

**Oracle Utilities Customer Care and Billing  
Business Intelligence**

Metric Reference Guide

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# Preface

This document describes the Oracle Utilities Customer Care and Billing Analytics metrics (such as dashboards, analyses, and subject areas) available in Oracle Utilities Advanced Spatial and Operational Analytics. These metrics are used in the pre-built analyses, and/or available for customers to use via Oracle Answers in building new analyses or extending existing analyses.

## Audience

This guide is intended for all users of Oracle Utilities Customer Care and Billing Business Intelligence.

## Related Documents

For more information, see the following documents:

- *Oracle Utilities Advanced Spatial and Operational Analytics Installation Guide*
- *Oracle Utilities Advanced Spatial and Operational Analytics Quick Install Guide*
- *Oracle Utilities Advanced Spatial and Operational Administration Guide*
- *Oracle Utilities Advanced Spatial and Operational Analytics Release Notes*
- *Oracle Utilities Advanced Spatial and Operational Analytics User's Guide*

Oracle Utilities Business Intelligence Documentation Library:

- *Oracle Utilities Business Intelligence Quick Install Guide*
- *Oracle Utilities Business Intelligence Installation Guide*
- *Oracle Utilities Business Intelligence DBA Guide*
- *Oracle Utilities Business Intelligence User's Guide*

### See Also:

- *Oracle Utilities Business Intelligence V2.4.0 Server Administration Guide*
- *Oracle Utilities Application Framework V4.1 Business Process Guide*
- *Oracle Utilities Application Framework V4.1 Administration Guide*
- Oracle Utilities Customer Care and Billing Documentation Library

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## Notational Conventions

The following notational conventions are used in this document:

Notation	Indicates
<b>boldface</b>	Graphical user interface elements associated with an action, terms defined in text, or terms defined in the glossary
<i>italic</i>	Book titles, emphasis, or placeholder variables for which you supply particular values
monospace	Commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter

# Chapter 1

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## Dashboard Content Reference

This chapter describes the Oracle Utilities Customer Care and Billing Business Intelligence dashboard content. The dashboards are grouped by the following analytics:

- **Credit & Collection Analytics**
- **Customer Analytics**
- **Revenue Analytics**

### Credit & Collection Analytics

This section describes the metrics available in Credit & Collections Analytics of Oracle Utilities Advanced Spatial and Operational Analytics. The analytics provide information on accounts receivables, accounts in arrears, and write offs to the customers in Utilities market.

Oracle Utilities Customer Care and Billing Business Intelligence provides the Credit & Collections analytics content in the following dashboards:

- **Overview**
- **Arrears**
- **Collectibles**
- **Write Offs**

### Overview

The Overview dashboard provides a high-level overview of the arrears, collectibles, and write offs data.

Click **Dashboards**, expand **Credit & Collections Analytics**, and then click **Overview** to access this dashboard.

Overview provides the following dashboard pages. Select the fiscal or calendar year and the period for which you want to view the details.

- **Overview - Arrears**
- **Overview - Effectiveness**

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## Overview - Arrears

The Overview - Arrears dashboard page compares arrears against revenue.

### Arrears (31+ Days) Compared to Revenue

This analysis provides an insight of how well payments are made on time. The needle movement in the gauge towards yellow or red indicates a need to pay more attention on payment collection scenario.

Click the **Arrears (31+ Days)/ Revenue** table link to drill down to the **Arrears** dashboard to view respective arrears in detail.

Property	Value
Source Object	SA Snapshot Fact
Measure	31+ Days, Revenue Amount, Arrears (31+ Days) / Revenue

## Overview - Effectiveness

The Overview - Effectiveness dashboard page provides an overview of the effectiveness of both collection and write off processes.

### Collection Process Effectiveness

This analysis shows the level of success in collecting arrear payments with regards to the collection process periods. The metric is calculated by the difference between arrears amount at the beginning of the collection process period and end of the collection process period.

Click the **Collection Process Effectiveness** table link to drill down to the **Collectibles** dashboard to view the respective collectibles in detail.

Property	Value
Source Object	Collectible Process Fact
Measure	Collection Process Effectiveness, Arrears at Start, Arrears at End

### Write Off Process Effectiveness

This analysis indicates the level of success in collecting arrear payments with regards to write offs. The metric is calculated by the difference between arrears amount at the beginning of the write off process period and end of the write off process period.

Click the **Write Off Process Effectiveness** table link to drill down to the **Write Offs** dashboard to view the respective write offs in detail.

Property	Value
Source Object	Uncollectible Process Fact
Measure	Write Off Process Effectiveness, Arrears at Start, Arrears at End

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## Arrears

The Arrears dashboard provides an overview of the distribution and the trend of arrears over a geographical region.

