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Oracle 1z0-1196-25 Exam Syllabus Topics:

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

Exam 1z0-1196-25 Prep, Test 1z0-1196-25 Engine Version

Our Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional (1z0-1196-25) exam dumps give help to give you an idea about the actual Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional (1z0-1196-25) exam. You can attempt multiple Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional (1z0-1196-25) exam questions on the software to improve your performance. You have the option to change the topic and set the time according to the actual Oracle 1z0-1196-25 Exam.

Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q10-Q15):

NEW QUESTION # 10
A bill is used to communicate changes in the financial obligations to a customer. For which entity is a bill produced?

- A. Account
- B. Service Agreement
- C. Landlord Agreement
- D. Person
- E. Customer

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, abillis generated to communicate financial obligations, such as charges for services consumed, to a customer. The Oracle UtilitiesCustomer to Meter Billing Guide explicitly states that bills are produced for anAccount. An account is the central entity that aggregates financial transactions, including charges from service agreements, and serves as the billing entity for a customer. The bill reflects the total financial obligations associated with the account for a specific billing period.
The other options are incorrect:
Option A: A service agreement defines the terms of service and generates bill segments, but the bill itself is produced for the account, not the service agreement.
Option B: A person represents an individual or business, but bills are not produced directly for persons; they are tied to accounts.
Option C: A landlord agreement manages service reversion preferences, not billing.
Option E: The term "Customer" is not a specific entity in the system; accounts are used to represent customers for billing purposes.
Thus, the correct answer isD, as bills are produced for accounts.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Bill Creation and Account Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION # 11

Bill segment calculation lines are the source of some details that can be printed on a customer's bill. These lines are a snapshot of how the system calculated the bill segment amount. What can cause multiple bill segment calculation lines to be produced for a rate calculation rule for a bill segment calculation header?

- A. Change of proratable rate version calculation group for rate schedule and proratable bill factor value in rate version calculation group during a billing period
- B. Change of proratable rate version calculation group for rate schedule during a billing period
- C. Change in proratable bill factor value in rate version calculation group for rate schedule during a billing period
- D. Nothing - there can be only one bill segment calculation line
- E. Change of proratable rate schedule during a billing period

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,bill segment calculation linesdetail how a bill segment's amount is calculated based on the rate calculation rules. Multiple calculation lines can be generated when there are changes in the rate structure during a billing period that affect proration. The Oracle Utilities Customer to Meter Configuration Guide specifies thata change in the proratable rate version calculation group for a rate schedule and a proratable bill factor value in the rate version calculation group during a billing period(Option D) can cause multiple bill segment calculation lines. This occurs because the system must prorate the charges for different periods within the billing cycle, creating separate lines for each applicable rate or bill factor.
The other options are incorrect:
Option A: A change in the rate schedule itself is not typically proratable within a single billing period; it would result in a new bill segment, not multiple calculation lines.
Option B: Multiple calculation lines can be produced, so this is incorrect.
Option C: A change in the bill factor value alone may not necessitate multiple lines unless combined with a rate version change.
Option E: A change in the rate version calculation group alone is insufficient without the additional impact of a proratable bill factor change.
Thus, the correct answer isD, as it accurately describes the conditions leading to multiple calculation lines.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Rate Calculation and Bill Segment Calculation Lines Oracle Utilities Customer to Meter Implementation Guide, Chapter: Rate Configuration

NEW QUESTION # 12
What is the recommended way an adjustment can be levied when a service agreement is created?

- A. Define an Adjustment Type on the service agreement's SA Type.
- B. Plug-in an Enter or Exit algorithm on the Active state of the service agreement's business object to create an adjustment.
- C. Plug-in an algorithm into the SA Activation plug-in spot to create an adjustment on the service agreement's SA Type.
- D. Define an Adjustment Type on the service agreement's start option.

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,adjustmentsare financial transactions used to modify a service agreement's balance, such as applying credits or charges. When aservice agreementis created, an adjustment may be needed to account for initial fees, promotional credits, or other financial considerations. The Oracle Utilities Customer to Meter Configuration Guide recommends that the best way to levy an adjustment at service agreement creation is toplug-in an algorithm into the SA Activation plug-in spot to create an adjustment on the service agreement's SA Type.
TheSA Activation plug-in spot, defined in the Service Agreement Type (SA Type), is a configuration point where algorithms can be attached to execute specific actions when a service agreement is activated (i.e., transitions from "Pending Start" to "Active"). By plugging in an adjustment creation algorithm, the system automatically generates the appropriate adjustment transaction as part of the activation process. This approach ensures that the adjustment is consistently applied, auditable, and aligned with the SA Type's business rules.
For example, a utility might configure an SA Activation algorithm to create a $50 setup fee adjustment for new residential electric service agreements. When the service agreement is activated, the algorithm triggers the adjustment, updating the service agreement's balance and posting the transaction to the General Ledger (GL).
The Oracle Utilities Customer to Meter Implementation Guide emphasizes that using the SA Activation plug- in spot is the recommended method because it integrates seamlessly with the service agreement lifecycle, reduces manual intervention, and

