Oracle Utilities Meter Data Management Release 2.0.1

Utility Reference Model

3.3.1 Gather and Maintain Customer (Contact) Information

May 2012

ORACLE

Oracle Utilities Meter Data Management Utility Reference Model 3.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Gather and Maintain Customer (Contact) Information business process and associated process diagrams. This includes:

- **Brief Description**
- **Business Process Diagrams**
- **How to Read and Understand Process Diagrams**

Brief Description

Business Process: 3.3.1 MDM. Gather and Maintain Customer (Contact) Information

Process Type: Process

Parent Process:

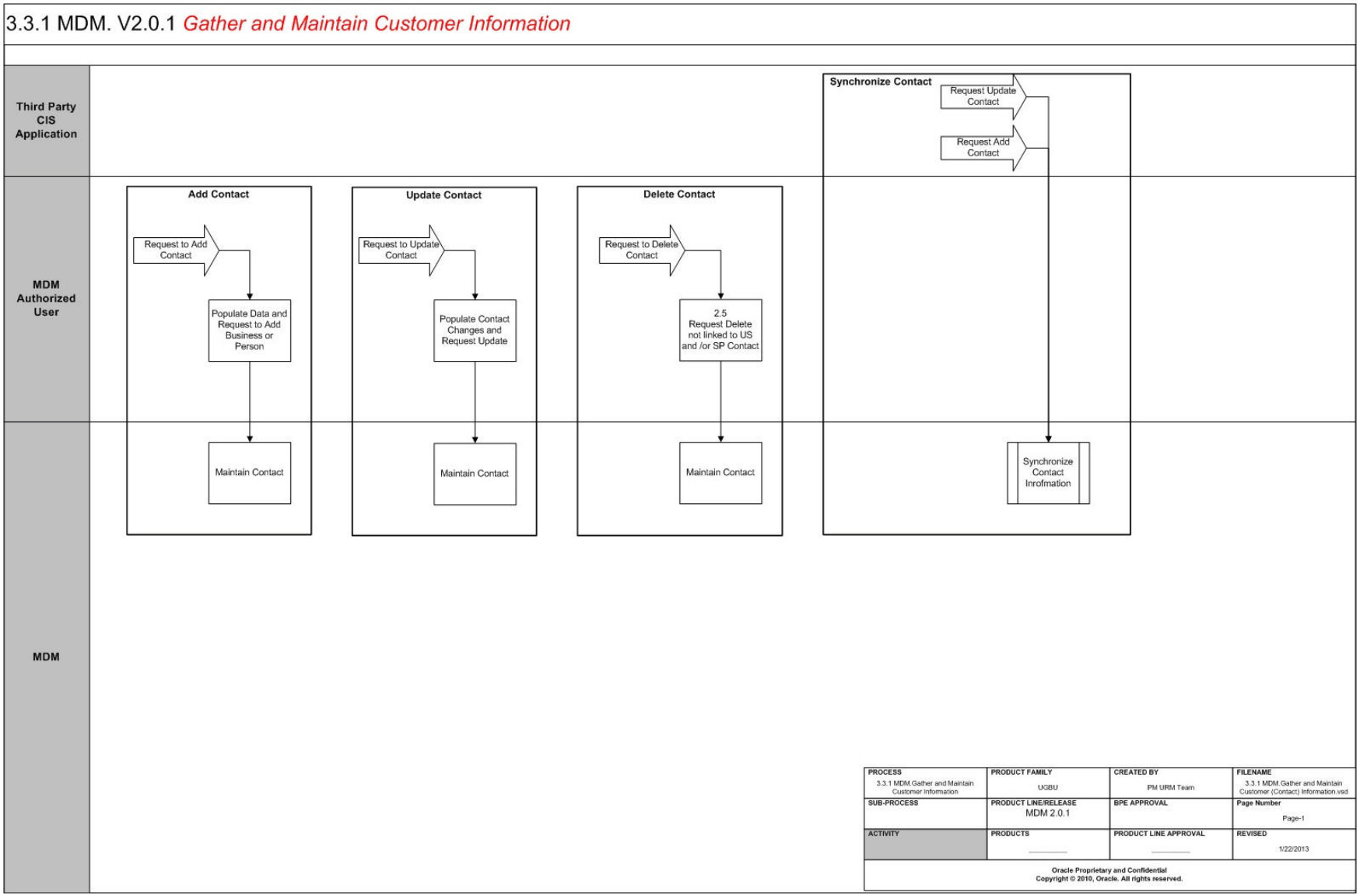
