Oracle Utilities
Customer Self Service

Whitepaper:

OUCSS to CCB-only Implementation

Release 2.1.0 Service Pack 2

E68291-01

October 2015

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Chapter 1

Overview

The default OUCSS installation contains task flows for Oracle Utilities Customer Care and Billing (CCB) as well as for other utility products (e.g., Oracle Utilities Network Management System, Oracle Utilities Meter Data Management, Oracle Utilities Notification Center). If you want to support a CCB-only implementation, however, the presence of other task flows could cause issues such as unresponsive pages, connection failure exceptions, etc, unless additional measures are taken before launching the OUCSS Portal.

This whitepaper describes the measures you can take to avoid such issues while enabling only OUCCB connections. This involves creating a new custom dashboard page, and updating the navigation model to exclude unnecessary task flows that point to utility products other than CCB.

A sample, OUCSS2102_CSS_to_CCB-Only.zip, is also available for download from the Oracle Utilities Customer Self Service section on the Oracle Technology Network (OTN) site (http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html). The sample provides a starting point for the implementation of OUCSS with OUCCB versions 2.4.0.3 and 2.5.0.1 only.

Additional Resources

Resource	Location
Oracle Utilities Customer Self Service Installation Guide	Check Oracle Utilities Customer Self Service on the Oracle Technology Network (OTN) web site (http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html) for the latest version of the documents
Oracle Utilities Customer Self Service Implementation Guide	Check Oracle Utilities Customer Self Service on the Oracle Technology Network (OTN) web site (http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html) for the latest version of the documents

Acronyms

OUCSS - Oracle Utilities Customer Self Service

OUCCB – Oracle Utilities Customer Care & Billing

Chapter 2

Configuration

This section summarizes the steps to configure OUCSS with OUCCB only by applying customization, and the steps to revert back the customization. For detail technical instructions and examples of commands used for this customization, please refer to READ_ME.txt included inside the customization sample zip mentioned in previous section.

Portal Customization

In OUCSS, portal-related task flows are grouped together in pages. The pages are further grouped together under relevant tabs for easy navigation. In addition, the default implementation of the OUCSS Portal provides a **Dashboard** page (available from the **Details** menu).

The Dashboard page contains references to several task flows from across the utility products. This customization example describes how to modify the portal for CCB-only use.

1 Apply the following changes to create a navigation model that includes only links to pages/modules supported by CCB services:

    A Remove the Usage Detail (both old and new) pages.

    B Remove Outage-related pages.

    C Remove Notification-related pages.

2 Customize the **Dashboard** page to remove references to the **Usage Overview** task flow.

3 Update the **PORTAL_NAV_PUBLIC**, **PORTAL_NAV_RESIDENTIAL**, and **PORTAL_NAV_COMMERCIAL** resources in the OUCSS Schema to use the new Navigation Model.

