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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.
Topic 6	• 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.
Topic 7	• 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.
Topic 8	• 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 9	• 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 10	• 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 11	• 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 12	• 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 13	• 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.

Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q16-Q21):

NEW QUESTION # 16
An implementation needs to set up a configuration that allows a service point to be used with various metered devices. This configuration should support interval, digital scalar, and analog scalar devices. How could this requirement be met?

- A. Configure one service point type, one device type, three device configuration types, and then define these as valid options on the service point type.
- B. Configure one service point type, three device types, and then configure the three valid device types on the service point type.
- C. Configure one service point type, three measuring component types, and then configure the three valid measuring component types on the service point type.
- D. Configure one service point type, three device configuration types, and thenconfigure the three valid device configuration types on the service point type.

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, aservice pointrepresents the location where utility services are delivered, and it must be configured to support variousmetered devices(e.g., interval, digital scalar, analog scalar). The Oracle Utilities Customer to Meter Configuration Guide explains that this requirement is met by configuringone service point type, three device configuration types, and then configuring the three valid device configuration types on the service point type.
TheService Point Typedefines the characteristics of service points, including which types of devices can be installed.Device Configuration Typesspecify the setup for devices, such as the number and type of measuring components (e.g., interval for smart meters, digital scalar for electronic meters, analog scalar for mechanical meters). By associating multiple Device Configuration Types with a Service Point Type, the system ensures that a service point can accommodate different device configurations over time, supporting the required flexibility.
For example, a Service Point Type for residential electric service might be linked to three Device Configuration Types: one for interval meters (smart meters with time-based readings), one for digital scalar meters (electronic meters with cumulative readings), and one for analog scalar meters (mechanical meters with cumulative readings). This configuration allows the service point to support any of these device types as needed, such as during meter upgrades or replacements.
The Oracle Utilities Customer to Meter Implementation Guide emphasizes that Device Configuration Types provide the granularity needed to support diverse metering technologies, while the Service Point Type ensures compatibility with the service delivery requirements.
The other options are incorrect:
Option A: Configure one service point type, three device types, and then configure the three valid device types on the service point type.This is incorrect, as Device Types define general device categories (e.g., electric meter) but lack the specific configuration details provided by Device Configuration Types.
Option C: Configure one service point type, three measuring component types, and then configure the three valid measuring component types on the service point type.This is incorrect, as Measuring Component Types definedata collection points (e.g., kWh, demand) but do not encompass the full device configuration.
Option D: Configure one service point type, one device type, three device configuration types, and then define these as valid options on the service point type.This is incorrect, as limiting to one Device Type reduces flexibility, and the correct approach focuses on Device Configuration Types.
Practical Example:A utility upgrading to smart meters configures a Service Point Type for electric service, linking it to three Device Configuration Types: interval (for smart meters), digital scalar (for existing electronic meters), and analog scalar (for older mechanical meters). When a smart meter is installed at a service point, the system references the interval Device Configuration Type, ensuring compatibility with the service point's requirements.
The Oracle Utilities Customer to Meter User Guide notes that this configuration supports seamless meter transitions, enabling utilities to manage diverse metering technologies without reconfiguring service points.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Service Point Type and Device Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Management Oracle Utilities Customer to Meter User Guide, Section: Configuring Service Points

NEW QUESTION # 17
What always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed?

- A. Object Display Area
- B. Work List
- C. Control Central
- D. Application Toolbar
- E. Sidebar

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, theSidebaris the user interface element that always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed. The Oracle Utilities Customer toMeter User Guide describes the Sidebar as a persistent panel on the user interface that provides quick access to frequently used tools, such as search functions, recent items, alerts, and navigation menus. The Sidebar is designed to enhance user productivity by offering context- independent functionality that remains available across different screens and tasks.
The Sidebar's content is configurable to meet business needs, allowing users to access tools like global search, to-do lists, or system alerts without navigating away from the current object (e.g., an account or service point). It remains visible unless the user explicitly minimizes it, ensuring constant accessibility.
The other options are incorrect for the following reasons:
Option A: Work Listis a specific feature that displays tasks or to-do items but is not a persistent desktop element and is typically accessed through the Sidebar or other menus.
Option B: Application Toolbarprovides navigation and action buttons but is not always visible across all pages and does not contain general tools or data.
Option C: Control Centralis a specific dashboard for customer and account information, not a persistent element across all pages.
Option D: Object Display Areais the main area where object-specific data is shown, not a tool or data container that remains constant.
The Oracle Utilities Customer to Meter Configuration Guide notes that the Sidebar is a critical component of the user interface, designed to streamline workflows by providing consistent access to essential tools. For example, a user viewing an account in Control Central can use the Sidebar to search for another customer or view pending tasks without leaving the current screen.
Reference:
Oracle Utilities Customer to Meter User Guide, Section: User Interface Overview Oracle Utilities Customer to Meter Configuration Guide, Chapter: Desktop Configuration

NEW QUESTION # 18
In Customer to Meter, which application component captures the source record that contains information on where an asset/device is installed?

