



C2M v2.9

3.4.3.1 Process Miscellaneous Customer Requests

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Contents

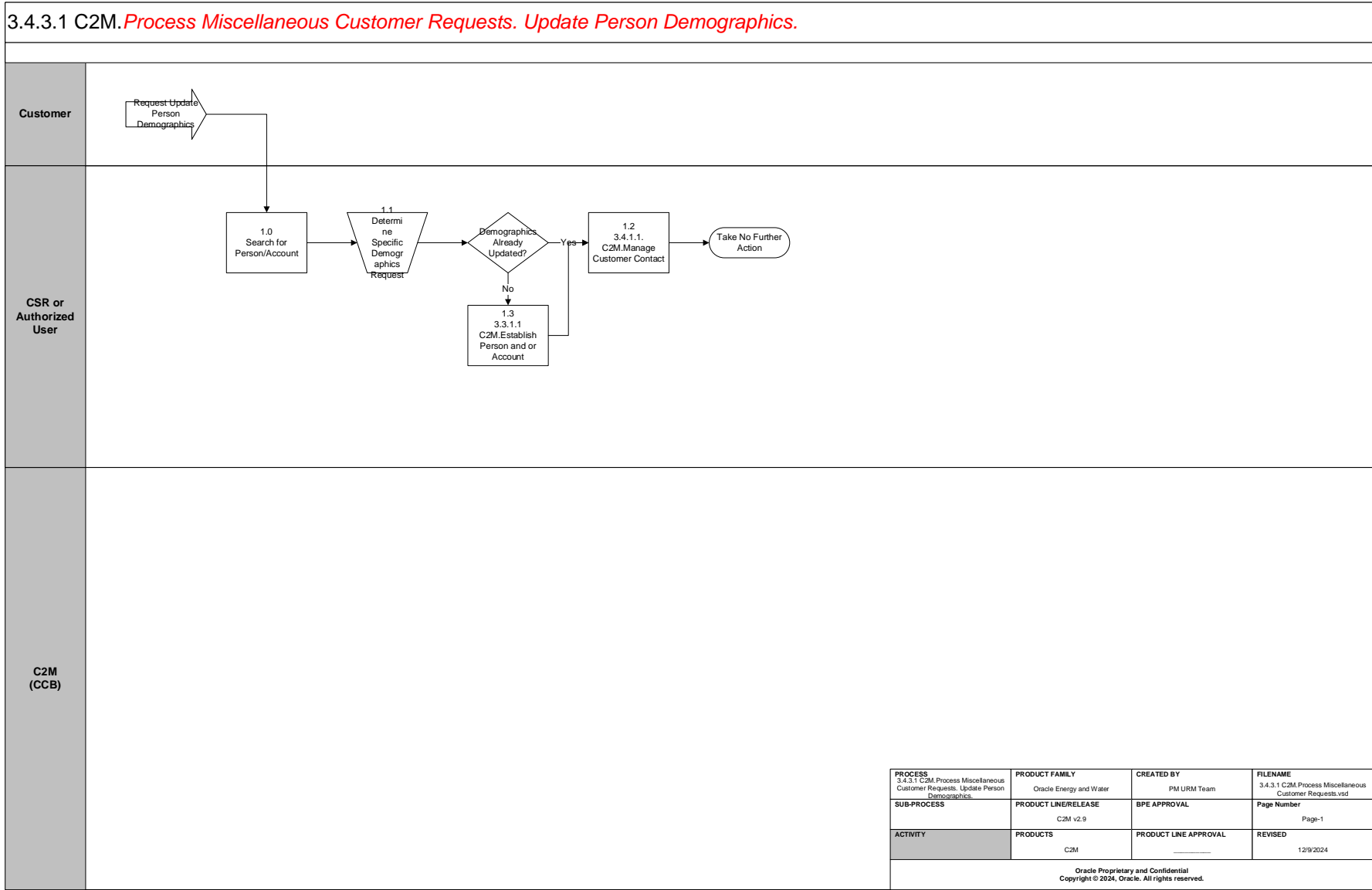
BRIEF DESCRIPTION	4
BUSINESS PROCESS MODEL PAGE 1	5
BUSINESS PROCESS MODEL PAGE 2	6
BUSINESS PROCESS MODEL PAGE 3	7
BUSINESS PROCESS MODEL PAGE 4	8
BUSINESS PROCESS MODEL PAGE 5	9
BUSINESS PROCESS MODEL PAGE 6	10
BUSINESS PROCESS MODEL PAGE 7	11
BUSINESS PROCESS MODEL PAGE 8	12
DETAIL BUSINESS PROCESS MODEL DESCRIPTION.....	13
TEST ASSETS RELATED TO THE CURRENT PROCESS.....	17
DOCUMENT CONTROL	18
ATTACHMENTS	19