Click **Dashboards**, expand **Credit & Collections Analytics**, and then click **Arrears** to access this dashboard.

Arrears provides the following dashboard pages. Select the fiscal year and the month for which you want to view the details.

- **Distribution**
- **Arrears Map**
- **Trend**
- **Details**

### Distribution

The Distribution dashboard page provides a snapshot of the comparison between revenue and arrears, and also shows how the arrears are distributed across various customer classes, jurisdiction, and premise/service types.

### Arrears Compared to Revenue

This analysis shows the comparison between arrears and revenue in a month, thus facilitating a quick view of the outstanding debt in that month.

Click the **31+Days Arrears** table link to drill down to the **Trend** dashboard page to view the respective bill cycle. Click the **View By** drop down to slice the data by customer class, jurisdiction, premise type, and service type.

Property	Value
Source Object	SA Snapshot Fact (with Financial Fact table added to it)
Measure	31+ Days Arrears / Revenue, 31+ Days Arrears, Revenue

### Arrears Distribution

This analysis displays the total arrears by segment for the selected month.

Click the **View By** drop down to slice the data by customer class, jurisdiction, premise type, and service type, with the corresponding age buckets. Click the table link to drill down to the **Details** dashboard page for more details.

Property	Value
Source Object	SA Snapshot Fact
Measure	Arrears Total, Percentage of Total



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## Arrears Map

The Arrears Map dashboard page provides a bird's eye view of arrears by region.

### Arrears by Region

Customer debt broken down by various regions assists in planning an effective collection processes. This map provides a geographical view for quick analysis of outstanding debt. Click the color-coded region on the map to view the arrears amount by age for that area.

Click the **View By** drop down to slice the data by customer class, jurisdiction, premise type, and service type.

Click the postal code link to view the master detail implementation in the table. Click any of the table links to drill down to the **Details** dashboard page for specific details.

Property	Value
Source Object	SA Snapshot Fact
Measure	Current Balance, 15-30 days, 31+Days, 31-60 Days, 61-90 Days, 91+ Days

## Trend

The Trend dashboard page summarizes the trend of arrears as a percentage of billed revenue.

### Arrears as % of Billed Revenue

This analysis gives a snapshot of the customer debt as a percentage of revenue over a 15-month period. The revenue contains only billed amount. The debt is stored in various buckets based on its age - 31-60 days, 61-90 days, and 91+ days.

The graphs show the percentage and actual amount of debt compared to revenue to provide an overview of how well the bills are being paid.

Click the table link to drill down to the **Details** dashboard page for more details.

Property	Value
Source Object	SA Snapshot Fact
Measure	Revenue Amount, 31-60 Days, 61-90 Days, 91+ Days

## Details

The Details dashboard page provides detailed information about the arrears at account level.

### Arrears Detail

This analysis shows a list of top 100 accounts with the highest 31+ days arrears amount in the selected month. The table displays the customer class and various age buckets. Click the **Account** table link to drill back to the **Account Maintenance** page in the Oracle Utilities Customer Care and Billing system.

Property	Value
Source Object	SA Snapshot Fact
Measure	Current Balance, 15-30 Days, 31-60 Days, 61-90 Days, 91+ Days, 31+ Days

## Collectibles

The Collectibles dashboard provides an overview of the collection amount and various processes initiated to collect that amount.

Click **Dashboards**, expand **Credit & Collections Analytics**, and then click **Collectibles** to access this dashboard.

Collectibles provides the following dashboard pages. Select the calendar year and the month for which you want to view the details.

- **Distribution**
- **Collection Process**
- **Collectible Amount**
- **Collection Duration**
- **Analysis**
- **Details**

### Distribution

The Distribution dashboard page provides a snapshot of the distribution of collection processes in the selected month.

#### Collection Process Effectiveness Distribution

This analysis displays the distribution of collection process effectiveness by various segments. Collection process effectiveness broken down by segments helps identify whether or not tailored collection processes for different segments need to be adopted.

Click the **View By** drop down to slice the data by customer class, premise type, and jurisdiction. Click the table link to drill down to the **Collection Process** and **Collection Duration** dashboard pages.

Property	Value
Source Object	Collectible Process Fact
Measure	Arrears at Start, Arrears at End, Effectiveness

#### Collection Process Volume

This analysis provides a summary of the total number of collection processes created. It compares the volume of the current month against the average of the last three months to provide an overview of how many accounts are ending up in the collection compared to previous periods.

