

**Oracle Utilities Customer Self Service
Release 2.1.0**

Utility Reference Model

3.3.1.1 OUCSS-CCB Establish and Maintain Self
Service User

May 2016

Oracle Utilities Customer Self Service Utility Reference Model 3.3.1.1, Release 2.1.0

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3.3.1.1 OUCSS-CCB Establish and Maintain Self Service User

This section provides a brief description of the “OUCSS-CCB Establish and Maintain Self Service User” business process. This includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1](#)
 - ♦ [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 2](#)
- ♦ [OUCSS-CCB Establish and Maintain Self Service User Detailed Process Model Description](#)

Brief Description

Business Process: 3.3.1.1 OUCSS-CCB Establish and Maintain Self Service User

Process Type: Process

Parent Process: 3.3.1 OUCSS-CCB.Gather and Maintain Customer Information

Sibling Processes: n/a

This process describes how utility customers who want to access and maintain their CCB utility accounts online create OUCSS self-service accounts.

Actors/Roles

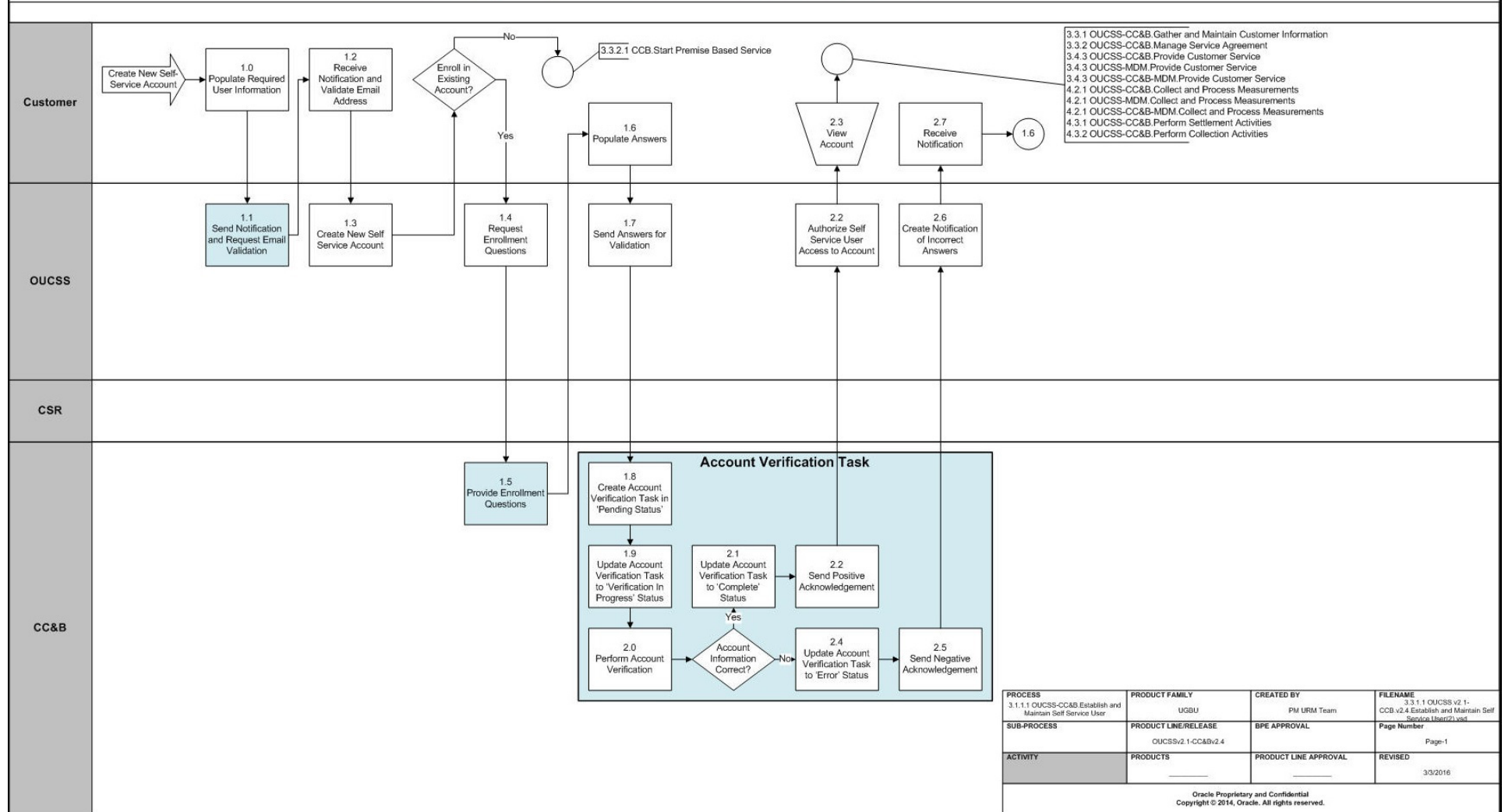
The OUCSS-CCB Establish and Maintain Self Service User business process involves the following actors and roles:

