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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 5	• 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 6	• 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 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 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 9	• 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 10	• 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 11	• 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 12	• 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 13	• 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.

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For the challenging Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional (1z0-1196-25) exam, they make an effort to locate reputable and recent Treasury with Oracle Utilities Customer to Meter and Customer Cloud

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q43-Q48):

NEW QUESTION # 43

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. Customer
- D. Person
- E. Landlord Agreement

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a bill is generated to communicate financial obligations, such as charges for services consumed, to a customer. The Oracle Utilities Customer to Meter Billing Guide explicitly states that bills are produced for an account. 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 is D, 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 # 44

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

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, bill segment calculation lines detail 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 that a change in the prorable rate version calculation group for a rate schedule and a prorable 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 prorable 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 prorable bill factor change.

Thus, the correct answer is D, 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 # 45

Which two statements correctly describe important concepts about service points?

- A. One service point exists for a property where multiple metered services are delivered.
- B. A service point's status indicates if the installed device is turned off.
- C. A service point may have one or more metered devices installed at the same time.
- **D. Over time, different metered devices may be installed at a service point.**
- **E. A premise may have zero, one, or more service points linked to it.**

Answer: D,E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a service point represents a location where a utility service is delivered, such as a meter installation point. The Oracle Utilities Customer to Meter Configuration Guide explains:

Statement A: "Over time, different metered devices may be installed at a service point." This is correct, as service points can have different devices (e.g., meters) installed or replaced over time due to upgrades or maintenance.

Statement B: "A premise may have zero, one, or more service points linked to it." This is also correct, as a premise (e.g., a property) can have multiple service points for different services (e.g., electric, water) or none if no services are active.

The other statements are incorrect:

Statement C: A service point's status indicates its operational state (e.g., active, inactive), not specifically whether the installed device is turned off.

Statement D: A service point typically has one metered device installed at a time, though multiple measuring components may be associated with that device.

Statement E: Multiple service points can exist for a property with multiple metered services, not just one service point.

Thus, the correct answers are A and B, reflecting the system's service point management.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Service Point Management
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device and Service Point Configuration

NEW QUESTION # 46

A Rate Schedule contains the calculation rules that perform specific types of calculations. Which three options are controlled by a Rate Schedule's configuration?

- **A. The SA Types that are valid for the rate schedule**
- B. The contents of each bill segment calculation line
- **C. The method used to calculate each bill segment calculation line's value**
- **D. The General Ledger (GL) account impacted by each bill segment calculation line**
- E. Which Usage Calculation Group to initiate for usage calculations

Answer: A,C,D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a Rate Schedule defines the rules and calculations used to determine charges for services, forming the backbone of the billing process. The Oracle Utilities Customer to Meter Configuration Guide details the components controlled by a Rate Schedule's configuration:

Option A: The method used to calculate each bill segment calculation line's value. This is correct, as the Rate Schedule specifies the calculation methods (e.g., flat rate, tiered rate, time-of-use) for determining the monetary value of each bill segment calculation line.

based on usage or other factors.

Option B: The SA Types that are valid for the rate schedule. This is also correct, as the Rate Schedule defines which Service Agreement Types (SA Types) can use the rate, ensuring that only applicable services are billed under the schedule.

Option E: The General Ledger (GL) account impacted by each bill segment calculation line. This is correct, as the Rate Schedule configuration includes the GL accounts to which charges are posted, ensuring accurate financial reporting.

The Oracle Utilities Customer to Meter Billing Guide explains that Rate Schedules are highly configurable, allowing utilities to tailor billing calculations to diverse customer needs and regulatory requirements. For instance, a Rate Schedule for residential electricity might include tiered pricing, specify eligible SA Types (e.g., residential electric service), and map charges to a revenue GL account.

The other options are incorrect:

Option C: The contents of each bill segment calculation line. While the Rate Schedule influences the calculation, the actual contents (e.g., description, quantity) are determined by the bill segment generation process, not directly by the Rate Schedule.

Option D: Which Usage Calculation Group to initiate for usage calculations. The Usage Calculation Group is defined by the usage subscription, not the Rate Schedule, which focuses on billing calculations rather than usage processing.

Practical Example: A Rate Schedule for a commercial water service might define a tiered rate structure (e.g.,

\$2 per unit for 0-100 units, \$3 per unit above 100 units), restrict its use to commercial SA Types, and post charges to a specific GL account (e.g., "Water Revenue"). When a customer uses 150 units, the Rate Schedule calculates the bill segment line values (\$200

for the first 100 units + \$150 for the next 50 units = \$350) and directs the charge to the designated GL account.

The Oracle Utilities Customer to Meter Implementation Guide underscores that Rate Schedules are critical for aligning billing with business and regulatory requirements, providing flexibility to handle complex pricing models.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Rate Schedule Configuration Oracle Utilities Customer to Meter

Billing Guide, Section: Rate Calculations and GL Integration Oracle Utilities Customer to Meter Implementation Guide, Chapter:

Rate Management

NEW QUESTION # 47

A usage subscription defines which usage calculation group should be used to calculate service quantities (often referred to as bill determinants). Which record directly initiates a corresponding usage subscription?

- A. Service Agreement Type
- B. Usage Subscription Type
- C. Bill Segment
- **D. Service Agreement**
- E. Usage Request

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a usage subscription is a record that links a service agreement to a specific usage calculation group, which is used to calculate service quantities (bill determinants) for billing.

The Service Agreement is the record that directly initiates the creation of a usage subscription. According to the Oracle Utilities Customer to Meter documentation, when a service agreement is created or activated, it triggers the creation of a usage subscription to define how usage data (e.g., meter readings) will be processed for billing purposes.

The other options are incorrect for the following reasons:

Service Agreement Type (Option A) defines the template or rules for service agreements but does not directly initiate a usage subscription.

Usage Request (Option B) is a record used to request usage calculations, typically for billing or analysis, but it is not the entity that initiates the usage subscription itself.

Bill Segment (Option D) is a result of the billing process and does not initiate a usage subscription.

Usage Subscription Type (Option E) defines the characteristics of a usage subscription but is not the record that directly triggers its creation.

The Oracle Utilities Customer to Meter Implementation Guide explicitly states that the service agreement is the entity that establishes the usage subscription to facilitate usage calculations for billing.

Reference:

Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Agreements and Usage Subscriptions Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription Configuration

NEW QUESTION # 48

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