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

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, theMeter 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 theservice 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 Managementis 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 Managementis 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 # 19
An implementation has the following requirements: Many customers are installing their own solar electrical generation equipment. When these customers generate more electricity than required for their own use, the surplus can be exported back to the power grid. To measure this generation, the utility has installed special scalar devices at customers' premises. These devices have separate registers to measure the energy generated (export) and the energy received (import) from the power grid. Both types of read will be stored in kWh, but the import is subtractive and export is consumptive. Which solution should an implementation choose to configure the measuring component types for these specific requirements?

- A. Create two service points, one for subtractive import measuring component and the other for consumptive export, that will be linked to one scalar device.
- B. Create one new measuring component type for creating two measuring components, one measuring component for subtractive import and the other for consumptive export, that will be linked to one scalar device.
- C. Create two new measuring component types, one for subtractive import and the other for consumptive export, to enable the creation of two measuring components that will be linked to one scalar device.
- D. Create one new measuring component type for creating a new measuring component that will be linked to two different scalar devices (one device for import and the other for export).

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, the requirement to measure bothimport(energy received from the grid) andexport(energy sent to the grid from solar generation) using a single scalar device with separate registers requires careful configuration ofmeasuring component types. The Oracle Utilities Customer to Meter Configuration Guide specifies that the correct solution is tocreate two new measuring component types, one for subtractive import and the other for consumptive export, to enable the creation of two measuring components that will be linked to one scalar device.
Ameasuring componentis a point that captures and stores measurement data, and its type defines how the data is processed (e.g., subtractive or consumptive). In this scenario:
Thesubtractive import measuring component typeprocesses import readings by subtracting the previous reading from the current reading to calculate consumption (e.g., grid energy used).
Theconsumptive export measuring component typeprocesses export readings as direct measurements of energy generated and sent to the grid.
By creating two distinct measuring component types, the system can link two measuring components to a single scalar device (the meter), each corresponding to a separate register (one for import, one for export).
This configuration ensures accurate tracking of both import and export energy in kWh, with the appropriate calculation logic applied.
The Oracle Utilities Customer to Meter Implementation Guide highlights that this approach is ideal for net metering scenarios, as it allows utilities to bill customers for net consumption (import minus export) while accurately reporting exported energy for credits or grid management.
The other options are incorrect:
Option A: Create one new measuring component type for creating a new measuring component that will be linked to two different scalar devices.This is incorrect, as the requirement specifies a single scalar device with separate registers, not two devices.
Option B: Create two service points, one for subtractive import measuring component and the other for consumptive export, that will be linked to one scalar device.This is incorrect, as a single service point is sufficient, and multiple service points would unnecessarily

complicate the configuration.
Option D: Create one new measuring component type for creating two measuring components, one measuring component for subtractive import and the other for consumptive export, that will be linked to one scalar device.This is incorrect, as a single measuring component type cannot support both subtractive and consumptive calculations simultaneously; separate types are needed.
Practical Example:A customer with solar panels has a scalar meter with two registers: one for import (subtractive) and one for export (consumptive). The utility configures two measuring component types:
"Import kWh" (subtractive) and "Export kWh" (consumptive). Two measuring components are created and linked to the meter, capturing import readings (e.g., 500 kWh - 400 kWh = 100 kWh used) and export readings (e.g., 200 kWh generated). The system uses these measurements for net metering, billing the customer for net consumption and crediting export.
The Oracle Utilities Customer to Meter User Guide notes that this configuration supports renewable energy integration, enabling utilities to manage distributed generation while maintaining billing accuracy.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Measuring Component Types and Net Metering Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Configuration for Renewable Energy Oracle Utilities Customer to Meter User Guide, Section: Managing Measuring Components

NEW QUESTION # 20
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 during a billing period
- B. Change of proratable rate schedule during a billing period
- C. Nothing - there can be only one bill segment calculation line
- D. Change in proratable bill factor value in rate version calculation group for rate schedule during a billing period
- E. Change of proratable rate version calculation group for rate schedule and proratable bill factor value in rate version calculation group during a billing period

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,bill segment calculation linesdetail 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 thata 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 isD, 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 # 21
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