- **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.
- **Customer:** The service customer.
- **OUCSS:** The Oracle Utilities Customer Self Service application.

Business Process Diagrams

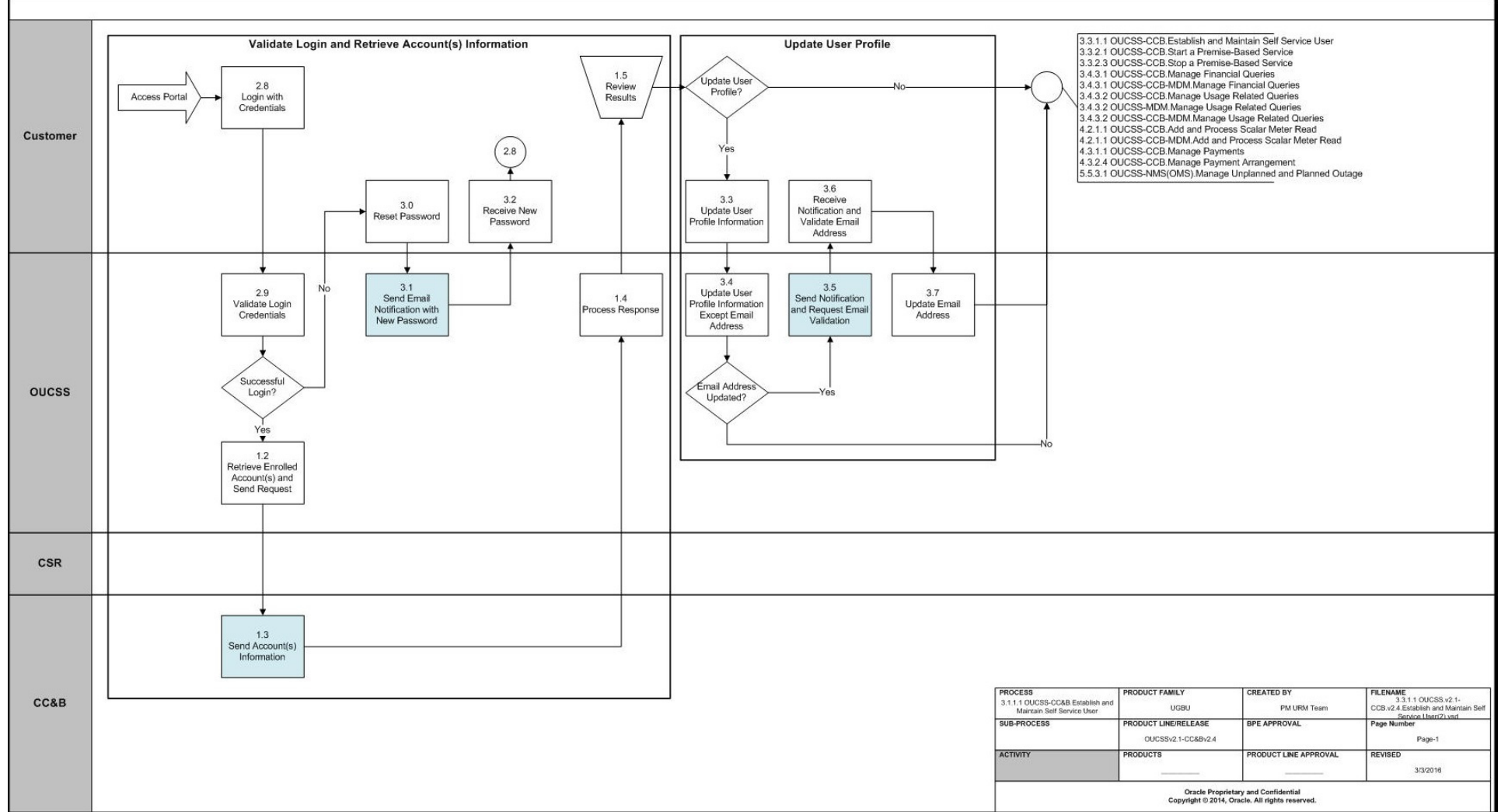
OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1