Property	Value
Source Object	Collectible Process Fact
Measure	Current Month / Average of Last 3 Months, Average of Last 3 Months

## Collection Process

The Collection Process dashboard page shows the trend of collection processes created and their effectiveness in a 15-month period across various segments.

### Collection Process Effectiveness

This analysis provides a detailed view of the collection process effectiveness for the past 15 months. The effectiveness trend can be shown across various segments to help pinpoint which segments have least success in collecting debt to help decide if additional efforts need be taken.

Click the **View By** drop down to slice the data by customer class and jurisdiction. Click the **Effectiveness** table link to drill down to the **Analysis** and **Details** dashboard pages for respective details.

Property	Value
Source Object	Collectible Process Fact
Measure	Arrears at Start, Arrears at End, Effectiveness

### Collection Process Volume

This analysis gives the distribution of the total number of collection processes run to collect all the outstanding customer debt for previous 15 months across various segments. Higher number of collection processes indicates higher efforts in collecting the billed amount.

Click the **View By** drop down to slice the data by customer class and jurisdiction. Click the **Collection Processes** table link to drill down to the **Collectible Amount** dashboard page for specific details.

Property	Value
Source Object	Collectible Process Fact
Measure	Count of Collection Processes

## Collectible Amount

The Collectible Amount dashboard page provides a snapshot of the distribution of the collectible amount in the selected month.

### Collectible Amount

This analysis displays the maximum, minimum, and average collectible amounts for previous 15 months. It helps to identify any unusual collectible amounts in a particular month.

Property	Value
Source Object	Collectible Process Fact
Measure	Maximum Amount, Minimum Amount, Average Amount

### Collection Amount Distribution

This analysis provides an insight into the distribution of collection amount broken down by customer segment for previous 15 months.

Click the **View By** drop down to choose to slice the details by customer class and jurisdiction. Use the slider to display the values for a particular month.

Property	Value
Source Object	Collectible Process Fact
Measure	Arrears at Start

### Collection Duration

The Collection Duration dashboard page provides an overview of the time taken to complete the collection processes and also shows the distribution across various segments.

#### Collection Duration

This analysis displays the maximum, minimum, and average collection durations for previous 15 months. It provides an overview of how long the collection processes take at a minimum, maximum, and average to close, which helps to analyze the lead time in collecting debt.

Click the **Average Distribution (Hours)** table link to drill down to the **Details** dashboard page for specific details.

Property	Value
Source Object	Collectible Process Fact
Measure	Maximum Duration (Hours), Minimum Duration (Hours), Average Duration (Hours)

### Collection Duration Distribution

This analysis shows the distribution of collection duration broken down by customer segment for previous 15 months.

Click the **View By** drop down to choose to slice the details by customer class and jurisdiction. Use the slider to display the values for a particular month.

Property	Value
Source Object	Collectible Process Fact
Measure	Collection Duration (Hours)

## Analysis

The Analysis dashboard page primarily generates ad hoc reports where users can pick the dimension attributes and view the effectiveness based on the selected attributes.

### Collection Analysis

This analysis shows the collection process effectiveness in more details by giving the ability to group data by customer segments and geography. This helps in providing insights on how well we are in collecting debt within the customer segments and regions. Those in the red and yellow percentages would indicate a need for higher efforts in collecting debts.

Click the **View By** drop down to slice the data by customer class and jurisdiction with a combination of city or postal code. Click the **Effectiveness** table link to drill down to the **Details** dashboard page for more specific details.

Property	Value
Source Object	Collectible Process Fact
Measure	Effectiveness, Arrears at End, Arrears at Start

## Details

The Details dashboard page provides detailed information about the collectibles at account level.

### Effectiveness Details

This analysis displays the top 100 account that are in collection. The accounts at the top of the list are that ones that we are least successful in collecting payments for arrears.

Click the **Account** table link to drill back to the **Account Maintenance** page in the Oracle Utilities Customer Care and Billing system.

Property	Value
Source Object	Collectible Process Fact
Measure	Effectiveness

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## Write Offs

The Write Offs dashboard provides an overview of the write off processes and how effective the third-party programs are in collecting debts.

Click **Dashboards**, expand **Credit & Collections Analytics**, and then click **Write Offs** to access this dashboard.

Write Offs provides the following dashboard pages. Select the calendar year and the period for which you want to view the details.

- **Distribution**
- **Write Off Process**
- **Write Off Amount**
- **Write Off Duration**
- **Analysis**
- **Details**

### Distribution

The Distribution dashboard page provides a snapshot of the distribution of write off processes in the selected month.

#### Write Off Process Effectiveness Distribution

This analysis displays the distribution of write off process effectiveness by various segments. This helps facilitate decision making on whether to adopt tailored collection process for different customer segments.

