

Oracle Utilities Customer Care and Billing

Release 2.3.1

Utility Reference Model

3.4.3.1 Process Miscellaneous Customer Requests

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 3.4.3.1, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Process Miscellaneous Customer Requests business process and associated process diagrams. This includes:

- **Brief Description**
 - **Actors/Roles**

Brief Description

Business Process: 3.4.3.1 Process Miscellaneous Customer Requests

Process Type: Sub-Process

Parent Process: 3.4.3 Provide Customer Service

Sibling Processes:

This process describes how miscellaneous customer requests are determined and processed within the system.

Actors/Roles

The Process Miscellaneous Customer Requests business process involves the following actors and roles.

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR CC&B:** CSR or Authorized User of the Customer Care and Billing application.

Chapter 2

Detailed Business Process Model Description

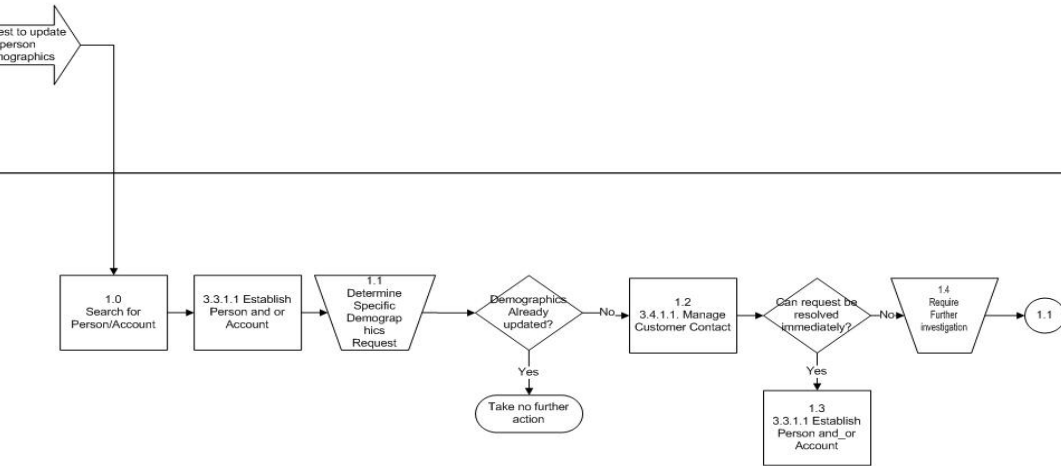
This chapter provides a detailed description of the Process Miscellaneous Customer Requests business process. This includes:

- **Business Process Diagrams**
 - **Process Miscellaneous Customer Requests Page 1**
 - **Process Miscellaneous Customer Requests Page 2**
 - **Process Miscellaneous Customer Requests Page 3**
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 - **Process Miscellaneous Customer Requests Page 8**
- **Process Miscellaneous Customer Requests Description**
- **Related Training**

