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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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 2	• 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 3	• 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 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	• 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	• 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 7	• 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 8	• 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 9	• 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 10	• 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 11	• 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 12	• 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.

Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q26-Q31):

NEW QUESTION # 26
At what stage in the processing related to initial measurement data (IMD) will meter multipliers be applied to measurements?

- A. Prepare for VEE
- B. Critical Validation
- C. VEE
- D. Post-VEE

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,meter multipliersare factors applied to raw meter readings to account for device-specific scaling (e.g., a multiplier of 10 for a meter that records in tens of kWh). The Oracle Utilities Customer to Meter Configuration Guide specifies that meter multipliers are applied during theVEE (Validation, Editing, and Estimation)stage of initial measurement data (IMD) processing. The VEE stage involves a series of rules and algorithms to validate, edit, and estimate measurement data, including the application of meter multipliers to convert raw readings into accurate consumption values.
During the VEE process, the system retrieves the multiplier defined in the device's configuration (e.g., in the Measuring Component or Device Configuration) and applies it to the raw measurement. This ensures that the resulting consumption data is correctly scaled for usage calculations and billing. For example, if a raw reading is 50 units and the meter multiplier is 100, the VEE process applies the multiplier to yield a consumption of
5,000 units.
The other options are incorrect for the following reasons:
Option A: Prepare for VEEinvolves preliminary steps like data formatting or staging but does not include applying multipliers.
Option C: Critical Validationchecks basic data integrity (e.g., format, device ID) and does not involve multiplier application.
Option D: Post-VEEoccurs after VEE processing and focuses on finalizing measurements or triggering downstream processes, not applying multipliers.
Practical Example:A utility receives an IMD with a raw reading of 10 kWh from a meter with a multiplier of
10. During the VEE stage, the system applies the multiplier, resulting in a corrected measurement of 100 kWh, which is then used for billing calculations. If the multiplier were applied incorrectly, the VEE rules could flag the measurement for further review.
The Oracle Utilities Customer to Meter Implementation Guide highlights that the VEE stage is critical for ensuring measurement accuracy, as it integrates device-specific configurations like multipliers into the data processing pipeline, preventing errors in billing or reporting.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: VEE Processing and Meter Multipliers Oracle Utilities Customer to Meter Implementation Guide, Chapter: Measurement Processing

NEW QUESTION # 27
Which three statements are true regarding Financial Transaction creation algorithms?

- A. They control when a Financial Transaction is to be swept onto a bill.
- B. They control when a Financial Transaction's details are ready to be posted to the General Ledger.
- C. They control how the payoff balance is affected.
- D. They control if and how the General Ledger entries are created.
- E. They control how the current balance is affected.

Answer: B,D,E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,Financial Transaction creation algorithmsgovern how financial transactions are generated and processed. The Oracle Utilities Customer to Meter Billing Guide specifies:
Statement C: "They control when a Financial Transaction's details are ready to be posted to the General Ledger." This is correct, as algorithms determine the timing of General Ledger (GL) posting based on transaction status.
Statement D: "They control if and how the General Ledger entries are created." This is also correct, as algorithms define whether GL entries are generated and the structure of those entries (e.g., debit/credit accounts).
Statement E: "They control how the current balance is affected." This is correct, as financial transactions directly impact the account's current balance, and algorithms dictate how these updates occur.
The other statements are incorrect:
Statement A: The payoff balance is typically managed by payment algorithms, not financial transaction creation algorithms.

Statement B: The sweeping of financial transactions onto a bill is controlled by bill completion processes, not financial transaction creation algorithms.
Thus, the correct answers areC,D, andE, as they align with the role of financial transaction creation algorithms.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Financial Transactions and General Ledger Oracle Utilities Customer to Meter Implementation Guide, Chapter: Financial Transaction Processing

NEW QUESTION # 28
What is the recommended way an adjustment can be levied when a service agreement is created?

