

# Oracle Utilities Customer Care and Billing Cloud Service 25.10

## Testing Assets

This document lists the specific business processes included in each Testing Asset document bundle.

### 3 Manage Customer

3.1.2.1 CCBCS Select Customers and Manage Marketing Programs

3.3.1.1 CCBCS Establish Person and/or Account

3.3.2.1 CCBCS Start Premise Based Service

3.3.2.2 CCBCS Start Non-Premise Based Service

3.3.2.3 CCBCS Stop Premise Based Service

3.3.2.4 CCBCS Stop Non-Premise Based Service

3.3.3.1 CCBCS Refund Deposits

3.3.3.2 CCBCS Determine Customer Deposit (Cash/Non-cash/3rd Party)

3.3.3.3 CCBCS Review Deposits

3.3.3.4 CCBCS Monitor Deposit-Calculate Interest

3.3.5.1 CCBCS Establish and Maintain Loan

3.3.6.1 CCBCS Establish Landlord Agreement-Manage Premises

3.3.8.1 CCBCS Establish and Maintain Net Energy Metering Service

3.4.1.1 CCBCS Manage Customer Contacts

3.4.2.1 CCBCS Maintain Customer Profile

3.4.2.2 CCS CCB Manage Customer Risk

3.4.4.1a CCBCS Enroll in Budget

3.4.4.1b CCBCS Enroll in Non-Billed Budget

3.4.4.2a CCBCS Monitor and True Up Budget

3.4.4.2b CCBCS Renew Non-Billed Budget

3.4.4.3a CCBCS Cancel Budget

3.4.4.3b CCBCS Expire Non-Billed Budget

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## 4.0 Manage Revenue

- 4.1.1.1 CCBCS Manage Adjustment and Adjustment Approval
- 4.2.1.6 CCBCS Receive External Charges
- 4.2.1.7 CCBCS Apply Miscellaneous Charges
- 4.2.2.2 CCBCS Manage Meter Charges
- 4.2.2.3 CCBCS Manage Item Charges
- 4.2.2.5 CCBCS Manage Loan Charges
- 4.2.2.6 CCBCS Manage Deposit Charges
- 4.2.2.9 CCBCS Manage Billing Inquiries
- 4.2.2.10a CCBCS Manage Budget Billing
- 4.2.2.10b CCBCS Manage Monitored/Unmonitored/Non-Billed Budget Billing
- 4.2.2.11 CCBCS Update Billing Information
- 4.3.1.1 CCBCS Manage Payments
- 4.3.1.1c CCBCS Process Non-Billed Unmonitored Budget Payments
- 4.3.1.1d CCBCS Manage Autopayments
- 4.3.1.1e CCBCS Manage Pay Plan Payment
- 4.3.1.1f CCBCS Manage Credit Card Payment
- 4.3.1.2 CCBCS Manage Workstation Cashiering
- 4.3.2.1 CCBCS Manage Collection Process
- 4.3.2.2 CCBCS Manage Severance Process

## 5.0 Manage Network and Infrastructure

- 5.1.5.1 CCBCS Manage Metered Site
- 5.6.3.1 CCBCS Manage Meters
- 5.6.3.2 CCBCS Manage Items