

Oracle Utilities: Customer Care & Billing v2.6 Overview Ed 2

Oracle Utilities

DURATION

2 Days

MODULES

5 Lectures

COURSE CODE

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Course Overview

This Oracle Utilities: Customer Care and Billing v2.6 Overview training gives you an overview of the structure and functionality of Oracle Utilities Customer Care and Billing system. Learn from expert Oracle University instructors.

What You Will Learn

Introduction to Customer Care and Billing

- Objectives
- Architecture Summary
- Oracle Utilities Application Framework
- System Scope
- Object-Oriented Architecture and the “V” Diagram
- Quiz
- Practice 1-1: Logging In to Customer Care and Billing
- Control Central
- The Anatomy of All Pages
- Practice 1-2: Exploring the Anatomy of All Pages
- Practice 1-3: Viewing Information in the Object Display Area
- Quiz
- Control Central
- Search Buttons
- Practice 1-4: Searching Within Customer Care and Billing
- Account Information Page + Dashboard = 360-Degree View of the Customer
- Navigating Customer Care and Billing
- Practice 1-5: Navigating Customer Care and Billing
- Control Central Tree Functionality
- Practice 1-6: Navigating Using Control Central Trees
- Navigating Through Menu and Admin
- Practice 1-7: Navigating Using Menu and Admin

- Quiz
- Portals and Zones
- Practice 1-8: Navigating Using Portals and Zones
- Extending Customer Care and Billing Functionality
- Quiz
- Summary

Maintaining Customer Information

- Objectives
- The “V” Diagram
- Customer = Person and Account
- Important Person Concepts
- Practice 2-1: Exploring the Person
- Quiz
- Important Account Concepts
- Practice 2-2: Exploring the Account
- Quiz
- Practice 2-3: Adding a Person and Account
- Premise and Service Point
- Important Premise Concepts
- Practice 2-4: Exploring the Premise
- Important Service Point Concepts
- Metered Service Points
- Badged Item Service Points
- Unbadged Item Service Points
- Two Ways to Handle Area Lights: Badged or Unbadged
- Practice 2-5: Exploring the Service Point
- Quiz
- Practice 2-6: Adding a Premise with Service Points
- Important Service Agreement Concepts
- An Account Must Have a Service Agreement for Every Service That Is Billed
- Some SAs Are Linked to Premises Via SPs
- Some SAs Are Not Linked to Premises
- Practice 2-7: Exploring the Service Agreement
- Quiz
- Most SAs Are Created Via Start Service
- Two SAs, Each Linked to a Single SP (A Normal Single Family Residence Scenario)
- Start Options Control Default Values
- Service Agreement States
- Activating Pending Start SAs
- Practice 2-8: Starting Service
- Important Stop Service Concepts
- Customer Contacts
- Overview of Customer Contact

- Practice 2-9: Adding a Customer Contact
- Summary

Meters and Meter Reads

- Objectives
- Review: Service Points Define Services at a Premise
- Review: There Are Three Types of Service Points
- Review: Metered Service Points
- Meter ERD
- A Meter's Registers Measure How Much Was Used
- Every Register Has Many Attributes
- Practice 3-1: Exploring the Meter
- Practice 3-2: Adding Meters into Inventory
- Practice 3-3: Searching for Meters
- Important Meter Read Concepts
- A Configuration's Registers Are Read
- Subtractive Versus Consumptive Registers
- Meter Read ERD
- Practice 3-4: Exploring Meter Reads
- Practice 3-5: Viewing Historical Meter Reads
- Important SP/Meter Installation Concepts
- Adding Meter Reads
- Practice 3-6: Searching for Meters
- Quiz
- Summary

Field Activities

- Objectives
- Important Field Activity Concepts
- Field Activities
- Field Activity ERD
- Field Activity State Transition
- Practice 4-1: Exploring Field Activities
- Practice 4-2: Completing a Pending Field Activity
- Activating Pending Start SAs
- Practice 4-3: Activating Pending Start Service Agreements
- Quiz
- Summary

Financial Transactions

- Objectives
- Important Financial Transaction Concepts
- FTs Determine an Account's Balance
- Every FT Contains Current Amount and Payoff Amount
- Current Balance Versus Payoff Balance

- When Current Balance $\neq$ Payoff Balance
- Financial Transaction Status
- FTs Affect More Than Balances
- Practice 5-1: Determining Current and Payoff Balances
- How Old Is the Debt?
- Practice 5-2: Determining Debt Age
- Practice 5-3: Viewing Historical Financial Transactions
- Practice 5-4: Exploring the Financial Transaction Page
- Quiz
- Important Billing Concepts
- Bill ERD
- Definitions
- Bill Lifecycle
- Practice 5-5: Creating a Bill Online
- Bill Segments Create FTs
- Practice 5-6: Examining a Bill Segment's Financial Transactions
- Bill Segment Lifecycle
- Bill Segment Lifecycle Descriptions
- Practice 5-7: Freezing Bill Segments and Completing the Bill
- Practice 5-8: Canceling and Rebilling a Bill Segment (Optional)
- Practice 5-9: Creating Another Bill Online
- Quiz
- Important Payment Event Concepts
- A Payment Event Can Have Many Payments and Tenders
- Payment Segments Create FTs
- Practice 5-10: Exploring a Payment Event
- Practice 5-11: Adding a Payment Event
- Practice 5-12: Searching for Payments and Tenders
- Quiz
- Additional Payment Topics Covered in Other Oracle University Courses
- Important Adjustment Concepts
- Adjustments Create FTs
- Practice 5-13: Adding an Adjustment
- Quiz
- Summary
- Additional Customer Care and Billing Courses