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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 4	• 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 5	• 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 6	• 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 7	• 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 8	• 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 9	• 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 10	• 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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q14-Q19):

NEW QUESTION # 14
The adjustment transaction is a convenient mechanism to transfer monies between two service agreements.
Which two statements are true for transfer adjustments?

- A. Each adjustment involved in the transfer can be created independently using a single adjustment transaction.
- B. The GL details for both adjustments can be posted to the GL together.
- C. Both adjustments are created together and frozen together.

- D. Transfer adjustments cannot be used to transfer monies between two service agreements that are linked to different accounts.
- E. A credit adjustment and debit adjustment for a transfer can be linked to separate approval profiles when using a single adjustment transaction.

Answer: C,D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, atransfer adjustmentis a type of adjustment transaction used to move money between two service agreements, typically to correct billing errors or reallocate funds. The Oracle Utilities Customer to Meter Billing Guide provides detailed insights into the characteristics of transfer adjustments:
Statement A: "Transfer adjustments cannot be used to transfer monies between two service agreements that are linked to different accounts." This is correct. The system restricts transfer adjustments to service agreements within the same account to maintain financial integrity and simplify reconciliation.
Transferring funds across accounts requires alternative mechanisms, such as payments or manual adjustments.
Statement C: "Both adjustments are created together and frozen together." This is also correct. A transfer adjustment involves a pair of adjustments-a debit adjustment to one service agreement and a credit adjustment to another. These are created as a single transaction to ensure balance and are frozen together to prevent partial processing, ensuring that the financial impact is consistent.
The other statements are incorrect:
Statement B: Each adjustment cannot be created independently using a single adjustment transaction, as transfer adjustments are inherently paired (debit and credit) and created together.
Statement D: The credit and debit adjustments in a transfer cannot be linked to separate approval profiles within a single transaction, as they are part of the same adjustment process with unified approval logic.
Statement E: While the General Ledger (GL) details for both adjustments are related, they are not necessarily posted together; the posting depends on the GL configuration and timing.
Practical Example:Suppose a customer has two service agreements under one account: one for electricity ($50 balance) and one for water ($0 balance). A billing error incorrectly charged $20 to the electricity agreement instead of the water agreement. A transfer adjustment is created, debiting $20 from the electricity agreement and crediting $20 to the water agreement. Both adjustments are created and frozen together, and the system ensures they are linked to the same account, updating the balances to $30 (electricity) and $20 (water).
The Oracle Utilities Customer to Meter Implementation Guide notes that transfer adjustments are a streamlined way to correct financial allocations within an account, reducing the need for manual interventions and ensuring auditability through paired transactions.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Adjustment Transactions and Transfers Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Adjustments

NEW QUESTION # 15
An implementation can use agent-assisted process flows for processing start/stop/transfer service requests.
Which life-cycle state on a parent Customer Service Request business object should be used to process any prerequisites to starting service for processing start or transfer service requests?

- A. Start Service Processing
- B. Waiting for Additional Actions
- C. Pending
- D. Start Service Set Up
- E. Waiting for Completion

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,agent-assisted process flowsfor start, stop, or transfer service requests rely on theCustomer Service Request (CSR)business object to manage the lifecycle of the request. The Oracle Utilities Customer to Meter Configuration Guide specifies that theWaiting for Additional Actionslife- cycle state on a parent CSR is used to process any prerequisites to starting service for start or transfer service requests. This state indicates that the CSR is awaiting the completion of prerequisite tasks, such as field activities (e.g., meter installation), customer information updates, or verification of payment arrangements, before proceeding to activate the service.
TheWaiting for Additional Actionsstate is designed to pause the process flow, allowing the system or user to complete necessary

actions while keeping the CSR active. Once all prerequisites are met (e.g., a field technician confirms meterinstallation), the CSR transitions to the next state, such as service activation. This ensures that all required conditions are fulfilled before service is started or transferred, preventing errors or incomplete setups.
The other options are incorrect for the following reasons:
Option A: Start Service Processingis not a standard life-cycle state in the CSR business object and does not apply.
Option C: Waiting for Completiontypically indicates that the CSR is in its final stages, awaiting finalization, not processing prerequisites.
Option D: Pendingis an initial state where the CSR is created but not yet actively processing prerequisites.
Option E: Start Service Set Upis not a defined state in the CSR lifecycle.
Practical Example:A customer requests to start electric service at a new premise. The parent CSR enters the Waiting for Additional Actionsstate while the system initiates a field activity to install a meter and a child CSR to verify the customer's credit history. Once the meter is installed and the credit check is complete, the CSR moves to the next state to activate the service agreement, ensuring all prerequisites are met.
The Oracle Utilities Customer to Meter Implementation Guide emphasizes that theWaiting for Additional Actionsstate is critical for coordinating complex service requests, as it allows the system to track and manage multiple dependencies, ensuring a smooth service initiation process.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Customer Service Request Lifecycle Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Request Processing Oracle Utilities Customer to Meter User Guide, Section: Service Start and Transfer Workflows

NEW QUESTION # 16
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. Whether or not assets of this type can have attached components
- B. List of types of components that can be attached to assets of this type
- C. List of specifications that can be attached to assets of this type
- D. List of types of asset activities that can be created for assets of this type
- E. List of location types where assets of this type can be located

Answer: A,B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,asset typesdefine 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 areAandC, 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 # 17
Bills can be generated via background processing for all accounts that belong to open bill cycles. Which three options also allow bills to be created via background processing using application-owned batch controls?

