

**Oracle Utilities Customer Self Service
Release 2.1.0**

Utility Reference Model

3.4.3 OUCSS-MDM Provide Customer Service

May 2016

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

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3.4.3 OUCSS-MDM Provide Customer Service

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

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

Brief Description

Business Process: 3.4.3 OUCSS-MDM Provide Customer Service

Process Type: Process

Parent Process: n/a

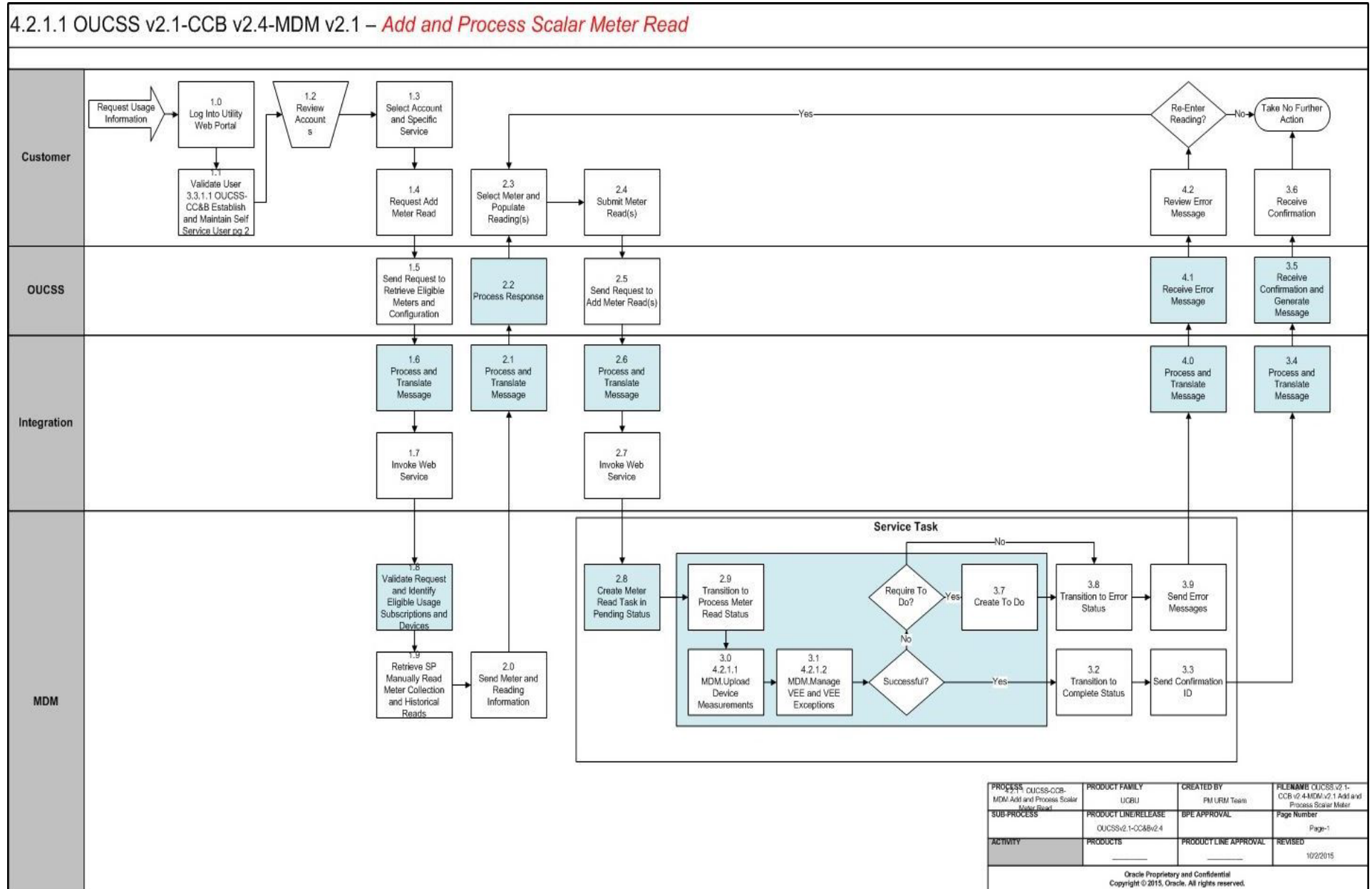
Sibling Processes: n/a

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

Business Process Diagrams

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4.2.1.1 OUCSS v2.1-CCB v2.4-MDM v2.1 – Add and Process Scalar Meter Read



PROCESS	OUCSS-CCB MDM Add and Process Scalar Meter Read	PRODUCT FAMILY	UCBU	CREATED BY	FM URM Team	FILENAME	OUCSS v2.1- CCB v2.4-MDM v2.1 Add and Process Scalar Meter
SUB-PROCESS		PRODUCT LINE/RELEASE	OUCSS v2.1-CC&B v2.4	BPE APPROVAL		Page Number	Page-1
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVISED	10/22/2015

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