

**Oracle Utilities Customer Self Service
Release 2.1.0**

Utility Reference Model

3.4.3.2 OUCSS-CCB Usage Related Queries

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Oracle Utilities Customer Self Service Release 2.1.0 Utility Reference Model 3.4.3.2 OUCSS-CCB Usage Related Queries

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3.4.3.2 OUCSS-CCB Usage Related Queries

This section provides a brief description of the “OUCSS-CCB Usage Related Queries” business process. This includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [OUCSS-CCB Usage Related Queries Process Model - Page 1](#)
- ♦ [OUCSS-CCB Usage Related Queries Detailed Process Model Description](#)

Brief Description

Business Process: 3.4.3.2 OUCSS-CCB Usage Related Queries

Process Type: Sub-Process

Parent Process: 3.4.3 OUCSS-CC&B.Provide Customer Service

Sibling Processes: n/a

This process takes place when a customer reviews usage information via the self-service portal. The process allows understanding the relationship between the web-portal and usage information in CC&B.

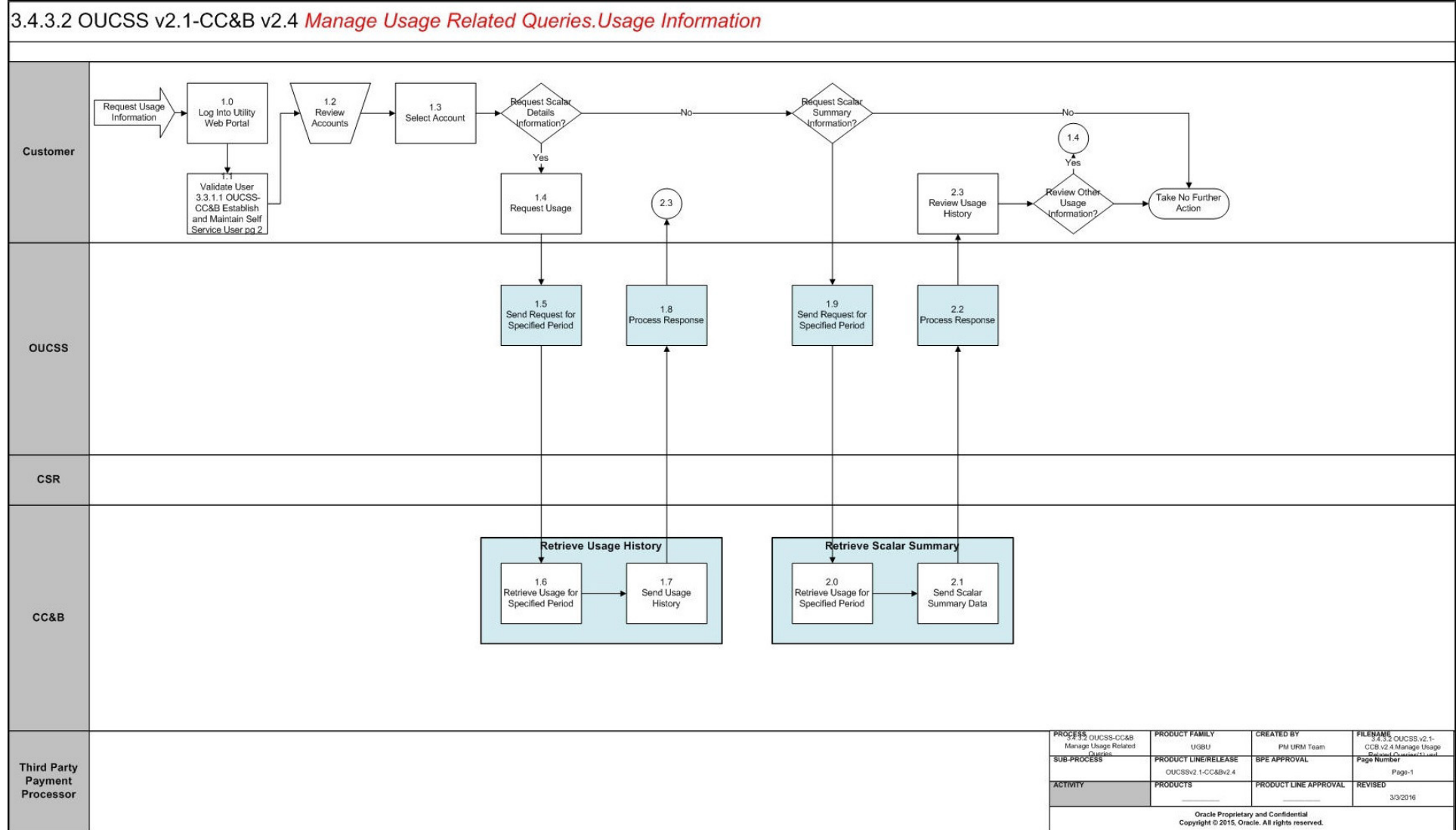
Actors/Roles

The OUCSS-CCB Usage Related Queries 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:** Oracle Utilities Customer Self Service application.

Business Process Diagrams

OUCSS-CCB Usage Related Queries Process Model - Page 1



OUCSS-CCB Usage Related Queries Detailed Process Model Description

This section provides a detailed description of the “OUCSS-CCB Usage Related Queries” business process, including:

- ♦ 1.0 Log Into Utility Web Portal
- ♦ 1.1 Establish and Maintain Self Service User
- ♦ 1.2 Review Accounts
- ♦ 1.3 Select Account
- ♦ 1.4 Request Usage
- ♦ 1.5 Send Request for Specified Period
- ♦ 1.6 Retrieve Usage for Specified Period
- ♦ 1.7 Send Usage History
- ♦ 1.8 Process Response
- ♦ 1.9 Send Request for Specified Period
- ♦ 2.0 Retrieve Usage for Specified Period
- ♦ 2.1 Send Scalar Summary Data
- ♦ 2.2 Process Response
- ♦ 2.3 Review Usage History

1.0 Log Into Utility Web Portal

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: User logs into self-service account to access Utility Web Portal.

1.1 Establish and Maintain Self Service User