Click the **View By** drop down to slice the data by customer class, premise type, and jurisdiction. Click the **Customer Class** table link to drill down to the **Write Off Process** and **Write Off Duration** dashboard pages for specific details.

Property	Value
Source Object	Uncollectible Process Fact
Measure	Arrears at Start, Arrears at End, Effectiveness

#### Write Off Process Volume

This analysis provides a summary of the total number of write off processes created. It compares the current month's volume against the average of the last three months.

Click the table link to drill down to the **Write Off Process** and **Write Off Duration** dashboard pages for more details.

Property	Value
Source Object	Uncollectible Process Fact
Measure	Count, Current Month / Average of Last 3 Months, Average of Last 3 Months

---

## Write Off Process

The Write Off Process dashboard page shows the trend of write off processes created and their effectiveness in a 15-month period.

### Write Off Process Effectiveness

When a business is not able to collect the outstanding customer debt by running write off processes, third-party collection agencies get involved in the process. This analysis shows how effective the third-party programs are in collecting debt. The data is displayed for previous 15 months.

Click the **Effectiveness** table link to drill down to the **Details** dashboard page for more details.

Property	Value
Source Object	Uncollectible Process Fact
Measure	Effectiveness, Arrears at Start, Arrears at End

### Write Off Process Volume

This analysis displays the total number of processes created in the specific period to collect the debt for previous 15 months.

Click the **Write Off Processes** table link to drill down to the **Write Off Amount** dashboard page for details about outstanding debt.

Property	Value
Source Object	Uncollectible Process Fact
Measure	Write Off Processes

## Write Off Amount

The Write Off Amount dashboard page provides a snapshot of the distribution of write off amount for 15 months prior to the selected month.

### Write Off Amount

This analysis shows a monthly trend (the maximum, minimum, and average) of the debt that is being written off after the third-party agencies try to collect the outstanding customer debt. The data is shown for previous 15 months.

Property	Value
Source Object	Uncollectible Process Fact
Measure	Maximum Amount, Minimum Amount, Average Amount

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## Write Off Amount Distribution

This analysis provides an insight into the distribution of write off amount broken down by customer segment for previous 15 months.

Click the **View By** drop down to choose to slice the details by customer class, city, jurisdiction, postal code, and state. Use the slider to display the values for a particular month.

Property	Value
Source Object	Uncollectible Process Fact
Measure	Total Write-offs

## Write Off Duration

The Write Off Duration dashboard page provides an insight into the write off duration. This analysis shows how long the write off processes took to close before the debt is either written off or collected. Only the closed write off processes for previous 15 months are considered.

Click the **Average Duration (Hours)** table link to drill down to the **Details** dashboard page for more details about the write off processes.

Property	Value
Source Object	Uncollectible Process Fact
Measure	Maximum Duration (Hours), Minimum Duration (Hours), Average Duration (Hours)

## Analysis

The Analysis dashboard page primarily generates ad hoc reports where users can pick the dimension attributes and view the write off effectiveness based on the selected attributes.

## Write Off Analysis

This analysis shows the write off process effectiveness in more details by its ability to group data by customer segments and geography. This helps in providing insight on how well debts are being collected within the customer segments and regions, and which area needs improvement.

Click the **View By** drop down to slice the data by customer class or jurisdiction with a combination of city or postal code. Click the **Effectiveness** table link to drill down to the **Details** dashboard page for more specific details.

Property	Value
Source Object	Uncollectible Process Fact
Measure	Maximum Duration (Hours), Minimum Duration (Hours), Average Duration (Hours)



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## Details

The Details dashboard page displays detailed information about write offs at the account level.

### Write Offs Detail

This analysis shows a list of top 100 accounts with debts being written off. The accounts at the top of the list are one whom we are least successful in attempting to collect the debts.

Click the **Account** table link to drill back to the **Account Maintenance** page in the Oracle Utilities Customer Care and Billing system.

Property	Value
Source Object	Uncollectible Process Fact
Measure	Effectiveness

# Customer Analytics

This section describes the metrics available in Customer Analytics of Oracle Utilities Advanced Spatial and Operational Analytics. The analytics provide customer specific information.

Oracle Utilities Customer Care and Billing Business Intelligence provides the Customer analytics content in the following dashboards:

- **Overview**
- **Customers**
- **Cases**
- **Customer Contacts**

## Overview

The Overview dashboard provides a high-level overview of the customer information in the current month, such as customer loss and gain, customer contacts, and customer case information.

Click **Dashboards**, expand **Customer Analytics**, and then click **Overview** to access this dashboard.

