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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q29-Q34):

NEW QUESTION # 29
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 specifications that can be attached to assets of this type
- B. List of location types where assets of this type can be located
- C. List of types of components that can be attached to assets of this type
- D. List of types of asset activities that can be created for assets of this type
- E. Whether or not assets of this type can have attached components

Answer: C,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 # 30
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. All service agreements that are connected to the initiating collection process
- B. Any number defined by the business user
- C. One
- D. All service agreements that are connected to the initiating overdue process
- E. None

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, a severance process is 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 to one 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 is E, 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 # 31
A bill can be completed when every bill segment on a bill is error-free. Which two statements are correct regarding a completed bill?

- A. The number of completed bills that may be reopened is configurable (provided specific conditions are satisfied for each bill).

- B. Bill segments can only be canceled or rebilled if a completed bill has been reopened.
- C. Only the latest completed bill may be reopened (provided specific conditions are satisfied).
- D. A Bill Route Type on a bill routing record can be changed if the completed bill's details have not been downloaded/extracted.
- E. A single bill routing record contains the list of all persons who are to receive a copy of the completed bill.

Answer: A,B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, a bill is considered completed when all associated bill segments are error-free and the bill is finalized for distribution. The Oracle Utilities Customer to Meter Billing Guide provides the following insights:
Statement B: "The number of completed bills that may be reopened is configurable (provided specific conditions are satisfied for each bill)." This is correct. The system allows configuration of how many completed bills can be reopened, subject to specific conditions such as the bill not being extracted or downloaded for external processing. This flexibility is defined in the system's configuration settings.
Statement C: "Bill segments can only be canceled or rebilled if a completed bill has been reopened." This is also correct. According to the documentation, a completed bill must be reopened before any modifications, such as canceling or rebilling bill segments, can be performed. This ensures proper audit trails and financial integrity.
The other statements are incorrect:
Statement A: The Bill Route Type on a bill routing record cannot be changed after a bill is completed, even if the details have not been downloaded/extracted, as this would disrupt the finalized billing process.
Statement D: The system does not restrict reopening to only the latest completed bill; multiple bills can be reopened if conditions are met, as noted in Statement B.
Statement E: A bill routing record does not contain a list of all persons receiving a copy; instead, it defines how the bill is routed to specific recipients, and multiple records may exist for different recipients.
Thus, the correct answers are B and C, as they align with the system's billing processes.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Bill Completion and Reopening Oracle Utilities Customer to Meter Implementation Guide, Chapter: Billing Processes

NEW QUESTION # 32
Where can a business user configure what zones are to be displayed for them in Control Central/Customer 360?

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

Answer: A

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 configurable zones (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 the User - 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.
The User - Portal Preferences tab provides 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 # 33

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 included in the following bill.
- 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.
- D. 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.
- E. The bill will include both the original bill segment that was cancelled and the new billsegment details for the customer to see.

Answer: C,D

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 areAandC, 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 # 34

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