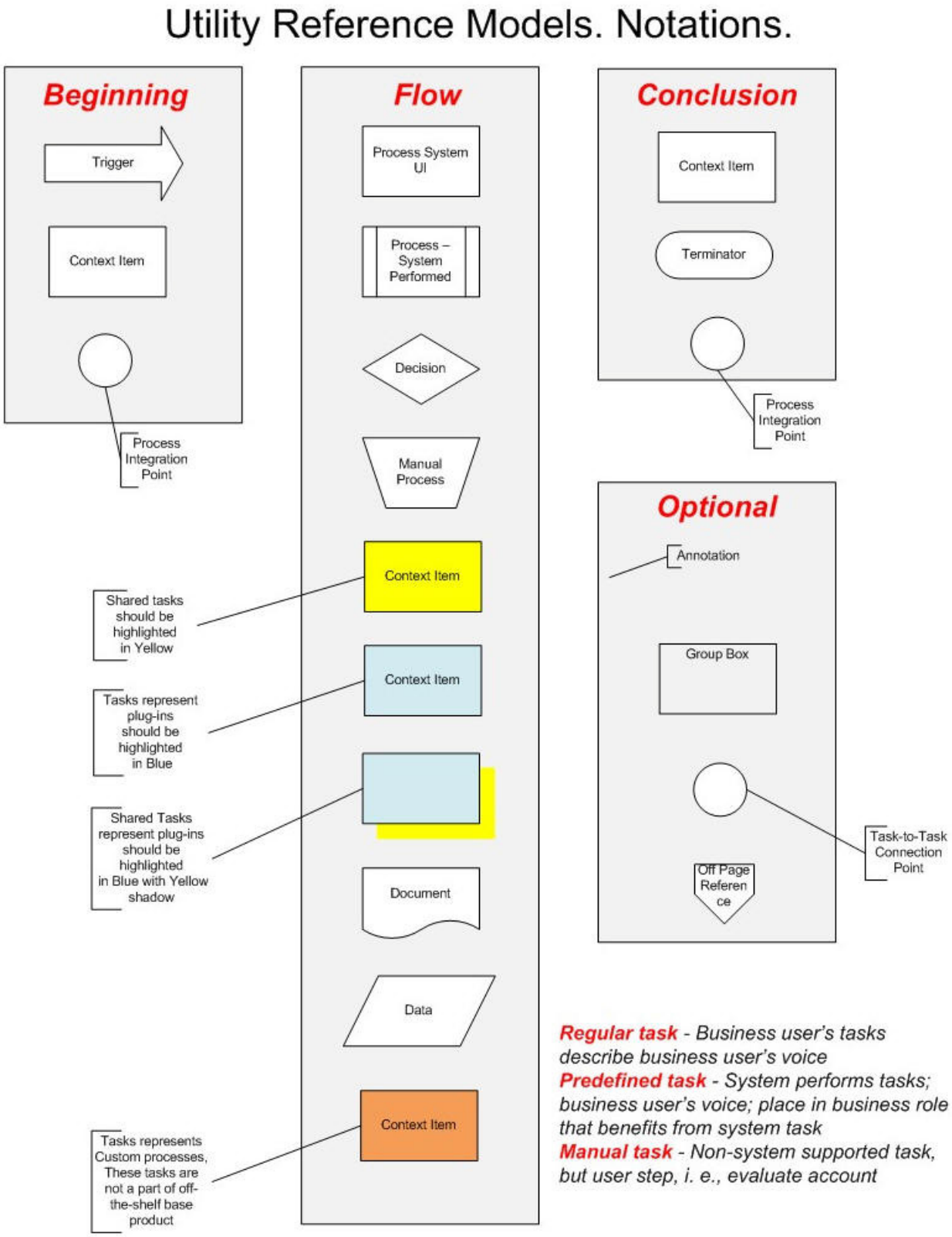
Sibling Processes:

The process described in this document takes place if business identifies the need to add, update or delete contact using Oracle Utilities Meter Data Management.

In most of the situations contact information is received from external source (such as a third party CIS application) and maintained within Oracle Utilities Meter Data Management. Usually synchronization process is fully automated process.

Also, Oracle Utilities Meter Data Management Authorized User can create, update, delete contact as well as connect it to the specific Service Point(s) and Usage Subscription.

Business Process Diagrams



How to Read and Understand Process Diagrams