The Overview dashboard provides the following analyses. Select the year and the month for which you want to view the details.

- **Customer Growth**
- **Customer Contact Volume**
- **Cases**
- **Average Case Duration**

### Customer Growth

This analysis shows the net customer growth (customer gain/loss) for the current month and the last two months. Click the graph to drill down to the **Customers** dashboard for a detailed analysis about customers.

Property	Value
Source Object	Service Agreement Fact
Measure	Net Gain/Loss of Last 3 Months

### Customer Contact Volume

This analysis summarizes the total number of customer contacts created for a three month period.

Click the graph to drill down to the **Customer Contacts** dashboard page to view detailed information about customer contacts.

Property	Value
Source Object	Customer Contact Fact

Property	Value
Measure	Count of Customer Contacts

## Cases

This analysis shows the total number of cases by case type for the selected month and compares it with the average of the last three months. Click the **Case Type** link to drill down to the **Cases** dashboard for more details.

Property	Value
Source Object	Case Fact
Measure	Case Count

## Average Case Duration

This analysis provides a summary of the case duration in the selected month and compares it with the average of the last three months. It gives a clear picture of how quickly cases were handled over the past few months.

Click the **Case Type** link to drill down to the **Status and Duration** dashboard page for detailed information about cases.

Property	Value
Source Object	Case Fact
Measure	Average Case Duration

## Customers

The Customers dashboard gives a detailed insight into the customer information, such as customer gain and/or loss.

Click **Dashboards**, expand **Customer Analytics**, and then click **Customers** to access this dashboard.

The Customers dashboard provides the following dashboard pages. Select the year and the month for which you want to view the details.

- **Customers Map**
- **Trend**
- **Details**

## Customers Map

The Customers Map dashboard page helps the user to identify the areas with highest number of customers gained or lost.

### Customer Net Gain/Loss

This analysis provides a spatial representation of the areas with the number of customers gained or lost. Click the color-coded region on the map to view the net customer gain/loss along with the postal code.

Click the postal code link to broadcast the postal code value to the **Customer Gain/Loss Distribution** and **Customer Net Gain/Loss by Month** analyses on the same page.

Property	Value
Source Object	Service Agreement Fact
Measure	Net Gain/Loss

### Customer Gain/Loss Distribution

This analysis shows the distribution of customers in an area (postal code) across various customer classes and service types. The data is based on the postal code selected on the map. Use the drop down to display the data for a different postal code.

Click the **View By** drop down to slice the data by customer class or service type. Click the graph to drill down to the **Trend** dashboard page for a trend based analysis.

Property	Value
Source Object	Service Agreement Fact
Measure	Customer Gain, Loss and Net

### Customer Net Gain/Loss by Month

This analysis displays a 15-month trend on the number of customers gained and lost and the net customer gain/loss. The data displayed is based on the postal code selected on the map.

Use the drop down to display the data per postal code. Click the graph to drill down to the **Trend** dashboard page for trend specific details.

Property	Value
Source Object	Service Agreement Fact
Measure	Customer Gain, Loss, Net

### Trend

The Trend dashboard page provides a snapshot of the trend in customer gain and loss.

### Customer Net Gain/Loss Trend

This analysis displays a 15-month trend for the customers gained and lost across various customer segments. Use the slider to view the data for a specific month. Hover over the graph bars to view the actual number of customers lost or gained.

Click the **View By** drop down to slice the data by customer class or service type. Click any of the bars on the graph to drill down to the **Details** dashboard page for account specific details.

Property	Value
Source Object	Service Agreement Fact
Measure	Customer Gain and Loss

## Details

The Details dashboard page provides detailed information about the service agreements started and ended at the account level.

### Customer Details

This analysis top 100 accounts with service agreements that started and/or ended on the selected month.

Click the **Account** link to drill back to the **Account Maintenance** page in the Oracle Utilities Customer Care and Billing system.

Property	Value
Source Object	Service Agreement Fact
Measure	Counts of SA Started and SA Ended

## Cases

The Cases dashboard provides customer case information, such as the rate at which cases get opened and closed, case resolution, and case duration statistics.

Click **Dashboards**, expand **Customer Analytics**, and then click **Cases** to access this dashboard.

The Cases dashboard provides the following dashboard pages. Select the year and the month for which you want to view the details.

- **Case Map**
- **Status and Duration**
- **Details**

### Case Map

The Case Map dashboard page provides a geographical view for identifying the areas with higher number of cases opened.

### Cases

This analysis provides a spatial representation of the areas with the number of cases opened. Click the color-coded region on the map to view the number of cases along with the postal code.

Click the postal code link to broadcast the postal code value to the **Case Distribution** and **Cases by Month** analyses on the same page.

