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二、问题的提出

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トピック 2	<ul style="list-style-type: none"> 顧客およびデバイス関連情報の検索と表示: 試験のこのセクションでは、顧客サービス担当者のスキルを測定し、アプリケーション画面の操作方法、高度な検索機能の使用方法、ユーザーが特定の顧客またはデバイス関連データに効率的にアクセスできるようにポータルを構成する方法について説明します。
トピック 3	<ul style="list-style-type: none"> 請求書の作成と管理: このセクションでは、請求アナリストのスキルを評価し、請求書、セグメント、オフサイクル請求書の作成と管理方法を含む請求ライフサイクルを網羅します。また、使用量計算エンティティ、ルール設定、メーター読み取り値の変更が請求調整に与える影響についても確認します。
トピック 4	<ul style="list-style-type: none"> 調整の理解: このセクションでは、請求アナリストのスキルを評価し、さまざまな種類の調整の仕組み、それらが使用する制御メカニズム、そしてそれらが口座残高に与える影響について学習します。システム内で調整を開始および適用するための様々な方法も含まれます。
トピック 5	<ul style="list-style-type: none"> 支払の作成と管理: この試験セクションでは、支払管理者のスキルを評価し、支払処理の開始から完了までを網羅します。様々な支払コンポーネントの理解、そして様々なソースからの支払いの受け入れと照合のためのシステム設定が含まれます。
トピック 6	<ul style="list-style-type: none"> サービスオーダーとフィールド活動の開始と管理: このセクションでは、フィールドオペレーションコーディネーターのスキルを評価し、オーケストレーションされたサービスオーダーとフィールド活動の作成から完了までのプロセス全体を網羅します。顧客関連の様々なフィールドオペレーションをサポートするための設定の拡張に重点が置かれます。
トピック 7	<ul style="list-style-type: none"> 顧客情報の管理: このセクションでは、機能コンサルタントのスキルを評価し、顧客記録、特に人口統計データと地理データを管理する方法を網羅します。また、サービスポイントとデバイスのリンク方法、インストール情報の追跡方法、顧客による通知設定の方法、サービス契約と使用量サブスクリプションを請求にどのように活用するかについても扱います。
トピック 8	<ul style="list-style-type: none"> Customer to Meter製品の説明: このセクションでは、機能コンサルタントのスキルを評価し、Customer to Meter製品の全体的な範囲（その中核的な目的や、さまざまなユーティリティ機能間での動作方法など）を網羅します。また、さまざまなコンポーネントがトランザクション機能を共有する方法や、共有オブジェクトがシステム全体でどのように管理されるかについての理解度も評価します。
トピック 9	<ul style="list-style-type: none"> 信用調査と回収能力の理解: このセクションでは、回収担当者のスキルを評価し、システムが自動化プロセスを活用して債権回収を促進する仕組みを網羅します。また、延滞残高の管理に役立つ支払い手続きや支払い計画といった重要な概念についても解説します。
トピック 10	<ul style="list-style-type: none"> サービスの開始と終了: このセクションでは、カスタマーサービス担当者のスキルを評価し、サービス契約の開始と終了のプロセスを網羅します。システムがサービス遷移を管理し、ガイド付きのインタラクションとシステムアクションを通じてカスタマーサービスフローをサポートする仕組みを検証します。

>> 1z0-1196-25資格認定試験 <<

現実的な1z0-1196-25資格認定試験 & 資格試験におけるリーダーオファァー & 初段的1z0-1196-25 PDF問題サンプル

1z0-1196-25問題集を買うとき、支払いが成功したら、お客様は問題集をダウンロードできます。1z0-1196-25問題集の有効性を確保する為に、Oracleは1z0-1196-25問題集のに対して、定期的に検査します。そうすれば、お客様に1z0-1196-25問題集の最新版を提供できます。

Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional 認定 1z0-1196-25 試験問題 (Q30-Q35):

質問 # 30

An implementation is configuring VEE groups to include rules to be run when loading initial measurement data (IMD). What can a VEE group be directly associated with?

- A. Device Configuration Type and Device Configuration
- B. Device Configuration Type only
- C. Measuring Component Type only
- D. Device Type and Device
- E. Device Type only
- **F. Measuring Component Type and Measuring Component**

正解: F

解説:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, VEE (Validation, Editing, and Estimation) groups contain rules that process initial measurement data (IMD) to ensure accuracy before usage calculations or billing. The Oracle Utilities Customer to Meter Configuration Guide specifies that a VEE group can be directly associated with Measuring Component Type and Measuring Component. This association allows the system to apply specific VEE rules to measurements based on the type of measuring component (e.g., scalar, interval) or the individual measuring component itself, enabling precise validation tailored to the device's characteristics.

