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

Release Notes

Release 11.1

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Value Proposition for Oracle Product 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.

Such clients usually prefer to manage rating and billing data in the billing application. However, they also require that this current information is available in the CRM for use in sales and marketing activities.

The Product Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy enables the synchronization of product information from Oracle Utilities Customer Care and Billing to Siebel Energy to support the Order-to-Bill process. In this integrated scenario, Oracle Utilities Customer Care and Billing is the product and pricing master. Siebel Energy needs this information to support selling activities. This integration enables Oracle Utilities Customer Care and Billing to send new and updated product and pricing information to Siebel Energy, where it is enriched to support:

- Product configuration models

- Product eligibility and compatibility rules

- Product recommendations (for example, up-sell and cross-sell)

- Promotions (for example, product bundling and pricing discounts), and

- Catalog

This is a one-way synchronization from Oracle Utilities Customer Care and Billing to Siebel Energy. Changes to product and pricing information in Siebel Energy are not sent back to Oracle Utilities Customer Care and Billing.

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

- Facilitates customer-facing initiatives in Siebel Energy and product and pricing ownership 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 Product 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 Product Data Synchronization Integration Pack for Oracle Utilities Customer Care and Billing and Siebel Energy 11.1 is focused on the following key areas:

- **The Synchronization of Product and Pricing Integration Flow,** which interfaces Oracle Utilities Customer Care and Billing Products to create and update product data in Siebel Energy
- **Certification on the Latest Application Releases**

Oracle is concurrently releasing a related PIP that is focused on the customer data flows to send needed information from Siebel Energy to Oracle Utilities Customer Care and Billing:

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

Please refer to the product documentation for details.

Synchronization of Product and Pricing Integration Flow

The Synchronization of Product and Pricing Integration flow focuses on the initial setup and ongoing maintenance of products in Oracle Utilities Customer Care and Billing and Siebel Energy to be used for ordering and billing. The approach outlined in this integration flow is to set up and maintain product information in Oracle Utilities Customer Care and Billing and pass it to Siebel Energy, where it is enriched to support the sales process.

The Product Administrator examines the product marketing, ordering, rating, and billing requirements to determine how the products should be modeled in Oracle Utilities Customer Care and Billing and Siebel Energy. This includes:

- Whether the product is a part of a larger product offering, a product bundle, or a promotional offering

- What product attributes or characteristics may influence prices and product eligibility and compatibility

- What non-product attributes impact prices or trigger specific charges (for example, contract duration with penalty, duration of promotional pricing, bundle pricing with unbundling penalties, eBilling option, automatic payments, and so forth)

- How these product definitions should be set up in Oracle Utilities Customer Care and Billing for rating and invoicing

This integration flow is enabled by new "Product Offer" functionality in the latest version of Oracle Utilities Customer Care and Billing. Product Offer provides a simplified view of products for marketing and customer service by abstracting the complexity of the billing and pricing rules.

Certification on the Latest Application Releases

In order to enable your business to leverage the most current application versions and benefit from the latest innovations, Oracle has certified the Oracle Product 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.