Property	Value
Source Object	Case Fact
Measure	Case Count

### Case Distribution

This analysis shows the distribution of cases in an area (postal code) across various case types and customer classes for the selected month. The data is based on the postal code selected on the map.

Click the **View By** drop down to slice the data by customer class and case type. Click the graph to drill down to the **Details** dashboard page for account specific details.

Property	Value
Source Object	Case Fact
Measure	Case Count

### Cases by Month

This analysis shows a 15-month trend at which customer cases are getting opened and closed in any given region. The data is displayed based on the postal code selected on the map.

Click the graph to drill down to the **Details** dashboard page for account specific details.

Property	Value
Source Object	Case Fact
Measure	Opened Case Count, Closed Case Count

### Status and Duration

The Status and Duration dashboard page presents the metrics for cases based on the final outcome and the durations.

### Case Final Outcomes

This analysis displays the number of cases based on their final outcome. The data is displayed as a 15-month trend.

Click the **Cases** table link to drill down to the **Details** page for account specific details.

Property	Value
Source Object	Case Fact
Measure	Case Count

### Case Duration Statistics

This analysis shows the maximum, minimum, and average case duration as a 15-month trend. This report helps users to identify any patterns over time in the duration taken for closure of cases.

Property	Value
Source Object	Case Fact
Measure	Maximum Duration, Average Duration, Minimum Duration

### Case Duration Distribution

This analysis shows the distribution of average duration as a 15-month trend that can be broken down in various customer segments. Hover over the graph bars to view the average case duration.

Click the **View By** drop down to slice the data by case type, customer class, or jurisdiction. Use the slider to select the month to view the respective data.

Property	Value
Source Object	Case Fact
Measure	Average Case Duration

### Details

The Details dashboard page provides detailed information about the cases at account level.

### Case Detail

This analysis lists the top 100 accounts with opened and closed cases on the selected month.

Click the **Account** link to drill back to the **Account Maintenance** page in the Oracle Utilities Customer Care and Billing system.

Property	Value
Source Object	Case Fact
Measure	Cases Opened, Cases Closed

## Customer Contacts

The Customer Contacts dashboard provides a detailed insight into the customer contact information.

Click **Dashboards**, expand **Customer Analytics**, and then click **Customer Contacts** to access this dashboard.

The Customer Contacts dashboard provides the following dashboard pages. Select the year and the month for which you want to view the details.

- **Distribution**
- **Trend**
- **Details**

## Distribution

The Distribution dashboard page provides a snapshot of the distribution of customer contact volumes.

### Contacts by Class

This analysis displays the contact volume by contact class and contact type, which helps in resource planning. Click the table link to drill down to the **Trend** and **Details** dashboard pages.

Property	Value
Source Object	Customer Contact Fact
Measure	Contacts, Percentage of Total

### Top 5 Contact Types by Volume

This analysis displays the top five contact types with most number of customer contacts created. It helps to monitor the resource allocation to handle these contacts.

Click the **Contacts** link to drill down to the **Details** dashboard page for specific account level details.

Property	Value
Source Object	Customer Contact Fact
Measure	Number of Contacts

### Top 10 Customers by Volume

This analysis displays the top ten customers with most number of customer contacts sent. Click the **Contacts** link to drill down to the **Details** dashboard page for specific account level details.

Property	Value
Source Object	Customer Contact Fact
Measure	Number of Contacts



## Trend

The Trend dashboard page provides a snapshot of the customer contact volume in the selected time period.

## Contacts by Day of Week

This analysis shows the total number of customer contacts made on each day of the week for the selected month.

Property	Value
Source Object	Customer Contact Fact
Measure	Number of Contacts

## Contacts by Day of Week Hourly Summary

This analysis further breaks down the day of week contact volume into hourly summary. For each day, the number is broken down into time periods that help to analyze if that time of day is adequately staffed.

Click the **Day of Week** drop down to select the week day for which you want to view the data. Click the **Select View** drop down to select the chart type to view the data. This analysis can be viewed either as a bar graph or a radar chart.

Property	Value
Source Object	Customer Contact Fact
Measure	Number of Contacts

## Details

The Details dashboard page provides detailed information about the customer contacts at account level.

## Contact Detail

This analysis displays the account information details based on the customer contacts. It shows only the top 100 records in the selected month.

Click the **Account** link to drill back to the **Account Maintenance** page in the Oracle Utilities Customer Care and Billing system.

Property	Value
Source Object	Customer Contact Fact
Measure	Contacts

## Revenue Analytics

This section describes the metrics available in Revenue Analytics of Oracle Utilities Advanced Spatial and Operational Analytics. The analytics provide revenue and billing specific information.

