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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 4	• 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 5	• 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 6	• 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 7	• 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 8	• 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 9	• 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 10	• 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 11	• 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 12	• 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 13	• 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.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q48-Q53):

NEW QUESTION # 48
A bill is used to communicate changes in the financial obligations to a customer. For which entity is a bill produced?

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

Answer: D

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 # 49
An implementation is configuring VEE groups to include rules to be run when loading initial measurement data (IMD). What can a VEE group be directly associated with?

- A. Measuring Component Type and Measuring Component
- B. Measuring Component Type only
- C. Device Type only
- D. Device Configuration Type and Device Configuration
- E. Device Type and Device
- F. Device Configuration Type only

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,VEE (Validation, Editing, and Estimation) groupscontain rules that process initial measurement data (IMD) to ensure accuracy before usage calculations or billing. The Oracle Utilities Customer to Meter Configuration Guide specifies that a VEE group can be directly associated with Measuring Component Type and Measuring Component. This association allows the system to apply specific VEE rules to measurements based on the type of measuring component (e.g., scalar, interval) or the individual measuring component itself, enabling precise validation tailored to the device's characteristics.
TheMeasuring Component Typedefines the general properties of a measuring component (e.g., whether it measures kWh, gallons, or demand), while theMeasuring Componentis the specific instance linked to a device. By associating VEE groups with these entities, the system ensures that the appropriate validation rules (e.g., high/low checks, multiplier application) are applied to the measurement data. For example, a VEE group for a scalar kWh measuring component type might include rules to check forreadings outside expected ranges, while a specific measuring component might have additional rules based on its historical data.
The other options are incorrect for the following reasons:
Option A: Device Configuration Type and Device Configurationare related to device setup but are not directly associated with VEE groups, which focus on measurement data.
Option C: Device Type onlyis too broad, as VEE groups require more granular associations to apply specific rules.
Option D: Measuring Component Type onlyis partially correct but incomplete, as VEE groups can also be associated with individual Measuring Components.
Option E: Device Type and Deviceare not directly linked to VEE groups, as the focus is on measurement data rather than the device

itself.
Option F: Device Configuration Type onlyis incorrect, as VEE groups are not limited to device configurations.
Practical Example:A utility configures a VEE group for a Measuring Component Type used for residential electric meters, including a rule to flag readings exceeding 10,000 kWh. For a specific Measuring Component at a high-usage customer's service point, the VEE group is further customized to adjust the threshold to
15,000 kWh based on historical data. This dual association ensures accurate validation for both the type and the individual component.
The Oracle Utilities Customer to Meter Implementation Guide emphasizes that associating VEE groups with Measuring Component Types and Measuring Components provides flexibility to handle diverse metering scenarios, ensuring data quality for billing and reporting.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: VEE Group Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Measurement Validation and Processing

NEW QUESTION # 50
In which plug-in spot can an implementation configure an algorithm to delete a bill as part of the bill completion process?

- A. Customer Class - Pre-Bill Completion
- B. Service Agreement Type - Bill Completion
- C. Customer Class - Bill Completion
- D. Customer Class - Post Bill Completion
- E. Service Agreement Type - Pre-Bill Completion

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, plug-in spots allow implementations to configure custom algorithms for specific processes, such as bill completion. The Oracle Utilities Customer to Meter Configuration Guide specifies that theCustomer Class - BillCompletionplug-in spot is used to configure algorithms that execute during the bill completion process, including actions like deleting a bill under certain conditions (e.g., zero balance or errors).
The other options are incorrect:
Option A: The Service Agreement Type - Pre-Bill Completion plug-in spot is used for actions before bill completion, not for deleting a bill.
Option B: The Customer Class - Pre-Bill Completion plug-in spot is also for pre-completion actions, not bill deletion.
Option C: The Customer Class - Post Bill Completion plug-in spot is for actions after the bill is completed, not during the completion process.
Option D: The Service Agreement Type - Bill Completion plug-in spot is not a standard spot for bill deletion algorithms; customer class-level configuration is more appropriate.
Thus, the correct answer isE, as the Customer Class - Bill Completion plug-in spot is the correct location for configuring bill deletion algorithms.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Plug-In Spots for Bill Completion Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customizing Billing Processes

NEW QUESTION # 51
When a payment is made by a customer, it can impact their account's overall current balance. Which payment- related entity are financial transactions created directly against?

- A. Payment Advice
- B. Payment Tender
- C. Payment Segment
- D. Payment Event
- E. Payment

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, payments are processed through a hierarchy of entities, andfinancial transactionsare created to reflect the financial impact of payments. The Oracle Utilities Customer to Meter Billing Guide clarifies that financial transactions are created directly against thePayment Segment. A payment segment represents the allocation of a payment to a specific service agreement or obligation, and it is at this level that financial transactions are recorded to update the account's balance.
The other options are incorrect:
Option A: Payment Advice is used for third-party payment instructions, not for direct financial transactions.
Option B: A Payment is a higher-level entity that groups payment segments, but financial transactions are not created directly against it.
Option C: A Payment Event groups multiple payments, but financial transactions are tied to payment segments.
Option E: A Payment Tender represents the method of payment (e.g., cash, check), not the entity for financial transactions.
Thus, the correct answer isD, as financial transactions are created against payment segments.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Payment Processing and Financial Transactions Oracle Utilities Customer to Meter Implementation Guide, Chapter: Payment Management

NEW QUESTION # 52
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. Parent Service Task
- B. Child Customer Service Requests
- C. Process Flow
- D. Child Service Tasks
- E. Parent Customer Service Request

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,agent-assisted process flowsare 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 thatChild 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 Shivaji (2004), 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 Flowdefines the sequence of steps in the agent-assisted process but does not directly create or update records.
Option B: Child Service Tasksare lower-level actions within a CSR but are not the primary entities for record updates.
Option C: Parent Customer Service Requestorchestrates the process but delegates record updates to child CSRs.
Option E: Parent Service Taskis 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 updatesthe 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 # 53

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