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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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	• 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.
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	• 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 8	• 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 9	• 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 10	• 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 11	• 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 12	• 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 13	• 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.

Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q37-Q42):

NEW QUESTION # 37
An implementation is configuring VEE groups to include rules to be run when loading initial measurement data (IMD). What can a VEE group be directly associated with?

- A. Device Type only
- B. Device Configuration Type only
- C. Measuring Component Type and Measuring Component
- D. Measuring Component Type only
- E. Device Type and Device
- F. Device Configuration Type and Device Configuration

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,VEE (Validation, Editing, and Estimation) groupscontain rules that process initial measurement data (IMD) to ensure accuracy before usage calculations or billing. The Oracle Utilities Customer to Meter Configuration Guide specifies that a VEE group can be directly associated with Measuring Component Type and Measuring Component. This association allows the system to apply specific VEE rules to measurements based on the type of measuring component (e.g., scalar, interval) or the individual measuring component itself, enabling precise validation tailored to the device's characteristics.
TheMeasuring Component Typedefines the general properties of a measuring component (e.g., whether it measures kWh, gallons, or demand), while theMeasuring Componentis the specific instance linked to a device. By associating VEE groups with these entities, the system ensures that the appropriate validation rules (e.g., high/low checks, multiplier application) are applied to the measurement data. For example, a VEE group for a scalar kWh measuring component type might include rules to check forreadings outside expected ranges, while a specific measuring component might have additional rules based on its historical data.
The other options are incorrect for the following reasons:
Option A: Device Configuration Type and Device Configurationare related to device setup but are not directly associated with VEE groups, which focus on measurement data.
Option C: Device Type onlyis too broad, as VEE groups require more granular associations to apply specific rules.
Option D: Measuring Component Type onlyis partially correct but incomplete, as VEE groups can also be associated with individual Measuring Components.
Option E: Device Type and Deviceare not directly linked to VEE groups, as the focus is on measurement data rather than the device itself.
Option F: Device Configuration Type onlyis incorrect, as VEE groups are not limited to device configurations.
Practical Example:A utility configures a VEE group for a Measuring Component Type used for residential electric meters, including a rule to flag readings exceeding 10,000 kWh. For a specific Measuring Component at a high-usage customer's service point, the VEE group is further customized to adjust the threshold to
15,000 kWh based on historical data. This dual association ensures accurate validation for both the type and the individual component.
The Oracle Utilities Customer to Meter Implementation Guide emphasizes that associating VEE groups with Measuring Component Types and Measuring Components provides flexibility to handle diverse metering scenarios, ensuring data quality for billing and reporting.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: VEE Group Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Measurement Validation and Processing

NEW QUESTION # 38
For a specific task carried out for a service order field activity, where can an implementation configure the types of completion events to perform to implement the outcome for that type of activity?

- A. Inbound Communication
- B. Field Activity Type
- C. Outbound Communication
- D. Service Order Activity Type

- E. Field Task Type

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter,service order field activitiesare tasks performed in the field, such as meter installations, inspections, or disconnections, and are managed through specific configurations that define their outcomes. TheField Task Typeis the entity where an implementation configures the types of completion eventsto implement the outcome for a specific field activity.
According to the Oracle Utilities Customer to Meter Configuration Guide, the Field Task Type defines the detailed characteristics of a field task, including the completion events (e.g., updating a service point status, creating a measurement, or triggering a notification) that occur when the task is completed.
The Field Task Type allows for precise configuration of the actions to be taken upon task completion, such as updating system records, generating follow-up tasks, or initiating communications. This is critical for ensuring that the outcome of a field activity aligns with business processes. For example, if a field task involves installing a meter, the Field Task Type might specify completion events like updating the service point's device configuration and creating an initial measurement.
The other options are incorrect for the following reasons:
Option A: Outbound Communicationis used to configure messages sent from the system (e.g., notifications to customers or third parties) but does not define completion events for field tasks.
Option B: Field Activity Typedefines the high-level category of field activities (e.g., meter installation, disconnection) but does not provide the granular configuration of completion events, which is handled by the Field Task Type.
Option C: Inbound Communicationmanages messages received by the system (e.g., from external systems or devices) and is unrelated to field task completion events.
Option D: Service Order Activity Typeis a broader configuration that governs the service order process but does not specify the detailed completion events for individual field tasks.
The Oracle Utilities Customer to Meter Implementation Guide emphasizes that the Field Task Type is the appropriate configuration point for defining completion events, as it allows implementations to tailor the outcomes of field activities to meet specific business requirements. For instance, a Field Task Type for a meter reading task might include a completion event to validate the reading and update the measuring component, ensuring accurate billing data.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Field Task Type Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Service Orders and Field Activities

NEW QUESTION # 39
When a user initiates a request to start service, the system initiates a service agreement in the state of "Pending Start". A pending start service agreement remains in this state until everything necessary to start service is defined in the system. At that time, the service agreement can be activated. What controls when the SA Activation background process activates a service agreement that is linked to a service point?

- A. The algorithm configured in the SA Type - SA Activation plug-in spot for a service agreement's SA Type
- B. The End Date of the previous service agreement at a premise
- C. The Start Date of a service agreement
- D. Completion of all field activity requests linked to the service point and service agreement
- E. The run date of the SA Activation background process

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, the activation of a service agreement from the "Pending Start" state is managed by theSA Activation background process. The Oracle Utilities Customer to Meter Configuration Guide specifies that the timing and conditions for activation are controlled by analgorithm configured in the SA Type - SA Activation plug-in spotfor the service agreement's Service Agreement Type (SA Type). This algorithm defines the logic for determining when all necessary conditions (e.g., meter installation, field activities) are met to activate the service agreement.
The other options are incorrect:
Option A: The Start Date is a reference point but does not control the activation process.
Option B: The End Date of a previous service agreement is unrelated to the activation of a new service agreement.
Option D: The run date of the background process determines when the process executes, but the activation logic is defined by the algorithm.
Option E: While field activity completion may be a condition, it is the algorithm that evaluates this, not the completion itself.

