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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 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	• 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 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	• 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 8	• 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 9	• 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 10	• 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 11	• 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 12	• 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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q22-Q27):

NEW QUESTION # 22
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. Installation Options
- C. Person Identifier Type
- D. Person Type
- E. Master Configuration

Answer: D

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 # 23
As part of processing an enable service orchestrator, the algorithm D1-CNSPINSDV (Connect SP and/or Install Device) may determine if a specific activity needs to be created or an action to take place based on the state of the service point. Based on the state of the service point, what can this algorithm directly do?

- A. Create smart meter command
- B. Create install event
- C. Create device and install event
- D. Update status of service point

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, theenable service orchestratormanages the process of initiating or enabling utility services, often involving field activities like connecting service points or installing devices.
The algorithmD1-CNSPINSDV (Connect SP and/or Install Device)is a system-provided algorithm that evaluates the state of aservice point(e.g., disconnected, inactive, active) to determine necessary actions. The Oracle Utilities Customer to Meter Configuration Guide specifies that this algorithm can directlycreate an install eventbased on the service point's state.
Aninstall eventis a record that documents the installation of a device (e.g., a meter) at a service point, including details like the installation date and device configuration. The D1-CNSPINSDV algorithm assesses whether the service point requires a device installation (e.g., if no device is currently installed) and triggers the creation of an install event to initiate the necessary field activity. This ensures that the service point is properly equipped to deliver and measure services.
The Oracle Utilities Customer to Meter Implementation Guide further explains that the algorithm is designed to automate service enablement by generating install events when the service point's state indicates a need for device installation, streamlining the process and reducing manual intervention.
The other options are incorrect for the following reasons:
Option B: Update status of service point.The algorithm does not directly update the service point's status; status changes are typically handled by other processes or algorithms after the install event is processed.
Option C: Create device and install event.The algorithm creates an install event but does not create the device itself; devices are pre-defined in the system.
Option D: Create smart meter command.The algorithm does not create smart meter commands, which are specific to advanced metering infrastructure (AMI) interactions and handled by other components.
Practical Example:A customer requests new electric service at a premise with an inactive service point and no installed meter. The

D1-CNSPINSDV algorithm detects the service point's state and creates an install event, prompting a field activity to install a meter. Once the meter is installed, the install event updates the service point's configuration, enabling service activation.
The Oracle Utilities Customer to Meter User Guide highlights that the D1-CNSPINSDV algorithm is a key component of service enablement, ensuring that field activities are triggered efficiently based on service point conditions.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Enable Service Orchestrator and D1- CNSPINSDV Algorithm
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Orders and Field Activities Oracle Utilities Customer to Meter User Guide, Section: Service Point Management

NEW QUESTION # 24
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. Extendable Lookups
- B. Lookups
- C. Feature Configurations
- D. Master 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 # 25
A customer is regularly billed for consumption charges. What must exist before a customer's usage can be calculated for billing purposes?

- A. Usage Subscription Quantity
- B. Usage Subscription
- C. Usage Transaction
- D. Usage Calculation Request
- E. Usage Request

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, calculating a customer'susagefor billing purposes requires a framework to process meter readings or other measurement data into service quantities (bill determinants).
The Oracle Utilities Customer to Meter Billing Guide explicitly states that aUsage Subscriptionmust exist before a customer's usage can be calculated. The Usage Subscription is a record that links a service agreement to aUsage Calculation Group, which defines the rules for calculating usage based on measurement data.
The Usage Subscription serves as the bridge between the service agreement (which defines the billing terms) and the usage calculation process, ensuring that the system knows which calculations to apply and how to process the resulting quantities for billing. For example, a Usage Subscription for an electric service agreement might specify a Usage Calculation Group that calculates kWh

consumption based on meter readings, which is then used to generate bill segments.
The Oracle Utilities Customer to Meter Configuration Guide further explains that the Usage Subscription is a prerequisite for initiating usage calculations, as it provides the context and configuration needed to process measurement data accurately. Without a Usage Subscription, the system cannot determine how to calculate usage or associate it with the correct service agreement for billing.
The other options are incorrect:
Option A: Usage Calculation Requestis not a standard term in the system; it may be confused with Usage Request.
Option B: Usage Requestinitiates a specific usage calculation but is created after the Usage Subscription is established.
Option C: Usage Subscription Quantityis not a defined entity; it may refer to the output of usage calculations but is not a prerequisite.
Option E: Usage Transactionis the result of the usage calculation process, not a prerequisite for it.
Practical Example:A residential customer has an electric service agreement. A Usage Subscription is created, linking the agreement to a Usage Calculation Group that processes scalar meter readings into kWh consumption. When a meter reading is received, a Usage Request triggers the calculation, but the Usage Subscription ensures the correct rules are applied, resulting in a Usage Transaction that feeds into the billing process.
The Oracle Utilities Customer to Meter User Guide emphasizes that Usage Subscriptions are foundational for automated billing, enabling utilities to process large volumes of usage data efficiently and accurately.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Usage Subscriptions and Billing Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription Configuration Oracle Utilities Customer to Meter User Guide, Section: Managing Usage for Billing

NEW QUESTION # 26
Measuring components are single points for which data will be received and stored in the system. Measuring components are either subtractive or consumptive. Which statement is correct?

- A. Subtractive measuring components are associated only with water service, whereas consumptive measuring components are for gas and electric services.
- B. Subtractive measuring components are associated with deductive meters, whereas consumptive measuring components are not.
- C. Subtractive measuring components are used to measure demand, whereas consumptive measuring components are used to measure how much was consumed since the previous reading.
- D. A subtractive measuring component's usage is equal to the current reading minus the previous reading.
  A consumptive measuring component's usage is equal to its current measurement.

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,measuring componentsare defined as points that capture and store measurement data, such as meter readings. Measuring components are categorized as eithersubtractiveor consumptive, based on how usage is calculated. The Oracle Utilities Customer to Meter documentation clarifies that:
Asubtractive measuring componentcalculates usage by subtracting the previous reading from the current reading. This is typical for meters that accumulate readings over time, such as water or electric meters.
Aconsumptive measuring componentcalculates usage based on the current measurement alone, without reference to a previous reading. This is common for devices that measure instantaneous or direct consumption, such as certain gas meters.
Option A accurately describes these definitions, making it the correct answer. The other options are incorrect:
Option Bis incorrect because subtractive and consumptive measuring components are not restricted to specific service types (e.g., water, gas, or electric). Both types can apply across various services depending on the meter configuration.
Option Cis incorrect because subtractive components measure consumption (not demand), and consumptive components do not necessarily measure consumption since the previous reading but rather the current measurement.
Option Dis incorrect because the term "deductive meters" is not used in Oracle Utilities documentation, and the distinction between subtractive and consumptive components is based on calculation logic, not meter types.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Measuring Components Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device and Measurement Configuration

NEW QUESTION # 27
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