

**Oracle Utilities Customer Cloud Service
Integration to Oracle Utilities Digital
Asset Cloud Service**

Release Notes

Release 23C

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Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Digital Asset Cloud Service Release Notes, Release 23C

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Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Digital Asset Cloud Service Release Notes for release 23C.

The preface includes the following:

- [Audience](#)
- [Documentation and Resources](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Acronyms](#)

Audience

This document is intended for anyone implementing the Oracle Utilities Customer Cloud Service integration to Oracle Utilities Digital Asset Cloud Service.

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Topic	Location
Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Digital Asset Cloud Service documentation	https://docs.oracle.com/en/industries/energy-water/integrations-index.html
Oracle Utilities Customer Cloud Service documentation	https://docs.oracle.com/en/industries/energy-water/customer-cloud-service/index.html
Oracle Utilities Digital Asset Cloud Service documentation	https://docs.oracle.com/en/industries/energy-water/digital-asset-cloud-service/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	<p>Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches.</p> <p>Refer to the <i>Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)</i> on My Oracle Support to determine if support for newer versions of the listed products is included.</p> <p>For more information, refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</p>
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support for the hearing impaired. Visit: <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Acronyms

The following terms are used in this document:

Term	Expanded Form
OUCCS/CCS	Oracle Utilities Customer Cloud Service
OU DACS/DACS	Oracle Utilities Digital Asset Cloud Service
OIC	Oracle Integration Cloud

Chapter 1

Release Notes

This release notes outline the information about the functionality in integrating Oracle Utilities Customer Cloud Service with Oracle Utilities Digital Asset Cloud Service. Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations.

The release notes focuses on the following:

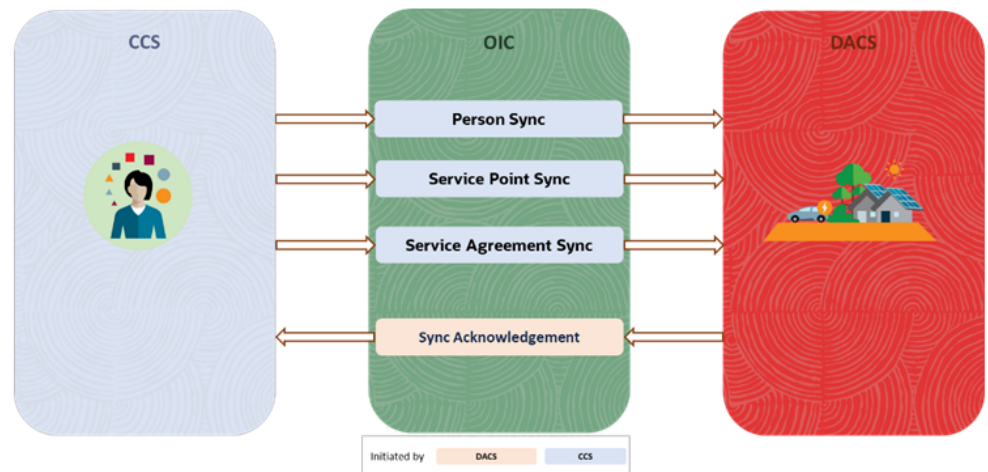
- [Overview](#)
- [Supported Applications](#)
- [About Oracle Utilities Customer Cloud Service](#)
- [About Oracle Utilities Digital Asset Cloud Service](#)
- [About Oracle Integration Cloud](#)
- [New Features Summary](#)
- [Known Issues](#)

Overview

The Oracle Utilities Customer Cloud Service integration to Oracle Utilities Digital Asset Cloud Service synchronize customer information, mainly, customers (persons), accounts/service agreements (SAs), and service points (SPs) to Oracle Utilities Digital Asset Cloud Service.

For more information about the functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Digital Asset Cloud Service Configuration Guide* included in this release. The documentation is available on Oracle Help Center at: <https://docs.oracle.com/en/industries/energy-water/integrations-index.html>

The following diagram illustrates the business processes supported in this integration.



This integration supports the following key functionalities:

- Synchronize the Oracle Utilities Customer Cloud Service Master data to Oracle Utilities Digital Asset Cloud Service. Specifically, Oracle Utilities Customer Cloud Service Persons, Service Points, and Service Agreements. In Oracle Utilities Digital Asset Cloud Service, these become Contacts, Metered Service Points, and Metered Services. The extracted entities are created as tab-delimited records that are written to the extract file. The integration will move the extract file from the Oracle Utilities Digital Asset Cloud Service extract folder to the Oracle Utilities Digital Asset Cloud Service upload folder for processing in Oracle Utilities Digital Asset Cloud Service.
- The integration supports an initial synchronization to extract the eligible Oracle Utilities Customer Cloud Service entities and upload them to Oracle Utilities Digital Asset Cloud Service.
- The integration also supports incremental synchronization. If an eligible entity is modified, a synchronization request is created to extract the data for synchronizing to Oracle Utilities Digital Asset Cloud Service.
- If configured, an acknowledgement, positive or negative, will be sent from Oracle Utilities Digital Asset Cloud Service to Oracle Utilities Customer Cloud Service for incremental synchronization only.