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: See process 3.3.1.1 OUCSS-CC&B.Establish and Maintain Self Service User.

1.2 Review Accounts

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews list of account(s) enrolled for self-service.

1.3 Select Account

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer selects a single account for which they want to review usage information.

1.4 Request Usage

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer requests usage details for account.

1.5 Send Request for Specified Period

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests the usage details for the specified accounts and time period.

Entities to Configure

- OUCSS: Scalar Usage Details Chart Configuration

1.6 Retrieve Usage for Specified Period

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B retrieves usage for the specified accounts and time period.

Available Algorithms

- WX-RetScaUsg

Entities to Configure

- XAI Service: WXRetrieveScalarUsage

1.7 Send Usage History

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B sends the usage details for the specified accounts and time period to OUCSS.

1.8 Process Response

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the usage data and presents it to the end-user.

Entities to Configure

- OUCSS: Scalar Usage Details Chart Configuration

1.9 Send Request for Specified Period

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests the usage details for the specified accounts and time period.

Entities to Configure

- OUCSS: Scalar Summary Chart

2.0 Retrieve Usage for Specified Period

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B retrieves usage for the specified accounts and time period.

Available Algorithms

- WX-GetConS

Entities to Configure

- XAI Service: WXGetConsumptionSummary

2.1 Send Scalar Summary Data

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B sends the usage details for the specified accounts and time period to OUCSS.

2.2 Process Response

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the usage data and presents it to the end-user.

Entities to Configure

- OUCSS: Scalar Summary Chart

2.3 Review Usage History

Reference: [OUCSS-CCB Usage Related Queries Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews the usage history information.