

**Oracle Customer Data Synchronization Integration
Pack for Oracle Utilities Customer Care and Billing
and Siebel Energy**

Release Notes

Release 11.1

E27596-01

January 2012

E27596-01

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Contents

Contents.....	i
Value Proposition for Oracle Customer Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy 11.1	1
Create Customer Business Flow.....	2
Update Customer Business Flow.....	2
Certification on the Latest Application Releases.....	2
Additional Resources	3

Value Proposition for Oracle Customer Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy 11.1

Many utilities choose Oracle Utilities Customer Care and Billing to address changing regulatory and market conditions and to meet the needs of residential, commercial, and industrial customers. Many Distribution Companies, including deregulated Energy Service Providers, also choose Siebel Energy to manage sales, marketing, call center, and customer field service requirements.

However, such clients do not want to overburden the billing application with customer and prospect information from their CRM system. Rather, they want to create customer records in the billing application only when the customer places an order and the order is submitted for fulfillment from the CRM system.

The Customer Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy enables this synchronization of customer information from Siebel Energy to Oracle Utilities Customer Care and Billing to support the Order-to-Bill process. In this integrated scenario, Siebel Energy is the master system of record for customer data. Customer data creation and updates are handled in Siebel Energy and sent to Oracle Utilities Customer Care and Billing. This is a one-way synchronization; customer information updates in Oracle Utilities Customer Care and Billing are not synchronized back to Siebel Energy.

This initial release of a prebuilt integration between these applications represents significant business value as it:

- Facilitates customer management in Siebel Energy and billing in Oracle Utilities Customer Care and Billing
- Reduces manual data entry, cross-checking, and the errors that often accompany such activities
- Improves efficiency by allowing users to continue working in the system that is most familiar to them
- Enables both applications to leverage their strengths, interacting as necessary within Order-to-Bill business processes
- Configures to fit with the existing business processes of the utility

Leveraging Oracle Application Integration Architecture (AIA), this integration provides what utilities need to implement sustainable, Services Oriented Architecture-based integrations between the participating applications. By utilizing best practices and best-in-class Oracle Fusion Middleware, Oracle delivers an adaptable solution that integrates complex Order-to-Bill business processes.

This document describes new functionality in the 11.1 release of the Oracle Customer Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy. Please refer to the Implementation Guide for a comprehensive description of product functionality.

Oracle Customer Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy 11.1 is focused on the following key areas:

- **Create Customer Business Flow**, which interfaces Siebel Orders to create customer data in Oracle Utilities Customer Care and Billing
- **Update Customer Business Flow**, which updates customer/account data from Siebel Energy to Oracle Utilities Customer Care and Billing
- **Certification on the Latest Application Releases**

Oracle is concurrently releasing a related Process Integration Package (PIP) that is focused on the product and pricing flows to send needed information from Oracle Utilities Customer Care and Billing to Siebel Energy:

Oracle Product Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy

Please refer to the product documentation for details.

Create Customer Business Flow

The Customer is initially created in Siebel Energy as part of a sales cycle. The Sales Representative captures customer account information including Name, Address, Contact, and Billing Profile. Additionally, the Sales Representative can capture a customer account hierarchy, which represents a parent-child relationship between multiple customer accounts (for example, a business with multiple locations), as well as other information that is not directly related to Order Provisioning and Billing (such as marketing information).

Customer information is initially synchronized from Siebel Energy to Oracle Utilities Customer Care and Billing during order processing. This is based on the billing account defined in the Siebel Order Line Item.

Update Customer Business Flow

Customers often update their account information (for example, a Name or Address). When the Customer Service Representative updates customer information (Account, Address, Contact, or Billing Profile) in Siebel Energy, these changes are communicated to Oracle Utilities Customer Care and Billing in near realtime through the customer management process integration. Updates to customer information occur only for those records that have been initially synchronized from Siebel Energy to Oracle Utilities Customer Care and Billing through the order processing integration flow.

Certification on the Latest Application Releases

In order to enable your business to leverage the most current application versions and benefit from latest innovations, Oracle has certified the Oracle Customer Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy on these application releases:

- Oracle Utilities Customer Care and Billing 2.3.1
- Siebel Energy 8.1.1.6

Please refer to the Installation Guide for specific edge application patch levels and other details.

Additional Resources

There are additional resources that can help your organization learn more about this release.

Resource	Navigation
Process Integration Pack Implementation Guides	My Oracle Support: Knowledge > Oracle Applications > Integrations > Application Integration Architecture. Select a Process Integration Pack link. Classic MetaLink: Knowledge > Application Integration Architecture. Select a Process Integration Pack link.
Foundation Pack Guides	My Oracle Support: Knowledge > Oracle Applications > Integrations > Application Integration Architecture > Oracle Application Integration Architecture Foundation Pack Classic MetaLink: Knowledge > Application Integration Architecture > Foundation Pack
Installation and Upgrade Guide	My Oracle Support: Knowledge > Oracle Applications > Integrations > Application Integration Architecture > Oracle Application Integration Architecture Foundation Pack Classic MetaLink: Knowledge > Application Integration Architecture > Foundation Pack

Visit the [My Oracle Support](#) website frequently to keep apprised of ongoing changes.

For other sources of documentation, visit [Oracle Technology Network: Oracle Documentation](#).

For training opportunities, visit [Oracle University](#).