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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q19-Q24):

NEW QUESTION # 19

For a specific task carried out for a service order field activity, where can an implementation configure the types of completion events to perform to implement the outcome for that type of activity?

- **A. Field Task Type**
- B. Service Order Activity Type
- C. Outbound Communication
- D. Field Activity Type
- E. Inbound Communication

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, service order field activities are tasks performed in the field, such as meter installations, inspections, or disconnections, and are managed through specific configurations that define their outcomes. The Field Task Type is the entity where an implementation configures the types of completion events to implement the outcome for a specific field activity. According to the Oracle Utilities Customer to Meter Configuration Guide, the Field Task Type defines the detailed characteristics of a field task, including the completion events (e.g., updating a service point status, creating a measurement, or triggering a notification) that occur when the task is completed.

The Field Task Type allows for precise configuration of the actions to be taken upon task completion, such as updating system records, generating follow-up tasks, or initiating communications. This is critical for ensuring that the outcome of a field activity aligns with business processes. For example, if a field task involves installing a meter, the Field Task Type might specify completion events like updating the service point's device configuration and creating an initial measurement.

The other options are incorrect for the following reasons:

Option A: Outbound Communication is used to configure messages sent from the system (e.g., notifications to customers or third parties) but does not define completion events for field tasks.

Option B: Field Activity Type defines the high-level category of field activities (e.g., meter installation, disconnection) but does not provide the granular configuration of completion events, which is handled by the Field Task Type.

Option C: Inbound Communication manages messages received by the system (e.g., from external systems or devices) and is unrelated to field task completion events.

Option D: Service Order Activity Type is a broader configuration that governs the service order process but does not specify the detailed completion events for individual field tasks.

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that the Field Task Type is the appropriate configuration point for defining completion events, as it allows implementations to tailor the outcomes of field activities to meet specific business requirements. For instance, a Field Task Type for a meter reading task might include a completion event to validate the reading and update the measuring component, ensuring accurate billing data.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Field Task Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Orders and Field Activities

NEW QUESTION # 20

In Customer to Meter, which application component captures the source record that contains information on where an asset/device is installed?

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

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the Meter 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 the service 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 Management is 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 Management is 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 # 21

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

Answer: B,D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, asset types define 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 are A and C, 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 # 22

There are various searching capabilities that a business user can use to locate customer and device-related information. What can be used to find devices, measuring components, service points, or usage subscriptions using a variety of search criteria?

- A. Unified Search
- **B. Control Central Search**
- C. 360 Search
- D. Customer 360 Search

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the Control Central Search is the primary tool used by business users to locate devices, measuring components, service points, or usage subscriptions using a variety of search criteria. The Oracle Utilities Customer to Meter User Guide describes Control Central as a centralized dashboard that provides comprehensive search capabilities, allowing users to find customer and device-related information by entering criteria such as account numbers, device IDs, service point addresses, or usage subscription details.

Control Central Search is designed to streamline access to critical data, presenting results in a unified view that includes customer accounts, associated service points, devices, and usage subscriptions. For example, a user can search for a specific meter by its serial number and view its associated service point, measuring components, and billing history within the Control Central interface. The other options are incorrect for the following reasons:

Option A: Unified Search is not a specific feature in Oracle Utilities Customer to Meter; it may be confused with general search functionalities in other systems.

Option B: Customer 360 Search is not a defined term in the system, though it resembles the concept of a 360-degree customer view provided by Control Central.

Option D: 360 Search is also not a recognized feature; it may be a misnomer for Control Central's comprehensive search capabilities. The Oracle Utilities Customer to Meter Implementation Guide emphasizes that Control Central Search is a key feature for customer service representatives, enabling them to quickly resolve inquiries by accessing all relevant data in one place. For instance, if a customer calls about a billing issue, the representative can use Control Central Search to locate the customer's account, review the associated service point, and check the meter's measurement data.

Reference:

Oracle Utilities Customer to Meter User Guide, Section: Control Central Search Oracle Utilities Customer to Meter Implementation Guide, Chapter: Searching and Viewing Data

NEW QUESTION # 23

An implementation has imported initial measurement data, measurement data in its initial (or raw) form, and it can be viewed through the Measuring Component portal; however, it is not in the "Final" measurement status. What validation has the initial measurement data passed at a minimum?

- A. High/Low Check Validation
- B. Sum Check Validation
- **C. Critical Validation**
- D. Multiplier Check Validation

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, initial measurement data (IMD) represents raw meter readings or data imported into the system before undergoing full validation, editing, and estimation (VEE) processing. The Oracle Utilities Customer to Meter Configuration Guide explains that for IMD to be viewable in the Measuring Component portal, it must have passed Critical Validation at a minimum. Critical Validation ensures that the data meets basic integrity requirements, such as correct format, valid device ID, and non-null values, allowing the system to store and display the data.

Critical Validation is the first step in the VEE process and is mandatory for all imported measurements. If the data fails this validation (e.g., due to a missing device ID or invalid timestamp), it is rejected and not stored in the Measuring Component portal. Once Critical Validation is passed, the measurement is stored with an initial status (e.g., "Pending" or "Initial"), awaiting further VEE processing to reach the "Final" status, which involves additional validations like High/Low Check, Multiplier Check, or Sum Check. The other options are incorrect for the following reasons:

Option B: High/Low Check Validation verifies that the measurement falls within expected ranges, but this is a subsequent step in VEE and not required for initial storage.

Option C: Multiplier Check Validation ensures that meter multipliers are correctly applied, but it occurs later in the VEE process.

Option D: Sum Check Validation confirms that aggregated measurements match expected totals, but it is not a minimum requirement for initial data storage.

Practical Example: Suppose a utility imports a meter reading of 150 kWh for a specific device. During import, the system performs Critical Validation to confirm that the device ID exists, the reading is numeric, and the timestamp is valid. If these checks pass, the measurement is stored in the Measuring Component portal with an initial status, viewable by users, but it awaits further VEE checks (e.g., High/Low Check) to achieve "Final" status for billing.

The Oracle Utilities Customer to Meter Implementation Guide underscores that Critical Validation is a foundational step to ensure data integrity, enabling the system to handle large volumes of imported measurements efficiently while flagging errors early.

Reference:

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

NEW QUESTION # 24

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