

**Oracle Utilities Customer Self Service
Release 2.1.0**

Utility Reference Model

3.4.3 OUCSS-CCB-MDM Provide Customer Service

May 2016

Oracle Utilities Customer Self Service Release 2.1.0 Utility Reference Model 3.4.3 OUCSS-CCB-MDM Provide Customer Service

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Contents

3.4.3 OUCSS-CCB-MDM Provide Customer Service

- 3.4.3 OUCSS-CCB-MDM Provide Customer Service.....1**
- Brief Description 2
- Business Process Diagrams..... 3
 - OUCSS-CCB-MDM Provide Customer Service Process Model - Page 1 3
 - OUCSS-CCB-MDM Provide Customer Service Process Model - Page 24
 - OUCSS-CCB-MDM Provide Customer Service Process Model - Page 35

3.4.3 OUCSS-CCB-MDM Provide Customer Service

This section provides a brief description of the “OUCSS-CCB-MDM Provide Customer Service” business process. This includes:

- ♦ [Brief Description](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [OUCSS-CCB-MDM Provide Customer Service Process Model - Page 1](#)
 - ♦ [OUCSS-CCB-MDM Provide Customer Service Process Model - Page 2](#)
 - ♦ [OUCSS-CCB-MDM Provide Customer Service Process Model - Page 3](#)

