Oracle Utilities: Customer Care and Billing Overview

Duration: 2 Days

What you will learn

This Oracle Utilities: Customer Care and Billing Overview training explores the structure and functionality of Oracle Utilities Customer Care and Billing. It provides new users with a basic understanding of the system architecture, business object relationships, core components, user interface system-wide standards, and common functional tasks.

Learn To:

Describe the primary entities of the V diagram and the information that they provide.
Navigate Customer Care and Billing.
Create the required information to start service for a new customer.
Create the required information to bill a customer and accept a payment.

Benefits to You

Gain a foundational understanding of the structure and operation of Customer Care and Billing to make improved decisions during your implementation. You'll learn functionality related to maintaining customer information, service requests, metering, fieldwork, billing, payments and adjustments.

Audience
Architect
Configuration Consultant
Functional Implementer
Implementation Consultant
Team Leader

Course Objectives
Add Premise and Service Points using the Premise Replicator

Add and maintain Persons and Accounts

Add and maintain meter reads

Add and maintain meters

Complete a Field Activity through FA Upload Staging

Describe how Field Activities are created

Describe when Customer Care and Billing creates Financial Transactions

Maintain Premises and Service Points using their pages

Navigate through Customer Care and Billing

Use Control Central's functionality

Add Bills, Payments, and Adjustments

Course Topics

Customer Care and Billing Overview
Basic System Architecture
Search and Navigation
Portals and Zones

Maintaining Customer Information
Person and Account
Premise and Service Point
Service Agreement
Customer Contacts

Meters and Meter Reads
Meters
Meter Reads

Field Activities
Field Activities

Financial Transactions
Financial Transactions
Bills and Bill Segments
Payment Events
Adjustments