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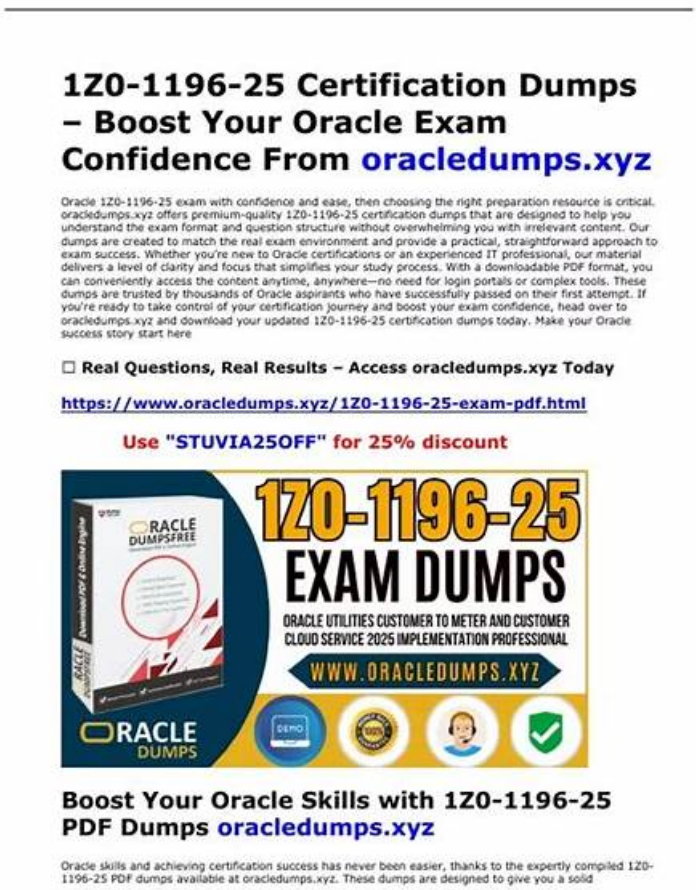

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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 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	• 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 6	• 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 7	• 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 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.
Topic 9	• 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.
Topic 10	• 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 11	• 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.

Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q35-Q40):

NEW QUESTION # 35
Various records in Customer to Meter reference field and lookup values from their relevant application components. What is used to map similar field and lookup values between application components?

- A. Master Configurations
- B. Extendable Lookups
- C. Lookups
- D. Feature Configurations
- E. Domain Value Maps

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,Domain Value Mapsare used to map similar field and lookup values between different application components to ensure consistency and interoperability. The Oracle Utilities Customer to Meter Configuration Guide explains that Domain Value Maps define relationships between values in different domains, allowing the system to translate or align data across components (e.g., mapping a billing status code to a financial transaction code).
The other options are incorrect:
Option B: Master Configurations define global system settings, not value mappings.
Option C: Lookups define valid values for a field but do not map values between components.
Option D: Feature Configurations control system behavior, not value mappings.
Option E: Extendable Lookups allow customization of lookup values but do not handle mapping between components.
Thus, the correct answer isA, as Domain Value Maps are the mechanism for mapping values.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Domain Value Maps Oracle Utilities Customer to Meter Implementation Guide, Chapter: System Configuration

NEW QUESTION # 36
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. A specific account
- B. Subset of accounts belonging to an open bill cycle or cycles for a specific customer class
- C. A user-defined list of accounts
- D. Subset of accounts not belonging to a specific open bill cycle or cycles
- E. Subset of accounts belonging to a specific open bill cycle or cycles

Answer: A,B,C

Explanation:
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

NEW QUESTION # 37
Which two statements correctly describe important concepts about persons?

- A. A person can only be linked to another person via an account record.
- B. A person may have zero, one, or more forms of identification recorded.
- C. A person record is always linked to an account record.
- D. A person exists for every individual or business.
- E. A person's status indicates if they are a current customer.