Brief Description

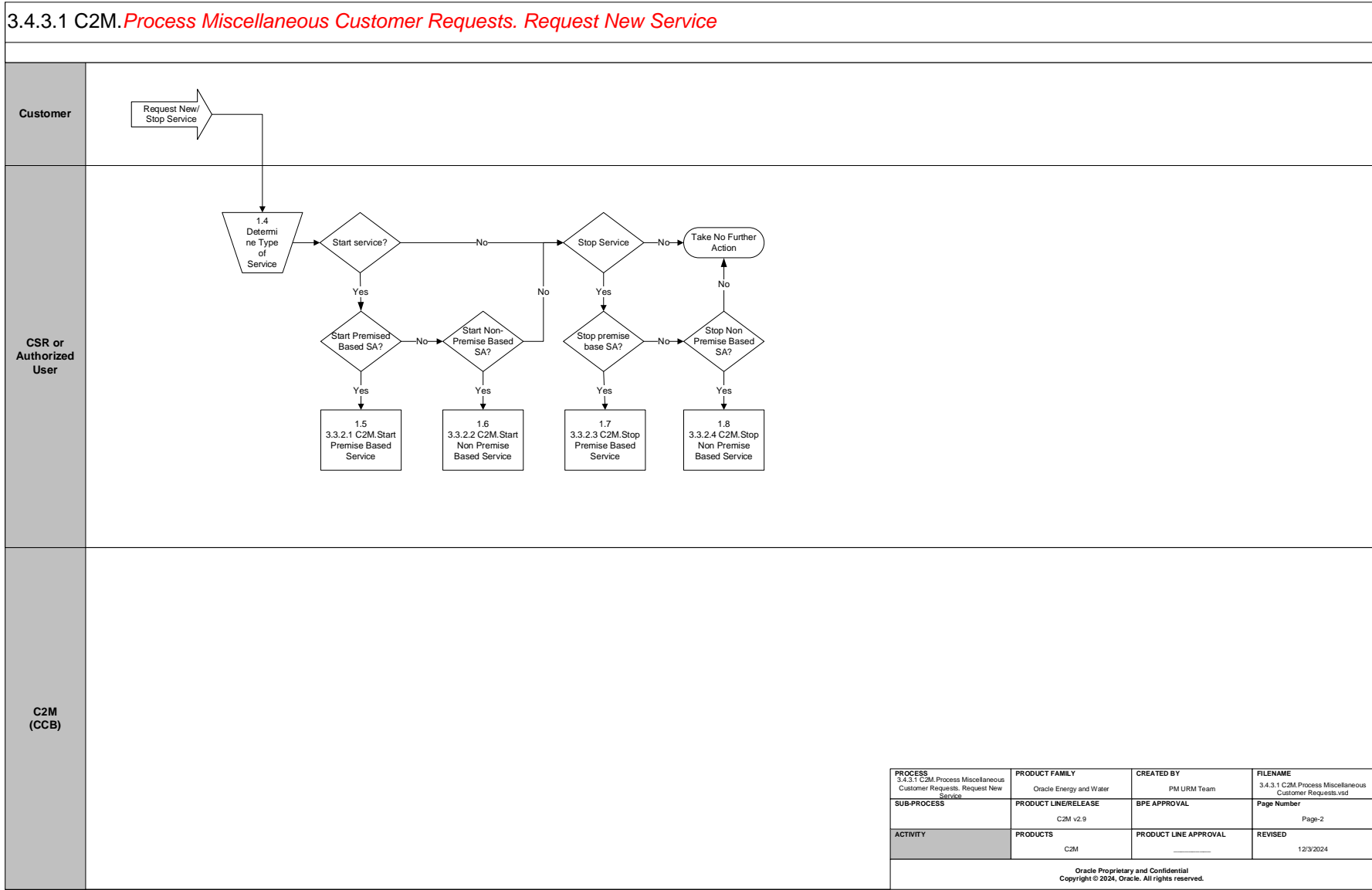
Business: 3.4.3.1 C2M.Process Miscellaneous Customer Requests
Type: Sub-Process
Parent: 3.4.3 C2M.Provide Customer Service
Sibling Processes:

This process describes how miscellaneous customer requests are determined and processed within the system.

