

**Oracle® Utilities Customer Care and Billing
Integration to Oracle Utilities Network
Management System**

Release Notes

Oracle Utilities Network Management System

v1.10.0.0.1

Oracle Utilities Customer Care and Billing v2.3.1

E18348-01

August 2010



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Value Proposition

This document describes the new functionality planned for this release of the Customer Care and Billing Integration to Oracle Utilities Network Management System.

Our goal is to ensure that you leverage technology to its fullest to increase the efficiency and effectiveness of your operations. Please note that the final release may not have every feature that is discussed in this document, and a specific feature may become a part of a different application or have a product name that is different from those cited in this document.

Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management system is focused on the following key areas:

- Realize higher returns on your Oracle investments
- Reduce integration costs and risk
- Deliver greater capabilities to the business

Realize Higher Returns on your Oracle Investments

As a result of all the application acquisitions, a lot of customers have been asking Oracle, “How are you going to help us bring all this together? How are you going to help me optimize my existing Oracle investments?”

Oracle’s answer is Application Integration Architecture (AIA), an open, standards-based solution and framework designed to deliver pre-built integrations across Oracle’s applications and to build integrations to non-Oracle systems.

AIA can be continually modified and optimized over time with best-of-breed functionality for enhanced end-to-end business processes. The Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System flows (see below for details) provide a customer information system to outage management solution, leveraging best-of-breed customer information system and network management system functionality and delivers higher return on investment for customers adopting it.

Reduce Integration Costs and Risk

With companies relying on upwards of hundreds to thousands of different application systems to manage mission critical business functions, application landscapes today are complex and rigid infrastructures are often connected by fragile, hard-coded integrations that are costly, difficult and risky to change.

With the Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System, customers can gain comfort in knowing that Oracle provides a complete integration solution that is fully supported, enhanced and maintained; thus minimizing any risk associated with integration projects.

Deliver Greater Capabilities to the Business

In order for IT to become a strategic partner to the business—helping to drive transformation, growth and competitive advantage—high performance companies are focusing now more than ever on business process improvements that will support continuous innovation.

With each release of Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System, Oracle delivers new and improved features that enable you to deliver greater capabilities to your business users.

As an example, in this release, the Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System includes support for sending trouble call details from Oracle Utilities Customer Care and Billing to Oracle Utilities Network Management System (see below for more details). This is just one example of multiple business process enhancements contained in this release.

Product Enhancements

This section discusses new enhancements that are common to multiple applications. These enhancements fall into the following area: Certification on latest application releases.

Certification on the Latest Application Releases

In order to enable your business to leverage the most up-to-date versions of its applications and thus to benefit from its latest innovations, Oracle has certified the Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System on the latest application releases:

- Oracle Utilities Customer Care and Billing v2.3.1
- Oracle Utilities Network Management System v1.10.0

Features in the Integration

In addition to the cross-product enhancements listed above, the Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System delivers the following features:

- Customer Information Synchronization
- Trouble Call Entry
- Query Job Status or History
- Trouble Call History
- Planned Outage Jobs

The Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System manages the sending of trouble call details to Oracle Utilities Network Management System from Oracle Utilities Customer Care and Billing, supports the querying of status and history of trouble calls / electrical jobs and planned outages from Oracle Utilities Network Management System, and the synchronization of customer information.

Customer Information Synchronization

In the Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Network Management System, customer information synchronization is initiated from Oracle Utilities Customer Care and Billing. Upon initiation, the data is routed and stored in Oracle Utilities Network Management System.

Oracle Utilities Customer Care and Billing is the database of record for customer information. The minimal data required to view current electric customer information and to associate it with the network data model in Oracle Utilities Network Management System will be synchronized.

Trouble Call Entry

Oracle Utilities Network Management System is the central repository for trouble calls. However, users may enter trouble call details into Oracle Utilities Customer Care and Billing rather than Oracle Utilities Network Management System. Once entered, Oracle Utilities Customer Care and Billing will initiate the interfacing of trouble call details through to Oracle Utilities Network Management System. Upon initiation, the data is routed and stored in Oracle Utilities Network Management System.

Query Job Status or History

Oracle Utilities Network Management System is the primary owner of information related to electrical jobs. When a user queries the status and history of jobs from Oracle Utilities Customer Care and Billing against specific search criteria, the integration will coordinate a request for job status and history details from Oracle Utilities Network Management System for the specified search criteria. Examples of search criteria include a known account / service point / premise or approximate street location such as a street intersection. Oracle Utilities Network Management System will return the status and history of jobs to display in Oracle Utilities Customer Care and Billing for the requested search criteria.

Trouble Call History

Oracle Utilities Network Management System is the central repository for trouble calls. When a user queries the history of trouble calls from Oracle Utilities Customer Care and Billing against specific search criteria, the integration will coordinate a request for trouble call history details from Oracle Utilities Network Management System for the specified search criteria. Examples of search criteria include a known account / service point / premise or approximate street location such as a street intersection. Oracle Utilities Network Management System will return the history of trouble calls to Oracle Utilities Customer Care and Billing for the requested search criteria.

Planned Outage Jobs

Oracle Utilities Network Management System is the central repository for planned outages. When a user queries Oracle Utilities Customer Care and Billing for planned outages for a particular customer / service point, the integration will coordinate a request to Oracle Utilities Network Management System for planned outage information for that particular customer / service point. Oracle Utilities Network Management System will return planned outage information to Oracle Utilities Customer Care and Billing for the requested customer / service point.

Additional Resources

There are additional resources that can help your organization learn more about this release.

Resource	Navigation
Installation Guide	http://edelivery.oracle.com/
Implementation Guide	http://edelivery.oracle.com/

- Visit the [My Oracle Support website](#) frequently to keep apprised of ongoing changes.
- For other sources of documentation, visit [Oracle Technology Network: Oracle Documentation](#).
- For training opportunities, visit [Oracle University](#).