

Oracle Utilities Customer Care & Billing Release 2.4.0

Utility Reference Model

3.4.2 Develop Insight and Understanding

December 2015

Oracle Utilities Customer Care & Billing Utility Reference Model 3.4.2 Develop Insight and Understanding, Release 2.4.0

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3.4.2 Develop Insight and Understanding

This section provides a description of the “Develop Insight and Understanding” business process. This includes:

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Brief Description

Business Process: 3.4.2 CC&B.Develop Insight and Understanding

Process Type: Process

Parent Process: n/a

Sibling Processes: n/a

The process represents various activities that take place when customer related information is collected, stored and maintained in application.

Business Process Diagrams

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