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Oracle 1z0-1196-25 Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <ul style="list-style-type: none"> 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 2 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 4 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 6 | <ul style="list-style-type: none"> • 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 7 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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. |

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q41-Q46):

NEW QUESTION # 41

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 can be installed at locations.
- C. Components have a disposition that tracks their location and status.
- D. Components cannot have specifications.

- E. Components cannot be thought of as a class of assets.

Answer: A,C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, operational devices include both assets (e.g., meters) and components (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 # 42

An adjustment is based on an Adjustment Type. Which three statements are correct regarding Adjustment Types?

- A. They control the valid Adjustment Profiles that adjustment types can belong to.
- **B. They can default an Adjustment Amount to adjustments.**
- C. They control the valid Service Agreement (SA) Types that adjustments can be linked to.
- **D. They control whether a rate is to be called to calculate an adjustment amount.**
- **E. They control how adjustments appear on a customer's bills.**

Answer: B,D,E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, an Adjustment Type defines the characteristics and rules for creating adjustments, which are financial transactions that modify a service agreement's balance. The Oracle Utilities Customer to Meter Billing Guide provides detailed insights into Adjustment Types:

Statement A: They control how adjustments appear on a customer's bills. This is correct.

Adjustment Types specify how adjustments are presented on bills, including descriptions, formatting, and whether they are shown as separate line items or aggregated.

Statement C: They can default an Adjustment Amount to adjustments. This is correct. Adjustment Types can be configured to default a specific amount (e.g., a fixed \$50 credit), simplifying the creation of standard adjustments.

Statement D: They control whether a rate is to be called to calculate an adjustment amount. This is correct. Adjustment Types can define whether a rate schedule is used to calculate the adjustment amount (e.g., for usage-based adjustments) or if a fixed or manual

amount is applied.

The Oracle Utilities Customer to Meter Configuration Guide elaborates that Adjustment Types are highly configurable, allowing utilities to tailor adjustments to specific business needs, such as promotional credits, error corrections, or regulatory fees. These settings ensure that adjustments are processed consistently and integrated with billing and financial systems.

The other statements are incorrect:

Statement B: They control the valid Adjustment Profiles that adjustment types can belong to. This is incorrect, as Adjustment Profiles are not a standard concept in the system; approval profiles may exist, but they are not controlled by Adjustment Types.

Statement E: They control the valid Service Agreement (SA) Types that adjustments can be linked to. This is incorrect, as SA Types are associated with adjustments indirectly through account or service agreement configurations, not directly via Adjustment Types.

Practical Example: A utility creates an Adjustment Type for a "New Customer Credit" with a default amount of \$25 (Statement C), configured to appear as a distinct line item on the bill (Statement A). The Adjustment Type also specifies that no rate calculation is needed (Statement D), as the amount is fixed. When applied to a service agreement, the adjustment reduces the balance by \$25 and is clearly displayed on the customer's bill.

The Oracle Utilities Customer to Meter User Guide highlights that Adjustment Types streamline financial corrections and promotions, ensuring transparency and accuracy in customer billing.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Adjustment Types and Configuration Oracle Utilities Customer to Meter Configuration Guide, Section: Adjustment Processing Oracle Utilities Customer to Meter User Guide, Section: Managing Adjustments

NEW QUESTION # 43

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

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

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, Balance Control refers 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 Control relates to managing customer deposits, not summarizing financial transactions.

Option C: Business Control is not a defined term in the system for this purpose.

Option D: Account Control may refer to account-level financial management but does not specifically summarize transaction data across the system.

Option E: Tender Control manages 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 # 44

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

Answer: E

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 # 45

A business user can use agent-assisted process flows for processing start/stop/transfer service requests. What can create and/or update applicable customer-related records when using this approach?

- A. Process Flow
- B. Child Customer Service Requests
- C. Child Service Tasks
- D. Parent Service Task
- E. Parent Customer Service Request

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, agent-assisted process flows are used to streamline the processing of start, stop, or transfer service requests, allowing business users to manage customer interactions efficiently.

The Oracle Utilities Customer to Meter Configuration Guide explains that Child Customer Service Requests are responsible for creating and/or updating applicable customer-related records during these process flows. A Customer Service Request (CSR) is a structured process that may include a parent CSR, which orchestrates the overall request, and child CSRs, which handle specific tasks or sub-processes.

Child Customer Service Requests are designed to perform detailed actions, such as creating new service agreements, updating account information, updating account information, or modifying service points. For example, when a customer requests to start service, the parent CSR might initiate the process, while child CSRs handle tasks like creating a service agreement, linking a meter to a service point, or updating customer contact details.

The Oracle Utilities Customer to Meter Implementation Guide further clarifies that child CSRs are used to modularize complex processes, allowing each child request to focus on a specific record update or creation, ensuring accuracy and traceability. This structure supports agent-assisted flows by enabling users to follow guided steps while the system automates record updates in the background.

The other options are incorrect for the following reasons:

Option A: Process Flow defines the sequence of steps in the agent-assisted process but does not directly create or update records.

Option B: Child Service Tasks are lower-level actions within a CSR but are not the primary entities for record updates.

Option C: Parent Customer Service Request orchestrates the process but delegates record updates to child CSRs.

Option E: Parent Service Tasks is not a standard term in the system and does not apply.

Practical Example: A customer requests to transfer service to a new address. The parent CSR initiates the process, prompting the user to enter new address details. A child CSR creates a new service agreement for the new service point, another updates the customer's account with the new address, and a third links the existing meter to the new service point. Each child CSR ensures the relevant records are accurately updated.

The Oracle Utilities Customer to Meter User Guide highlights that child CSRs enhance process efficiency by breaking down complex service requests into manageable, automated tasks, reducing errors and improving customer service.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Customer Service Requests Oracle Utilities Customer to Meter Implementation Guide, Chapter: Starting and Stopping Service Oracle Utilities Customer to Meter User Guide, Section: Agent-Assisted Process Flows

NEW QUESTION # 46

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