Answer: B,D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, thepersonentity represents an individual or business interacting with the utility. The Oracle Utilities Customer to Meter Implementation Guide clarifies:
Statement C: "A person exists for every individual or business." This is correct, as the system creates a person record for each entity (individual or business) that interacts with the utility, such as customers, vendors, or landlords.
Statement D: "A person may have zero, one, or more forms of identification recorded." This is also correct. The system allows for multiple forms ofidentification (e.g., Social Security Number, Tax ID) to be associated with a person, or none at all, depending on the configuration.
The other statements are incorrect:
Statement A: A person's status does not directly indicate if they are a current customer; instead, it reflects their relationship status (e.g., active, inactive) with the system, which may not be tied to customer status.
Statement B: A person record is not always linked to an account record; for example, a person could be a contact or landlord without an account.
Statement E: Persons can be linked to other persons through relationships (e.g., household members) without requiring an account record.
Thus, the correct answers areCandD, as they accurately describe the person entity in the system.
Reference:
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information Management Oracle Utilities Customer to Meter Configuration Guide, Section: Person Configuration

NEW QUESTION # 38
In Customer to Meter, which application component captures the source record that contains information on where an asset/device is installed?

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

Answer: B

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 # 39
An implementation is starting an Advanced Meter Infrastructure (AMI) roll-out initiative and they plan to replace their legacy scalar TOU meters with smart meters. They wantto continue to bill for the same TOU periods and they do not want to change the rate being used. Which three actions should an implementation take to support this requirement?

- A. Add the new usage calculation group to the Customer Rate Schedule extendable lookup for the rate.
- B. Set up the new usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription's type if not configured already.
- C. Add the TOU mapping usage rule to the Customer Rate Schedule extendable lookup for the rate.
- D. Set up the new or existing usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription if not configured already.
- E. Add a TOU mapping usage calculation rule to the existing usage calculation group.
- F. Add a new usage calculation group with a TOU mapping usage calculation rule.

Answer: D,E,F

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, transitioning from legacy scalar Time-of-Use (TOU) meters to smart meters in an Advanced Meter Infrastructure (AMI) roll-out requires careful configuration to maintain existing TOU billing periods and rates. The Oracle Utilities Customer to Meter Configuration Guide outlines the steps to support this requirement, focusing on usage calculation groups and TOU mapping rules. The correct actions are:
Option A: Add a new usage calculation group with a TOU mapping usage calculation rule.This is correct, as a new usage calculation group may be needed to handle the data from smart meters, which often provide interval data rather than scalar readings. The TOU mapping usage calculation rule ensures that the smart meter data is mapped to the existing TOU periods (e.g., peak, off-peak) for billing consistency.
Option C: Set up the new or existing usage calculation group to be identified dynamically by plug- in logic configured on the usage subscription if not configured already.This is correct, as dynamic identification of the usage calculation group via plug-in logic on the usage subscription allows the system to select the appropriate group based on the meter type (e.g., smart meter vs. legacy). This ensures flexibility and compatibility with the new AMI infrastructure.
Option E: Add a TOU mapping usage calculation rule to the existing usage calculation group.This is also correct, as an alternative to creating a new group, the existing usage calculation group can be updated with a TOU mapping rule to process smart meter data while maintaining the same TOU periods, avoiding the need for extensive reconfiguration.
The Oracle Utilities Customer to Meter Implementation Guide explains that TOU mapping rules are critical for aligning meter data with billing periods, especially during AMI transitions. Smart meters typically provide granular interval data, which must be aggregated and mapped to TOU periods using these rules to match the legacy billing structure.

The other options are incorrect:
Option B: Add the TOU mapping usage rule to the Customer Rate Schedule extendable lookup for the rate.This is incorrect, as TOU mapping rules are part of usage calculation groups, not rate schedules, which focus on billing calculations.
Option D: Set up the new usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription's type if not configured already.This is incorrect, as plug-in logic for dynamic group identification is typically configured on the usage subscription, not the subscription type.
Option F: Add the new usage calculation group to the Customer Rate Schedule extendable lookup for the rate.This is incorrect, as usage calculation groups are linked to usage subscriptions, not rate schedules.
Practical Example:A utility replacing scalar TOU meters with smart meters wants to maintain peak (7 AM-7 PM) and off-peak (7 PM-7 AM) billing periods. They create a new usage calculation group with a TOU mapping rule to aggregate smart meter interval data into these periods (Option A). Alternatively, they update the existing group with a TOU mapping rule (Option E). Plug-in logic on the usage subscription dynamically selects the appropriate group based on whether the meter is smart or legacy (Option C). This ensures billing continuity without changing the rate.
The Oracle Utilities Customer to Meter User Guide highlights that these configurations enable seamless AMI transitions, allowing utilities to leverage smart meter capabilities while preserving existing billing structures.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Calculation Groups and TOU Mapping Oracle Utilities Customer to Meter Implementation Guide, Chapter: AMI Implementation and Rate Configuration Oracle Utilities Customer to Meter User Guide, Section: Managing Usage Calculations

NEW QUESTION # 40
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