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## Latest 1z0-1196-25 Test Answers - Reliable 1z0-1196-25 Exam Labs

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>Understanding Measurements and Performing Validation</li> <li>Editing</li> <li>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.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 9	<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 10	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 11	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 12	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 13	<ul style="list-style-type: none"> <li>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.</li> </ul>

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

### NEW QUESTION # 12

Which two statements correctly describe important concepts about service points?

- A. One service point exists for a property where multiple metered services are delivered.
- B. A service point may have one or more metered devices installed at the same time.
- C. A premise may have zero, one, or more service points linked to it.
- D. Over time, different metered devices may be installed at a service point.
- E. A service point's status indicates if the installed device is turned off.

**Answer: C,D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a service point represents a location where a utility service is delivered, such as a meter installation point. The Oracle Utilities Customer to Meter Configuration Guide explains:

Statement A: "Over time, different metered devices may be installed at a service point." This is correct, as service points can have different devices (e.g., meters) installed or replaced over time due to upgrades or maintenance.

Statement B: "A premise may have zero, one, or more service points linked to it." This is also correct, as a premise (e.g., a property) can have multiple service points for different services (e.g., electric, water) or none if no services are active.

The other statements are incorrect:

Statement C: A service point's status indicates its operational state (e.g., active, inactive), not specifically whether the installed device is turned off.

Statement D: A service point typically has one metered device installed at a time, though multiple measuring components may be associated with that device.

Statement E: Multiple service points can exist for a property with multiple metered services, not just one service point.

Thus, the correct answers are A and B, reflecting the system's service point management.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Service Point Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device and Service Point Configuration

### NEW QUESTION # 13

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

**Answer: D**

Explanation:

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 Shivaji (2004), 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:**

Oracle Utilities Customer to Meter Configuration Guide, Section: Customer Service Requests Oracle Utilities Customer to Meter Implementation Guide, Chapter: Starting and Stopping Service Oracle Utilities Customer to Meter User Guide, Section: Agent-Assisted Process Flows

#### **NEW QUESTION # 14**

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

**Answer: A**

**Explanation:**

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 proratable rate version calculation group for a rate schedule and a proratable 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 proratable 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 proratable 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

#### **NEW QUESTION # 15**

In Customer to Meter, which application component captures the source record that contains information on where an asset/device is installed?

- A. Operational Device Management
- B. Customer Care and Billing
- C. Work and Asset Management
- D. Digital Asset Management
- E. Meter Data Management

**Answer: E**

**Explanation:**

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the Meter Data Management (MDM) application component is responsible for capturing and managing the source record that contains information about where an asset or device, such as a meter, is installed. The Oracle Utilities Customer to Meter Configuration Guide explains that MDM handles the lifecycle of metering devices, including their installation details, measurement data, and associations with service points. The source record for device installation is typically the service point, which is maintained within MDM and links the device to a specific location (e.g., a premise).

MDM is designed to manage all aspects of meter-related data, including the physical or virtual installation of devices, their configurations, and the measurements they produce. When a device is installed, MDM records the service point where the device is located, along with details such as the installation date, device configuration, and measuring components. This ensures accurate tracking of devices for billing, maintenance, and operational purposes.

The other options are incorrect for the following reasons:

Option A: Operational Device Management is not a distinct application component in Oracle Utilities Customer to Meter; it may be confused with functionalities within MDM or other systems.

Option B: Customer Care and Billing (CC&B) focuses on customer interactions, billing, and financial transactions, not on capturing device installation records.

Option D: Digital Asset Management is not a component in this system; it may refer to unrelated asset management systems in other contexts.

Option E: Work and Asset Management (WAM) manages work orders and asset maintenance but does not primarily handle the source record for device installation, which is a core function of MDM.

The Oracle Utilities Customer to Meter Implementation Guide further clarifies that MDM integrates with other components, such as CC&B for billing and WAM for maintenance, but it is the primary component for recording and managing device installation data. For example, when a meter is installed at a service point, MDM updates the service point record with the device's serial number, type, and configuration, ensuring traceability throughout the device's lifecycle.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Meter Data Management Overview Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Installation and Management

## NEW QUESTION # 16

Meters are a type of device, which can be physical or virtual objects, that can produce data to be handled by the system. Which two statements are true regarding meters?

- A. Only one device configuration can be associated with a meter.
- B. One or more device configurations can be associated with a meter over time.
- C. One or more measuring components can be associated with a meter's device configuration.
- D. Only one measuring component can be associated with a meter's device configuration.
- E. A meter can only have scalar or interval measuring components associated with it.

Answer: B,C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Meters in Oracle Utilities Customer to Meter are devices that generate measurement data, and their configurations are critical for accurate data processing. The Oracle Utilities Customer to Meter documentation provides the following insights:

Statement A: "One or more measuring components can be associated with a meter's device configuration." This is true because a meter's device configuration can include multiple measuring components to capture different types of data (e.g., consumption, demand, or time-of-use readings).

Statement D: "One or more device configurations can be associated with a meter over time." This is also true, as a meter may have different configurations applied at different times, such as when a meter is reconfigured or upgraded.

The other statements are incorrect:

Statement B: "Only one measuring component can be associated with a meter's device configuration" is false because, as noted, multiple measuring components can be linked to a single device configuration.

Statement C: "Only one device configuration can be associated with a meter" is false because a meter can have multiple device configurations over its lifecycle.

Statement E: "A meter can only have scalar or interval measuring components associated with it" is false because meters can also support other types of measuring components, such as register or profile components, depending on the system configuration. Thus, the correct answers are A and D, as they align with the system's flexibility in associating measuring components and device configurations with meters.

Reference:

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

## NEW QUESTION # 17

Great concentrative progress has been made by our company, who aims at further cooperation with our candidates in the way of using our 1z0-1196-25 exam engine as their study tool. Owing to the devotion of our professional research team and responsible working staff, our training materials have received wide recognition and now, with more people joining in the 1z0-1196-25 Exam army, we has become the top-raking 1z0-1196-25 training materials provider in the international market. Believe in our 1z0-1196-25 study guide, you will succeed in your exam!

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