Brief Description

Business Process: 3.4.3 OUCSS-CCB-MDM Provide Customer Service

Process Type: Process

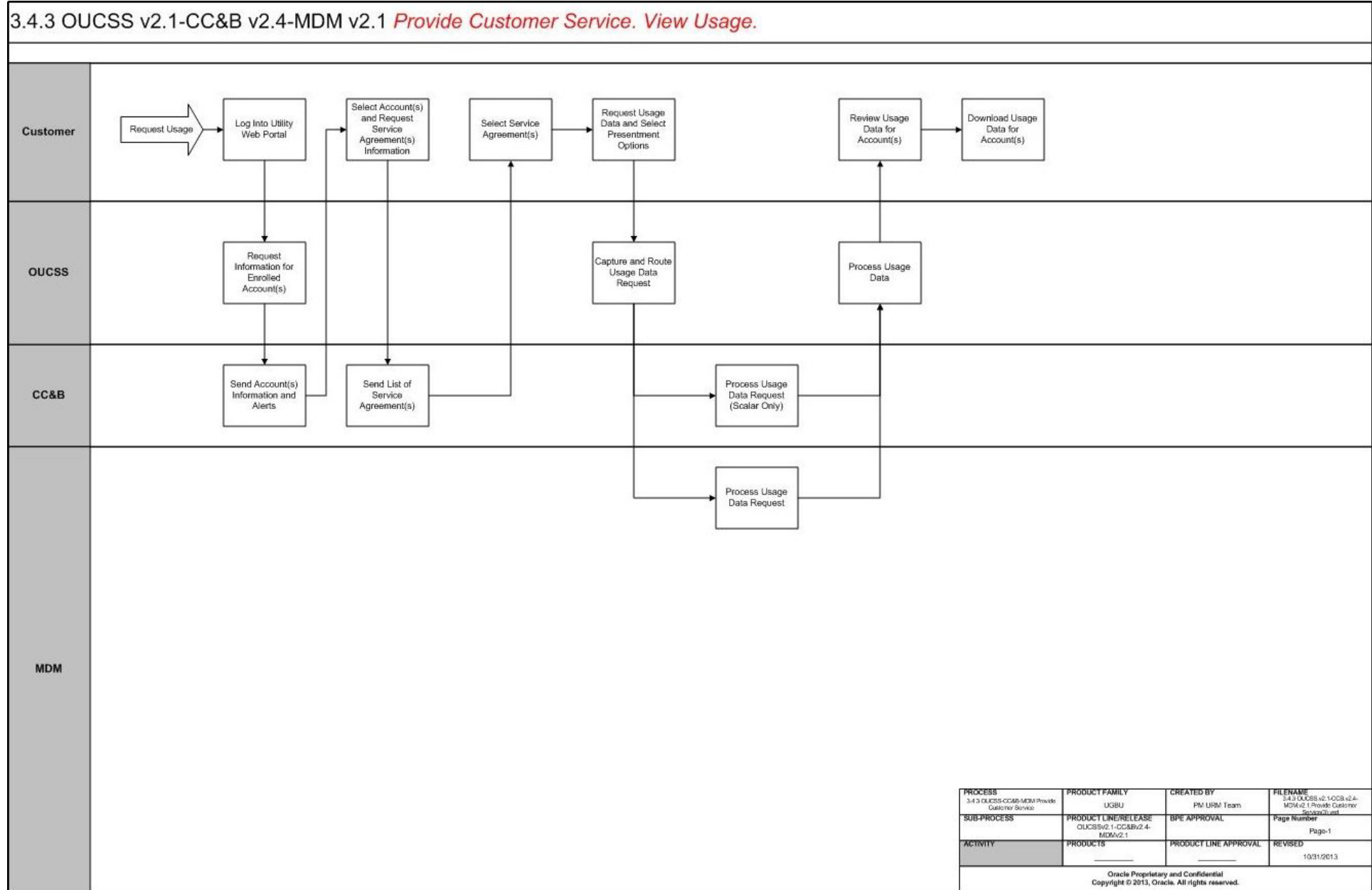
Parent Process: n/a

Sibling Processes: 4.3.1 OUCSS-CC&B.Perform Settlement Activities

This process describes how customer service is provided by the system.