Oracle Utilities Customer Care and Billing Business Intelligence provides the Revenue analytics content in the following dashboards:

- **Overview**
- **Billed Usage**
- **Revenue**

### Overview

The Overview dashboard provides a high-level overview of the revenue viewed period and customer segmentation.

Click **Dashboards**, expand **Revenue Analytics**, and then click **Overview** to access this dashboard.

The Overview dashboard provides the following dashboard pages. Select the year and the month for which you want to view the details.

- **Overview - Revenue**
- **Overview - Billed Usage**

### Overview - Revenue

The Overview Revenue dashboard page provides revenue and billing information.

#### Revenue Comparison

This analysis shows the comparison of revenues for three months, including the current month. It helps as an indicator of the business growth. Click the table link to drill down to the **Revenue** dashboard to view revenue specific details.

Property	Value
Source Object	Financial Fact
Measure	Revenue Amount

#### Payments as a Percentage of Bills and Adjustments

This analysis shows how well the payments are done, 100% being the target. It displays the details about payments, bills, and adjustments.

Click the table link to drill down to the **Bills and Payments** dashboard page for more details.

Property	Value
Source Object	Financial Fact
Measure	Payments, Bills and Adjustments, Payments as % of Bills and Adjustments

## Overview - Billed Usage

The Overview - Billed Usage dashboard page provides a snapshot of the billed usage.

### Billed Usage

This analysis shows how billed usage for the selected period compares with the same period last year. Click the table link to drill down to the **Billed Usage** dashboard page.

Property	Value
Source Object	Billed Usage Fact
Measure	Compared to Last Year, Billed Usage (UOM) Selected Month Selected Year, Billed Usage (UOM) Same Period Last Year, Average Billed Usage for Last Three Periods (UOM)

## Billed Usage

The Billed Usage dashboard provides an insight into the various patterns of the billed usage quantities.

Click **Dashboards**, expand **Revenue Analytics**, and then click **Billed Usage** to access this dashboard.

The Billed Usage dashboard provides the following dashboard pages. Select the fiscal and/or calendar year and period for which you want to view the details.

- **Billed Usage**
- **Analysis**
- **Details**

### Billed Usage

The Billed Usage dashboard page gives a snapshot of the consumption across regions.

#### Billed Usage by Region

This analysis provides a spatial representation of the actual usage in an area (postal code) in the selected month.

Click the color-coded region on the map to view the calculated amount and billed quantity in that postal code. Click the postal code link to broadcast the postal code value to the **Billed Usage Distribution** and **Billed Usage by Month** analyses on the same page.

Property	Value
Source Object	Billed Usage Fact
Measure	Billed Usage, Calculated Amount

### Billed Usage Distribution

This analysis shows the distribution of billed usage in an area (postal code) across various customer classes. The data is based on the postal code selected on the map. Use the drop down to display the data per postal code.

Click the pie chart to drill down to the **Analysis** dashboard page for specific details.

Property	Value
Source Object	Billed Usage Fact
Measure	Billed Usage

### Billed Usage by Month

This analysis shows the trend of billed usage in a region. The data is displayed for previous 15 months and is based on the region selected on the map. Click the graph to drill down to the **Analysis** dashboard page for specific details.

Property	Value
Source Object	Billed Usage Fact
Measure	Billed Usage

### Analysis

The Analysis dashboard page provides a snapshot of the billed usage and billed amount in a month.

### Billed Usage Analysis

This analysis shows the trend of actual usage in the selected month. It helps to observe any unusual consumption and also analyze individual customer segments in specific geographical areas based on the consumption patterns.

Click the **View By** drop down to slice the data by customer class, rate, premise type, jurisdiction, service type, city, or postal code. Click the table link to drill down to the **Details** dashboard page to view the respective bill cycle.

Property	Value
Source Object	Billed Usage Fact
Measure	Billed Amount, Billed Usage, Average Price Per Unit

Details

The Details dashboard page provides detailed information about the billed usage at account level.

Billed Usage Detail

This analysis displays the top 100 customers with the highest billed usage. Click the **Account** table link to drill back to the **Account Maintenance** page in the Oracle Utilities Customer Care and Billing system.

Property	Value
Source Object	Billed Usage Fact
Measure	Billed Usage

Revenue

The Revenue dashboard provides an insight into the revenue details of customers.

Click **Dashboards**, expand **Revenue Analytics**, and then click **Revenue** to access this dashboard.

The Revenue dashboard provides the following dashboard pages. Select the fiscal year and the month for which you want to view the details.

