

**Oracle Utilities Customer Self Service  
Release 2.1.0**

Utility Reference Model

3.4.3 OUCSS-CCB Provide Customer Service

May 2016

Oracle Utilities Customer Self Service Release 2.1.0 Utility Reference Model 3.4.3 OUCSS-CCB Provide Customer Service

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## 3.4.3 OUCSS-CCB Provide Customer Service

This section provides a brief description of the “OUCSS-CCB Provide Customer Service” business process. This includes:

- ♦ [Brief Description](#)
- ♦ [Business Process Diagrams](#)
  - ♦ [OUCSS-CCB Provide Customer Service Process Model - Page 1](#)
  - ♦ [OUCSS-CCB Provide Customer Service Process Model - Page 2](#)

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## Brief Description

**Business Process:** 3.4.3 OUCSS-CCB Provide Customer Service

**Process Type:** Process

**Parent Process:** n/a

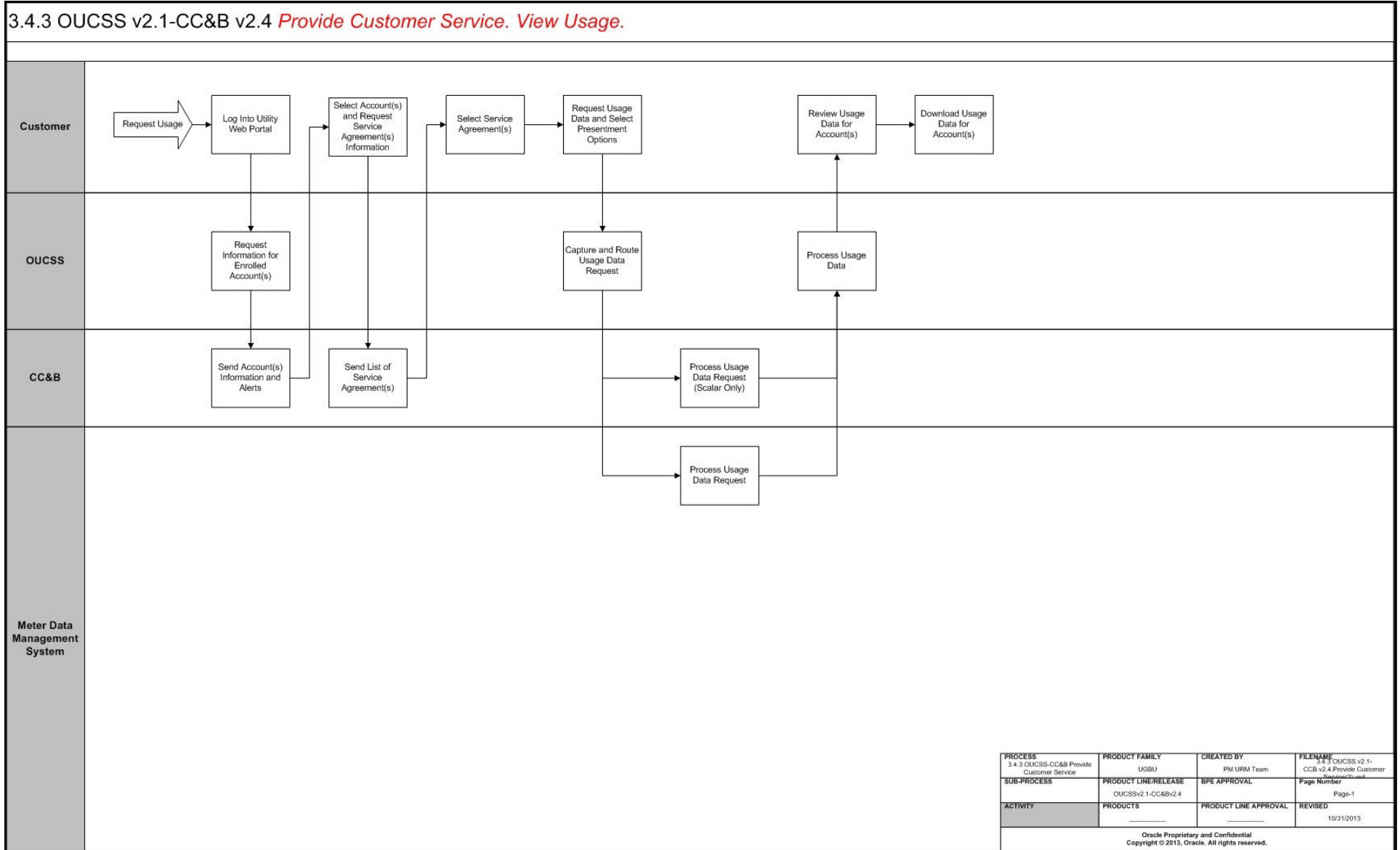
**Sibling Processes:** 4.3.1 OUCSS-CC&B.Perform Settlement Activities

This process describes how customer service is provided by the system.