Business Process Model Page 1



Business Process Model Page 2



Business Process Model Page 3

3.4.3.1 C2M.*Process Miscellaneous Customer Requests. Request Budget Options*

Customer

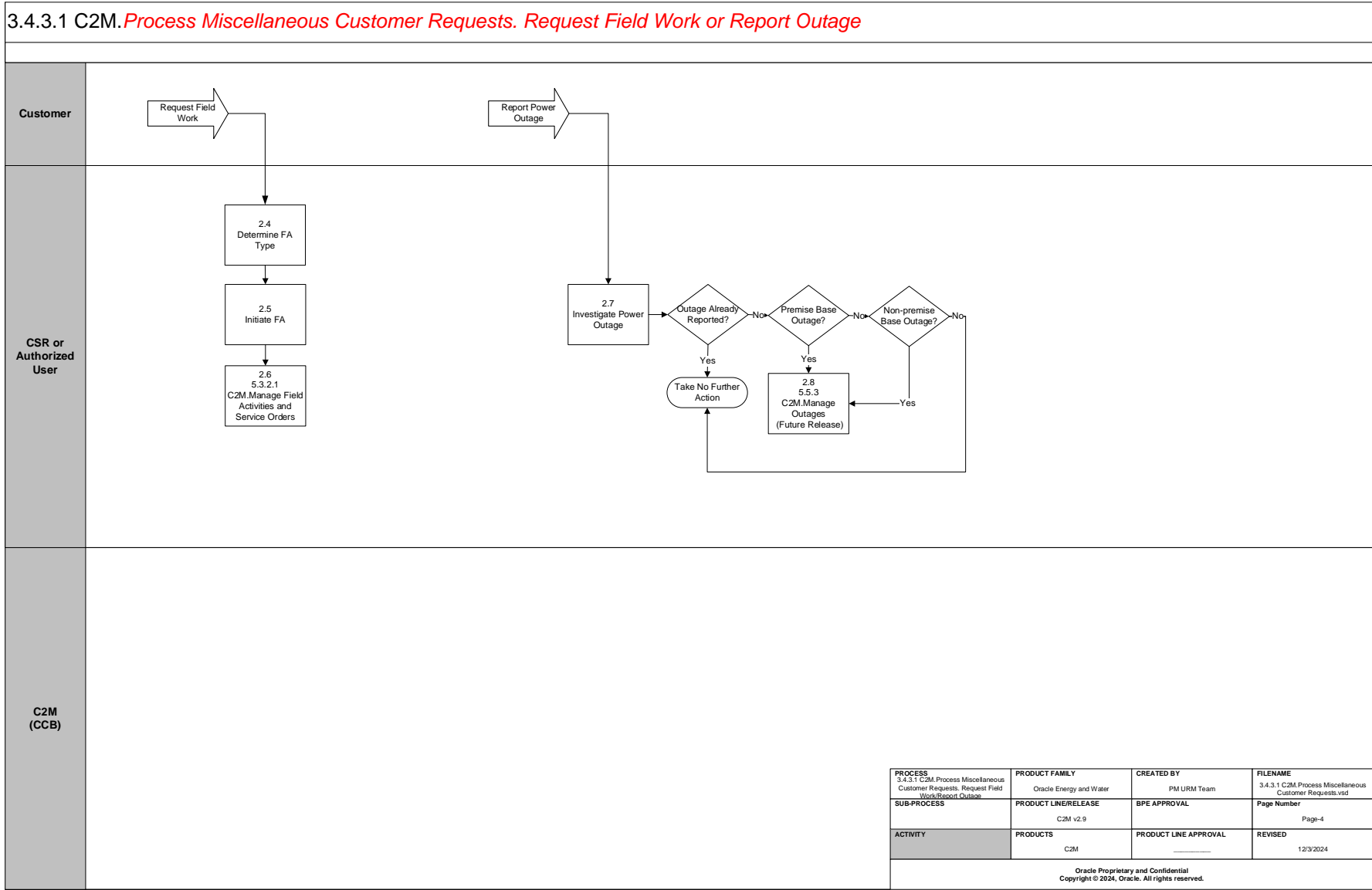
CSR or Authorized User

C2M (CCB)

