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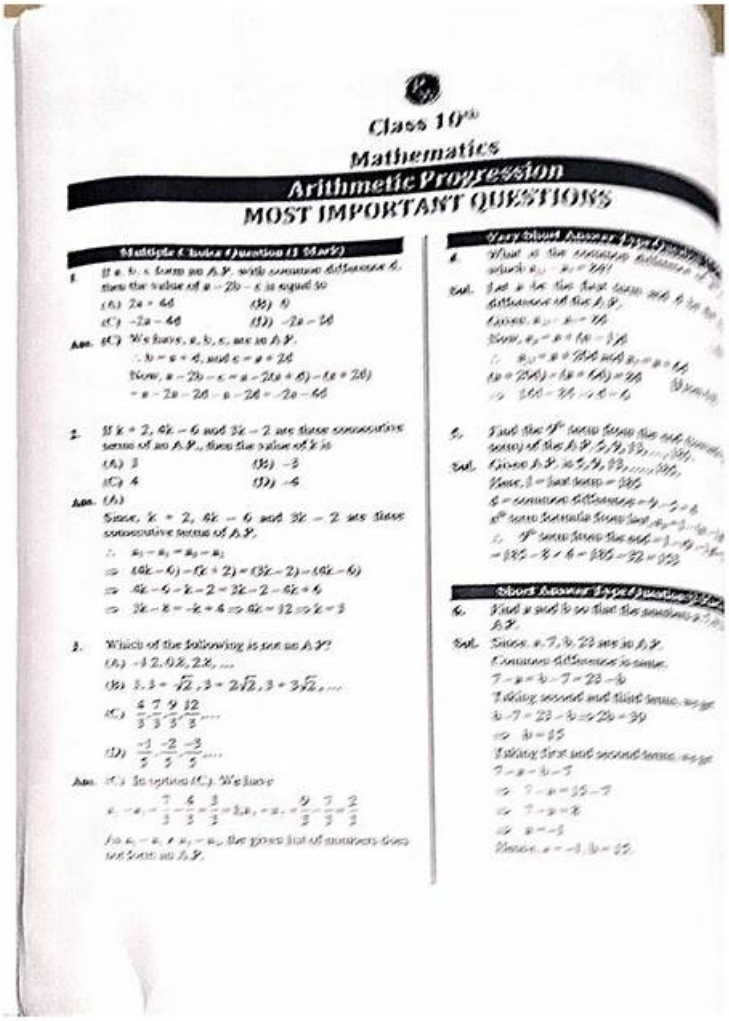
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MOST IMPORTANT QUESTIONS

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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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 6	• 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 7	• 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 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.

Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q42-Q47):

NEW QUESTION # 42
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. Over time, different metered devices may be installed at a service point.
- C. A service point may have one or more metered devices installed at the same time.
- D. A service point's status indicates if the installed device is turned off.
- E. A premise may have zero, one, or more service points linked to it.

Answer: B,E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, aservice pointrepresents 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 areAandB, 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 # 43
What always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed?

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

Answer: D

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 # 44
Where does an implementation define whether at least one form of identification is required to be captured on a person record for a customer?

- A. Feature Configuration
- B. Person Type
- C. Master Configuration
- D. Person Identifier Type
- E. Installation Options

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, the requirement for capturing at least one form of identification on a personrecord is defined in thePerson Typeconfiguration. The Oracle Utilities Customer to Meter Configuration Guide specifies that the Person Type determines the characteristics and rules for person records, including whether one or more identifiers (e.g., SSN, Tax ID) are mandatory. By setting a mandatory identifier rule in the Person Type, the system ensures that a person record cannot be created or saved without at least one valid identifier, enhancing data completeness and compliance with regulatory or business requirements.
The Person Type configuration allows utilities to tailor identification requirements based on the type of person (e.g., residential customer, commercial entity, landlord). For example, a residential Person Type might require an SSN or Driver's License, while a commercial Person Type might mandate a Tax ID. This flexibility ensures that the system aligns with the utility's policies for customer identification and verification.
The Oracle Utilities Customer to Meter Implementation Guide further explains that the mandatory identifier setting in Person Type is enforced through validation logic, which checks for the presence of at least one identifier during record creation or update. Thisis particularly important for preventing incomplete records and ensuring that customer interactions (e.g., billing, collections) are linked to verified identities.
The other options are incorrect for the following reasons:
Option A: Feature Configurationcontrols specific system behaviors or modules but does not manage person identifier requirements.
Option B: Master Configurationdefines high-level system settings but is not specific to person record rules.
Option C: Person Identifier Typedefines the types of identifiers and their properties (e.g., uniqueness) but does not mandate their inclusion.
Option D: Installation Optionshandle global system parameters, not specific person record requirements.
Practical Example:A utility configures the Person Type for "Residential Customer" to require at least one identifier, such as an SSN or Driver's License. When a customer service representative creates a new person record for a residential customer, the system prompts for an identifier and prevents saving the record until one is provided. This ensures that all customer records meet the utility's identification standards, facilitating accurate account management and regulatory compliance.
The Oracle Utilities Customer to Meter User Guide emphasizes that mandatory identifier rules in Person Type are critical for maintaining data integrity, especially in scenarios involving customer verification or fraud prevention.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Person Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Data Management Oracle Utilities Customer to Meter User Guide, Section: Person Record Creation