The Measuring Component Type defines the general properties of a measuring component (e.g., whether it measures kWh, gallons, or demand), while the Measuring Component is the specific instance linked to a device. By associating VEE groups with these entities, the system ensures that the appropriate validation rules (e.g., high/low checks, multiplier application) are applied to the measurement data. For example, a VEE group for a scalar kWh measuring component type might include rules to check for readings outside expected ranges, while a specific measuring component might have additional rules based on its historical data.

The other options are incorrect for the following reasons:

Option A: Device Configuration Type and Device Configuration are related to device setup but are not directly associated with VEE groups, which focus on measurement data.

Option C: Device Type only is too broad, as VEE groups require more granular associations to apply specific rules.

Option D: Measuring Component Type only is partially correct but incomplete, as VEE groups can also be associated with individual Measuring Components.

Option E: Device Type and Device are not directly linked to VEE groups, as the focus is on measurement data rather than the device itself.

Option F: Device Configuration Type only is incorrect, as VEE groups are not limited to device configurations.

Practical Example: A utility configures a VEE group for a Measuring Component Type used for residential electric meters, including a rule to flag readings exceeding 10,000 kWh. For a specific Measuring Component at a high-usage customer's service point, the VEE group is further customized to adjust the threshold to

15,000 kWh based on historical data. This dual association ensures accurate validation for both the type and the individual component.

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that associating VEE groups with Measuring Component Types and Measuring Components provides flexibility to handle diverse metering scenarios, ensuring data quality for billing and reporting.

Reference:

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

質問 # 31

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

正解: E

解説:

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

質問 # 32

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

正解: D

解説:

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, 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:

質問 # 33

In which plug-in spot can an implementation configure an algorithm to delete a bill as part of the bill completion process?

- A. Customer Class - Pre-Bill Completion
- **B. Customer Class - Bill Completion**
- C. Service Agreement Type - Pre-Bill Completion
- D. Service Agreement Type - Bill Completion
- E. Customer Class - Post Bill Completion

正解: B

解説:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, plug-in spots allow implementations to configure custom algorithms for specific processes, such as bill completion. The Oracle Utilities Customer to Meter Configuration Guide specifies that the Customer Class - Bill Completion plug-in spot is used to configure algorithms that execute during the bill completion process, including actions like deleting a bill under certain conditions (e.g., zero balance or errors).

The other options are incorrect:

Option A: The Service Agreement Type - Pre-Bill Completion plug-in spot is used for actions before bill completion, not for deleting a bill.

Option B: The Customer Class - Pre-Bill Completion plug-in spot is also for pre-completion actions, not bill deletion.

Option C: The Customer Class - Post Bill Completion plug-in spot is for actions after the bill is completed, not during the completion process.

Option D: The Service Agreement Type - Bill Completion plug-in spot is not a standard spot for bill deletion algorithms; customer class-level configuration is more appropriate.

Thus, the correct answer is E, as the Customer Class - Bill Completion plug-in spot is the correct location for configuring bill deletion algorithms.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Plug-In Spots for Bill Completion Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customizing Billing Processes

質問 # 34

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. A single specification can only be used on one asset.
- C. Specifications apply only to assets and not to components.
- **D. Specifications can include peer specifications.**

正解: D

解説:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, specifications are 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 that specifications can include peer specifications, making Statement A correct. Peer specifications refer 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

質問 # 35

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近年、当社Oracleの1z0-1196-25テストトレンドは好評を博し、献身的に99%の合格率に達しました。多くの労働者がより高度な自己改善を進めるための強力なツールとして、当社の1z0-1196-25認定Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professionalトレーニングは、高度なパフォーマンスと人間中心のテクノロジーに対する情熱を追求し続けています。さまざまな種類の候補者が1z0-1196-25認定を取得する方法を見つけるために、多くの研究が行われています。シラバスの変更および理論と実践の最新の進展に応じて、Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professionalガイドトレンドを修正およびXhs1991更新します。

1z0-1196-25 PDF問題 サンプル : <https://www.xhs1991.com/1z0-1196-25.html>

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