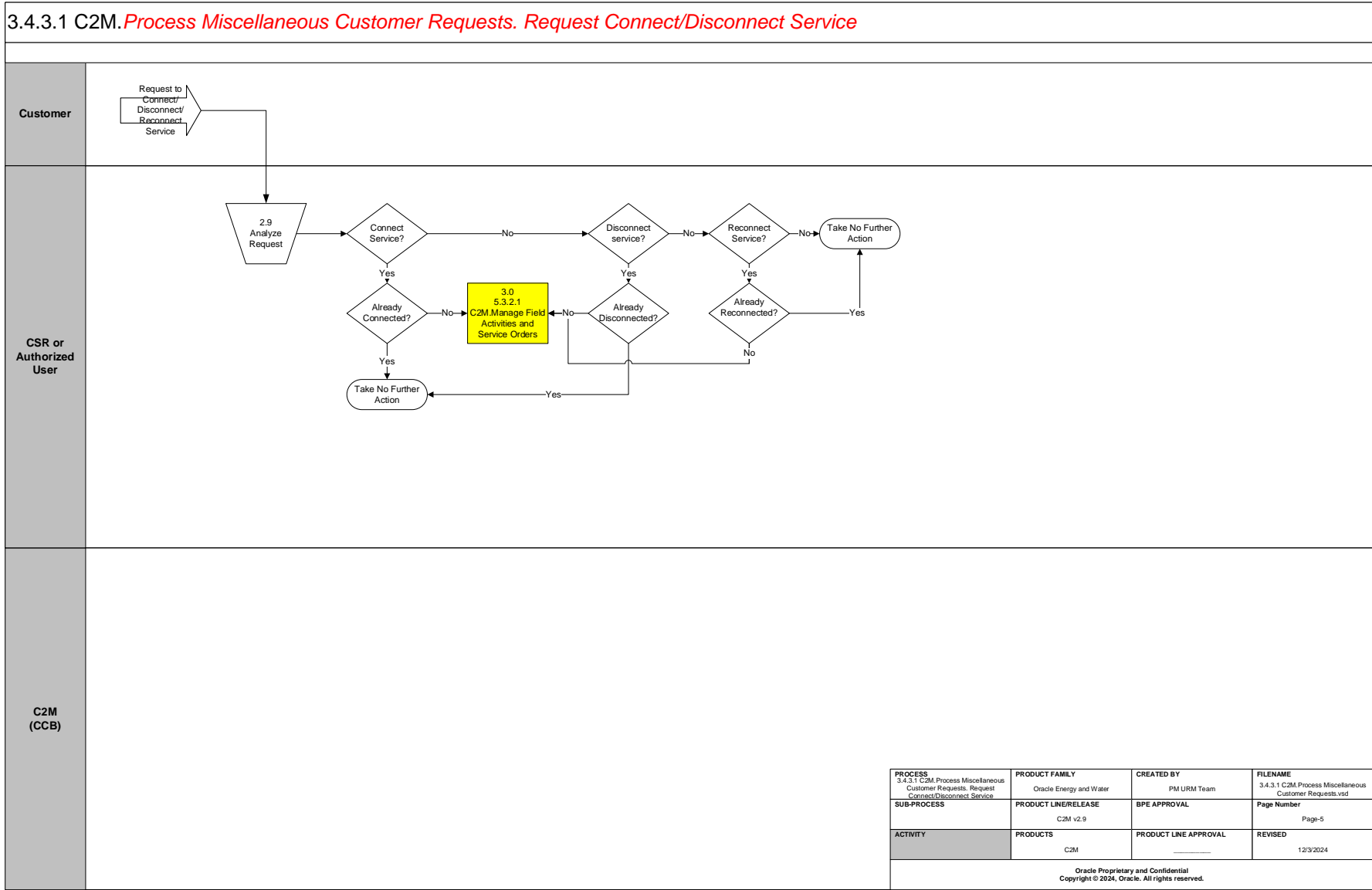
```
graph TD; Start([Request for Budget Options]) --> D1{Determine Budget Enrollment Request}; D1 -- Yes --> T20[2.0 3.4.4.1a C2M.Enroll in Budget]; D1 -- No --> D2{New Enrollment Required?}; D2 -- Yes --> T21[2.1 3.4.4.1b C2M.Enroll in Non Billed Budget]; D2 -- No --> D3{Non-Billed Budget Required?}; D3 -- Yes --> T22[2.2 3.4.4.2b C2M.Renew Non Billed Budget]; D3 -- No --> D4{Renew NBB?}; D4 -- Yes --> T23[2.3 3.4.4.3a C2M.Cancel Budget]; D4 -- No --> D5{Cancel Budget?}; D5 -- Yes --> End([Take No Further Action]); D5 -- No --> End;
```