- **Revenue**
- **Region**
- **Trend**
- **Bills and Payments**
- **Analysis**
- **Details**

Revenue

The Revenue dashboard page provides a snapshot of the total revenue, payments, bills, and adjustments in the selected period.

Revenue Distribution

This analysis shows revenue of the selected period compared to the average of the last three periods, broken down into various customer segments.

Click the **View By** drop down to slice the data by customer class, jurisdiction, premise type, rate, or service type. Click the table link to drill down to the **Region** and **Trend** dashboard pages for specific details.

Property	Value
Source Object	Financial Fact
Measure	Current Month / Average Revenue Last Three Periods

## Payments as a Percentage of Bills and Adjustments

This analysis gives a snapshot of payments as a percentage of bills and adjustments across various segments. Click the **View By** drop down to slice the data by customer class, jurisdiction, premise type, or service type.

The table shows the percentage and actual amount of adjustment compared to payment to provide an overview of how well the payments are being made.

Click the table link to drill down to the **Bills and Payments** dashboard page for more details.

Property	Value
Source Object	Financial Fact
Measure	Payments as % of Bills and Adjustments, Payments, Bills and Adjustments

## Region

The Region dashboard page provides a snapshot of how different cities postal codes contribute to the total revenue.

### Revenue by Region

This analysis provides a spatial representation of how much each region/city contributes to the total revenue in the selected month.

Click the color-coded region on the map to view the revenue amount in that postal code. Click the postal code link to broadcast the postal code details to the **Revenue by Customer Class** and **Revenue by Month** analyses on the same page.

Property	Value
Source Object	Financial Fact
Measure	Revenue Amount

### Revenue by Customer Class

This analysis shows the revenue amount in a region across various customer classes (commercial, industrial, or residential). The data is based on the postal code selected on the map.

Click the pie chart to drill down to the **Trend** dashboard page for specific revenue details.

Property	Value
Source Object	Financial Fact
Measure	Revenue Amount

### Revenue by Month

This analysis shows the revenue generation in a region per month, for previous 15 months. It also shows the yearly average revenue. The data displayed is based on the postal code selected on the map.

Click the graph to drill down to the **Trend** dashboard page for specific revenue details.

Property	Value
Source Object	Financial Fact
Measure	Revenue Amount

## Trend

The Trend dashboard page provides a snapshot of the trend in revenue generation in the selected time period.

### Revenue Trend

This analysis shows the trend of revenue generation broken down into segments per month, for previous 15 months.

Click the **View By** drop down to slice the data by customer class, jurisdiction, premise type, rate, or service type. Click the table link to drill down to the **Analysis** or **Details** dashboard pages.

Property	Value
Source Object	Financial Fact
Measure	Revenue Amount

### Year To Date Revenue

This analysis displays a monthly breakdown of revenue showing the seasonality (if any) in the revenues.

Property	Value
Source Object	Financial Fact
Measure	Revenue Amount, Fiscal YTD Revenue, YTD Revenue

## Bills and Payments

The Bills and Payments dashboard page provides a snapshot of payments, bills, and the adjustments.

### Bills & Adjustments vs Payments

This analysis shows how well the payments are done in a month; 100% payments being the target. The table displays specific details about payments, bills, and adjustments for previous 15 months.

Property	Value
Source Object	Financial Fact
Measure	Payments, Bills and Adjustments, Payments / Bills and Adjustments

## Analysis

The Analysis dashboard page provides a snapshot of the monthly revenue generation.

### Revenue Analysis

This analysis provides a tabular view of how different customer segments contribute to the total revenue.

Click the **View By** drop down to slice the data by customer class, rate, premise type, jurisdiction, service type, state, city, or postal code.

Property	Value
Source Object	Financial Fact
Measure	Revenue Amount

## Details

The Details dashboard page provides detailed information about the revenues at account level.

### Revenue Detail

This analysis displays the top 100 accounts with the highest revenue contribution. Click the **Account** table link to drill back to the **Account Maintenance** page in the Oracle Utilities Customer Care and Billing system.

Property	Value
Source Object	Financial Fact
Measure	Revenue Amount



## Additional Information

The Licensing and Packaging Guide contains valuable information on the features and data structures available in Oracle Utilities Customer Care and Billing Business Intelligence. The guide is provided as an Excel spreadsheet, Oracle Utilities Advanced Spatial and Operational Analytics V2.4.0.2 Licensing and Packaging Guide.xls. The content includes:

- A list of all of the available Oracle Utilities Business Intelligence products.
- Installer Options - the required extractors and schemas for each product.
- Subject Areas, Facts, and Dimensions.
- Dashboards and Answers - the standard dashboards available and the associated Answers along with the Answer path.