

**Oracle Utilities Customer Care and Billing  
Release 2.3.1**

Utility Reference Model

4.2.1.4 Manage Consumption Data Reporting

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.1.4, Release 2.3.1

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# Chapter 1

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## Overview

This chapter provides a brief description of the Manage Consumption Data Reporting business process and associated process diagrams. This includes:

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

## Brief Description

**Business Process:** 4.2.1.4 Manage Consumption Data Reporting

**Process Type:** Sub-Process

**Parent Process:** 4.2.1 Collect and Process Meter Read and Miscellaneous Charges

**Sibling Processes:** 4.2.1.1a Read Meter, 4.2.1.2a Load Meter Reads, 4.2.1.3a Validate Meter Reads, 5.3.2.1 Manage Field Activities and Field Orders

This process describes the process for creating and printing various reports the Organization uses on a daily basis or requests in Batch.

## Actors/Roles

The Manage Consumption Data Reporting 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

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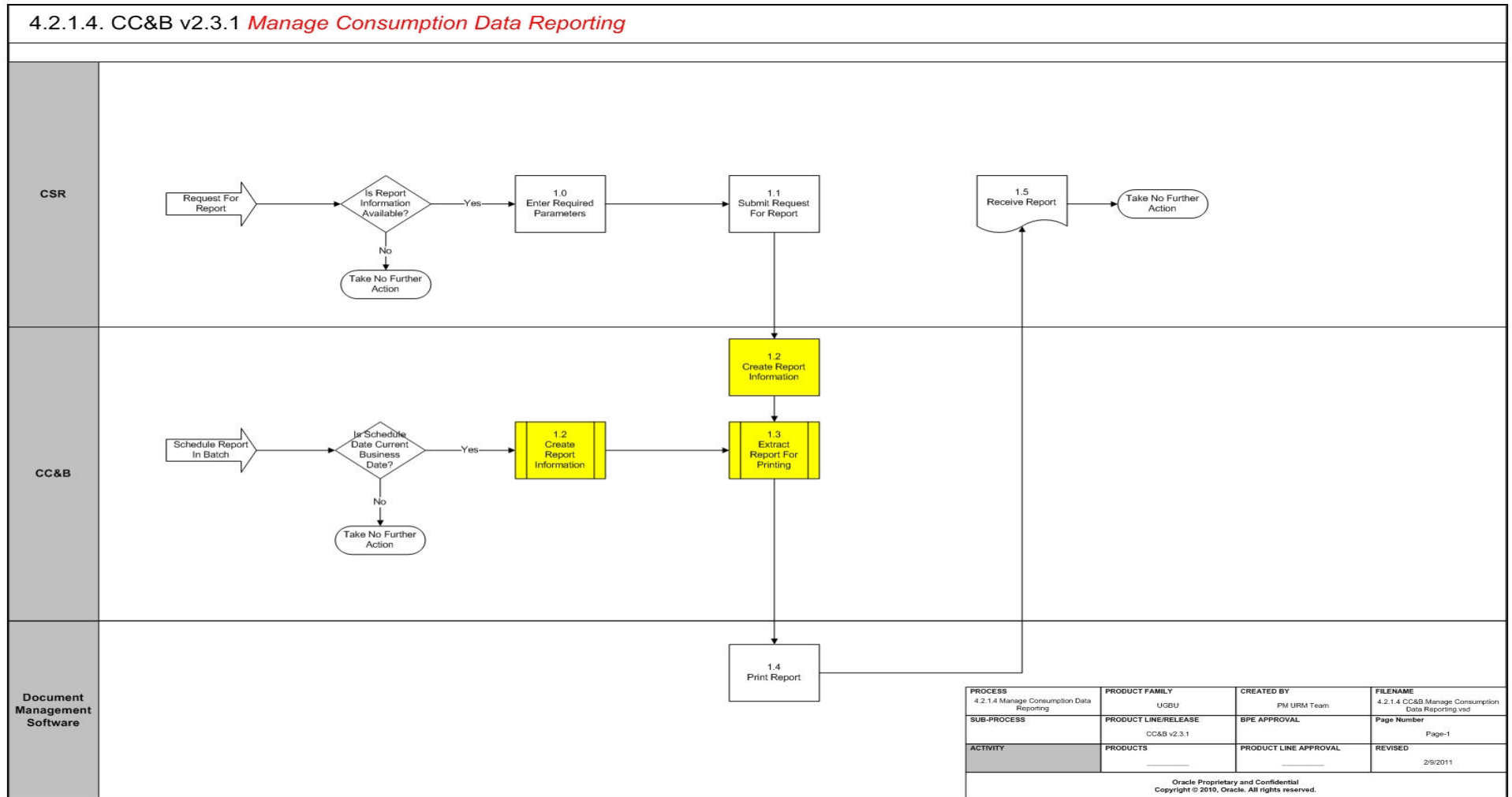
## Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Consumption Data Reporting business process. This includes:

