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Oracle 1z0-1196-25 考試大綱：

主題	簡介
主題 1	• 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.
主題 2	• 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.
主題 3	• 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.
主題 4	• 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 5	• 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 6	• 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 7	• 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 8	• 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.
主題 9	• 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.
主題 10	• 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.

VCESoft 1z0-1196-25最新考證 - 立即獲取

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最新的 Oracle Cloud 1z0-1196-25 免費考試真題 (Q25-Q30):

問題 #25
Where can a business user configure what zones are to be displayed for them in Control Central/Customer 360?

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

答案：D

解題說明：
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 configurable zones (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 the User - 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.
The User - Portal Preferences tab provides 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

問題 #26

A Landlord Agreement maintains a landlord's service reversion preferences. Which two statements are correct for landlord agreements?

- A. Different reversion terms can be defined for each type of service.
- B. The Landlord Agreement check box on the tenant's service agreement being stopped indicates if a service agreement may be created against the landlord's account.
- C. Reversion terms can be seasonal.
- D. The Landlord Agreement Type defines the reversion terms for a landlord agreement.
- E. Reversion terms are always applied to all types of service at a premise.

答案：A,B

解題說明：

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, aLandlord Agreementspecifies how utility services at a premise revert to the landlord's account when a tenant's service is stopped, ensuring continuity of service and accurate billing. The Oracle Utilities Customer to Meter Configuration Guide provides clarity on the characteristics of landlord agreements:

Statement B: Different reversion terms can be defined for each type of service.This is correct. The system allows landlord agreements to specify unique reversion terms for different service types (e.g., electricity, water, gas) at a premise, enabling tailored handling based on the service's characteristics or landlord preferences.

Statement D: The Landlord Agreement check box on the tenant's service agreement being stopped indicates if a service agreement may be created against the landlord's account.This is also correct. When a tenant's service agreement is stopped, a check box on the service agreement indicates whether a new service agreement should be created for the landlord's account, based on the landlord agreement's reversion rules.

The Oracle Utilities Customer to Meter Implementation Guide explains that landlord agreements are designed to automate service transitions in rental properties, reducing administrative overhead and ensuring that services remain active under the landlord's account when a tenant vacates. The flexibility to define service- specific reversion terms (Statement B) and the use of a check box to trigger landlord account actions (Statement D) are key features that support this process.

The other statements are incorrect:

Statement A: Reversion terms are always applied to all types of service at a premise.This is incorrect, as reversion terms can be service-specific, as noted in Statement B.

Statement C: The Landlord Agreement Type defines the reversion terms for a landlord agreement.This is incorrect, as reversion terms are defined within the landlord agreement itself, not the Landlord Agreement Type, which specifies general characteristics.

Statement E: Reversion terms can be seasonal.This is incorrect, as the system does not support seasonal reversion terms; terms are typically static or service-specific.

Practical Example:A landlord owns a multi-unit building with electric and water services. The landlord agreement specifies that electricity reverts to the landlord's account immediately upon tenant departure, while water remains off until the landlord requests reactivation. When a tenant's electric service agreement is stopped, thesystem checks the Landlord Agreement check box and

creates a new service agreement for the landlord's account, ensuring uninterrupted electricity billing.

The Oracle Utilities Customer to Meter User Guide underscores that landlord agreements streamline property management for utilities, particularly in high-turnover rental markets, by automating service reversion and reducing service interruptions.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Landlord Agreement Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Reversion and Landlord Agreements Oracle Utilities Customer to Meter User Guide, Section: Managing Landlord Agreements

問題 #27

Measuring components are single points for which data will be received and stored in the system. Measuring components are either subtractive or consumptive. Which statement is correct?

- A. Subtractive measuring components are used to measure demand, whereas consumptive measuring components are used to measure how much was consumed since the previous reading.
- B. A subtractive measuring component's usage is equal to the current reading minus the previous reading. A consumptive measuring component's usage is equal to its current measurement.
- C. Subtractive measuring components are associated only with water service, whereas consumptive measuring components are for gas and electric services.
- D. Subtractive measuring components are associated with deductive meters, whereas consumptive measuring components are not.

答案：B

解題說明：

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, measuring components are defined as points that capture and store measurement data, such as meter readings. Measuring components are categorized as either subtractive or consumptive, based on how usage is calculated. The Oracle Utilities Customer to Meter documentation clarifies that:

A subtractive measuring component calculates usage by subtracting the previous reading from the current reading. This is typical for meters that accumulate readings over time, such as water or electric meters.

A consumptive measuring component calculates usage based on the current measurement alone, without reference to a previous reading. This is common for devices that measure instantaneous or direct consumption, such as certain gas meters.

Option A accurately describes these definitions, making it the correct answer. The other options are incorrect:

Option B is incorrect because subtractive and consumptive measuring components are not restricted to specific service types (e.g., water, gas, or electric). Both types can apply across various services depending on the meter configuration.

Option C is incorrect because subtractive components measure consumption (not demand), and consumptive components do not necessarily measure consumption since the previous reading but rather the current measurement.

Option D is incorrect because the term "deductive meters" is not used in Oracle Utilities documentation, and the distinction between subtractive and consumptive components is based on calculation logic, not meter types.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Measuring Components Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device and Measurement Configuration

問題 #28

An issue is detected in a frozen bill segment prior to a bill being completed and sent out. If the frozen bill segment is then cancelled and rebilled, which two statements are correct after the bill has been completed?

- A. The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be suppressed from all subsequent bills.
- B. The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be included in the following bill.
- C. Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be selected.
- D. Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be deselected.
- E. The bill will include both the original bill segment that was cancelled and the new bill segment details for the customer to see.

答案：A,D

解題說明：
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, when a frozen bill segment is cancelled and rebilled due to an issue, the system handles the financial transactions and bill presentation as follows:
Statement A: "Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be deselected." This is correct.
According to the Oracle Utilities Customer to Meter Billing Guide, when a bill segment is cancelled, both the original (originating) and cancellation financial transactions are included in the bill, but their
"Show on Bill" switches are deselected to prevent them from appearing as line items on the customer's bill, ensuring clarity.
Statement C: "The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be suppressed from all subsequent bills." This is also correct.
The documentation specifies that after cancellation, only the new (rebilled) bill segment is visible to the customer, and the cancelled bill segment is suppressed to avoid confusion.
The other statements are incorrect:
Statement B: Including both the original and new bill segments for the customer to see would create confusion and is not standard practice in the system.
Statement D: The cancelled bill segment details are not included in the following bill; they are suppressed entirely after cancellation.
Statement E: The "Show on Bill" switches are deselected, not selected, to ensure the cancelled transactions do not appear on the bill.
Thus, the correct answers are A and C, as they accurately reflect the system's handling of cancelled and rebilled segments.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Bill Segment Cancellation and Rebilling Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

問題 #29
The adjustment transaction is a convenient mechanism to transfer monies between two service agreements.
Which two statements are true for transfer adjustments?

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

答案：C,D

解題說明：
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, a transfer adjustment is 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 #30

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