Business Process Diagrams

Miscellaneous Customer Requests Page 1

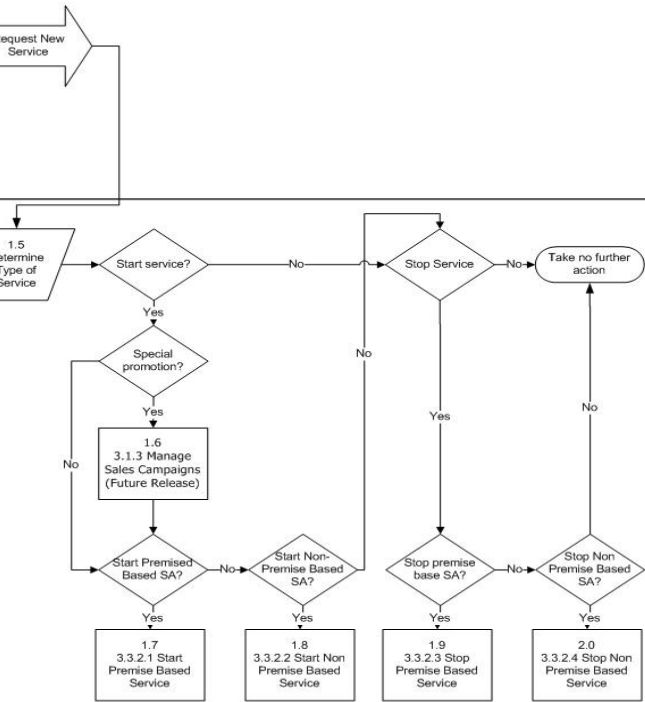
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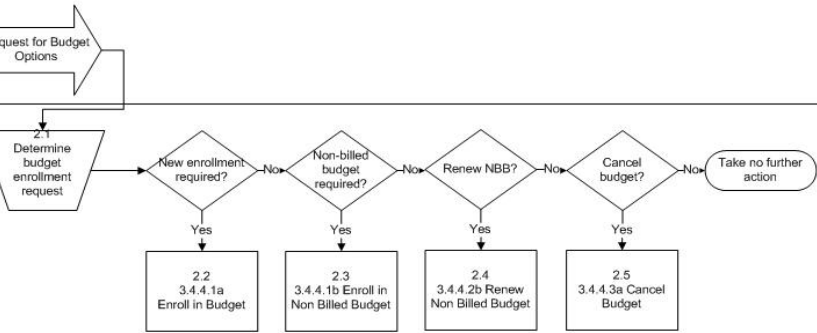
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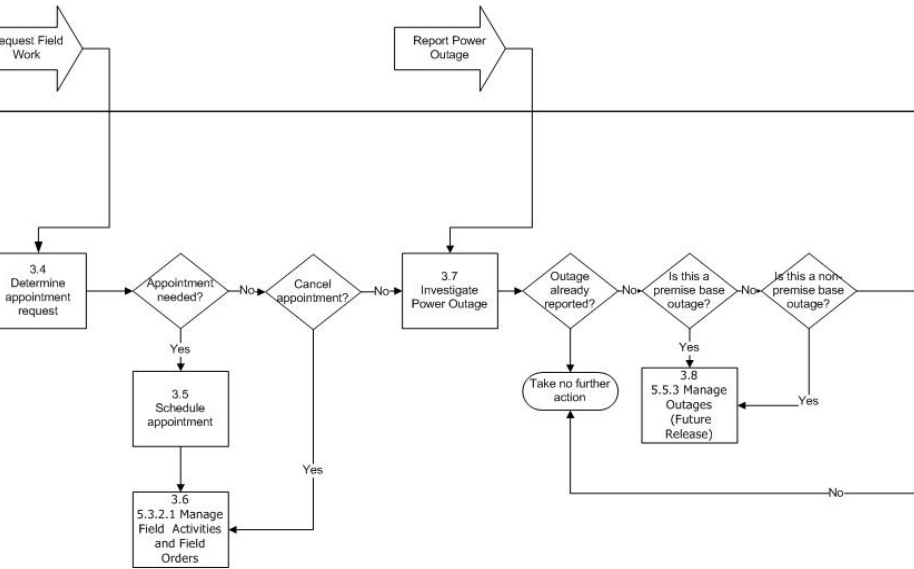


