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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none"> 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 6	<ul style="list-style-type: none"> 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 7	<ul style="list-style-type: none"> 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 8	<ul style="list-style-type: none"> 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 9	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 11	<ul style="list-style-type: none"> 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 (Q45-Q50):

NEW QUESTION # 45

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

Answer: A,D

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 # 46

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. All service agreements that are connected to the initiating overdue process
- **C. One**
- D. Any number defined by the business user
- 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 # 47

What always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed?

- A. Control Central
- B. Work List
- **C. Sidebar**
- D. Object Display Area
- E. Application Toolbar

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, the Sidebar is the user interface element that always appears on the desktop page, unless minimized, and contains tools and data that are useful regardless of the object being displayed. The Oracle Utilities Customer to Meter User Guide describes the Sidebar as a persistent panel on the user interface that provides quick access to frequently used tools, such as search functions, recent items, alerts, and navigation menus. The Sidebar is designed to enhance user productivity by offering context-independent functionality that remains available across different screens and tasks.

The Sidebar's content is configurable to meet business needs, allowing users to access tools like global search, to-do lists, or system alerts without navigating away from the current object (e.g., an account or service point). It remains visible unless the user explicitly minimizes it, ensuring constant accessibility.

The other options are incorrect for the following reasons:

Option A: Work List is a specific feature that displays tasks or to-do items but is not a persistent desktop element and is typically accessed through the Sidebar or other menus.

Option B: Application Toolbar provides navigation and action buttons but is not always visible across all pages and does not contain general tools or data.

Option C: Control Central is a specific dashboard for customer and account information, not a persistent element across all pages.

Option D: Object Display Area is the main area where object-specific data is shown, not a tool or data container that remains constant.

The Oracle Utilities Customer to Meter Configuration Guide notes that the Sidebar is a critical component of the user interface, designed to streamline workflows by providing consistent access to essential tools. For example, a user viewing an account in Control Central can use the Sidebar to search for another customer or view pending tasks without leaving the current screen.

Reference:

Oracle Utilities Customer to Meter User Guide, Section: User Interface Overview
Oracle Utilities Customer to Meter Configuration Guide, Chapter: Desktop Configuration

NEW QUESTION # 48

Measuring components are single points for which data will be received and stored in the system. Measuring components are either subtractive or consumptive. Which statement is correct?

- **A. A subtractive measuring component's usage is equal to the current reading minus the previous reading. A consumptive measuring component's usage is equal to its current measurement.**
- B. Subtractive measuring components are associated with deductive meters, whereas consumptive measuring components are not.
- C. Subtractive measuring components are used to measure demand, whereas consumptive measuring components are used to measure how much was consumed since the previous reading.
- D. Subtractive measuring components are associated only with water service, whereas consumptive measuring components are for gas and electric services.

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, measuring components are defined as points that capture and store measurement data, such as meter readings. Measuring components are categorized as either subtractive or consumptive, based on how usage is calculated. The Oracle Utilities Customer to Meter documentation clarifies that:

A subtractive measuring component calculates usage by subtracting the previous reading from the current reading. This is typical for meters that accumulate readings over time, such as water or electric meters.

A consumptive measuring component calculates usage based on the current measurement alone, without reference to a previous reading. This is common for devices that measure instantaneous or direct consumption, such as certain gas meters.

Option A accurately describes these definitions, making it the correct answer. The other options are incorrect:

Option B is incorrect because subtractive and consumptive measuring components are not restricted to specific service types (e.g., water, gas, or electric). Both types can apply across various services depending on the meter configuration.

Option C is incorrect because subtractive components measure consumption (not demand), and consumptive components do not necessarily measure consumption since the previous reading but rather the current measurement.

Option D is incorrect because the term "deductive meters" is not used in Oracle Utilities documentation, and the distinction between subtractive and consumptive components is based on calculation logic, not meter types.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Measuring Components
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Device and Measurement Configuration

NEW QUESTION # 49

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. Only the latest completed bill may be reopened (provided specific conditions are satisfied).
- C. Bill segments can only be canceled or rebilled if a completed bill has been reopened.
- 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,C

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 # 50

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