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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 3	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 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 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 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	• 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 8	• 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 9	• 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 10	• 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 11	• 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 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.
Topic 13	• 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.

>> **1z0-1196-25 Reliable Test Price** <<

Free PDF Quiz 2025 Oracle 1z0-1196-25: Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Perfect Reliable Test Price

No matter how much you study, it can be difficult to feel confident going into the Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional (1z0-1196-25) exam. However, there are a few things you can do to help ease your anxiety and boost your chances of success. First, make sure you prepare with Real 1z0-1196-25 Exam Dumps. If there are any concepts you're unsure of, take the time to take 1z0-1196-25 practice exams until you feel comfortable.

Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q34-Q39):

NEW QUESTION # 34

When a user initiates a request to start service, the system initiates a service agreement in the state of "Pending Start". A pending start service agreement remains in this state until everything necessary to start service is defined in the system. At that time, the service agreement can be activated. What controls when the SA Activation background process activates a service agreement that is linked to a service point?

- A. The algorithm configured in the SA Type - SA Activation plug-in spot for a service agreement's SA Type
- B. The Start Date of a service agreement
- C. The run date of the SA Activation background process
- D. The End Date of the previous service agreement at a premise
- E. Completion of all field activity requests linked to the service point and service agreement

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the activation of a service agreement from the "Pending Start" state is managed by the SA Activation background process. The Oracle Utilities Customer to Meter Configuration Guide specifies that the timing and conditions for activation are controlled by an algorithm configured in the SA Type - SA Activation plug-in spot for the service agreement's Service Agreement Type (SA Type). This algorithm defines the logic for determining when all necessary conditions (e.g., meter installation, field activities) are met to activate the service agreement.

The other options are incorrect:

Option A: The Start Date is a reference point but does not control the activation process.

Option B: The End Date of a previous service agreement is unrelated to the activation of a new service agreement.

Option D: The run date of the background process determines when the process executes, but the activation logic is defined by the algorithm.

Option E: While field activity completion may be a condition, it is the algorithm that evaluates this, not the completion itself.

Thus, the correct answer is C, as the SA Activation algorithm governs the activation process.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Service Agreement Activation Oracle Utilities Customer to Meter Implementation Guide, Chapter: Starting and Stopping Service

NEW QUESTION # 35

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 want to 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 a TOU mapping usage calculation rule to the existing usage calculation group.
- B. Add the TOU mapping usage rule to the Customer Rate Schedule extendable lookup for the rate.
- 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.
- D. Add a new usage calculation group with a TOU mapping usage calculation rule.
- E. 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.
- F. Add the new usage calculation group to the Customer Rate Schedule extendable lookup for the rate.

Answer: A,C,D

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 # 36

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 configure an optional usage validation group on a usage subscription type
- **B. To determine whether a usage transaction gets generated for a usage subscription**
- 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: B

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 type is 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 group is 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 type is incorrect, as usage calculation groups are mandatory for usage subscriptions, not optional.

Option E: To configure an optional usage calculation group on a usage subscription is 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 # 37

When a request for usage is initiated for billing calculations, the system subsequently uses available meter reading data to calculate service quantities (often referred to as bill determinants). If these reads are later corrected (or replacement reads added), a Corrected Read Notification is instantiated. Which entity represents a Corrected Read Notification?

- A. Correction Note
- B. Usage Request
- C. Off Cycle Bill Generator
- **D. Measurement**
- E. Usage Transaction

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the process of calculating service quantities (bill determinants) for billing relies on meter reading data processed through usage calculations. When meter reads are corrected or replaced (e.g., due to errors or manual adjustments), the system generates a Corrected Read Notification to ensure that the updated data is reflected in subsequent processes, such as billing or usage calculations.

According to the Oracle Utilities Customer to Meter Configuration Guide, the entity that represents a Corrected Read Notification is a Measurement.

The Measurement entity in the system captures the actual meter reading data, including initial, corrected, or replacement reads. When a read is corrected, the Measurement record is updated, and this update serves as the Corrected Read Notification, triggering downstream processes like recalculating usage or adjusting bill segments. For example, if a meter reading was initially recorded as 100 kWh but later corrected to 120 kWh, the Measurement record is updated to reflect the corrected value, and this update notifies the system to reprocess the associated usage transaction for accurate billing.

The Oracle Utilities Customer to Meter Implementation Guide further explains that Measurements are central to the Validation, Editing, and Estimation (VEE) process, as they store both raw and validated data. A Corrected Read Notification, as a Measurement, ensures that all dependent processes, such as usage subscriptions or bill calculations, use the most accurate data. This is critical for maintaining billing integrity and customer trust.

The other options are incorrect for the following reasons:

Option A: Correction Note is not a defined entity in Oracle Utilities Customer to Meter for this purpose; it may be confused with documentation or audit notes but does not represent a Corrected Read Notification.

Option B: Off Cycle Bill Generator is used to create bills outside regular billing cycles and is unrelated to meter read corrections.

Option D: Usage Transaction represents the result of usage calculations (e.g., service quantities) but does not capture the corrected read itself; it relies on the Measurement for input data.

Option E: Usage Request initiates the calculation of usage but does not represent the notification of a corrected read.

Practical Example: Suppose a customer's meter reading for a billing period is initially incorrect due to a data entry error. The utility corrects the reading in the system, updating the Measurement record. This update acts as the Corrected Read Notification, prompting the system to recalculate the usage transaction and generate a corrected bill segment, ensuring the customer is billed accurately.

Reference:

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

NEW QUESTION # 38

On which page/portal tab are a customer's communication preferences displayed for push-based and subscription-based notifications?

- **A. Account - Communication Preferences tab**
- B. Account - Account Portal tab
- C. Person - Main tab
- D. Person - Person Portal tab
- E. Account - Persons tab

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a customer's communication preferences for push-based and subscription-based notifications are managed at the account level. The Oracle Utilities Customer to Meter Configuration Guide specifies that these preferences are displayed and configured on the Account - Communication Preferences tab. This tab allows users to define how notifications (e.g., billing alerts, outage updates) are delivered to the customer, including methods such as email, SMS, or other channels.

The other options are incorrect:

Option A: The Person - Main tab contains general information about the person (e.g., name, contact details) but does not include communication preferences for notifications.

Option C: The Person - Person Portal tab is not a standard tab in the system for managing communication preferences.

Option D: The Account - Account Portal tab is used for account-related information but does not specifically display communication preferences.

Option E: The Account - Persons tab lists persons associated with the account but does not manage notification preferences.

Thus, the correct answer is B, as the Account - Communication Preferences tab is the designated location for managing these settings.

Reference:

Oracle Utilities Customer to Meter Shivaji (2004), Oracle Utilities Customer to Meter Configuration Guide, Section: Account Management - Communication Preferences Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information and Notifications

NEW QUESTION # 39

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