Thus, the correct answer isC, as the SA Activation algorithm governs the activation process.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Service Agreement Activation Oracle Utilities Customer to Meter Implementation Guide, Chapter: Starting and Stopping Service

NEW QUESTION # 40
A customer is regularly billed for consumption charges. What must exist before a customer's usage can be calculated for billing purposes?

- A. Usage Subscription Quantity
- B. Usage Transaction
- C. Usage Request
- D. Usage Calculation Request
- E. Usage Subscription

Answer: E

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, calculating a customer'susagefor billing purposes requires a framework to process meter readings or other measurement data into service quantities (bill determinants).
The Oracle Utilities Customer to Meter Billing Guide explicitly states that aUsage Subscriptionmust exist before a customer's usage can be calculated. The Usage Subscription is a record that links a service agreement to aUsage Calculation Group, which defines the rules for calculating usage based on measurement data.
The Usage Subscription serves as the bridge between the service agreement (which defines the billing terms) and the usage calculation process, ensuring that the system knows which calculations to apply and how to process the resulting quantities for billing. For example, a Usage Subscription for an electric service agreement might specify a Usage Calculation Group that calculates kWh consumption based on meter readings, which is then used to generate bill segments.
The Oracle Utilities Customer to Meter Configuration Guide further explains that the Usage Subscription is a prerequisite for initiating usage calculations, as it provides the context and configuration needed to process measurement data accurately. Without a Usage Subscription, the system cannot determine how to calculate usage or associate it with the correct service agreement for billing.
The other options are incorrect:
Option A: Usage Calculation Requestis not a standard term in the system; it may be confused with Usage Request.
Option B: Usage Requestinitiates a specific usage calculation but is created after the Usage Subscription is established.
Option C: Usage Subscription Quantityis not a defined entity; it may refer to the output of usage calculations but is not a prerequisite.
Option E: Usage Transactionis the result of the usage calculation process, not a prerequisite for it.
Practical Example:A residential customer has an electric service agreement. A Usage Subscription is created, linking the agreement to a Usage Calculation Group that processes scalar meter readings into kWh consumption. When a meter reading is received, a Usage Request triggers the calculation, but the Usage Subscription ensures the correct rules are applied, resulting in a Usage Transaction that feeds into the billing process.
The Oracle Utilities Customer to Meter User Guide emphasizes that Usage Subscriptions are foundational for automated billing, enabling utilities to process large volumes of usage data efficiently and accurately.
Reference:
Oracle Utilities Customer to Meter Billing Guide, Section: Usage Subscriptions and Billing Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription Configuration Oracle Utilities Customer to Meter User Guide, Section: Managing Usage for Billing

NEW QUESTION # 41
Accounts are the entities for which bills are created. There must be at least one account for every customer.
What is the valid status for an account when the customer has moved out of all their properties and paid off all their debt?

- A. Inactive
- B. Account does not have a status
- C. Closed
- D. Pending Stop
- E. Stopped

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Oracle Utilities Customer to Meter, anaccountis the entity used for billing and financial tracking, and every customer must have at least one account. When a customer moves out of all their properties and pays off all their debt, the account's status is updated to reflect that it is no longer active. The Oracle Utilities Customer to Meter Configuration Guide clearly states that the valid status for such an account isClosed. The "Closed" status indicates that the account has no outstanding balances, no active service agreements, and no further activity is expected, effectively terminating the account's lifecycle.
The process of closing an account typically involves stopping all service agreements, ensuring all financial obligations are settled (e.g., final bills paid), and updating the account status to "Closed." This status prevents any new transactions or services from being linked to the account, ensuring accurate financial reporting and system integrity.
The Oracle Utilities Customer to Meter Implementation Guide further explains that the "Closed" status is a final state in the account lifecycle, used when the customer relationship is fully terminated. This is distinct from other statuses that reflect temporary or transitional states.
The other options are incorrect for the following reasons:
Option A: Account does not have a statusis incorrect, as all accounts in the system have a defined status to track their lifecycle.
Option B: Stoppedis not a standard account status; it may apply to service agreements but not accounts.
Option C: Inactiveindicates an account with no active services but potentially outstanding balances or future activity, not a fully settled account.
Option E: Pending Stopis a transitional status used when an account is in the process of being stopped, not when all debts are paid and services are terminated.
Practical Example:A customer moves out of their apartment, stops their electric and water services, and pays their final bills, resulting in a zero balance. The utility updates the account status to "Closed," preventing any new charges or services from being associated with the account. If the customer later returns as a new customer, a new account would be created rather than reactivating the closed one.
The Oracle Utilities Customer to Meter User Guide highlights that the "Closed" status is essential for managing customer churn, ensuring that inactive accounts are properly archived while maintaining historical data for audits or reporting.
Reference:
Oracle Utilities Customer to Meter Configuration Guide, Section: Account Status Management Oracle Utilities Customer to Meter Implementation Guide, Chapter: Account Lifecycle Oracle Utilities Customer to Meter User Guide, Section: Managing Customer Accounts

NEW QUESTION # 42
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