

# Oracle Utilities Opower Digital Self Service - Transactions Seamless Integration Guide

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# Introduction

Seamless integration, referred to as tabbed integration, modifies the look and feel of the Digital Self Service - Transactions product to be similar to the utility's website. When combined with single sign-on (SSO), this integration creates a customer experience in which a Digital Self Service - Transactions page appears as part of the utility's website.

The global navigation bar, included at the top of every page in the utility's website, provides the main tabbed integration point. It displays a series of links, or tabs, to Digital Self Service - Transactions content. Utility customers that select these links are redirected into the appropriate content without any further user interaction. All Digital Self Service - Transactions pages include the same navigation, which allows customers to navigate back and forth between the utility and Digital Self Service - Transactions content. Standard web browser capabilities such as back and forward buttons can also be used to navigate between content.

When customers browse Digital Self Service - Transactions content, the URL includes the following origin and partial path:

```
https://dss-[utilityCode].opower.com/webcenter/portal/
```

The [utilityCode] is a unique identifier assigned to the utility by the Oracle Utilities Delivery Team. For example:

```
https://dss-util.opower.com/webcenter/portal/
```

**Note:** This documentation reflects the most recent release of Digital Self Service - Transactions, which is listed as part of the [Release Readiness documentation](#).

## Website Integration

Digital Self Service - Transactions is engineered to integrate well with utility websites that have the following general characteristics:

- The website uses a persistent, horizontal navigation bar at the top of every page to link to the main sections of the website. The preferred design is a website divided into five or fewer major sections or tabs.
- Secondary navigation is displayed as another horizontal navigation layer directly under the top-level navigation.
- The header contains links to Digital Self Service - Transactions Manage Web Account and Contact Us pages, along with a link for the customer to log out of their account.

Deviations from this optimal configuration can impact the overall consistency and look and feel of the website.

## Site Map Design

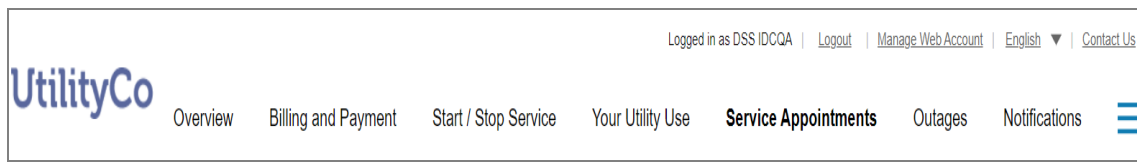
The site map below provides a tabbed integration that offers the best user experience for the global navigation:

**Note:** The full list navigation options listed below include items that support navigation to Digital Self Service - Energy Management features, such as the Your Energy Use tools. If the Oracle Utilities Opower Digital Self Service - Energy Management Cloud Service is not included as an add on to your Digital Self Service - Transactions web portal, all applicable navigation items for Digital Self Service - Energy Management features are hidden. In addition, Savings Hub requires the Oracle Utilities Opower Affordability Cloud Service add on. For more information on the integration of these Cloud Services, see the [Oracle Utilities Opower Digital Self Service - Transactions Cloud Service Product Overview](#).

- UtilCo Home (utility hosted content)
  - Overview dashboard
  - Billing & Payment (including View Bill)
    - Billing and Payment History
    - Projected Bill
    - Compare Bills
    - Manage Billing
    - Manage Bank Account
    - Rates
    - Savings Hub
  - Start and Stop Service
  - Your Utility Use
    - Energy Use Overview
    - Home Energy Analysis
    - Ways to Save
    - Usage Insights
  - Service Appointments
  - Outages
    - My Outages
    - Report Outage
    - Outage Map

- Notifications
  - Alerts and Notifications
  - Manage Account Notifications
  - Energy Use
- Our Company (utility hosted content)

This configuration positions Digital Self Service - Transactions content in a logical way and leaves tabs available to the utility for supplemental information. Manage Web Account and Contact Us pages are omitted as they are expected to appear in a navigation bar section separate from the global navigation. Links to these pages are included in the top-right corner of the website shown below.



## Website Characteristics

The Oracle Utilities Delivery Team requires the following assets that describe the look and feel of the utility website's navigation, header, and footer:

- **Section markup:** HTML describing the structure for each section.
- **Section style sheets:** CSS that provides the styles for each section.
- **Section scripts (optional):** JavaScript modules that handle user interactions and user state. If you provide scripts, you must provide applicable script documentation including:
  - Associated CSS classes and their purpose.
  - API functions which are tied to user interaction, such as `onHover` or `onClick`, and how they manage user state, such as current tab.