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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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.

Topic 4	• 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 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.
Topic 6	• 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 7	• 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.

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The customizable mock tests make an image of a real-based Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional (1z0-1196-25) exam which is helpful for you to overcome the pressure of taking the final examination. Customers of VCE4Plus can take multiple Oracle 1z0-1196-25 practice tests and improve their preparation to achieve the 1z0-1196-25 Certification. You can even access your previously given tests from the history, which allows you to be careful while giving the mock test next time and prepare for Oracle 1z0-1196-25 certification in a better way.

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

NEW QUESTION # 35
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 - Bill Completion
- B. Service Agreement Type - Bill Completion
- C. Customer Class - Post Bill Completion
- D. Service Agreement Type - Pre-Bill Completion
- E. Customer Class - Pre-Bill Completion

Answer: A

Explanation:
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 theCustomer Class - BillCompletionplug-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 isE, 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

NEW QUESTION # 36
The adjustment transaction is a convenient mechanism to transfer monies between two service agreements.
Which two statements are true for transfer adjustments?

- A. The GL details for both adjustments can be posted to the GL together.
- B. Each adjustment involved in the transfer can be created independently using a single adjustment transaction.
- 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.

Answer: C,D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, atransfer adjustmentis 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

NEW QUESTION # 37
A usage subscription defines which usage calculation group should be used to calculate service quantities (often referred to as bill determinants). Which record directly initiates a corresponding usage subscription?

- A. Bill Segment
- B. Service Agreement Type
- C. Service Agreement

- D. Usage Request
- E. Usage Subscription Type

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, ausage subscriptionis a record that links a service agreement to a specific usage calculation group, which is used to calculate service quantities (bill determinants) for billing.
TheService Agreementis the record that directly initiates the creation of a usage subscription. According to the Oracle Utilities Customer to Meter documentation, when a service agreement is created or activated, it triggers the creation of a usage subscription to define how usage data (e.g., meter readings) will be processed for billing purposes.
The other options are incorrect for the following reasons:
Service Agreement Type(Option A) defines the template or rules for service agreements but does not directly initiate a usage subscription.
Usage Request(Option B) is a record used to request usage calculations, typically for billing or analysis, but it is not the entity that initiates the usage subscription itself.
Bill Segment(Option D) is a result of the billing process and does not initiate a usage subscription.
Usage Subscription Type(Option E) defines the characteristics of a usage subscription but is not the record that directly triggers its creation.
The Oracle Utilities Customer to Meter Implementation Guide explicitly states that the service agreement is the entity that establishes the usage subscription to facilitate usage calculations for billing.
Reference:
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Agreements and Usage Subscriptions Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription Configuration

NEW QUESTION # 38
At what stage in the processing related to initial measurement data (IMD) will meter multipliers be applied to measurements?

- A. Critical Validation
- B. Post-VEE
- C. VEE
- D. Prepare for VEE

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,meter multipliersare factors applied to raw meter readings to account for device-specific scaling (e.g., a multiplier of 10 for a meter that records in tens of kWh). The Oracle Utilities Customer to Meter Configuration Guide specifies that meter multipliers are applied during theVEE (Validation, Editing, and Estimation)stage of initial measurement data (IMD) processing. The VEE stage involves a series of rules and algorithms to validate, edit, and estimate measurement data, including the application of meter multipliers to convert raw readings into accurate consumption values.
During the VEE process, the system retrieves the multiplier defined in the device's configuration (e.g., in the Measuring Component or Device Configuration) and applies it to the raw measurement. This ensures that the resulting consumption data is correctly scaled for usage calculations and billing. For example, if a raw reading is 50 units and the meter multiplier is 100, the VEE process applies the multiplier to yield a consumption of
5,000 units.
The other options are incorrect for the following reasons:
Option A: Prepare for VEEinvolves preliminary steps like data formatting or staging but does not include applying multipliers.
Option C: Critical Validationchecks basic data integrity (e.g., format, device ID) and does not involve multiplier application.
Option D: Post-VEEoccurs after VEE processing and focuses on finalizing measurements or triggering downstream processes, not applying multipliers.
Practical Example:A utility receives an IMD with a raw reading of 10 kWh from a meter with a multiplier of
10. During the VEE stage, the system applies the multiplier, resulting in a corrected measurement of 100 kWh, which is then used for billing calculations. If the multiplier were applied incorrectly, the VEE rules could flag the measurement for further review.
The Oracle Utilities Customer to Meter Implementation Guide highlights that the VEE stage is critical for ensuring measurement accuracy, as it integrates device-specific configurations like multipliers into the data processing pipeline, preventing errors in billing or reporting.
Reference:

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

NEW QUESTION # 39
What is redundant data that summarizes the number and value of financial transactions in the system called?

- A. Business Control
- B. Balance Control
- C. Deposit Control
- D. Tender Control
- E. Account Control

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,Balance Controlrefers to the redundant data that summarizes the number and value of financial transactions in the system. The Oracle Utilities Customer to Meter Billing Guide explains that Balance Control is a mechanism used to maintain a summary of financial transactions for reconciliation and auditing purposes. It aggregates data such as the total number of transactions and their monetary value, providing a high-level view of financial activity without needing to query individual transaction records.
Balance Control is particularly important for ensuring the integrity of financial data, as it allows the system to verify that the summarized data matches the detailed transaction records. For example, if a utility processes thousands of payments daily, Balance Control summarizes the total payment amounts and transaction counts, enabling quick checks for discrepancies.
The other options are incorrect for the following reasons:
Option A: Deposit Controlrelates to managing customer deposits, not summarizing financial transactions.
Option C: Business Controlis not a defined term in the system for this purpose.
Option D: Account Controlmay refer to account-level financial management but does not specifically summarize transaction data across the system.
Option E: Tender Controlmanages payment tenders (e.g., cash, check) but does not summarize financial transaction data.
The Oracle Utilities Customer to Meter Implementation Guide highlights that Balance Control is a critical feature for financial reporting and system performance, as it reduces the need to process large volumes of transaction data for summary reports. For instance, a monthly financial report might use Balance Control data to confirm total revenue without querying every bill segment or payment.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Financial Transaction Summarization Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Management

NEW QUESTION # 40
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