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Oracle 1z0-1196-25 考試大綱：

主題	簡介
主題 1	• 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.
主題 2	• 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.
主題 3	• 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.

主題 4	• 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.
主題 5	• 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.
主題 6	• 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.
主題 7	• 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.
主題 8	• 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.

最新的 Oracle Cloud 1z0-1196-25 免費考試真題 (Q37-Q42):

問題 #37
Accounts are the entities for which bills are created. There must be at least one account for every customer.
What is the valid status for an account when the customer has moved out of all their properties and paid off all their debt?

- A. Stopped
- B. Inactive
- C. Closed
- D. Account does not have a status
- E. Pending Stop

答案：C

解題說明：
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, anaccountis the entity used for billing and financial tracking, and every customer must have at least one account. When a customer moves out of all their properties and pays off all their debt, the account's status is updated to reflect that it is no longer active. The Oracle Utilities Customer to Meter Configuration Guide clearly states that the valid status for such an account isClosed. The "Closed" status indicates that the account has no outstanding balances, no active service agreements, and no further activity is expected, effectively terminating the account's lifecycle.
The process of closing an account typically involves stopping all service agreements, ensuring all financial obligations are settled (e.g., final bills paid), and updating the account status to "Closed." This status prevents any new transactions or services from being linked to the account, ensuring accurate financial reporting and system integrity.
The Oracle Utilities Customer to Meter Implementation Guide further explains that the "Closed" status is a final state in the account lifecycle, used when the customer relationship is fully terminated. This is distinct from other statuses that reflect temporary or transitional states.
The other options are incorrect for the following reasons:
Option A: Account does not have a statusis incorrect, as all accounts in the system have a defined status to track their lifecycle.
Option B: Stoppedis not a standard account status; it may apply to service agreements but not accounts.
Option C: Inactiveindicates an account with no active services but potentially outstanding balances or future activity, not a fully settled account.
Option E: Pending Stopis a transitional status used when an account is in the process of being stopped, not when all debts are paid and services are terminated.
Practical Example:A customer moves out of their apartment, stops their electric and water services, and pays their final bills, resulting

in a zero balance. The utility updates the account status to "Closed," preventing any new charges or services from being associated with the account. If the customer later returns as a new customer, a new account would be created rather than reactivating the closed one.
The Oracle Utilities Customer to Meter User Guide highlights that the "Closed" status is essential for managing customer churn, ensuring that inactive accounts are properly archived while maintaining historical data for audits or reporting.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Account Status Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Account Lifecycle Oracle Utilities Customer to Meter User Guide, Section: Managing Customer Accounts

問題 #38
The adjustment transaction is a convenient mechanism to transfer monies between two service agreements.
Which two statements are true for transfer adjustments?

- A. Both adjustments are created together and frozen together.
- B. The GL details for both adjustments can be posted to the GL together.
- C. Each adjustment involved in the transfer can be created independently using a single adjustment transaction.
- D. A credit adjustment and debit adjustment for a transfer can be linked to separate approval profiles when using a single adjustment transaction.
- E. Transfer adjustments cannot be used to transfer monies between two service agreements that are linked to different accounts.