NEW QUESTION # 45
Asset types define the attributes for assets and components of a certain type, including a variety of other information. Which two pieces of information may be included on asset types not considered as a class of components?

- A. List of types of components that can be attached to assets of this type
- B. Whether or not assets of this type can have attached components
- C. List of location types where assets of this type can be located
- D. List of specifications that can be attached to assets of this type
- E. List of types of asset activities that can be created for assets of this type

Answer: A,B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,asset typesdefine the characteristics and attributes of assets (e.g., meters, transformers) and their components. The Oracle Utilities Customer to Meter Configuration Guide explains that asset types not considered as a class of

components (i.e., primary assets rather than sub- components) can include:
Statement A: "List of types of components that can be attached to assets of this type." This is correct, as asset types specify which component types (e.g., registers, communication modules) can be attached to the asset.
Statement C: "Whether or not assets of this type can have attached components." This is also correct, as the asset type configuration indicates whether the asset can support attached components.
The other statements are incorrect:
Statement B: The list of location types is typically associated with service points or premises, not asset types.
Statement D: Specifications are defined separately and linked to assets, not listed directly in the asset type configuration.
Statement E: Asset activities are managed through activity types and are not a direct attribute of asset types.
Thus, the correct answers areAandC, as they accurately reflect the configuration options for asset types.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Asset Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Asset Management

NEW QUESTION # 46
Operational devices can be assets or components such as smart meters, analog meters, communication components, or communication relays. Which two statements are true about components?

- A. Components are attached to assets.
- B. Components cannot have specifications.
- C. Components cannot be thought of as a class of assets.
- D. Components can be installed at locations.
- E. Components have a disposition that tracks their location and status.

Answer: A,E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,operational devicesinclude bothassets(e.g., meters) andcomponents(e.
g., registers, communication modules). The Oracle Utilities Customer to Meter Configuration Guide provides clarity on the characteristics of components:
Statement C: Components have a disposition that tracks their location and status.This is correct.
Components have a disposition record that tracks their current location (e.g., installed at a service point, in storage) and status (e.g., active, inactive), enabling precise asset management and lifecycle tracking.
Statement D: Components are attached to assets.This is also correct. Components are sub-elements attached to primary assets, such as a communication module attached to a smart meter, enhancing the asset's functionality.
The Oracle Utilities Customer to Meter Implementation Guide elaborates that components are integral to asset configurations, particularly for complex devices like smart meters, which may include multiple components (e.
g., registers for measuring consumption, communication modules for data transmission). The disposition of components ensures that utilities can track their whereabouts and operational status, which is critical for maintenance, replacement, and inventory management.
The other statements are incorrect:
Statement A: Components cannot be thought of as a class of assets.This is incorrect, as components are considered a class of assets in the system, albeit subordinate to primary assets like meters.
Statement B: Components can be installed at locations.This is incorrect, as components are attached to assets, which are installed at locations (e.g., service points), not directly installed themselves.
Statement E: Components cannot have specifications.This is incorrect, as components can have specifications defining their manufacturer, model, and technical details, similar to primary assets.
Practical Example:A smart meter (asset) has a communication module (component) attached to it. The communication module's disposition record indicates it is installed at a service point with the meter and is active. If the module fails, the disposition is updated to "in repair," and the system tracks its movement to a repair facility. The module's specification details its model and compatibility with the meter, ensuring proper replacement.
The Oracle Utilities Customer to Meter User Guide emphasizes that component tracking via disposition and attachment to assets is essential for managing complex metering infrastructures, particularly in utilities adopting advanced metering technologies.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Asset and Component Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Operational Device Management Oracle Utilities Customer to Meter User Guide, Section: Managing Components

NEW QUESTION # 47
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