supports complex logic (e.g., conditional adjustments based on customer class or service type).
The other options are incorrect for the following reasons:
Option A: Define an Adjustment Type on the service agreement's SA Type.An Adjustment Type defines the characteristics of an adjustment (e.g., GLaccount, approval rules) but does not specify when or how it is levied during service agreement creation.
Option C: Define an Adjustment Type on the service agreement's start option.Start options control initial settings for service agreements (e.g., billing frequency) but are not used to define adjustments.
Option D: Plug-in an Enter or Exit algorithm on the Active state of the service agreement's business object to create an adjustment.While business object state transitions can trigger algorithms, this is not the recommended approach, as it is less specific to the activation process and may complicate lifecycle management.
Practical Example:A utility offers a $25 welcome credit for new gas service agreements. They configure an SA Activation algorithm in the SA Type for gas services to create a credit adjustment of $25 when the service agreement is activated. When a customer signs up and the agreement activates, the algorithm automatically applies the credit, reducing the service agreement's balance and notifying the billing system.
The Oracle Utilities Customer to Meter User Guide highlights that the SA Activation plug-in spot provides a robust, automated solution for adjustments, ensuring consistency and scalability across large customer bases.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Service Agreement Type and SA Activation Plug-in Spot Oracle Utilities Customer to Meter Implementation Guide, Chapter: Adjustments and Service Agreement Management Oracle Utilities Customer to Meter User Guide, Section: Service Agreement Activation

NEW QUESTION # 13
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. Service Order Activity Type
- B. Inbound Communication
- C. Field Activity Type
- D. Field Task Type
- E. Outbound Communication

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,service order field activitiesare tasks performed in the field, such as meter installations, inspections, or disconnections, and are managed through specific configurations that define their outcomes. TheField Task Typeis the entity where an implementation configures the types of completion eventsto 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 Communicationis 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 Typedefines 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 Communicationmanages 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 Typeis 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 # 14
Specifications are used to define the manufacturer, model, and other information about assets. Which statement is true about specifications?

- A. A single specification can only be used on one asset.
- B. Specifications apply only to assets and not to components.
- C. Specifications include the inspection history of assets.
- D. Specifications can include peer specifications.

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,specificationsare records that define detailed attributes of assets, such as manufacturer, model, serial number, and technical specifications. The Oracle Utilities Customer to Meter Configuration Guide confirms thatspecifications can include peer specifications, making Statement A correct.Peerspecificationsrefer to related specifications that provide additional context or compatibility information, such as specifying compatible components or alternative models for an asset. This feature allows utilities to manage complex asset relationships, ensuring that assets and their components are correctly configured and maintained.
For example, a specification for a smart meter might include peer specifications for compatible communication modules or registers, enabling the system to validate that installed components meet the asset' s requirements. This enhances asset management by providing a structured way to define and track relationships between assets and their associated components.
The Oracle Utilities Customer to Meter Implementation Guide further explains that specifications are critical for asset lifecycle management, as they provide a standardized way to document and reference asset details across maintenance, installation, and replacement processes.
The other statements are incorrect:
Statement B: Specifications apply only to assets and not to components.This is incorrect, as specifications can be defined for both assets (e.g., meters) and components (e.g., registers, communication modules).
Statement C: A single specification can only be used on one asset.This is incorrect, as a single specification can be applied to multiple assets of the same type (e.g., all meters of a specific model).
Statement D: Specifications include the inspection history of assets.This is incorrect, as inspection history is tracked separately in maintenance or activity records, not within specifications.
Practical Example:A utility defines a specification for a particular model of electric meter, including its manufacturer, model number, and voltage rating. The specification also includes peer specifications for compatible current transformers and communication modules. When a meter is installed, the system checks the peer specifications to ensure that the installed components are compatible, streamlining maintenance and upgrades.
The Oracle Utilities Customer to Meter User Guide highlights that specifications, including peer specifications, are essential for managing asset diversity, particularly in utilities with large inventories of meters and components.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Asset Specifications and Peer Specifications Oracle Utilities Customer to Meter Implementation Guide, Chapter: Asset Management Oracle Utilities Customer to Meter User Guide, Section: Managing Asset Specifications

NEW QUESTION # 15
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