# Business Process Diagrams

## OUCSS-CCB Provide Customer Service Process Model - Page 1

3.4.3 OUCSS v2.1-CC&B v2.4 *Provide Customer Service. View Usage.*

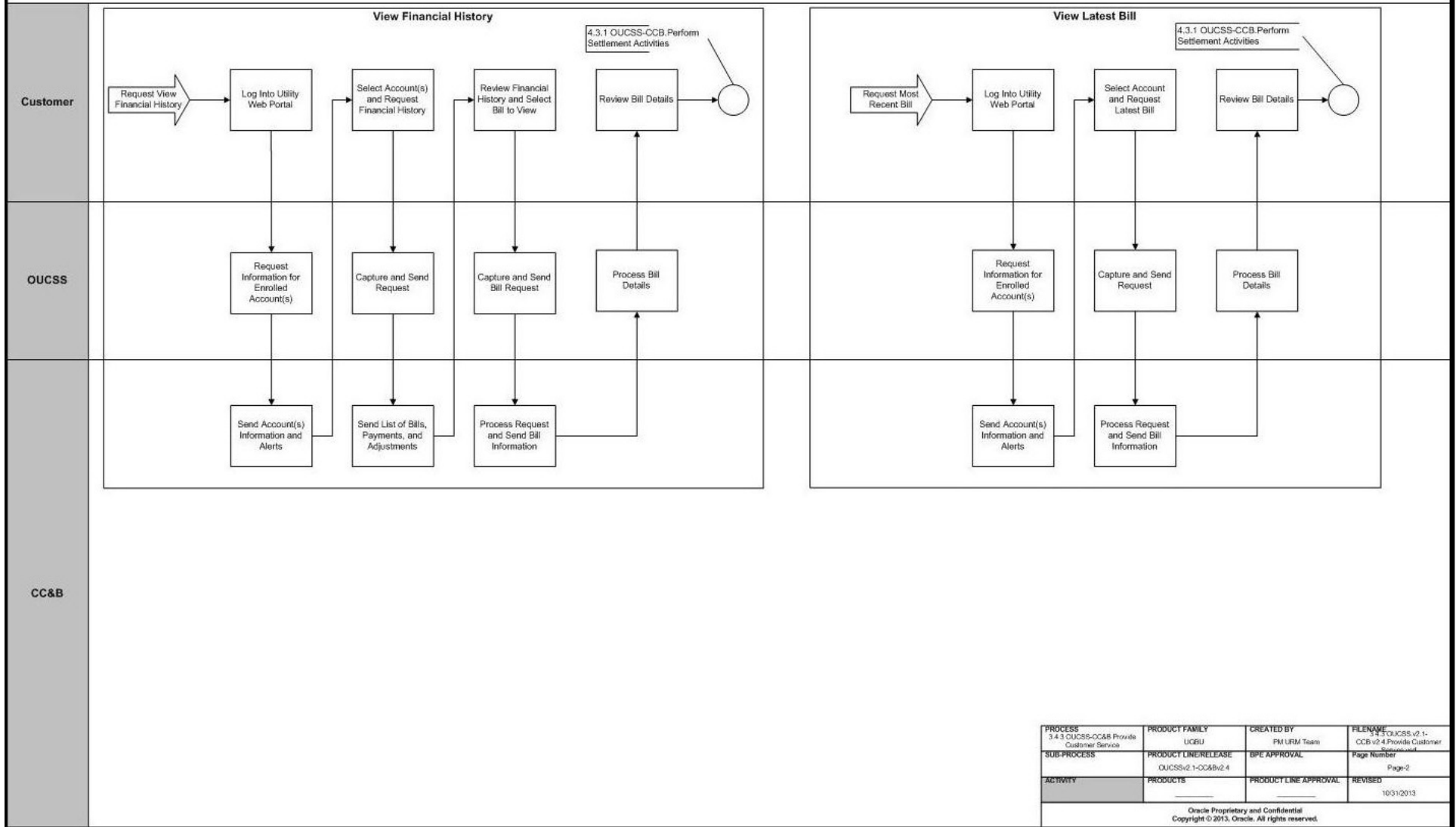


PROCESS 3.4.3 OUCSS-CC&B Provide Customer Service	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 3.4.3 OUCSS v2.1-CC&B v2.4 Provide Customer Service
SUB-PROCESS	PRODUCT LINE/RELEASE OUCSS-v2.1-CC&Bv2.4	BP/ APPROVAL	Page Number Page-1
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 10/31/2013

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## OUCSS-CCB Provide Customer Service Process Model - Page 2

### 3.4.3 OUCSS v2.1-CC&B v2.4 *Provide Customer Service. View Financial History and Bill.*



PROCESS 3.4.3 OUCSS-CC&B Provide Customer Service	PRODUCT FAMILY UC&B	CREATED BY FM URM Team	FILENAME 3.4.3 OUCSS v2.1- CC&B v2.4 Provide Customer Service
SUB-PROCESS	PRODUCT LINE/RELEASE OUCSS v2.1-CC&B v2.4	BPE APPROVAL	Page Number Page 2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 10/31/2013
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