When the customization is applied, the OUCSS Portal should appear as shown in the following images.
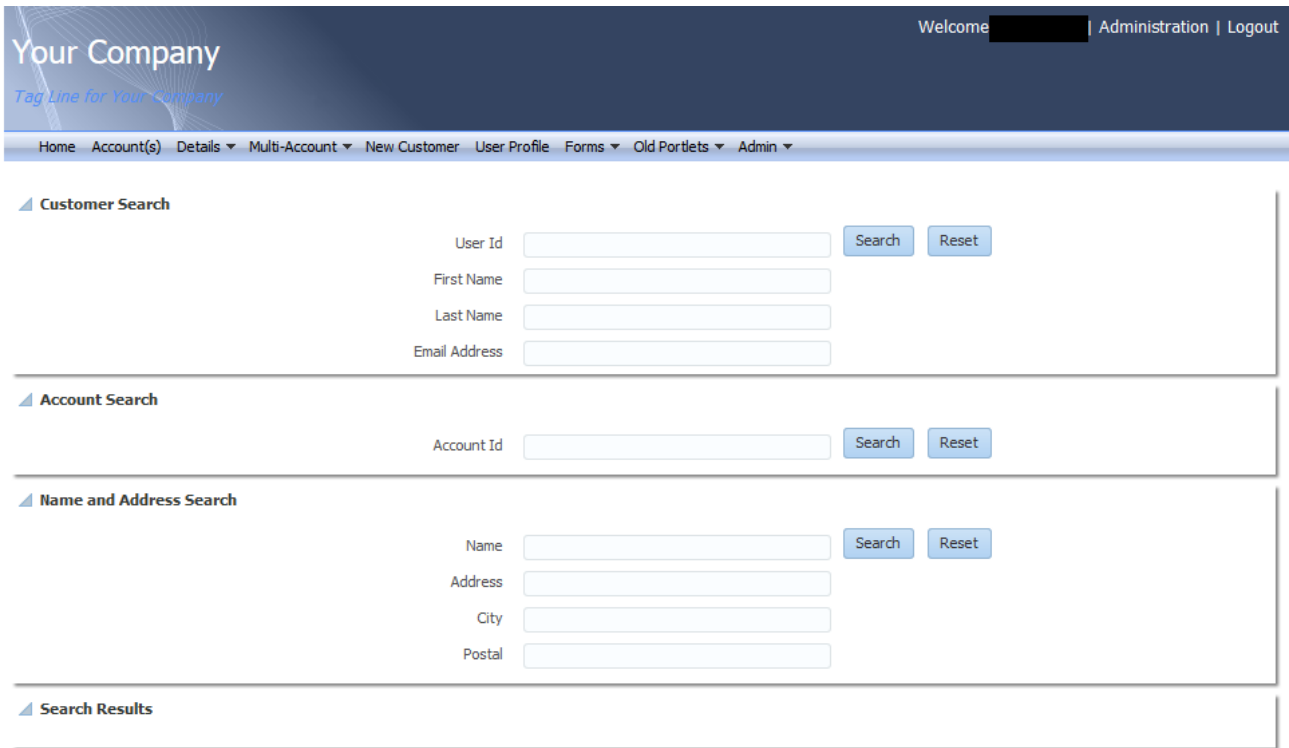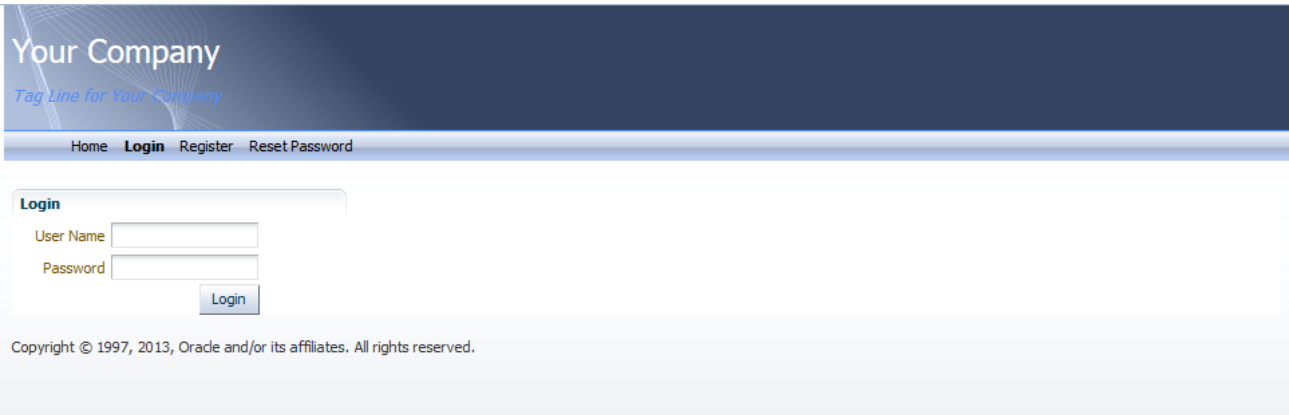
Rollback Customization

Customization applied to the OUCSS portal can be rolled back by performing the following steps.

For additional details, refer to the READ_ME.txt file in the OUCSS2102_CSS_to_CCB-Only.zip sample (see link earlier in this document for the sample download location).

1   Update the **SS_Resource** table in the OUCSS schema and clear the **url_ovrd** column as described in the READ_ME.txt file in the sample zip.

2   Create a copy of any existing customizations, then delete the current **Dashboard Customization**.

3   Log in to the OUCSS Portal and delete the **Navigation Models** from the WebCenter Administrator Console.

Assets	Services	Configuration								

STRUCTURE

Create	Delete	Upload	Download	Actions ▾			Filter		→	↻

Pages

Navigations	Available	Modified By	Actions
CCB Commercial Navigation Model OUCSS Commercial Navigation Model for CCB Modules.	☑	weblogic 12/10/15 15:06	Edit
CCB Default Navigation Model OUCSS Default Navigation Model for CCB Modules.	☑	weblogic 12/10/15 15:07	Edit
CCB Public Navigation Model OUCSS Public Navigation Model for CCB Modules.	☑	weblogic 12/10/15 15:07	Edit
Default Navigation Default Navigation	☑	system 08/02/11 15:57	
OUCSS Commercial Navigation Model	☑	system 02/06/15 19:14	
OUCSS Default Navigation Model OUCSS Default Navigation Model	☑	system 14/05/12 20:59	
OUCSS Mobile Navigation Model	☑	system 02/06/15 16:13	
OUCSS Public Navigation Model	☑	system 02/06/15 19:11	

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