In this integration, Oracle Integration Cloud is used as a middleware to connect the applications. It uses REST APIs to facilitate communication between these two applications.

Supported Applications

The following table shows the supported application versions in this integration:

Application	Version
Oracle Utilities Customer Cloud Service	23C
Oracle Utilities Digital Asset Cloud Service	23C
Oracle Integration Cloud	V23.12

Refer to the *Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)* on My Oracle Support to determine if support for newer versions of the listed products is included.

About Oracle Utilities Customer Cloud Service

Oracle Utilities Customer Cloud Service is a customer care, service order, metering, and billing solution for traditional scalar devices and billing processes. The solution is designed to cater for utilities of all sizes, 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 management
 - Customer information management for various types of customers, starting and stopping service, and 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, and 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 device.
- Operational device management functionality, including:
 - Asset management, including location management and tracking of individual devices throughout their lifecycle, capturing device configurations and settings, and managing configuration between devices and components.
 - **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 Analytics Visualization:** A suite of analytics applications that provides access to real-time data for self-service exploration, discovery, visualization, and analysis. It includes rich pre-built analytical data models,

metrics, and key performance indicators that allow you to derive strategic insights from your data.

About Oracle Utilities Digital Asset Cloud Service

Oracle Utilities Digital Asset Cloud Service provides the core functionality for utilities to create, run, and maintain demand response and distributed energy resource programs. It comprises the following functional areas:

- **Asset and Device Management:** Maintenance of controllable assets, such as “smart” thermostats, electric vehicle chargers, storage batteries, and other types of devices.
- **Program Enrollment/Unenrollment:** Identifying specific customers that are eligible for particular programs, and establishing relationships between the customers, the programs, and if appropriate, device locations where one or more controllable devices are (or have been) installed.
- **Program Management:** Creation and maintenance of Demand Response Programs to which customers can subscribe and which allows utilities to temporarily alter the settings of specific devices in their homes as a response to periods of high demand.
- **Program Subscriptions:** Maintenance of a customer's program subscriptions that represent the customer's enrollment in a program and device registration. Program subscriptions link the customer to a program and device location where controllable devices are installed.
- **Demand Response Event Management:** Identification and reservation of a customer's controllable devices in response to usage demand.

About Oracle Integration Cloud

Oracle Integration Cloud is a unified platform to integrate the applications, automate processes and create applications.

Using integrations, connect the applications into a continuous business flow. The integrations can be quickly developed and activated between both the cloud and on-premises applications. The lookups help to match application-specific codes between the two applications. Oracle Integration Cloud provides graphical mapper where the user can map just by dragging and dropping between the applications.

New Features Summary

The following new features were included in this integration:

- **Oracle Utilities Customer Cloud Service persons to Oracle Utilities Digital Asset Cloud Service Contacts:** Oracle Utilities Digital Asset Cloud Service expects the Oracle Utilities Customer Cloud Service Person records to be passed to Oracle Utilities Digital Asset Cloud Service in a tab-delimited flat

file. The integration supports both Initial Load and ongoing incremental updates to the Oracle Utilities Customer Cloud Service Person.

- **Oracle Utilities Customer Cloud Service Service Points to Oracle Utilities Digital Asset Cloud Service Metered Service Points:** Oracle Utilities Digital Asset Cloud Service expects the Oracle Utilities Customer Cloud Service Service Point records to be passed to Oracle Utilities Digital Asset Cloud Service in a tab-delimited flat file. The integration covers Initial Sync and Ongoing Updates of the Oracle Utilities Customer Cloud Service Service Point.
- **Oracle Utilities Customer Cloud Service Service Agreements to Oracle Utilities Digital Asset Cloud Service Metered Services:** Oracle Utilities Digital Asset Cloud Service expects the Oracle Utilities Customer Cloud Service Service Agreement records to be passed to Oracle Utilities Digital Asset Cloud Service in a tab-delimited flat file. The integration supports Initial Sync and Ongoing Updates to the Oracle Utilities Customer Cloud Service Service Agreements.
- **Sync Acknowledgements to Oracle Utilities Customer Care and Billing from Oracle Utilities Digital Asset Cloud Service:** The integration supports sending acknowledgement for Contact, metered service point, and metered service synchronization requests from Oracle Utilities Digital Asset Cloud Service. Acknowledgements are only sent for incremental/ongoing updates. No acknowledgments are sent for initial load.

Known Issues

There are no known issues at the time of this integration release.