3.3.1.1 OUCSS v2.1-CC&Bv2.4 *Establish and Maintain Self Service User.Establish Self Service User*



OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 2

3.3.1.1 OUCSS v2.1-CC&Bv2.4 *Establish and Maintain Self Service User.Validate and Maintain Self Service User*



OUCSS-CCB Establish and Maintain Self Service User Detailed Process Model Description

This section provides a detailed description of the “OUCSS-CCB Establish and Maintain Self Service User” business process, including:

- ♦ 1.0 Populate Required User Information
- ♦ 1.1 Send Notification and Request Email Validation
- ♦ 1.2 Receive Notification and Validate Email Address
- ♦ 1.3 Create New Self Service Account
- ♦ 1.4 Request Enrollment Questions
- ♦ 1.5 Provide Enrollment Questions
- ♦ 1.6 Populate Answers
- ♦ 1.7 Send Answers for Validation
- ♦ 1.8 Validate Answers
- ♦ 1.9 Create Notification of Incorrect Answers
- ♦ 2.0 Receive Notification
- ♦ 2.1 Authorize Self Service User Access to Account
- ♦ 2.2 View Account
- ♦ 2.3 Login with Credentials
- ♦ 2.4 Validate Login Credentials
- ♦ 2.5 Reset Password
- ♦ 2.6 Send Email Notification with New Password
- ♦ 2.7 Receive New Password
- ♦ 2.8 Update User Profile Information
- ♦ 2.9 Update User Profile Information Except Email Address
- ♦ 3.0 Send Email Notification with New Password
- ♦ 3.1 Receive Notification and Validate Email Address
- ♦ 3.2 Update Email Address

1.0 Populate Required User Information

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: User selects option to create self-service account and populates required information.

1.1 Send Notification and Request Email Validation

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application processes information entered by user and generates an email notification for validation.

Entities to Configure

- Email Validation Template

1.2 Receive Notification and Validate Email Address

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: User receives email notification from OUCSS and validates email address.

1.3 Create New Self Service Account

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application creates new self service account for user.

1.4 Request Enrollment Questions

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application requests enrollment questions as configured in CC&B master configuration for user verification.

1.5 Provide Enrollment Questions

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B provides list of account and person specific attributes for the user to answer.

Entities to Configure

- Enrollment Attributes Configuration
- XAI Service: WX_VerifyAccount

1.6 Populate Answers

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: User populates answers to enrollment questions.

1.7 Send Answers for Validation

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application captures and sends the enrollment answers to CC&B for validation.

1.8 Validate Answers

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B validates answers to enrollment questions and sends results to OUCSS.

Entities to Configure

- XAI Service: WX_VerifyAccount

1.9 Create Notification of Incorrect Answers

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application provides return a notification of enrollment failure to the user.

2.0 Receive Notification

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer receives notification about enrollment failure.

2.1 Authorize Self Service User Access to Account

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS authorizes link between self-service user and account.

2.2 View Account

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer now has access to account can conduct self-service activities.

2.3 Login with Credentials

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer populates username and password in the web portal.

2.4 Validate Login Credentials

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application validates Customer's username and password.

2.5 Reset Password

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Customer selects to reset their password.

2.6 Send Email Notification with New Password

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application generates a password reset notification for user.

Entities to Configure

- Password Reset Template

2.7 Receive New Password

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer receives notification with new/reset password.

2.8 Update User Profile Information

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer updates their self-service user profile information.

2.9 Update User Profile Information Except Email Address

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application updates user profile changes other than the email address.

3.0 Send Email Notification with New Password

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application generates an email validation notification for user.

Entities to Configure

- Email Validation Template

3.1 Receive Notification and Validate Email Address

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer receive email validation notification and clicks link to validate it.

3.2 Update Email Address

Reference: [OUCSS-CCB Establish and Maintain Self Service User Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application updated email address in user profile.