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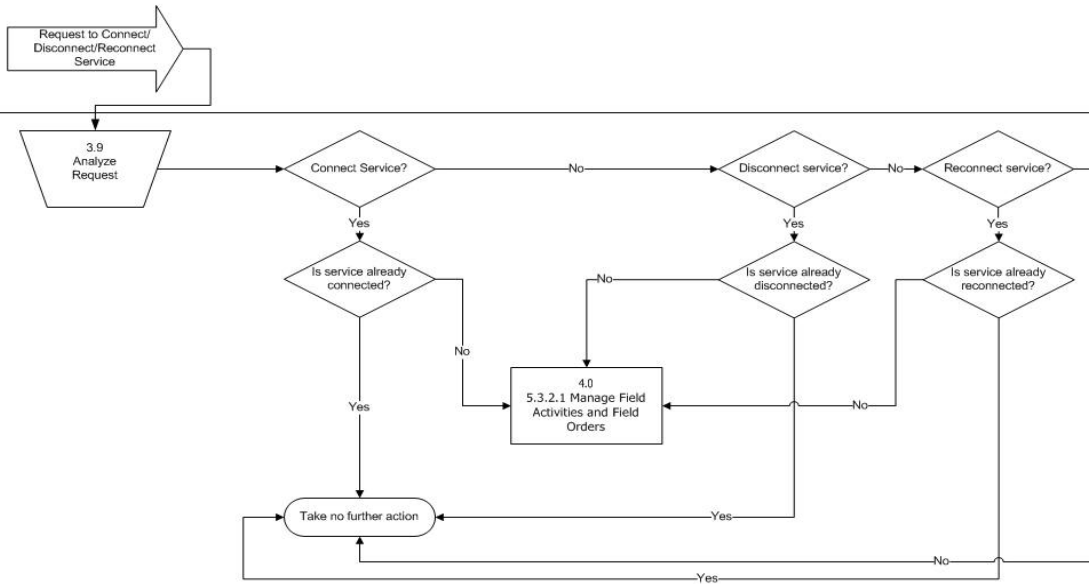
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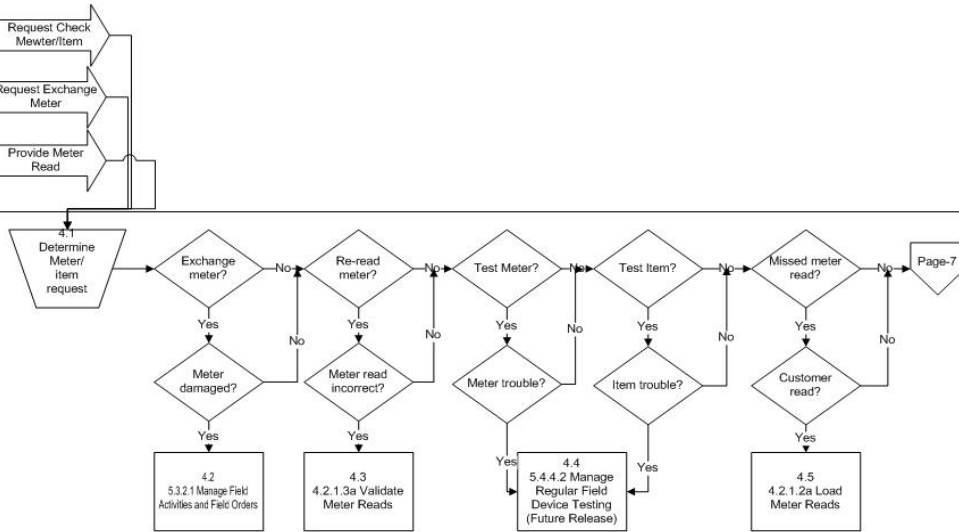


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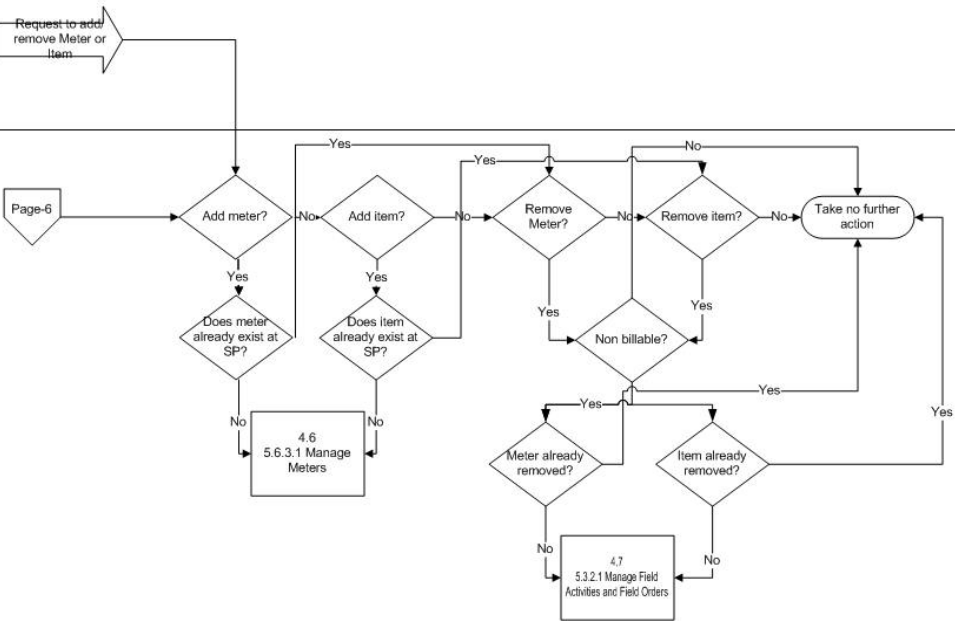


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Miscellaneous Customer Requests Page 7