- **Business Process Diagrams**
  - **Manage Consumption Data Reporting**
- **Manage Consumption Data Reporting Description**
- **Related Training**

# Business Process Diagrams

## Manage Consumption Data Reporting





# Manage Consumption Data Reporting Description

This section includes detailed descriptions of the steps involved in the Manage Consumption Data Reporting business process, including:

- **1.0 Enter Required Parameters**
- **1.1 Submit Request for Report**
- **1.2 Create Report Information**
- **1.3 Extract Report for Printing**
- **1.4 Print Report**
- **1.5 Receive Report**

## 1.0 Enter Required Parameters

See **Manage Consumption Data Reporting** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Each organization has specific reporting needs. Various Reports require that different processes or functions in CC&B be completed. Requests for Reports vary dependent on time frame. Based on the design of the report, the CSR or Authorized User enters standard required parameters for the given report.

The record contains unique identifiers including the related staging record, and reader remark code.

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### Entities to Configure

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Installation Options - Framework - Algorithms

Report Definitions

Reporting Options

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### Available Algorithms

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INVOKE CRSTL - This reporting tool installation algorithm creates the URL used to invoke the Crystal reporting software. This algorithm is used when submitting a report using the report submission page and to view report history.

CI\_BIPR\_INV - Creates URL for opening BI Publisher Reports

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## 1.1 Submit Request for Report

See **Manage Consumption Data Reporting** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** After entering required parameters for the report, the CSR or Authorized User initiates a request for the Report. The report output may be dependent upon date availability for information.

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### Entities to Configure

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Installation Options - Framework - Algorithms

Report Definitions

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### Available Algorithms

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INVOKE CRSTL - This reporting tool installation algorithm creates the URL used to invoke the Crystal reporting software. This algorithm is used when submitting a report using the report submission page and to view report history.

CI\_BIPR\_INV - Creates URL for opening BI Publisher Reports

CI\_RPTV\_DT - Dates overlap validation

CI\_UASUMM - Algorithm for CI\_UASUMM report

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## 1.2 Create Report Information

See **Manage Consumption Data Reporting** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Report Information is gathered and created real time in CC&B.

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### Entities to Configure

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Installation Options - Framework-Messages- Company Title for Reports

Report Definitions

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### Available Algorithms

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CI\_LTREX\_RPT - Create a letter using a reporting engine

BL FOR CRYSTAL - Create bill using Crystal

FO FOR CRYSTAL - Create FO using Crystal

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## 1.3 Extract Report for Printing

See **Manage Consumption Data Reporting** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The report information is extracted and made available for the Organization's Document Management Software.

## 1.4 Print Report

See **Manage Consumption Data Reporting** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** Document Management Software

**Description:** The Report is printed at a predefined printer location. This Report may be scheduled for printing at a specific time and a hard copy distributed to the CSR or Authorized User.

## 1.5 Receive Report

See **Manage Consumption Data Reporting** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User receives the requested Report.

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### Entities to Configure

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Installation Options - Framework

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### Available Algorithms

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C1-ONLTR-RPT - Display a letter using a reporting engine

OBLD-CRYS - Create bill image using Crystal

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## Related Training

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

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data