PROCESS	3.4.3.1 C2M.Process Miscellaneous Customer Requests. Request Budget Options	PRODUCT FAMILY	Oracle Energy and Water	CREATED BY	PM URM Team	FILENAME	3.4.3.1 C2M.Process Miscellaneous Customer Requests.vsd
SUB-PROCESS		PRODUCT LINE/RELEASE	C2M v2.9	BPE APPROVAL		Page Number	Page-3
ACTIVITY		PRODUCTS	C2M	PRODUCT LINE APPROVAL		REVISED	12/3/2024
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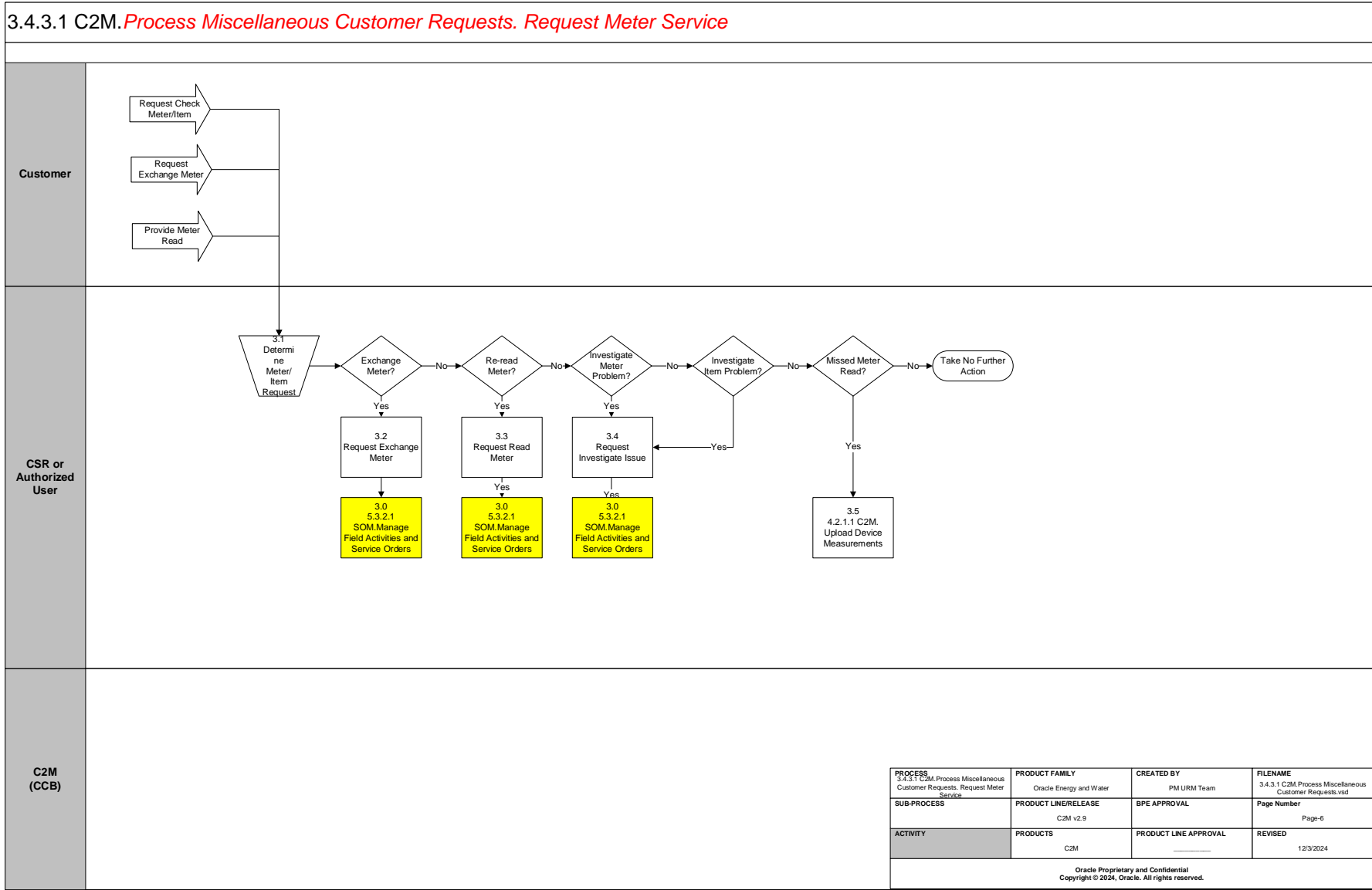
Business Process Model Page 4