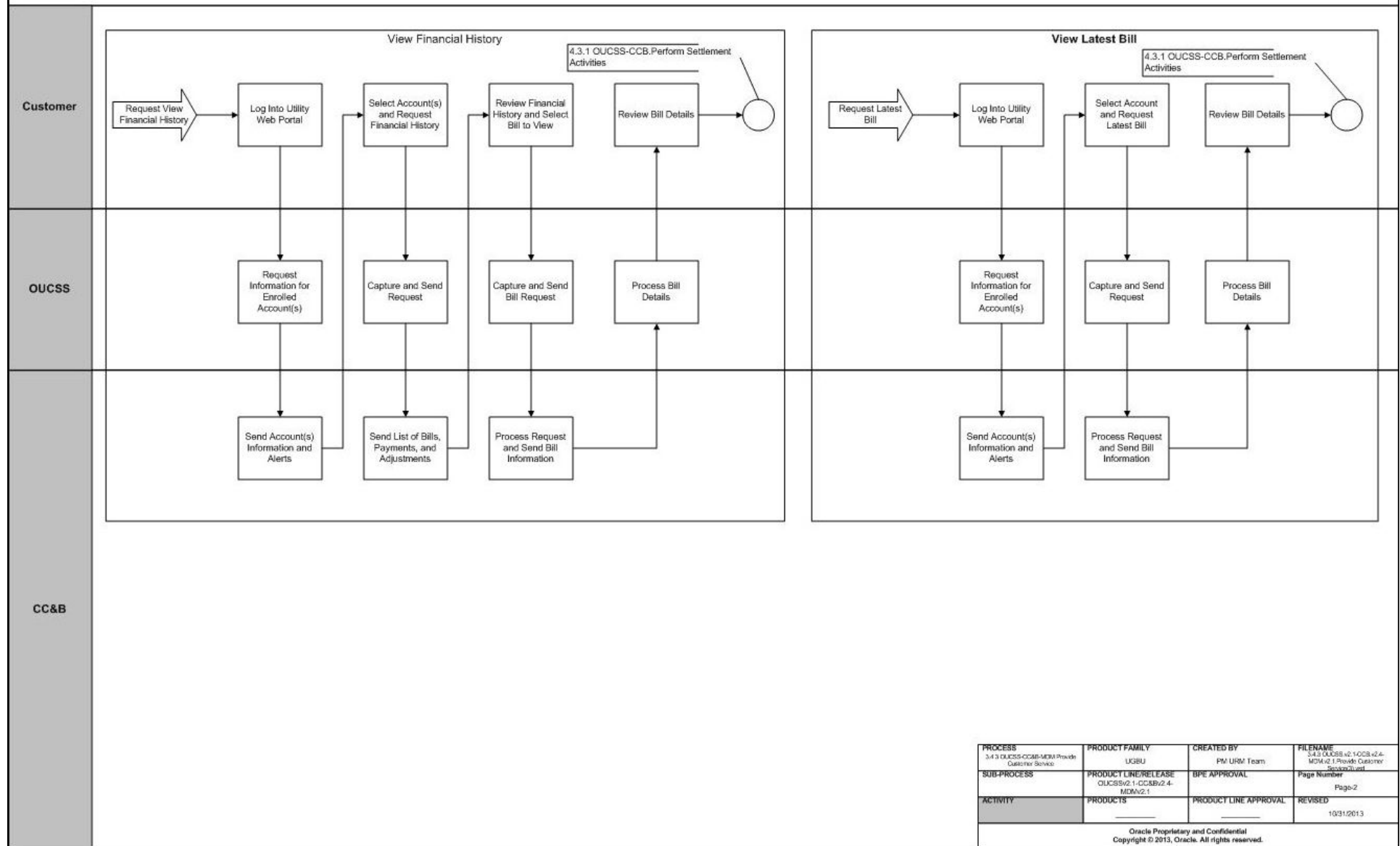
Business Process Diagrams

OUCSS-CCB-MDM Provide Customer Service Process Model - Page 1



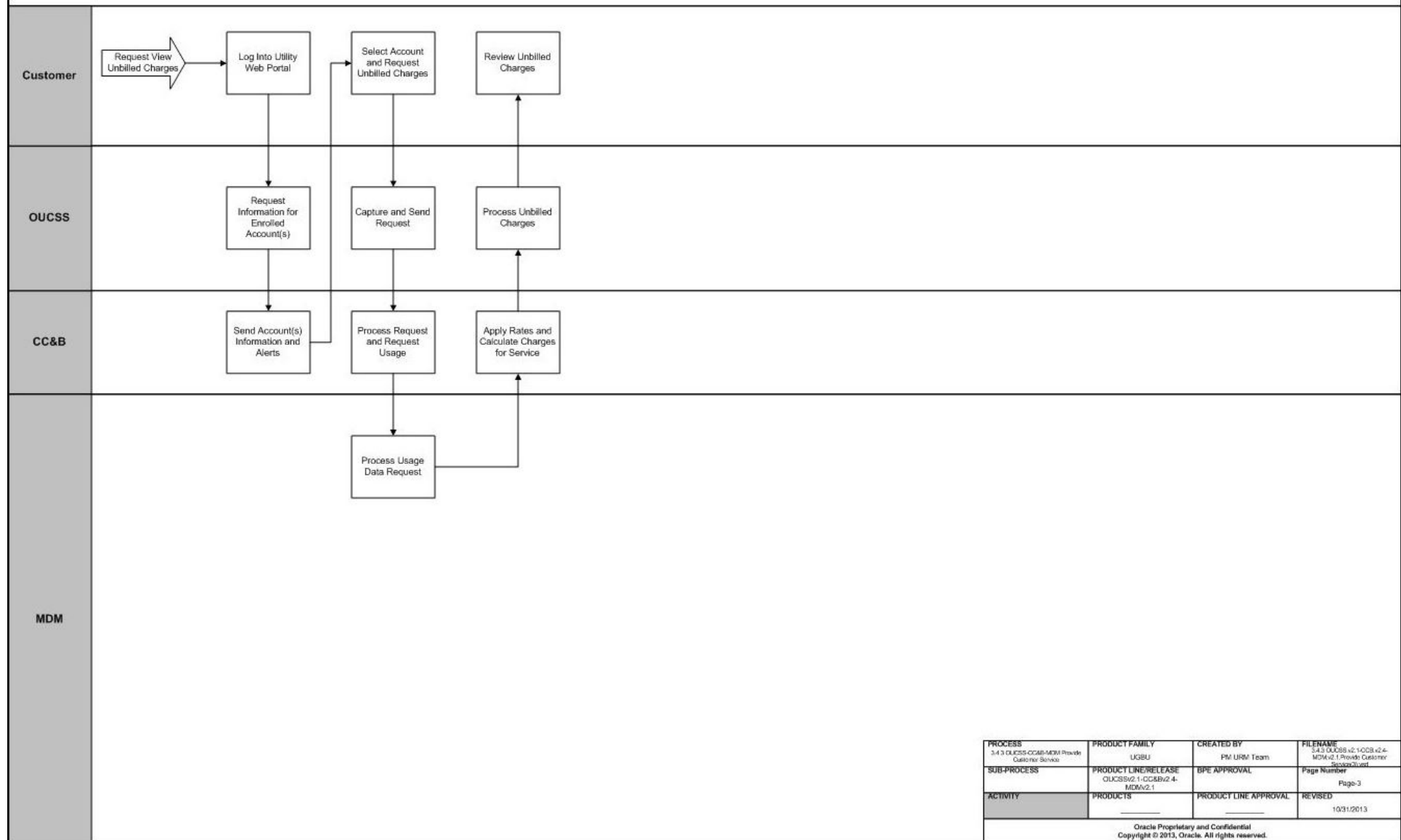
OUCSS-CCB-MDM Provide Customer Service Process Model - Page 2

3.4.3 OUCSS v2.1-CC&B v2.4-MDM v2.1 *Provide Customer Service. View Financial History and Bill.*



OUCSS-CCB-MDM Provide Customer Service Process Model - Page 3

3.4.3 OUCSS v2.1-CC&B v2.4-MDM v2.1 *Provide Customer Service. View Unbilled Charges*



PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
3.4.3 OUCSS-CC&B-MDM Provide Customer Service	UGBU	PM URM Team	3.4.3 OUCSS v2.1-CC&B v2.4-MDM v2.1 Provide Customer Service/View
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	OUCSS/v2.1-CC&B/v2.4-MDM/v2.1		Page-3
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			10/31/2013
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