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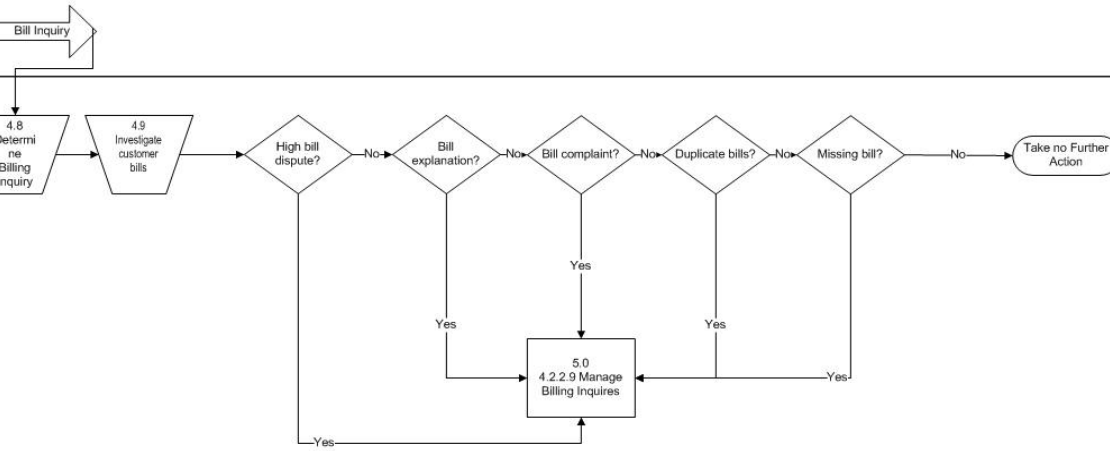


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Miscellaneous Customer Requests Page 8

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Process Miscellaneous Customer Requests Description

This section includes detailed descriptions of the steps involved in the Process Miscellaneous Customer Requests business process, including:

- 1.0 Search for person/account
- 1.1 Determine specific information request
- 1.2 3.4.1.1 Manage Customer Contact
- 1.3 3.3.1.1 Establish Person and or Account
- 1.4 Require Further investigation
- 1.5 Determine type of service request
- 1.6 3.1.3 Manage Sales Campaigns (Future Release)
- 1.7 3.3.2.1 Start Premise Based Service
- 1.8 3.3.2.2 Start Non-Premise Based Service
- 1.9 3.3.2.3 Stop Premise Based Service
- 2.0 3.3.2.4 Stop Non-Premise Based Service
- 2.1 Determine budget enrollment request
- 2.2 3.4.4.1a Enroll in Budget
- 2.3 3.4.4.1b Enroll in Non-Billed Budget
- 2.4 3.4.4.2b Renew Non-Billed Budget
- 2.5 3.4.4.3a Cancel Budget
- 3.4 Determine appointment request
- 3.5 Schedule appointment
- 3.6 5.3.2.1 Manage Field Activities and Field Orders
- 3.7 Investigate Power Outage
- 3.8 5.5.3 Manage Outages (Future Release)
- 3.9 Determine connection service request
- 4.0 5.3.2.2 Complete physical connection/disconnection (Future Release)
- 4.1 Determine meter/item request
- 4.2 5.3.2.2 Complete Physical Connection-Disconnection (Exchange) (Future Release)
- 4.3 4.2.1.3a Validate Meter Reads
- 4.4 5.4.4.2 Manage Regular Field Device Testing (Future Release)
- 4.5 4.2.1.2a Load Meter Reads
- 4.6 5.6.3.1 Manage Meters
- 4.7 5.3.2.2 Complete Physical Connection-Disconnection (Removal) Future Release
- 4.8 Determine billing inquiry
- 4.9 Investigate customer bills
- 5.0 4.2.2.9 Manage Billing Inquires

1.0 Search for person/account

See **Process Miscellaneous Customer Requests Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Search for existing person/account.

1.1 Determine specific information request

See **Process Miscellaneous Customer Requests Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CSR or Authorized User decides type of information to update.

1.2 3.4.1.1 Manage Customer Contact

See **Process Miscellaneous Customer Requests Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: Keep record of reason for customer contact. The process is provided in 3.4.1.1 Manage Customer Contact.

1.3 3.3.1.1 Establish Person and or Account

See **Process Miscellaneous Customer Requests Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: Update person demographic request, the process provided in 3.3.1.1 Establish Person and or Account.

1.4 Require Further investigation

See **Process Miscellaneous Customer Requests Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If information request cannot be resolved immediately then further investigation is required.

1.5 Determine type of service request

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CSR or Authorized User decides the type of service customer request.

1.6 3.1.3 Manage Sales Campaigns (Future Release)

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a special promotion is offered, the process is provided in 3.1.3 Manage Sales Campaigns.

1.7 3.3.2.1 Start Premise Based Service

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a premise-based service is required, the process is provided in 3.3.2.1 Start Premise Based Service.

1.8 3.3.2.2 Start Non-Premise Based Service

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a non-premise based service is required, the process is provided in 3.3.2.2 Start Non-Premise Based Service.