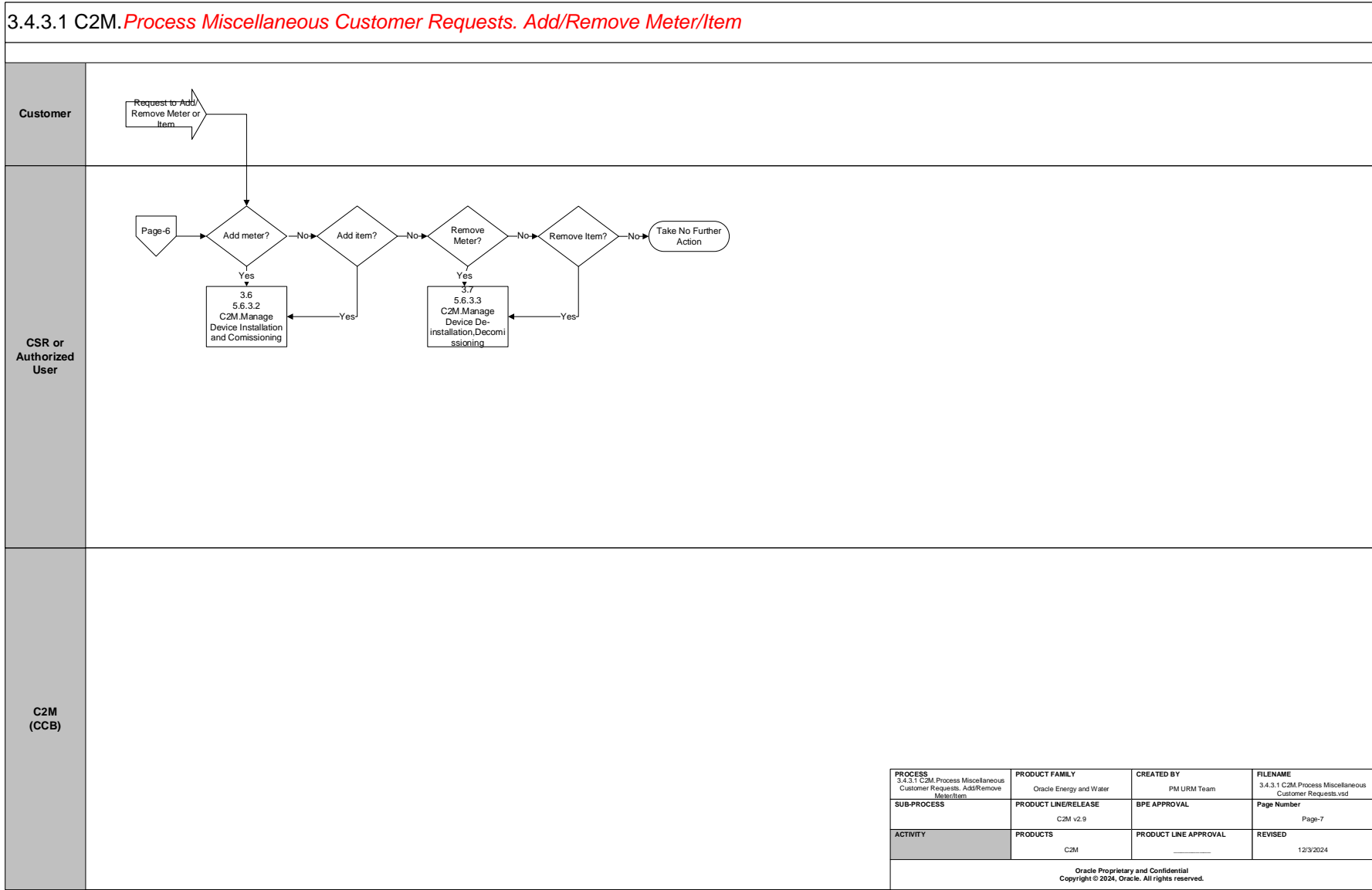
Business Process Model Page 5



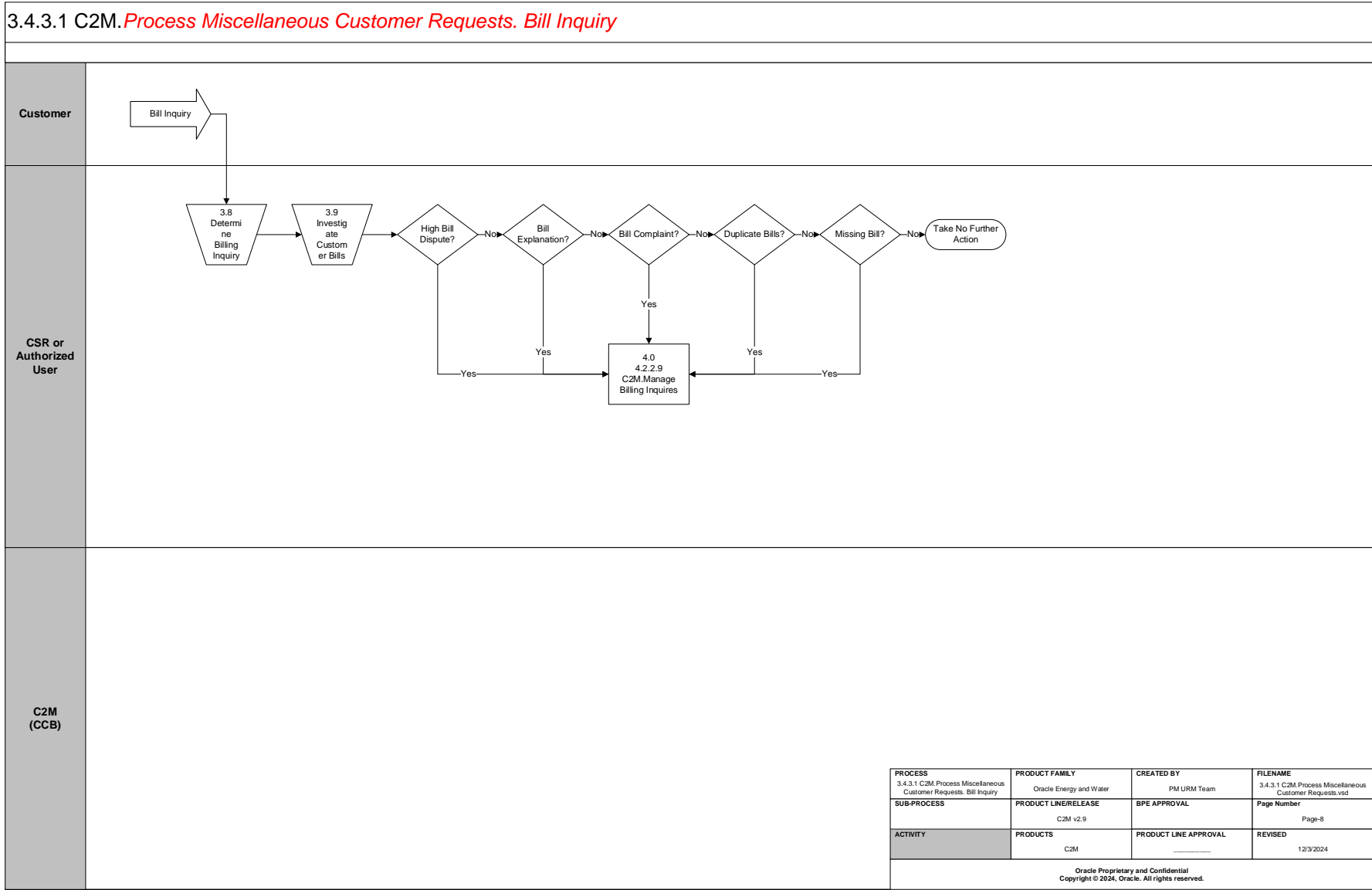
Business Process Model Page 6



Business Process Model Page 7



Business Process Model Page 8



Detail Business Process Model Description

1.0 Search for Person/Account

Actor/Role: CSR or Authorized User

Description:

Search for existing person/account.

1.1 Determine specific information request

Actor/Role: CSR or Authorized User

Description:

CSR or Authorized User decides type of information to update.

1.2 3.4.1.1 C2M.Manage Customer Contact

Actor/Role: CSR or Authorized User

Description:

Keep record of reason for customer contact. The process is provided in 3.4.1.1 **C2M.Manage Customer Contact**.

1.3 3.3.1.1 C2M.Establish Person and or Account

Actor/Role: CSR or Authorized User

Description:

Update person demographic request, the process provided in 3.3.1.1 **C2M.Establish Person and or Account**.

1.4 Determine Type of Service Request

Actor/Role: CSR or Authorized User

Description:

CSR or Authorized User decides the type of service customer request.

1.5 3.3.2.1 C2M.Start Premise Based Service

Actor/Role: CSR or Authorized User

Description:

If a premise-based service is required, the process is provided in 3.3.2.1 **C2M.Start Premise Based Service**.

1.6 3.3.2.2 C2M.Start Non-Premise Based Service

Actor/Role: CSR or Authorized User

Description:

If a non-premise based service is required, the process is provided in 3.3.2.2 **C2M.Start Non-Premise Based Service**.

1.7 3.3.2.3 C2M.Stop Premise Based Service

Actor/Role: CSR or Authorized User

Description:

If a stop premise based service is required, the process is provided in 3.3.2.3 **C2M.Stop Premise Based Service**.

1.8 3.3.2.4 C2M.Stop Non-Premise Based Service

Actor/Role: CSR or Authorized User

Description:

If a stop non-premise based service is required, the process is provided in 3.3.2.4 **C2M.Stop Non-Premise Based Service**.

1.9 Determine Budget Enrollment Request

Actor/Role: CSR or Authorized User

Description:

CSR or Authorized User decides budget recommendation.

2.0 3.4.4.1a C2M.Enroll in Budget

Actor/Role: CSR or Authorized User

Description:

If a budget enrollment is required, the process is provided in 3.4.4.1a **C2M.Enroll in Budget**.

