

**Oracle Utilities Customer Self Service  
Release 2.1.0**

Utility Reference Model

3.3.1 OUCSS-CCB Gather and Maintain Customer  
Information

May 2016

Oracle Utilities Customer Self Service Release 2.1.0 Utility Reference Model 3.3.1 OUCSS-CCB Gather and Maintain Customer Information

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## 3.3.1 OUCSS-CCB Gather and Maintain Customer Information

This section provides a brief description of the “OUCSS-CCB Gather and Maintain Customer Information” business process. This includes:

- ♦ [Brief Description](#)
- ♦ [Business Process Diagrams](#)
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## Brief Description

**Business Process:** 3.3.1 OUCSS-CCB Gather and Maintain Customer Information

**Process Type:** Process

**Parent Process:** n/a

**Sibling Processes:**

- 3.3.1 CC&B.Gather and Maintain Customer Information
- 3.3.2 OUCSS-CC&B.Manage Service Agreement

This process takes place when a Customer intends to request any type of service from the Company. Customer contacts Company via web application and provides Company with personal Information required to initiate Service. However, if the Customer already has a relationship with the Company or has had them in the past, the same process is used to update the application with additional information related to the customer and services provided to the customer.

# Business Process Diagrams

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### 3.3.1 OUCSS v2.1-CC&Bv2.4 *Gather and Maintain Customer Information.*

