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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 3	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 4	 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 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	 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 7	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 8	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 9	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 10	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 11	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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q12-Q17):

NEW QUESTION #12

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

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

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, afrozen bill segment is a finalized segment of a bill that is ready for inclusion in the billing process. The Oracle Utilities Customer toMeter Billing Guide clarifies that for a customer with one or more payment arrangements, the bill typically includesone 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 isB, 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 #13

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

Answer: E

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 theOracle 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 isE, 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 #14

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 Account Portal tab
- C. Person Main tab
- D. 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 isB, 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 #15

A bill can be completed when every bill segment on a bill is error-free. Which two statements are correct regarding a completed bill?

- A. Bill segments can only be canceled or rebilled if a completed bill has been reopened.
- B. Only the latest completed bill may be reopened (provided specific conditions are satisfied).
- C. A single bill routing record contains the list of all persons who are to receive a copy of the completed bill.
- D. A Bill Route Type on a bill routing record can be changed if the completed bill's details have not been downloaded/extracted.
- E. The number of completed bills that may be reopened is configurable (provided specific conditions are satisfied for each bill).

Answer: A,E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a bill is considered completed when all associated bill segments are error-free and the bill is finalized for distribution. The Oracle Utilities Customer to Meter Billing Guide provides the following insights:

Statement B: "The number of completed bills that may be reopened is configurable (provided specific conditions are satisfied for each bill)." This is correct. The system allows configuration of how many completed bills can be reopened, subject to specific conditions such as the bill not being extracted or downloaded for external processing. This flexibility is defined in the system's configuration settings.

Statement C: "Bill segments can only be canceled or rebilled if a completed bill has been reopened." This is also correct. According to the documentation, a completed bill must be reopened before any modifications, such as canceling or rebilling bill segments, can be performed. This ensures proper audit trails and financial integrity.

The other statements are incorrect:

Statement A: The Bill Route Type on a bill routing record cannot be changed after a bill is completed, even if the details have not been downloaded/extracted, as this would disrupt the finalized billing process.

Statement D: The system does not restrict reopening to only the latest completed bill; multiple bills can be reopened if conditions are met, as noted in Statement B.

Statement E: A bill routing record does not contain a list of all persons receiving a copy; instead, it defines how the bill is routed to specific recipients, and multiple records may exist for different recipients.

Thus, the correct answers are BandC, as they align with the system's billing processes.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Bill Completion and Reopening Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION #16

Where would an implementation configure the system to prevent duplicate persons from being added?

- A. Person Contact Type
- B. Person Identifier Type
- C. Person
- D. Installation Options
- E. Person Type

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, preventing the addition of duplicate personrecords is a critical function to maintain data integrity and avoid redundancy in customer information. The Oracle Utilities Customer to Meter Configuration Guide explicitly states that the system can be configured to prevent duplicate persons through the Person Identifier Type. The Person Identifier Type defines the types of identifiers (e.g., Social Security Number, Tax ID, Driver's License) that can be associated with a person record and includes settings to enforce uniqueness for specific identifiers.

By configuring a Person Identifier Type to require uniqueness, the system checks whether an identifier (e.g., a specific SSN) already exists before allowing a new person record to be created. If a duplicate identifier is detected, the system prevents the creation of the new record and prompts the user to review the existing record. This functionality is essential for ensuring that each individual or business is represented by a single person record, reducing errors in billing, communication, and account management.

The Oracle Utilities Customer to Meter Implementation Guide further elaborates that the uniqueness check is implemented through validation rules defined in the Person Identifier Type, which can be customized to align with business requirements. For example, a utility might configure the SSN identifier type to be unique, ensuring that no two person records can share the same SSN. The other options are incorrect for the following reasons:

Option A: Personrefers to the individual record itself, not a configuration point for preventing duplicates.

Option B: Person Contact Typedefines how contact information (e.g., phone, email) is stored but does not control duplicate prevention.

Option D: Installation Optionsmanage global system settings, such as default parameters, but do not specifically handle duplicate person checks.

Option E: Person Typecategorizes persons (e.g., residential, commercial) but does not include settings for duplicate prevention. Practical Example: A utility configures the Person Identifier Type for "Social Security Number" to enforce uniqueness. When a customer service representative attempts to create a new person record with an SSN that already exists in the system, the system displays an error message, preventing the duplicate record and directing the representative to the existing person record. This ensures accurate customer data and avoids confusion in billing or service delivery.

The Oracle Utilities Customer to Meter User Guide highlights that configuring duplicate prevention via Person Identifier Type is a best practice for data quality, particularly in large utilities with millions of customers, where manual checks are impractical. Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Person Identifier Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information Management Oracle Utilities Customer to Meter User Guide, Section: Managing Person Records

NEW QUESTION #17

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