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Oracle 1z0-1196-25 Exam Syllabus Topics:

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

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

NEW QUESTION # 10
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 only
- B. Measuring Component Type and Measuring Component
- C. Device Type and Device
- D. Device Type only
- E. Device Configuration Type only
- F. Device Configuration Type and Device Configuration

Answer: B

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 # 11
Various records in Customer to Meter reference field and lookup values from their relevant application components. What is used to map similar field and lookup values between application components?

- A. Extendable Lookups
- B. Lookups
- C. Master Configurations
- D. Domain Value Maps
- E. Feature Configurations

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,Domain Value Mapsare used to map similar field and lookup values between different application components to ensure consistency and interoperability. The Oracle Utilities Customer to Meter Configuration Guide explains that Domain Value Maps define relationships between values in different domains, allowing the system to translate or align data across components (e.g., mapping a billing status code to a financial transaction code).
The other options are incorrect:
Option B: Master Configurations define global system settings, not value mappings.
Option C: Lookups define valid values for a field but do not map values between components.
Option D: Feature Configurations control system behavior, not value mappings.
Option E: Extendable Lookups allow customization of lookup values but do not handle mapping between components.
Thus, the correct answer isA, as Domain Value Maps are the mechanism for mapping values.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Domain Value Maps Oracle Utilities Customer to Meter Implementation Guide, Chapter: System Configuration

NEW QUESTION # 12
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. Critical Validation
- B. Multiplier Check Validation
- C. Sum Check Validation
- D. High/Low Check Validation

Answer: A

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 passedCritical Validationat 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 Validationverifies 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 Validationensures that meter multipliers are correctly applied, but it occurs later in the VEE process.
Option D: Sum Check Validationconfirms 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 # 13
Where can a business user configure what zones are to be displayed for them in Control Central/Customer 360?

- A. Zone - Portal tab
- B. User - Portal Preferences tab
- C. User - Main tab
- D. Portal - Zone tab

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,Control Central(also referred to as Customer 360) is a centralized dashboard that displays customer and device-related information in configurablezones(e.g., account summary, service points, billing history). The Oracle Utilities Customer to Meter Configuration Guide specifies that a business user can configure which zones are displayed in Control Central via theUser - Portal Preferences tab. This tab allows users to personalize their view by selecting, arranging, or hiding zones based on their role and preferences, enhancing productivity and usability.
TheUser - Portal Preferences tabprovides a user-specific configuration interface where individuals can customize the layout and content of portals like Control Central. For example, a customer service representative might choose to display zones for account details, recent bills, and service points, while hiding zones for technical device data that are less relevant to their tasks.
The Oracle Utilities Customer to Meter User Guide further explains that this personalization is stored at the user level, ensuring that each user's Control Central view is tailored to their needs without affecting other users. This is particularly valuable in utilities with diverse roles, where different users require access to different types of information.
The other options are incorrect:
Option B: Portal - Zone tab.This is incorrect, as the Portal - Zone tab is used to define the zones available in a portal, not to configure user-specific displays.
Option C: Zone - Portal tab.This is incorrect, as it reverses the relationship; zones are linked to portals, but this is a system-level configuration, not user-specific.
Option D: User - Main tab.This is incorrect, as the User - Main tab contains general user information (e.g., name, role) but does not manage portal preferences.

Practical Example:A billing specialist configures their Control Central view in the User - Portal Preferences tab to display zones for "Account Balance," "Recent Payments," and "Bill History," while hiding the "Device Technical Details" zone. This customized view allows the specialist to quickly access billing-related information when assisting customers, improving response times.
The Oracle Utilities Customer to Meter Implementation Guide underscores that user-configurable zones in Control Central enhance the system's usability, enabling utilities to support diverse workflows while maintaining a consistent data access framework.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: User Portal Preferences Configuration Oracle Utilities Customer to Meter User Guide, Section: Customizing Control Central Oracle Utilities Customer to Meter Implementation Guide, Chapter: User Interface Customization

NEW QUESTION # 14
Which two statements correctly describe important concepts about service points?

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

Answer: C,E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, aservice pointrepresents 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 areAandB, 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 # 15
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