

# **Oracle Utilities Customer Cloud Service**

Overview Guide

Release 17.1

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Oracle Utilities Customer Cloud Service Release 17.1 Overview Guide

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# Chapter 1

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## Oracle Utilities Customer Cloud Service Overview

This guide provides an overview of the Oracle Utilities Customer Cloud Service, including:

- [Welcome to Oracle Utilities Customer Cloud Service](#)
- [Oracle Utilities Customer Cloud Service Applications](#)
- [Documentation](#)
- [Supported Client Platforms and Browsers](#)
- [Supported Integrations](#)
- [Performance Guidelines](#)

# Welcome to Oracle Utilities Customer Cloud Service

Oracle Utilities Customer Cloud Service is a cloud-based customer care, service order, metering and billing solution for traditional scalar devices and billing processes. The solution is designed to cater for small-sized utilities through to larger-sized utilities, supports one to many utility service types, and handles the complexities associated with a utility's processes.

Oracle Utilities Customer Cloud Service includes:

- Customer information and customer lifecycle processing including:
  - Sales and marketing
  - Managing customer information for various types of customers, starting/stopping service, supporting inbound and outbound customer care interactions.
  - Financial management including rating, billing, payment and collections activities.
- Meter data management functionality, including:
  - Device and Measurement Data Management, including validating/editing/estimating incoming data, for traditional scalar devices.
  - Usage management for calculating billable usage or billing determinants to support traditional scalar billing processes
- Service Order Management for orchestrating service order activities for traditional scalar devices
- Oracle Utilities Cloud Service Foundation: tools used to orchestrate and automate infrastructure related processes and migrate data from legacy applications into the cloud service.

# Oracle Utilities Customer Cloud Service Applications

Oracle Utilities Customer Cloud Service includes the following Oracle Utilities applications:

- Oracle Utilities Customer to Meter v2.6.0.0
- Oracle Utilities Cloud Service Foundation v17.2

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# Documentation

Configuration and use of Oracle Utilities Customer Cloud Service is described in the following documentation:

## **Oracle Utilities Customer to Meter Documentation**

- Oracle Utilities Customer to Meter Business User's Guide
- Oracle Utilities Customer to Meter Administrative User's Guide

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# Supported Client Platforms and Browsers

Users access Oracle Utilities Customer Cloud Service via a web browser such as Microsoft Internet Explorer or Mozilla Firefox.

Oracle Utilities Customer Cloud Service supports the following operating system / web browser combinations:

<b>Operating System</b>	<b>Web Browser</b>
Windows 7 (32-bit or 64-bit)	Microsoft Internet Explorer 11 Firefox ESR 45
Windows 8.1	Microsoft Internet Explorer 11 Firefox ESR 45
Windows 10	Microsoft Internet Explorer 11 Firefox ESR 45

# Supported Integrations

Oracle Utilities Customer Cloud Service supports integration with a number of other products, including:

- [Oracle Utilities Products](#)

## Oracle Utilities Products

The table below lists Oracle Utilities products that can be integrated with Oracle Utilities Customer Cloud Service, and provides the product name, supported versions, and the integration products that enable the integration.

Oracle Utilities Product	Version(s)	Integration Product(s)
Oracle Utilities Customer Self Service	2.2.0	Oracle Utilities Customer Self Service*
Oracle Utilities Mobile Workforce Management	2.3.0.x 2.2.0.x	Oracle Utilities Service Order Management Integration to Oracle Utilities Mobile Workforce Management 12.2*
Oracle Utilities Network Management System	2.3.0 1.12.0.x	Oracle Utilities Smart Grid Gateway Integration for Outage Operations Release 12.2*
Oracle Utilities Operational Device Management	2.1.1.x 2.2.0	Oracle Utilities Integration for Device Operations 12.1*

\* The above integrations require separate licenses. In addition, the BPEL composites used by Oracle Utilities Service Order Management integrations are not installed as part of Oracle Utilities Customer Cloud Service, and must be installed locally.

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# Performance Guidelines

This section provides a number of performance-related guidelines and recommendations to take into account when implementing Oracle Utilities Customer Cloud Service. This includes guidelines related to the following:

- [User Interfaces](#)
- [General Topics](#)

## User Interfaces

- For better performance, user interface zones should be initially collapsed when not required for 90% or more of business processes. The initial state of zones (collapsed or not) can be controlled via the "Portal Preferences" tab on the **User** portal.
- The number of records returned to the user interface for a zone should be limited to 50 rows when building custom zones against large transactional tables.
- To troubleshoot a screen in the user interface, go click **Preferences** in the top right hand corner of the application and choose the Portal Preferences tab. Choose the appropriate portal and set all zones to "Initially Collapsed". Then navigate back to the screen that has performance issues, expand the zones one by one, and measure the execution time of each zone. This should be an accurate step-by-step representation of the full screen execution.
- For optimal user interface performance, laptop users should ensure their computer is in high performance mode.

## General Topics

- Oracle should be consulted before significant solution changes are made. For example, configuration and solution extensions, adding a large number of customers, network changes, new integrations, etc.