuration Guide explains that this requirement is met by configuringone service point type, three device configuration types, and then configuring the three valid device configuration types on the service point type.
TheService Point Typedefines the characteristics of service points, including which types of devices can be installed.Device Configuration Typesspecify the setup for devices, such as the number and type of measuring components (e.g., interval for smart meters, digital scalar for electronic meters, analog scalar for mechanical meters). By associating multiple Device Configuration Types

with a Service Point Type, the system ensures that a service point can accommodate different device configurations over time, supporting the required flexibility.

For example, a Service Point Type for residential electric service might be linked to three Device Configuration Types: one for interval meters (smart meters with time-based readings), one for digital scalar meters (electronic meters with cumulative readings), and one for analog scalar meters (mechanical meters with cumulative readings). This configuration allows the service point to support any of these device types as needed, such as during meter upgrades or replacements.

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that Device Configuration Types provide the granularity needed to support diverse metering technologies, while the Service Point Type ensures compatibility with the service delivery requirements.

The other options are incorrect:

Option A: Configure one service point type, three device types, and then configure the three valid device types on the service point type.This is incorrect, as Device Types define general device categories (e.g., electric meter) but lack the specific configuration details provided by Device Configuration Types.

Option C: Configure one service point type, three measuring component types, and then configure the three valid measuring component types on the service point type.This is incorrect, as Measuring Component Types definedata collection points (e.g., kWh, demand) but do not encompass the full device configuration.

Option D: Configure one service point type, one device type, three device configuration types, and then define these as valid options on the service point type.This is incorrect, as limiting to one Device Type reduces flexibility, and the correct approach focuses on Device Configuration Types.

Practical Example:A utility upgrading to smart meters configures a Service Point Type for electric service, linking it to three Device Configuration Types: interval (for smart meters), digital scalar (for existing electronic meters), and analog scalar (for older mechanical meters). When a smart meter is installed at a service point, the system references the interval Device Configuration Type, ensuring compatibility with the service point's requirements.

The Oracle Utilities Customer to Meter User Guide notes that this configuration supports seamless meter transitions, enabling utilities to manage diverse metering technologies without reconfiguring service points.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Service Point Type and Device Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Management Oracle Utilities Customer to Meter User Guide, Section: Configuring Service Points

NEW QUESTION # 27

When a user initiates a request to start service, the system initiates a service agreement in the state of "Pending Start". A pending start service agreement remains in this state until everything necessary to start service is defined in the system. At that time, the service agreement can be activated. What controls when the SA Activation background process activates a service agreement that is linked to a service point?

- A. The run date of the SA Activation background process
- B. The End Date of the previous service agreement at a premise
- C. The algorithm configured in the SA Type - SA Activation plug-in spot for a service agreement's SA Type
- D. The Start Date of a service agreement
- E. Completion of all field activity requests linked to the service point and service agreement

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the activation of a service agreement from the "Pending Start" state is managed by theSA Activation background process. The Oracle Utilities Customer to Meter Configuration Guide specifies that the timing and conditions for activation are controlled by analgorithm configured in the SA Type - SA Activation plug-in spotfor the service agreement's Service Agreement Type (SA Type). This algorithm defines the logic for determining when all necessary conditions (e.g., meter installation, field activities) are met to activate the service agreement.

The other options are incorrect:

Option A: The Start Date is a reference point but does not control the activation process.

Option B: The End Date of a previous service agreement is unrelated to the activation of a new service agreement.

Option D: The run date of the background process determines when the process executes, but the activation logic is defined by the algorithm.

Option E: While field activity completion may be a condition, it is the algorithm that evaluates this, not the completion itself.

Thus, the correct answer isC, as the SA Activation algorithm governs the activation process.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Service Agreement Activation Oracle Utilities Customer to Meter

NEW QUESTION # 28

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

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,bill segment calculation linesdetail 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 thata change in the proratable rate version calculation group for a rate schedule and a proratable 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 proratable 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 proratable bill factor change.
Thus, the correct answer isD, 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 # 29

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

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

Answer: A

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 # 30

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