2.1 3.4.4.1b C2M.Enroll in Non-Billed Budget

Actor/Role: CSR or Authorized User

Description:

If a non-billed budget enrollment is required, the process is provided in 3.4.4.1b **C2M.Enroll in Non-Billed Budget**.

2.2 3.4.4.2b C2M.Renew Non-Billed Budget

Actor/Role: CSR or Authorized User

Description:

If a non-billed budget renewal is required, the process is provided in 3.4.4.2b **C2M.Renew Non-Billed Budget**.

2.3 3.4.4.3a C2M.Cancel Budget

Actor/Role: CSR or Authorized User

Description:

If a budget cancellation is required, the process is provided in 3.4.4.3a **C2M.Cancel Budget**.

2.4 Determine FA Type

Actor/Role: CSR

Description:

The CSR or Authorized User determines Field Activity Type.

2.5 Initiate FA

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User initiates Field Activity.

2.6 5.3.2.1 C2M.Manage Field Activities and Service Orders

Actor/Role: CSR or Authorized User

Description:

If an appointment scheduling or cancellation is required, the process is provided in 5.3.2.1 **C2M.Manage Field Activities and Field Orders**

2.7 Investigate Power Outage

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User confirms reported power outage.

2.8 5.5.3 C2M.Manage Outages (Future Release)

Actor/Role: CSR or Authorized User

Description:

If a power outage is reported at a premise or a non-premise the outage process is provided in 5.5.3 **C2M.Manage Outages**.

2.9 Analyze Request

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User decides to connect, disconnect or reconnect service.

3.0 5.3.2.1 C2M.Manage Field Activities and Service Orders

Actor/Role: CSR or Authorized User

Description:

If a customer requires connect, disconnect or reconnect service, the process is provided in 5.3.2.1 **C2M.Manage Field Activities and Service Orders**

3.1 Determine Meter/Item Request

Actor/Role: CSR or Authorized User

Description:

CSR or Authorized User decides the type of meter/item request.

3.2 Request Exchange Meter

Actor/Role: CSR or Authorized User

Description:

Meter exchange process is initiated.

3.3 Request Read Meter

Actor/Role: CSR or Authorized User

Description:

Meter Read Process is initiated

3.4 Request Investigate Issue

Actor/Role: CSR or Authorized User

Description:

If there is trouble with a meter or item, the investigation process is initiated

3.5 4.2.1.1 C2M.Upload Device Measurement

Actor/Role: CSR or Authorized User

Description:

If meter was misread and/or it is a read provided by a customer, the process 4.2.1.1 C2M.Upload Device Measurement is initiated

3.6 5.6.3.2 C2M.Manage Device Installation and Commissioning

Actor/Role: CSR, CSR or Authorized User

Description:

If meter or item located at service point are not installed and there is a need to add a meter or item, process 5.6.3.2 C2M.Manage Device Installation and Commissioning is initiated

3.7 5.6.3.3 C2M.Manage Device De-Installation, Decommissioning

Actor/Role: CSR or Authorized User

Description:

If meter or item is located at a non-billable service point, the process to remove meter or item is provided in 5.6.3.3 C2M.Device De-Installation and Decommissioning.

3.8 Determine Billing Inquiry

Actor/Role: CSR or Authorized User

Description:

CSR or Authorized User decides the type of billing inquiry.

3.9 Investigate Customer Bills

Actor/Role: CSR or Authorized User

Description:

Authorized User Investigates Customer bill

4.0 4.2.2.9 C2M.Manage Billing Inquires

Actor/Role: CSR or Authorized User

Description:

If a customer has the following billing issues, the process is provided in 4.2.2.9 C2M.Manage Billing Inquires:

- High bill dispute
- Bill explanation
- Bill complaint
- Duplicate bills
- Missing bills

Test Assets related to the Current Process

Testing Asset Sr.No	Testing Asset-Flows	No Of Data sets

Document Control

Change Record

Date	Author	Version	Change Reference
5/8/08	Stephanie Rogers	Draft 1a	No Previous Document
10/21/10	Geir Hedman		Update Title and Content page
2/8/11	Geir Hedman		Updated Document and Visio
11/14/13	Dean Davis		Updated Document and Visio
11/30/2013	Galina Polonsky		Reviewed, Approved
09/07/2017	Ekta Dua		Updated Document and Visio to v2.6
01/09/2013	Galina Polonsky		Updated,Reviewed, Approved
06/03/2019	Satya Kalavala		Updated Format for v2.7
10/26/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
10/26/2024	Line Prado		Reviewed
12/18/2024	Galina Polonsky		Reviewed, Approved

Attachments