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

| Topic   | Details  |
|---------|--|
| Topic 1 | <ul style="list-style-type: none"><li>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.</li></ul> |

|          |  |
|----------|--|
| Topic 2  | <ul style="list-style-type: none"> <li>• <b>Maintaining Customer Information:</b> 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 3  | <ul style="list-style-type: none"> <li>• <b>Understanding Financial Transactions:</b> 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 4  | <ul style="list-style-type: none"> <li>• <b>Describing the Customer to Meter Product:</b> 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 5  | <ul style="list-style-type: none"> <li>• <b>Searching and Viewing Customer and Device Related Information:</b> 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 6  | <ul style="list-style-type: none"> <li>• <b>Initiating and Managing Service Orders and Field Activities:</b> 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 7  | <ul style="list-style-type: none"> <li>• <b>Understanding Measurements and Performing Validation</b></li> <li>• <b>Editing</b></li> <li>• <b>Estimation (VEE) Processing:</b> 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 8  | <ul style="list-style-type: none"> <li>• <b>Maintaining Device Information:</b> 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 9  | <ul style="list-style-type: none"> <li>• <b>Starting and Stopping Service:</b> 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 10 | <ul style="list-style-type: none"> <li>• <b>Creating and Managing Payments:</b> 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>  |

## Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q25-Q30):

### NEW QUESTION # 25

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

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

**Answer: D**

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 D, 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 # 26

At what stage in the processing related to initial measurement data (IMD) will meter multipliers be applied to measurements?

- A. Prepare for VEE
- B. Post-VEE
- **C. VEE**
- D. Critical Validation

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, meter multipliers are factors applied to raw meter readings to account for device-specific scaling (e.g., a multiplier of 10 for a meter that records in tens of kWh). The Oracle Utilities Customer to Meter Configuration Guide specifies that meter multipliers are applied during the VEE (Validation, Editing, and Estimation) stage of initial measurement data (IMD) processing. The VEE stage involves a series of rules and algorithms to validate, edit, and estimate measurement data, including the application of meter multipliers to convert raw readings into accurate consumption values.

During the VEE process, the system retrieves the multiplier defined in the device's configuration (e.g., in the Measuring Component or Device Configuration) and applies it to the raw measurement. This ensures that the resulting consumption data is correctly scaled for usage calculations and billing. For example, if a raw reading is 50 units and the meter multiplier is 100, the VEE process applies the multiplier to yield a consumption of 5,000 units.

The other options are incorrect for the following reasons:

Option A: Prepare for VEE involves preliminary steps like data formatting or staging but does not include applying multipliers.

Option C: Critical Validation checks basic data integrity (e.g., format, device ID) and does not involve multiplier application.

Option D: Post-VEE occurs after VEE processing and focuses on finalizing measurements or triggering downstream processes, not applying multipliers.

Practical Example: A utility receives an IMD with a raw reading of 10 kWh from a meter with a multiplier of

10. During the VEE stage, the system applies the multiplier, resulting in a corrected measurement of 100 kWh, which is then used for billing calculations. If the multiplier were applied incorrectly, the VEE rules could flag the measurement for further review.

The Oracle Utilities Customer to Meter Implementation Guide highlights that the VEE stage is critical for ensuring measurement accuracy, as it integrates device-specific configurations like multipliers into the data processing pipeline, preventing errors in billing or reporting.

Reference:

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

### NEW QUESTION # 27

On which page/portal tab are a customer's communication preferences displayed for push-based and subscription-based notifications?

- **A. Account - Communication Preferences tab**

- B. Account - Persons tab
- C. Person - Main tab
- D. Account - Account Portal tab
- E. Person - Person Portal tab

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a customer's communication preferences for push-based and subscription-based notifications are managed at the account level. The Oracle Utilities Customer to Meter Configuration Guide specifies that these preferences are displayed and configured on the Account - Communication Preferences tab. This tab allows users to define how notifications (e.g., billing alerts, outage updates) are delivered to the customer, including methods such as email, SMS, or other channels.

The other options are incorrect:

Option A: The Person - Main tab contains general information about the person (e.g., name, contact details) but does not include communication preferences for notifications.

Option C: The Person - Person Portal tab is not a standard tab in the system for managing communication preferences.

Option D: The Account - Account Portal tab is used for account-related information but does not specifically display communication preferences.

Option E: The Account - Persons tab lists persons associated with the account but does not manage notification preferences.

Thus, the correct answer is B, as the Account - Communication Preferences tab is the designated location for managing these settings.

Reference:

Oracle Utilities Customer to Meter Shivaji (2004), Oracle Utilities Customer to Meter Configuration Guide, Section: Account Management - Communication Preferences Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information and Notifications

## NEW QUESTION # 28

As part of processing an enable service orchestrator, the algorithm D1-CNSPINS DV (Connect SP and/or Install Device) may determine if a specific activity needs to be created or an action to take place based on the state of the service point. Based on the state of the service point, what can this algorithm directly do?

- A. Update status of service point
- B. Create device and install event
- C. Create install event
- D. Create smart meter command

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the enable service orchestrator manages the process of initiating or enabling utility services, often involving field activities like connecting service points or installing devices.

The algorithm D1-CNSPINS DV (Connect SP and/or Install Device) is a system-provided algorithm that evaluates the state of a service point (e.g., disconnected, inactive, active) to determine necessary actions. The Oracle Utilities Customer to Meter Configuration Guide specifies that this algorithm can directly create an install event based on the service point's state.

An install event is a record that documents the installation of a device (e.g., a meter) at a service point, including details like the installation date and device configuration. The D1-CNSPINS DV algorithm assesses whether the service point requires a device installation (e.g., if no device is currently installed) and triggers the creation of an install event to initiate the necessary field activity. This ensures that the service point is properly equipped to deliver and measure services.

The Oracle Utilities Customer to Meter Implementation Guide further explains that the algorithm is designed to automate service enablement by generating install events when the service point's state indicates a need for device installation, streamlining the process and reducing manual intervention.

The other options are incorrect for the following reasons:

Option B: Update status of service point. The algorithm does not directly update the service point's status; status changes are typically handled by other processes or algorithms after the install event is processed.

Option C: Create device and install event. The algorithm creates an install event but does not create the device itself; devices are pre-defined in the system.

Option D: Create smart meter command. The algorithm does not create smart meter commands, which are specific to advanced metering infrastructure (AMI) interactions and handled by other components.

Practical Example: A customer requests new electric service at a premise with an inactive service point and no installed meter. The D1-CNSPINSVDV algorithm detects the service point's state and creates an install event, prompting a field activity to install a meter. Once the meter is installed, the install event updates the service point's configuration, enabling service activation. The Oracle Utilities Customer to Meter User Guide highlights that the D1-CNSPINSVDV algorithm is a key component of service enablement, ensuring that field activities are triggered efficiently based on service point conditions.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Enable Service Orchestrator and D1- CNSPINSVDV Algorithm  
 Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Orders and Field Activities Oracle Utilities Customer to Meter User Guide, Section: Service Point Management

## NEW QUESTION # 29

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 Start Date of a service agreement
- B. The run date of the SA Activation background process
- C. The algorithm configured in the SA Type - SA Activation plug-in spot for a service agreement's SA Type
- D. The End Date of the previous service agreement at a premise
- 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 the SA Activation background process. The Oracle Utilities Customer to Meter Configuration Guide specifies that the timing and conditions for activation are controlled by an algorithm configured in the SA Type - SA Activation plug-in spot for 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 is C, 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 Implementation Guide, Chapter: Starting and Stopping Service

## NEW QUESTION # 30

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