1z0-1196-25 Exam Certification & Test 1z0-1196-25 Dates

It is well known that certificates are not versatile, but without a Oracle 1z0-1196-25 certification you are a little inferior to the same competitors in many ways. Compared with the people who have the same experience, you will have the different result and treatment if you have a Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional 1z0-1196-25 Certification.

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 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 3	• 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 4	• 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 5	• 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 6	• 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 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.
Topic 8	• 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 9	• 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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q11-Q16):

NEW QUESTION # 11
Why would an implementation use eligibility criteria in relation to usage calculations for calculating service quantities (often referred to as bill determinants) for billing calculations?

- A. To determine whether a usage transaction gets generated for a usage subscription
- B. To configure an optional usage validation group on a usage subscription type
- C. To configure an optional usage calculation group on a usage subscription
- D. To configure an optional usage calculation group on a usage subscription type
- E. To configure an optional usage calculation rule on a usage calculation group

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, eligibility criteria are used in the context of usage calculations to control whether certain conditions are met before processing usage data for billing. The Oracle Utilities Customer to Meter Configuration Guide specifies that eligibility criteria are used to determine whether a usage transaction gets generated for a usage subscription. A usage subscription links a service agreement to a usage calculation group, which calculates service quantities (bill determinants) for billing. Eligibility criteria ensure that a usage transaction is only created when specific conditions are satisfied, such as the presence of valid meter readings, active service agreements, or specific customer attributes.

For example, eligibility criteria might check whether a service point has an active meter installed or whether the billing period falls within the service agreement's active dates. If the criteria are not met, no usage transaction is generated, preventing incorrect or incomplete billing calculations.

The Oracle Utilities Customer to Meter Implementation Guide further explains that eligibility criteria provide a gatekeeping function, enhancing the accuracy of usage calculations by filtering out ineligible scenarios. This is particularly important in complex billing environments where usage data must be validated before processing.

The other options are incorrect for the following reasons:

Option B: To configure an optional usage validation group on a usage subscription typeis incorrect, as eligibility criteria are not used to configure validation groups; they control transaction generation.

Option C: To configure an optional usage calculation rule on a usage calculation groupis incorrect, as eligibility criteria are applied at the subscription level, not the calculation rule level.

Option D: To configure an optional usage calculation group on a usage subscription typeis incorrect, as usage calculation groups are mandatory for usage subscriptions, not optional.

Option E: To configure an optional usage calculation group on a usage subscriptionis incorrect for the same reason; usage calculation groups are required, and eligibility criteria focus on transaction generation.

Practical Example:A usage subscription for a residential electric service includes eligibility criteria requiring an active meter and a billing period within the service agreement's dates. If a customer's meter is temporarily disconnected, the eligibility criteria prevent a usage transaction from being generated, avoiding erroneous billing until the meter is reactivated.

The Oracle Utilities Customer to Meter User Guide underscores that eligibility criteria are a critical control mechanism, ensuring that only valid usage data is processed for billing, reducing disputes and operational errors.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription and Eligibility Criteria Oracle Utilities Customer to Meter Implementation Guide, Chapter: Usage Calculation Processing Oracle Utilities Customer to Meter User Guide, Section: Managing Usage Subscriptions

NEW QUESTION # 12

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

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 # 13

How many frozen bill segments are on a bill for a customer with one or more payment arrangements?

- A. None
- B. Depends on the number of payments that are part of the payment arrangement
- C. Depends on the number of active payment arrangements
- D. One
- E. Depends on the number of bills that will contain the customer's payment arrangement details

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, a frozen bill segment is a finalized segment of a bill that is ready for inclusion in the billing process. The Oracle Utilities Customer to Meter Billing Guide clarifies that for a customer with one or more payment arrangements, the bill typically includes one frozen bill segment. This segment represents the consolidated charges for the billing period, including any payment arrangement amounts due, unless the system is configured otherwise for specific scenarios.
The other options are incorrect:
Option A: The number of frozen bill segments is not dependent on the number of bills containing payment arrangement details; each bill has its own segment(s).
Option C: The number of payments in the arrangement does not determine the number of frozen bill segments.
Option D: The number of active payment arrangements does not directly affect the number of frozen bill segments on a single bill.
Option E: A bill for a customer with a payment arrangement typically includes at least one frozen bill segment, so "none" is incorrect.
Thus, the correct answer is B, as a single frozen bill segment is standard for a bill with payment arrangements.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Bill Segments and Payment Arrangements Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing with Payment Arrangements

NEW QUESTION # 14

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

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

Answer: A

Explanation:
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

NEW QUESTION # 15

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

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 # 16

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