

Oracle 1z0-1196-25 Vce Test Simulator: Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional - ExamPrepAway Authoritative Provider



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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 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	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 5	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 6	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 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.
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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q35-Q40):

NEW QUESTION # 35

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

Answer: A,E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, asset types define 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 are A and C, 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 # 36

An issue is detected in a frozen bill segment prior to a bill being completed and sent out. If the frozen bill segment is then cancelled and rebilled, which two statements are correct after the bill has been completed?

- A. Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be selected.
- B. The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be suppressed from all subsequent bills.
- C. The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be included in the following bill.

- D. The bill will include both the original bill segment that was cancelled and the new bill segment details for the customer to see.
- E. Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be deselected.

Answer: B,E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, when a frozen bill segment is cancelled and rebilled due to an issue, the system handles the financial transactions and bill presentation as follows:

Statement A: "Both the originating and cancellation financial transactions are swept onto the same bill and the Show on Bill switches on the financial transactions will be deselected." This is correct.

According to the Oracle Utilities Customer to Meter Billing Guide, when a bill segment is cancelled, both the original (originating) and cancellation financial transactions are included in the bill, but their

"Show on Bill" switches are deselected to prevent them from appearing as line items on the customer's bill, ensuring clarity.

Statement C: "The bill will only include the newly created bill segment details for the customer to see and the cancelled bill segment details will be suppressed from all subsequent bills." This is also correct.

The documentation specifies that after cancellation, only the new (rebilled) bill segment is visible to the customer, and the cancelled bill segment is suppressed to avoid confusion.

The other statements are incorrect:

Statement B: Including both the original and new bill segments for the customer to see would create confusion and is not standard practice in the system.

Statement D: The cancelled bill segment details are not included in the following bill; they are suppressed entirely after cancellation.

Statement E: The "Show on Bill" switches are deselected, not selected, to ensure the cancelled transactions do not appear on the bill.

Thus, the correct answers are A and C, as they accurately reflect the system's handling of cancelled and rebilled segments.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Bill Segment Cancellation and Rebilling Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION # 37

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

Answer: E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, agent-assisted process flows are 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 that Child 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 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 Flow defines the sequence of steps in the agent-assisted process but does not directly create or update records.

Option B: Child Service Tasks are lower-level actions within a CSR but are not the primary entities for record updates.

Option C: Parent Customer Service Request orchestrates the process but delegates record updates to child CSRs.

Option E: Parent Service Task is 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 updates the 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 # 38

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

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, payments are processed through a hierarchy of entities, and financial transactions are created to reflect the financial impact of payments. The Oracle Utilities Customer to Meter Billing Guide clarifies that financial transactions are created directly against the Payment 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 is D, 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 # 39

What determines an account's balance?

- A. The amount recorded in the "Balance Due" field on an account
- B. The sum of all the financial transactions linked directly to the account
- **C. The sum of all the financial transactions linked directly to the service agreements related to the account**
- D. The logic defined in a plug-in spot on Installation Options
- E. The sum of all the balances recorded in the "Balance Due" field on each service agreement related to the account

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, an account's balance represents the total amount owed or credited for all services associated with the account. The Oracle Utilities Customer to Meter Billing Guide explicitly states that the account's balance is determined by the sum of all the financial transactions linked directly to the service agreements related to the account. Financial transactions, such as bill

segments, payments, and adjustments, are recorded against specific service agreements, which are in turn linked to the account. The account's balance is the aggregate of these transactions, reflecting the net financial position.

This approach ensures that the balance accurately captures all charges, payments, and adjustments associated with the account's service agreements. For example, if an account has two service agreements—one for electricity and one for water—each with its own bill segments and payments, the account's balance is the sum of the financial transactions (e.g., charges minus payments) for both agreements.

The other options are incorrect for the following reasons:

Option B: The logic defined in a plug-in spot on Installation Options may influence how transactions are processed, but it does not directly determine the account's balance.

Option C: The amount recorded in the "Balance Due" field on an account is a display field that reflects the calculated balance, not the source of the balance determination.

Option D: The sum of all the financial transactions linked directly to the account is incorrect because financial transactions are linked to service agreements, not directly to the account.

Option E: The sum of all the balances recorded in the "Balance Due" field on each service agreement is misleading, as service agreements do not maintain a separate "Balance Due" field; the balance is calculated at the account level based on transactions.

Practical Example: Consider an account with a service agreement for electricity, which has a bill segment of

\$100 and a payment of \$80. The financial transactions for this service agreement total \$20 (\$100 - \$80). If the account has no other service agreements, the account's balance is \$20, calculated by summing the financial transactions linked to the service agreement.

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that this structure allows for accurate financial tracking, as all transactions are tied to service agreements, which roll up to the account level for billing and reporting purposes.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Account Balance Calculation
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Transactions and Account Management

NEW QUESTION # 40

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