Oracle Utilities: CC&B v2.9.0.0 Overview Ed 1

Oracle Utilities

DURATION	MODULES	COURSE CODE
2 Days	**5 Lectures**	**—**

Course Overview

Oracle Utilities: CC&B v2.9.0.0 Overview Ed 1

What You Will Learn

Introduction to Customer Care and Billing

- Learning Objectives
- Basic System Architecture
- Architecture Summary
- Oracle Utilities Application Framework
- System Scope
- The 'V' Diagram
- Quiz
- Practice 1-1: Logging into Customer Care and Billing
- Control Central
- The Anatomy of All Pages
- Practice 1-2: Exploring the Anatomy of all Pages
- Practice 1-3: Viewing Objects in the Object Display Area
- Quiz
- Search and Navigation
- Control Central
- Control Central Search Facilities
- Find a Customer and Premise
- Practice 1-4: Searching within Customer Care and Billing
- The Dashboard
- Dashboard + Account Information = Complete 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
- Menu and Admin
- Practice 1-7: Navigating Using Menu and Admin
- Quiz
- Unified Search
- Customer 360 Portal
- Customer 360 Portal Zones
- Portals and Zones
- Portal Overview
- Portals Versus Fixed Pages
- Practice 1-8: Navigation Using Portals and Zones
- Extending Customer Care and Billing Functionality
- Quiz
- Summary

Maintaining Customer Information

- Learning Objectives
- The Person and Account Objects
- The 'V'
- 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
- The Service Agreement
- Important Service Agreement Concepts
- An Account Must Have a Service Agreement For Every Service That Is Billed
- Some SAs Are Linked to Premises through SPs
- Some SAs Are Not Linked to Premises
- Practice 2-7: Exploring the Service Agreement
- Quiz

Meters and Meter Reads

Field Activities

- Practice 4-2: Completing a Pending Field Activity
- Activating Pending Start Service Agreements
- Practice 4-3: Activating Pending Start Service Agreements
- Quiz
- Summary

Financial Transactions

- Learning Objectives
- Financial Transactions
- Important Financial Transaction Concepts
- FTs Determine an Account's Balance
- Current Amount and Payoff Amount
- Current Balance Versus Payoff Balance
- When Current Balance ▯ 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
- Bills and Bill Segments
- 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 Re-Billing a Bill Segment (Optional)
- Practice 5-9: Creating Another Bill Online
- Quiz
- Payment Events
- 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
- Adjustments

- Important Adjustment Concepts
- Adjustments Create FTs
- Practice 5-13: Adding an Adjustment
- Quiz
- Summary

- Important Adjustment Concepts
- Adjustments Create FTs
- Practice 5-13: Adding an Adjustment
- Quiz
- Summary