**CCS**

**24B**

**3.4.3.1 Process Miscellaneous Customer Requests**

Creation Date: May 8, 2008

Last Updated: January 21, 2025

1. **Title, Subject, Last Updated Date, Reference Number**, **and** **Version** are marked by a Word Bookmark so that they can be easily reproduced in the header and footer of documents. When you change any of these values, be careful not to accidentally delete the bookmark. **You can make bookmarks visible by selecting Tools->Options…View and checking the Bookmarks option in the Show region.**
2. To add additional approval lines, press [Tab] from the last cell in the table above.

**Copyright © 2024, Oracle. All rights reserved.**

**This document is provided for information purposes only and the contents hereof are subject to change without notice.**

**This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied**

**in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any**

**liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document**

**may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.**

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

1. To update the table of contents, put the cursor anywhere in the table and press [F9]. To change the number of levels displayed, select the menu option Insert‑>Index and Tables, make sure the Table of Contents tab is active, and change the Number of Levels to a new value.

## Brief Description

**Business:** **3.4.3.1 CCS.Process Miscellaneous Customer Requests**

**Type: Sub-Process**

**Parent: 3.4.3 CCS.Provide Customer Service**

**Sibling Processes:**

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

1. In this work product, you document the analysis class in detail. An analysis class is an abstraction of one or several classes and/or sub-systems. The analysis classes will be refined during design via specialization or implementation. The focus of the analysis classes is on the functional requirements: what associations, methods and attributes an analysis should have to support the functional requirements. However, during the analysis, you may not be concerned in defining the exact types of the attributes and method parameters. An analysis is still a higher-level definition of a design class.
2. collection agency for each such organization to which you refer delinquent debtThis subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the **Analysis Model**.  This information may be provided by reference to the project’s Glossary.
3. This subsection describes what the rest of the Analysis Model contains and explains how the document is organized.
4. Analysis packages provide a way to better organize the Analysis Model into lower granularity pieces. It is represented via UML Class diagram where each package can be used in an analysis package containing analysis classes.
5. Detailed Interactions Diagrams are produced which show the main scenarios behind each use case, in which enterprise units collaborate by interchanging messages in order to reach the use case goals. These diagrams show actors, enterprise units and the links between them (messages exchanged during use case implementation). The system itself can be represented as a complex object. Each interaction diagram describes a significant scenario of a use case, composed of a straightforward sequence of steps (without conditional branches or loops). Interaction diagrams at the enterprise level consider enterprise units as business components that interact by sending business messages.

## Business Process Model Page 1



## Business Process Model Page 2



## Business Process Model Page 3



## 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**](#_Business_Process_Model) **Search for Person/Account**

**Actor/Role: CSR or Authorized User**

**Description:**

Search for existing person/account.

[**1.1**](#_Business_Process_Model) **Determine specific information request**

**Actor/Role: CSR or Authorized User**

**Description:**

CSR or Authorized User decides type of information to update.

[**1.2**](#_Business_Process_Model) **3.4.1.1 CCS.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 **CCS.**Manage Customer Contact.

[**1.3**](#_Business_Process_Model) **3.3.1.1 CCS.Establish Person and or Account**

**Actor/Role: CSR or Authorized User**

**Description:**

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

[**1.4**](#_Business_Process_Model_1) **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**](#_Business_Process_Model_1) **3.3.2.1 CCS.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 **CCS.**Start Premise Based Service.

[**1.6**](#_Business_Process_Model_1) **3.3.2.2 CCS.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 **CCS.**Start Non-Premise Based Service.

[**1.7**](#_Business_Process_Model_1) **3.3.2.3 CCS.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 **CCS.**Stop Premise Based Service.

[**1.8**](#_Business_Process_Model_1) **3.3.2.4 CCS.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 **CCS.**Stop Non-Premise Based Service.

[**1.9**](#_Business_Process_Model_2) **Determine Budget Enrollment Request**

**Actor/Role: CSR or Authorized User**

**Description:**

CSR or Authorized User decides budget recommendation.

[**2.0**](#_Business_Process_Model_2) **3.4.4.1a CCS.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 **CCS.**Enroll in Budget.

[**2.1**](#_Business_Process_Model_2) **3.4.4.1b CCS.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 **CCS.**Enroll in Non-Billed Budget.

[**2.2**](#_Business_Process_Model_2) **3.4.4.2b CCS.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 **CCS.**Renew Non-Billed Budget.

[**2.3 3.4.4.3a CCS.Cancel Budget**](#_Business_Process_Model_2)

**Actor/Role: CSR or Authorized User**

**Description:**

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

[**2.4**](#_Business_Process_Model_3) **Determine FA Type**

**Actor/Role: CSR**

**Description:**

The CSR or Authorized User determines Field Activity Type.

[**2.5**](#_Business_Process_Model_3) **Initiate FA**

**Actor/Role: CSR or Authorized User**

**Description:**

The CSR or Authorized User initiates Field Activity.

[**2.6**](#_Business_Process_Model_3) **5.3.2.1 CCS.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 **CCS.**Manage Field Activities and Field Orders

[**2.7**](#_Business_Process_Model_3) **Investigate Power Outage**

**Actor/Role: CSR or Authorized User**

**Description:**

The CSR or Authorized User confirms reported power outage.

[**2.8**](#_Business_Process_Model_3) **5.5.3 CCS.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 **CCS.**Manage Outages.

[**2.9**](#_Business_Process_Model_4) **Analyze Request**

**Actor/Role: CSR or Authorized User**

**Description:**

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

[**3.0**](#_Business_Process_Model_4) **5.3.2.1 CCS.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 CCS.Manage Field Activities and Service

Orders

[**3.1**](#_Business_Process_Model_5) **Determine Meter/Item Request**

**Actor/Role: CSR or Authorized User**

**Description:**

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

[**3.2**](#_Business_Process_Model_5) **Request Exchange Meter**

**Actor/Role: CSR or Authorized User**

**Description:**

Meter exchange process is initiated.

[**3.3**](#_Business_Process_Model_5) **Request Read Meter**

**Actor/Role: CSR or Authorized User**

**Description:**

Meter Read Process is initiated

[**3.4**](#_Business_Process_Model_5) **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**](#_Business_Process_Model_5) **4.2.1.1 CCS.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 CCS.Upload Device Measurement is initiated

[**3.6**](#_Business_Process_Model_6) **5.6.3.2 CCS.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 **CCS.**Manage Device Installation and Commissioning is initiated

[**3.7**](#_Business_Process_Model_6) **5.6.3.3 CCS.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 CCS.Device De-Installation and Decommissioning.

[**3.8**](#_Business_Process_Model_7) **Determine Billing Inquiry**

**Actor/Role: CSR or Authorized User**

**Description:**

CSR or Authorized User decides the type of billing inquiry.

[**3.9**](#_Business_Process_Model_7) **Investigate Customer Bills**

**Actor/Role: CSR or Authorized User**

**Description:**

Authorized User Investigates Customer bill

[**4.0**](#_Business_Process_Model_7) **4.2.2.9 CCS.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 **CCS.**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 |
| 06/26/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 07/26/2024 | Line Prado |  | Reviewed |
| 12/15/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments