

Oracle Utilities: Customer To Meter v2.9.0.0 Overview LVC

Oracle Utilities

DURATION

2 Days

MODULES

10 Lectures

COURSE CODE

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Course Overview

This Customer To Meter Overview training provides a good grounding in the Customer to Meter product and explains the basics on the 2.9 release.

What You Will Learn

Module 1: Introduction to Oracle Utilities Customer to Meter

- Learning Objectives
- Overview of Customer to Meter (C2M)
- Oracle Utilities Customer to Meter Solution
- Basic System Architecture
- Architecture Summary
- Oracle Utilities Application Framework
- The “V” Concept
- Quiz
- Getting Started with C2M
- Logging into Customer to Meter
- Anatomy of All Pages
- Viewing Objects in the Object Display Area

Module 2: Navigation, Search, and User Interface

- Search and Navigation Overview
- Control Central
- Control Central Search Facilities
- Finding a Customer and Premise
- Dashboards and Customer Views
- The Dashboard
- Dashboard + Account Information = Complete Customer View
- Navigation Techniques

- Navigating Customer to Meter
- Control Central Tree Functionality
- Menu and Admin Navigation
- Unified Search
- Practices:
- Searching Within C2M
- Navigating Using Control Central Trees
- Navigating Using Menu and Admin
- Quiz

Module 3: Portals, Zones, and 360° Views

- Customer 360 Portal Overview
- Portal Basics
- Portal Zones and Zone Patterns
- Explorer Zone Layout
- Broadcasting and End-User Filters
- Dragging and Dropping Zones
- Work Management
- Work Lists
- Working the List
- Starting Business Processes
- 360° Search and View
- 360° Search
- 360° View and Object-Specific Portals
- Practice: Using 360° Search to View a Device
- Quiz
- Summary

Module 4: Maintaining Customer Information

- Learning Objectives
- Person and Account Objects
- Customer = Person + Account
- Important Person Concepts
- Important Account Concepts
- Customer Creation
- Adding a Person and Account
- Practices and Quizzes

Module 5: Premises, Service Points, and Service Agreements

- Premise and Service Point Overview
- Important Premise Concepts
- Service Point Types:
- Metered Service Points
- Item-Based Service Points

- Single-Item Service Points
- Multi-Item Service Points
- Service Agreements
- Service Agreement Concepts
- Relationship Between Accounts, Premises, SPs, and SAs
- Creating Service Agreements via Start Service
- Service Agreement States
- Usage Subscriptions
- Activating Pending Start Service Agreements
- Customer Contacts
- Customer Contact Overview
- Adding Customer Contacts
- Summary

Module 6: Devices and Assets

- Learning Objectives
- Devices Overview
- Measuring Components
- Device vs. Measuring Component Attributes
- UOM, TOU, and SQL
- Scalar vs. Interval Measuring Components
- Device Configuration
- Measuring Component History
- Device Reconfiguration
- Assets
- Assets Overview
- Assets and Location
- Assets and Devices
- Adding Assets into Inventory
- Quiz
- Summary

Module 7: Fieldwork and Service Order Management

- Learning Objectives
- Service Order Management Overview
- Field Activities Overview
- How Field Activities Work
- Field Activity Communications
- Service Orders
- What Is a Service Order?
- Orchestration of Customer Processes
- Field Activity Requests
- Hands-On Activities
- Examining and Completing Field Activities
- Activating Pending Start Service Agreements

- Quiz
- Summary

Module 8: Measurements

- Learning Objectives
- Measurements Overview
- Important Measurement Concepts
- Initial, Final, and Usage Measurements
- Scalar vs. Interval Measurements
- Managing Measurements
- Viewing Historical Measurements
- Adding and Updating Scalar Measurements
- Creating Measurements for Multiple Registers
- Practices
- Quiz
- Summary

Module 9: Financial Transactions and Billing

- Learning Objectives
- Financial Transaction Concepts
- Account Balances: Current vs. Payoff
- Financial Transaction Status
- Billing
- Bills and Bill Segments
- Billing Concepts and ERD
- Bill Lifecycle
- Bill Segment Lifecycle
- Freezing, Completing, Canceling, and Rebilling
- Practices and Optional Exercises
- Quiz

Module 10: Payments and Adjustments

- Payment Events Overview
- Payment ERD
- Payments, Tenders, Payors, and Payees
- Creating and Searching Payments
- Adjustments
- Adjustment Concepts
- Adjustment ERD
- Adjustments and Financial Transactions
- Practices
- Quiz
- Summary