答案： A,E

解題說明：
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, atransfer adjustmentis a type of adjustment transaction used to move money between two service agreements, typically to correct billing errors or reallocate funds. The Oracle Utilities Customer to Meter Billing Guide provides detailed insights into the characteristics of transfer adjustments:
Statement A: "Transfer adjustments cannot be used to transfer monies between two service agreements that are linked to different accounts." This is correct. The system restricts transfer adjustments to service agreements within the same account to maintain financial integrity and simplify reconciliation.
Transferring funds across accounts requires alternative mechanisms, such as payments or manual adjustments.
Statement C: "Both adjustments are created together and frozen together." This is also correct. A transfer adjustment involves a pair of adjustments-a debit adjustment to one service agreement and a credit adjustment to another. These are created as a single transaction to ensure balance and are frozen together to prevent partial processing, ensuring that the financial impact is consistent.
The other statements are incorrect:
Statement B: Each adjustment cannot be created independently using a single adjustment transaction, as transfer adjustments are inherently paired (debit and credit) and created together.
Statement D: The credit and debit adjustments in a transfer cannot be linked to separate approval profiles within a single transaction, as they are part of the same adjustment process with unified approval logic.
Statement E: While the General Ledger (GL) details for both adjustments are related, they are not necessarily posted together; the posting depends on the GL configuration and timing.
Practical Example:Suppose a customer has two service agreements under one account: one for electricity ($50 balance) and one for water ($0 balance). A billing error incorrectly charged $20 to the electricity agreement instead of the water agreement. A transfer adjustment is created, debiting $20 from the electricity agreement and crediting $20 to the water agreement. Both adjustments are created and frozen together, and the system ensures they are linked to the same account, updating the balances to $30 (electricity) and $20 (water).
The Oracle Utilities Customer to Meter Implementation Guide notes that transfer adjustments are a streamlined way to correct financial allocations within an account, reducing the need for manual interventions and ensuring auditability through paired transactions.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Adjustment Transactions and Transfers Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Adjustments

問題 #39
As part of processing an enable service orchestrator, the algorithm D1-CNSPINSDV (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 install event
- C. Create smart meter command
- D. Create device and install event

答案： B

解題說明：
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, theenable service orchestratormanages the process of initiating or enabling utility services, often involving field activities like connecting service points or installing devices.
The algorithmD1-CNSPINSDV (Connect SP and/or Install Device)is a system-provided algorithm that evaluates the state of aservice point(e.g., disconnected, inactive, active) to determine necessary actions. The Oracle Utilities Customer to Meter Configuration Guide specifies that this algorithm can directlycreate an install eventbased on the service point's state.
Aninstall eventis 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-CNSPINSDV 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-CNSPINSDV 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-CNSPINSDV 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- CNSPINSDV 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

問題 #40
Bills can be generated via background processing for all accounts that belong to open bill cycles. Which three options also allow bills to be created via background processing using application-owned batch controls?

- A. Subset of accounts belonging to an open bill cycle or cycles for a specific customer class
- B. A specific account
- C. Subset of accounts not belonging to a specific open bill cycle or cycles
- D. A user-defined list of accounts
- E. Subset of accounts belonging to a specific open bill cycle or cycles

答案： A,B,D

解題說明：
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, bills are typically generated through background processing for accounts in open bill cycles. However, the system also supports additional batch processing options for flexibility. According to the Oracle Utilities Customer to Meter Configuration Guide:
Option B: "A specific account" can be targeted for bill generation via background processing using batch controls, allowing for individual account billing outside of a standard bill cycle.
Option C: "Subset of accounts belonging to an open bill cycle or cycles for a specific customer class" is supported, enabling targeted

billing for specific customer classes within open bill cycles.
Option E: "A user-defined list of accounts" can be processed via batch controls, allowing business users to specify a custom list of accounts for billing.
The other options are incorrect:
Option A: Accounts not belonging to a specific open bill cycle cannot be processed via standard batch controls for bill generation, as bill cycles are a prerequisite for most billing processes.
Option D: While similar to Option C, this option is less specific and redundant, as the system typically requires additional criteria (e.g., customer class) to define the subset, making Option C the more accurate choice.
Thus, the correct answers areB,C, andE, reflecting the system's capabilities for targeted bill generation.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Batch Processing for Billing Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Automation

問題 #41
On which page/portal tab are a customer's communication preferences displayed for push-based and subscription-based notifications?

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

答案：D

解題說明：
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 theaccountlevel. The Oracle Utilities Customer to Meter Configuration Guide specifies that these preferences are displayed and configured on theAccount - 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

問題 #42
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