- A. Plug-in an Enter or Exit algorithm on the Active state of the service agreement's business object to create an adjustment.
- B. Plug-in an algorithm into the SA Activation plug-in spot to create an adjustment on the service agreement's SA Type.
- C. Define an Adjustment Type on the service agreement's SA Type.
- D. Define an Adjustment Type on the service agreement's start option.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,adjustmentsare financial transactions used to modify a service agreement's balance, such as applying credits or charges. When aservice agreementis created, an adjustment may be needed to account for initial fees, promotional credits, or other financial considerations. The Oracle Utilities Customer to Meter Configuration Guide recommends that the best way to levy an adjustment at service agreement creation is toplug-in an algorithm into the SA Activation plug-in spot to create an adjustment on the service agreement's SA Type.
TheSA Activation plug-in spot, defined in the Service Agreement Type (SA Type), is a configuration point where algorithms can be attached to execute specific actions when a service agreement is activated (i.e., transitions from "Pending Start" to "Active"). By plugging in an adjustment creation algorithm, the system automatically generates the appropriate adjustment transaction as part of the activation process. This approach ensures that the adjustment is consistently applied, auditable, and aligned with the SA Type's business rules.
For example, a utility might configure an SA Activation algorithm to create a $50 setup fee adjustment for new residential electric service agreements. When the service agreement is activated, the algorithm triggers the adjustment, updating the service agreement's balance and posting the transaction to the General Ledger (GL).
The Oracle Utilities Customer to Meter Implementation Guide emphasizes that using the SA Activation plug- in spot is the recommended method because it integrates seamlessly with the service agreement lifecycle, reduces manual intervention, and supports complex logic (e.g., conditional adjustments based on customer class or service type).
The other options are incorrect for the following reasons:
Option A: Define an Adjustment Type on the service agreement's SA Type.An Adjustment Type defines the characteristics of an adjustment (e.g., GLaccount, approval rules) but does not specify when or how it is levied during service agreement creation.
Option C: Define an Adjustment Type on the service agreement's start option.Start options control initial settings for service agreements (e.g., billing frequency) but are not used to define adjustments.
Option D: Plug-in an Enter or Exit algorithm on the Active state of the service agreement's business object to create an adjustment.While business object state transitions can trigger algorithms, this is not the recommended approach, as it is less specific to the activation process and may complicate lifecycle management.
Practical Example:A utility offers a $25 welcome credit for new gas service agreements. They configure an SA Activation algorithm in the SA Type for gas services to create a credit adjustment of $25 when the service agreement is activated. When a customer signs up and the agreement activates, the algorithm automatically applies the credit, reducing the service agreement's balance and notifying the billing system.
The Oracle Utilities Customer to Meter User Guide highlights that the SA Activation plug-in spot provides a robust, automated solution for adjustments, ensuring consistency and scalability across large customer bases.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Service Agreement Type and SA Activation Plug-in Spot Oracle Utilities Customer to Meter Implementation Guide, Chapter: Adjustments and Service Agreement Management Oracle Utilities Customer to Meter User Guide, Section: Service Agreement Activation

NEW QUESTION # 29
Where does an implementation define whether at least one form of identification is required to be captured on a person record for a customer?

- A. Person Identifier Type
- B. Master Configuration
- C. Feature Configuration
- D. Person Type
- E. Installation Options

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, the requirement for capturing at least one form of identification on a personrecord is defined in thePerson Typeconfiguration. The Oracle Utilities Customer to Meter Configuration Guide specifies that the Person Type determines the characteristics and rules for person records, including whether one or more identifiers (e.g., SSN, Tax ID) are mandatory. By setting a mandatory identifier rule in the Person Type, the system ensures that a person record cannot be created or saved without at least one valid identifier, enhancing data completeness and compliance with regulatory or business requirements.
The Person Type configuration allows utilities to tailor identification requirements based on the type of person (e.g., residential customer, commercial entity, landlord). For example, a residential Person Type might require an SSN or Driver's License, while a commercial Person Type might mandate a Tax ID. This flexibility ensures that the system aligns with the utility's policies for customer identification and verification.
The Oracle Utilities Customer to Meter Implementation Guide further explains that the mandatory identifier setting in Person Type is enforced through validation logic, which checks for the presence of at least one identifier during record creation or update. Thisis particularly important for preventing incomplete records and ensuring that customer interactions (e.g., billing, collections) are linked to verified identities.
The other options are incorrect for the following reasons:
Option A: Feature Configurationcontrols specific system behaviors or modules but does not manage person identifier requirements.
Option B: Master Configurationdefines high-level system settings but is not specific to person record rules.
Option C: Person Identifier Typedefines the types of identifiers and their properties (e.g., uniqueness) but does not mandate their inclusion.
Option D: Installation Optionshandle global system parameters, not specific person record requirements.
Practical Example:A utility configures the Person Type for "Residential Customer" to require at least one identifier, such as an SSN or Driver's License. When a customer service representative creates a new person record for a residential customer, the system prompts for an identifier and prevents saving the record until one is provided. This ensures that all customer records meet the utility's identification standards, facilitating accurate account management and regulatory compliance.
The Oracle Utilities Customer to Meter User Guide emphasizes that mandatory identifier rules in Person Type are critical for maintaining data integrity, especially in scenarios involving customer verification or fraud prevention.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Person Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Customer Data Management Oracle Utilities Customer to Meter User Guide, Section: Person Record Creation

