

**Oracle Utilities Customer Care & Billing
Release 2.4.0**

Utility Reference Model

3.4.1 Manage Contacts

December 2015

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3.4.1 Manage Contacts

This section provides a description of the “Manage Contacts” business process. It includes:

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Brief Description

Business Process: 3.4.1 CC&B.Manage Contacts

Process Type: Process

Parent Process: n/a

Sibling Processes: n/a

Customer contacts are used to record when customers contact a company and why. This process also represents typical activity that occurs when a company decides communicate with the customer (e.g. send letters, make manual or automated phone calls). It provides information how customer contacts are created and utilized in the system.

Business Process Diagrams

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3.4.1 CC&B v2.4 *Manage Contacts*