1.9 3.3.2.3 Stop Premise Based Service

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a stop premise based service is required, the process is provided in 3.3.2.3 Stop Premise Based Service.

2.0 3.3.2.4 Stop Non-Premise Based Service

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a stop non-premise based service is required, the process is provided in 3.3.2.4 Stop Non-Premise Based Service.

2.1 Determine budget enrollment request

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CSR or Authorized User decides budget recommendation.

2.2 3.4.4.1a Enroll in Budget

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a budget enrollment is required, the process is provided in 3.4.4.1a Enroll in Budget.

2.3 3.4.4.1b Enroll in Non-Billed Budget

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a non-billed budget enrollment is required, the process is provided in 3.4.4.1b Enroll in Non-Billed Budget.

2.4 3.4.4.2b Renew Non-Billed Budget

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a non-billed budget renewal is required, the process is provided in 3.4.4.2b Renew Non-Billed Budget.

2.5 3.4.4.3a Cancel Budget

See **Process Miscellaneous Customer Requests Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a budget cancellation is required, the process is provided in 3.4.4.3a Cancel Budget.

3.4 Determine appointment request

See **Process Miscellaneous Customer Requests Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User will decide the type of appointment request to perform a field activity.

3.5 Schedule appointment

See **Process Miscellaneous Customer Requests Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User will schedule an appointment if needed.

3.6 5.3.2.1 Manage Field Activities and Field Orders

See **Process Miscellaneous Customer Requests Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If an appointment scheduling or cancellation is required, the process is provided in 5.3.2.1 Manage Field Activities and Field Orders.

3.7 Investigate Power Outage

See **Process Miscellaneous Customer Requests Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User confirms reported power outage.

3.8 5.5.3 Manage Outages (Future Release)

See **Process Miscellaneous Customer Requests Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a power outage is reported at a premise or a non-premise the outage process is provided in 5.5.3 Manage Outages.

3.9 Determine connection service request

See **Process Miscellaneous Customer Requests Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User decides to connect, disconnect or reconnect service.

4.0 5.3.2.2 Complete physical connection/disconnection (Future Release)

See **Process Miscellaneous Customer Requests Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a customer requires connect, disconnect or reconnect service, the process is provided in 5.3.2.2 Complete Physical Connection/Disconnection.

4.1 Determine meter/item request

See **Process Miscellaneous Customer Requests Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CSR or Authorized User decides the type of meter/item request.

4.2 5.3.2.2 Complete Physical Connection-Disconnection (Exchange) (Future Release)

See **Process Miscellaneous Customer Requests Page 6** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a meter is damaged, the exchange process is provided in 5.3.2.2 Complete Physical Connection-Disconnection (Exchange).

4.3 4.2.1.3a Validate Meter Reads

See **Process Miscellaneous Customer Requests Page 6** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a meter read is incorrect, the meter read validation process is provided in 4.2.1.3a Validate Meter Reads.

4.4 5.4.4.2 Manage Regular Field Device Testing (Future Release)

See **Process Miscellaneous Customer Requests Page 6** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If there is trouble with a meter or item, the testing process is provided in 5.4.4.2 Manage Regular Field Device Testing.

4.5 4.2.1.2a Load Meter Reads

See **Process Miscellaneous Customer Requests Page 6** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If meter was misread and is a customer read meter the process is provided in 4.2.1.2a Load Meter Reads.

4.6 5.6.3.1 Manage Meters

See **Process Miscellaneous Customer Requests Page 7** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If there is no meter or item located at service point the to add a meter or item is provided in 5.6.3.1 Manage meters.

4.7 5.3.2.2 Complete Physical Connection-Disconnection (Removal) Future Release

See **Process Miscellaneous Customer Requests Page 7** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If meter or item is located at a non-billable service point, the process to remove meter or item is provided in 5.3.2.2 Complete Physical Connection-Disconnection (Removal).

4.8 Determine billing inquiry

See **Process Miscellaneous Customer Requests Page 8** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CSR or Authorized User decides the type of billing inquiry.

4.9 Investigate customer bills

See **Process Miscellaneous Customer Requests Page 8** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Customer billing is researched by the CSR.

5.0 4.2.2.9 Manage Billing Inquires

See **Process Miscellaneous Customer Requests Page 8** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: CSR, CC&B

Description: If a customer has the following billing issues, the process is provided in 4.2.2.9 Manage Billing Inquires:

- High bill dispute
- Bill explanation
- Bill complaint
- Duplicate bills
- Missing bills

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, User Tasks