NEW QUESTION # 30
An implementation is starting an Advanced Meter Infrastructure (AMI) roll-out initiative and they plan to replace their legacy scalar TOU meters with smart meters. They wantto continue to bill for the same TOU periods and they do not want to change the rate being used. Which three actions should an implementation take to support this requirement?

- A. Set up the new usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription's type if not configured already.
- B. Add the new usage calculation group to the Customer Rate Schedule extendable lookup for the rate.
- C. Add the TOU mapping usage rule to the Customer Rate Schedule extendable lookup for the rate.
- D. Set up the new or existing usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription if not configured already.
- E. Add a TOU mapping usage calculation rule to the existing usage calculation group.
- F. Add a new usage calculation group with a TOU mapping usage calculation rule.

Answer: D,E,F

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, transitioning from legacy scalar Time-of-Use (TOU) meters to smart meters in an Advanced Meter Infrastructure (AMI) roll-out requires careful configuration to maintain existing TOU billing periods and rates. The Oracle

Utilities Customer to Meter Configuration Guide outlines the steps to support this requirement, focusing on usage calculation groups and TOU mapping rules. The correct actions are:
Option A: Add a new usage calculation group with a TOU mapping usage calculation rule.This is correct, as a new usage calculation group may be needed to handle the data from smart meters, which often provide interval data rather than scalar readings. The TOU mapping usage calculation rule ensures that the smart meter data is mapped to the existing TOU periods (e.g., peak, off-peak) for billing consistency.
Option C: Set up the new or existing usage calculation group to be identified dynamically by plug- in logic configured on the usage subscription if not configured already.This is correct, as dynamic identification of the usage calculation group via plug-in logic on the usage subscription allows the system to select the appropriate group based on the meter type (e.g., smart meter vs. legacy). This ensures flexibility and compatibility with the new AMI infrastructure.
Option E: Add a TOU mapping usage calculation rule to the existing usage calculation group.This is also correct, as an alternative to creating a new group, the existing usage calculation group can be updated with a TOU mapping rule to process smart meter data while maintaining the same TOU periods, avoiding the need for extensive reconfiguration.
The Oracle Utilities Customer to Meter Implementation Guide explains that TOU mapping rules are critical for aligning meter data with billing periods, especially during AMI transitions. Smart meters typically provide granular interval data, which must be aggregated and mapped to TOU periods using these rules to match the legacy billing structure.
The other options are incorrect:
Option B: Add the TOU mapping usage rule to the Customer Rate Schedule extendable lookup for the rate.This is incorrect, as TOU mapping rules are part of usage calculation groups, not rate schedules, which focus on billing calculations.
Option D: Set up the new usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription's type if not configured already.This is incorrect, as plug-in logic for dynamic group identification is typically configured on the usage subscription, not the subscription type.
Option F: Add the new usage calculation group to the Customer Rate Schedule extendable lookup for the rate.This is incorrect, as usage calculation groups are linked to usage subscriptions, not rate schedules.
Practical Example:A utility replacing scalar TOU meters with smart meters wants to maintain peak (7 AM-7 PM) and off-peak (7 PM-7 AM) billing periods. They create a new usage calculation group with a TOU mapping rule to aggregate smart meter interval data into these periods (Option A). Alternatively, they update the existing group with a TOU mapping rule (Option E). Plug-in logic on the usage subscription dynamically selects the appropriate group based on whether the meter is smart or legacy (Option C). This ensures billing continuity without changing the rate.
The Oracle Utilities Customer to Meter User Guide highlights that these configurations enable seamless AMI transitions, allowing utilities to leverage smart meter capabilities while preserving existing billing structures.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Calculation Groups and TOU Mapping Oracle Utilities Customer to Meter Implementation Guide, Chapter: AMI Implementation and Rate Configuration Oracle Utilities Customer to Meter User Guide, Section: Managing Usage Calculations

NEW QUESTION # 31
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