- A. Subset of accounts belonging to a specific open bill cycle or cycles
- B. Subset of accounts belonging to an open bill cycle or cycles for a specific customer class
- C. Subset of accounts not belonging to a specific open bill cycle or cycles

- D. A user-defined list of accounts
- E. A specific account

Answer: B,D,E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, bills are typically generated through background processing for accounts in open bill cycles. However, the system also supports additional batch processing options for flexibility. According to the Oracle Utilities Customer to Meter Configuration Guide:
Option B: "A specific account" can be targeted for bill generation via background processing using batch controls, allowing for individual account billing outside of a standard bill cycle.
Option C: "Subset of accounts belonging to an open bill cycle or cycles for a specific customer class" is supported, enabling targeted billing for specific customer classes within open bill cycles.
Option E: "A user-defined list of accounts" can be processed via batch controls, allowing business users to specify a custom list of accounts for billing.
The other options are incorrect:
Option A: Accounts not belonging to a specific open bill cycle cannot be processed via standard batch controls for bill generation, as bill cycles are a prerequisite for most billing processes.
Option D: While similar to Option C, this option is less specific and redundant, as the system typically requires additional criteria (e.g., customer class) to define the subset, making Option C the more accurate choice.
Thus, the correct answers areB,C, andE, reflecting the system's capabilities for targeted bill generation.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Batch Processing for Billing Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Automation

NEW QUESTION # 18
An implementation needs to set up a configuration that allows a service point to be used with various metered devices. This configuration should support interval, digital scalar, and analog scalar devices. How could this requirement be met?

- A. Configure one service point type, three device types, and then configure the three valid device types on the service point type.
- B. Configure one service point type, three device configuration types, and thenconfigure the three valid device configuration types on the service point type.
- C. Configure one service point type, three measuring component types, and then configure the three valid measuring component types on the service point type.
- D. Configure one service point type, one device type, three device configuration types, and then define these as valid options on the service point type.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, aservice pointrepresents the location where utility services are delivered, and it must be configured to support variousmetered devices(e.g., interval, digital scalar, analog scalar). The Oracle Utilities Customer to Meter Configuration Guide explains that this requirement is met by configuringone service point type, three device configuration types, and then configuring the three valid device configuration types on the service point type.
TheService Point Typedefines the characteristics of service points, including which types of devices can be installed.Device Configuration Typesspecify the setup for devices, such as the number and type of measuring components (e.g., interval for smart meters, digital scalar for electronic meters, analog scalar for mechanical meters). By associating multiple Device Configuration Types with a Service Point Type, the system ensures that a service point can accommodate different device configurations over time, supporting the required flexibility.
For example, a Service Point Type for residential electric service might be linked to three Device Configuration Types: one for interval meters (smart meters with time-based readings), one for digital scalar meters (electronic meters with cumulative readings), and one for analog scalar meters (mechanical meters with cumulative readings). This configuration allows the service point to support any of these device types as needed, such as during meter upgrades or replacements.
The Oracle Utilities Customer to Meter Implementation Guide emphasizes that Device Configuration Types provide the granularity needed to support diverse metering technologies, while the Service Point Type ensures compatibility with the service delivery requirements.
The other options are incorrect:

Option A: Configure one service point type, three device types, and then configure the three valid device types on the service point type.This is incorrect, as Device Types define general device categories (e.g., electric meter) but lack the specific configuration details provided by Device Configuration Types.
Option C: Configure one service point type, three measuring component types, and then configure the three valid measuring component types on the service point type.This is incorrect, as Measuring Component Types definedata collection points (e.g., kWh, demand) but do not encompass the full device configuration.
Option D: Configure one service point type, one device type, three device configuration types, and then define these as valid options on the service point type.This is incorrect, as limiting to one Device Type reduces flexibility, and the correct approach focuses on Device Configuration Types.
Practical Example:A utility upgrading to smart meters configures a Service Point Type for electric service, linking it to three Device Configuration Types: interval (for smart meters), digital scalar (for existing electronic meters), and analog scalar (for older mechanical meters). When a smart meter is installed at a service point, the system references the interval Device Configuration Type, ensuring compatibility with the service point's requirements.
The Oracle Utilities Customer to Meter User Guide notes that this configuration supports seamless meter transitions, enabling utilities to manage diverse metering technologies without reconfiguring service points.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Service Point Type and Device Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device Management Oracle Utilities Customer to Meter User Guide, Section: Configuring Service Points

NEW QUESTION # 19
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