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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details

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

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q39-Q44):

NEW QUESTION # 39
Where would an implementation configure the system to prevent duplicate persons from being added?

- A. Person Identifier Type
- B. Installation Options
- C. Person Contact Type
- D. Person Type

- E. Person

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, preventing the addition of duplicate person records is a critical function to maintain data integrity and avoid redundancy in customer information. The Oracle Utilities Customer to Meter Configuration Guide explicitly states that the system can be configured to prevent duplicate persons through the Person Identifier Type. The Person Identifier Type defines the types of identifiers (e.g., Social Security Number, Tax ID, Driver's License) that can be associated with a person record and includes settings to enforce uniqueness for specific identifiers.
By configuring a Person Identifier Type to require uniqueness, the system checks whether an identifier (e.g., a specific SSN) already exists before allowing a new person record to be created. If a duplicate identifier is detected, the system prevents the creation of the new record and prompts the user to review the existing record. This functionality is essential for ensuring that each individual or business is represented by a single person record, reducing errors in billing, communication, and account management.
The Oracle Utilities Customer to Meter Implementation Guide further elaborates that the uniqueness check is implemented through validation rules defined in the Person Identifier Type, which can be customized to align with business requirements. For example, a utility might configure the SSN identifier type to be unique, ensuring that no two person records can share the same SSN.
The other options are incorrect for the following reasons:
Option A: Person refers to the individual record itself, not a configuration point for preventing duplicates.
Option B: Person Contact Type defines how contact information (e.g., phone, email) is stored but does not control duplicate prevention.
Option D: Installation Options manage global system settings, such as default parameters, but do not specifically handle duplicate person checks.
Option E: Person Type categorizes persons (e.g., residential, commercial) but does not include settings for duplicate prevention.
Practical Example: A utility configures the Person Identifier Type for "Social Security Number" to enforce uniqueness. When a customer service representative attempts to create a new person record with an SSN that already exists in the system, the system displays an error message, preventing the duplicate record and directing the representative to the existing person record. This ensures accurate customer data and avoids confusion in billing or service delivery.
The Oracle Utilities Customer to Meter User Guide highlights that configuring duplicate prevention via Person Identifier Type is a best practice for data quality, particularly in large utilities with millions of customers, where manual checks are impractical.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Person Identifier Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Information Management Oracle Utilities Customer to Meter User Guide, Section: Managing Person Records

NEW QUESTION # 40
Operational devices can be assets or components such as smart meters, analog meters, communication components, or communication relays. Which two statements are true about components?

- A. Components cannot be thought of as a class of assets.
- B. Components cannot have specifications.
- C. Components are attached to assets.
- D. Components can be installed at locations.
- E. Components have a disposition that tracks their location and status.

Answer: C,E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, operational devices include both assets (e.g., meters) and components (e.
g., registers, communication modules). The Oracle Utilities Customer to Meter Configuration Guide provides clarity on the characteristics of components:
Statement C: Components have a disposition that tracks their location and status. This is correct.
Components have a disposition record that tracks their current location (e.g., installed at a service point, in storage) and status (e.g., active, inactive), enabling precise asset management and lifecycle tracking.
Statement D: Components are attached to assets. This is also correct. Components are sub-elements attached to primary assets, such as a communication module attached to a smart meter, enhancing the asset's functionality.
The Oracle Utilities Customer to Meter Implementation Guide elaborates that components are integral to asset configurations, particularly for complex devices like smart meters, which may include multiple components (e.

g., registers for measuring consumption, communication modules for data transmission). The disposition of components ensures that utilities can track their whereabouts and operational status, which is critical for maintenance, replacement, and inventory management.

The other statements are incorrect:

Statement A: Components cannot be thought of as a class of assets.This is incorrect, as components are considered a class of assets in the system, albeit subordinate to primary assets like meters.

Statement B: Components can be installed at locations.This is incorrect, as components are attached to assets, which are installed at locations (e.g., service points), not directly installed themselves.

Statement E: Components cannot have specifications.This is incorrect, as components can have specifications defining their manufacturer, model, and technical details, similar to primary assets.

Practical Example:A smart meter (asset) has a communication module (component) attached to it. The communication module's disposition record indicates it is installed at a service point with the meter and is active. If the module fails, the disposition is updated to "in repair," and the system tracks its movement to a repair facility. The module's specification details its model and compatibility with the meter, ensuring proper replacement.

The Oracle Utilities Customer to Meter User Guide emphasizes that component tracking via disposition and attachment to assets is essential for managing complex metering infrastructures, particularly in utilities adopting advanced metering technologies.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Asset and Component Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Operational Device Management Oracle Utilities Customer to Meter User Guide, Section: Managing Components

NEW QUESTION # 41

A severance process is a series of events (for example, letters, To Do entries, field activities, and so on) to strongly encourage a customer to make a payment for their outstanding debt. How many service agreements are linked to a severance process?

- A. Any number defined by the business user
- B. One
- C. None
- D. All service agreements that are connected to the initiating overdue process
- E. All service agreements that are connected to the initiating collection process

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, aseverance processis a collection mechanism designed to encourage payment for outstanding debts, typically involving actions like sending letters or initiating field activities. The Oracle Utilities Customer to Meter Implementation Guide specifies that a severance process is linked toone service agreement. This is because the severance process targets a specific service agreement with an outstanding balance, ensuring focused collection efforts.

The other options are incorrect:

Option A: The number of service agreements is not defined by the business user; it is system-defined as one per severance process.

Option B: The severance process is not linked to all service agreements in an overdue process; it targets a single service agreement.

Option C: A severance process is always linked to a service agreement, so "none" is incorrect.

Option D: Similarly, it does not include all service agreements in a collection process; it is specific to one.

Thus, the correct answer isE, as a severance process is associated with exactly one service agreement.

Reference:

Oracle Utilities Customer to Meter Implementation Guide, Chapter: Credit and Collections Oracle Utilities Customer to Meter Configuration Guide, Section: Severance Process Configuration

NEW QUESTION # 42

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. Waiting for Completion
- D. Pending

- E. Start Service Set Up

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 # 43
Which two statements correctly describe important concepts about service points?

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

Answer: A,C

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 # 44

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