

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

Utility Reference Model

3.4.3 Provide Customer Service

December 2015

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## 3.4.3 Provide Customer Service

This section provides a description of the “Provide Customer Service” business process. This includes:

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- ♦ [Business Process Diagrams](#)
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## Brief Description

**Business Process:** 3.4.3 CC&B.Provide Customer Service

**Process Type:** Process

**Parent Process:** n/a

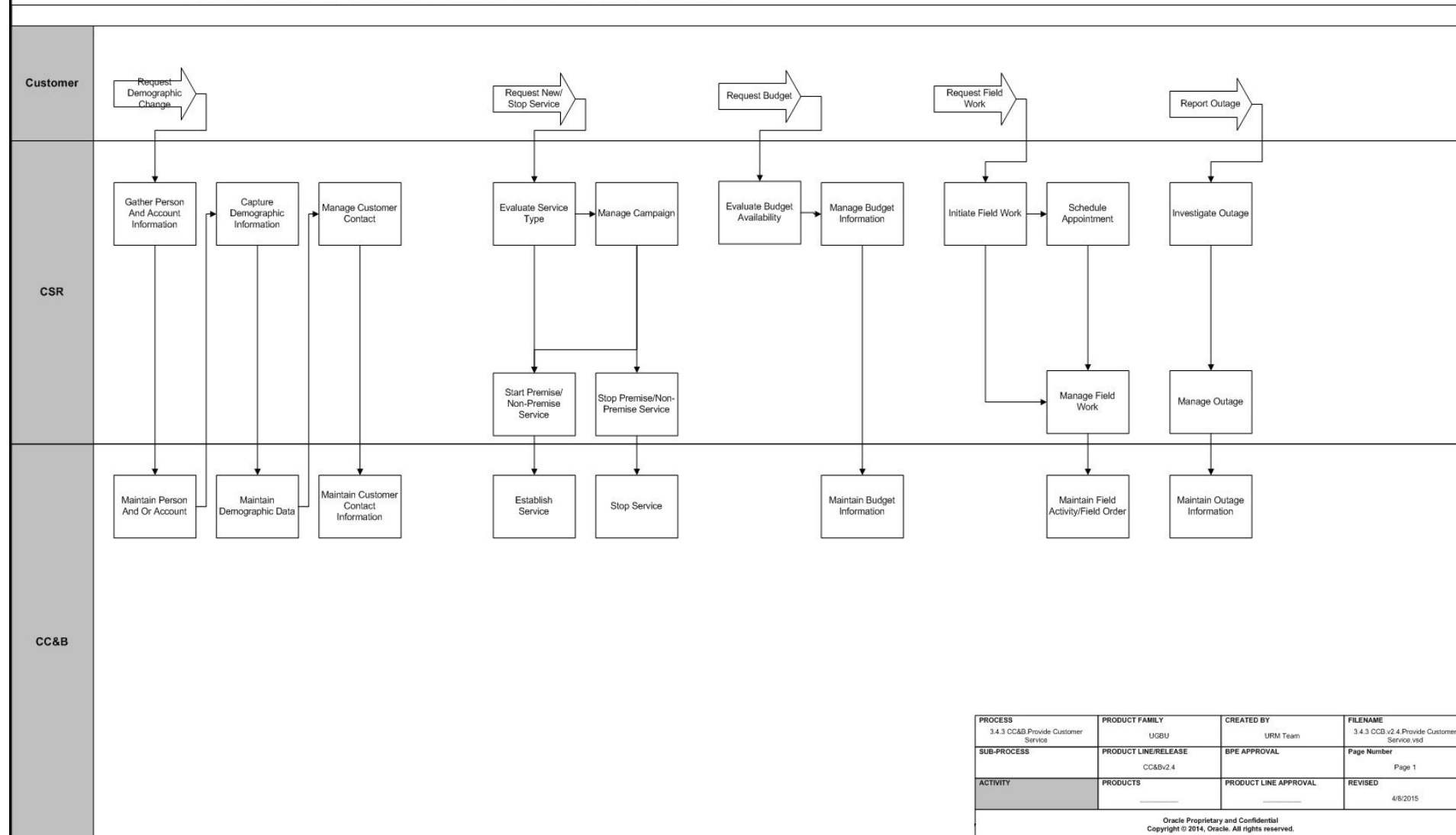
**Sibling Processes:** n/a

This process depicts most common scenarios of processing various customer requests and responses to customer requests provided by utility Organization.

# Business Process Diagrams

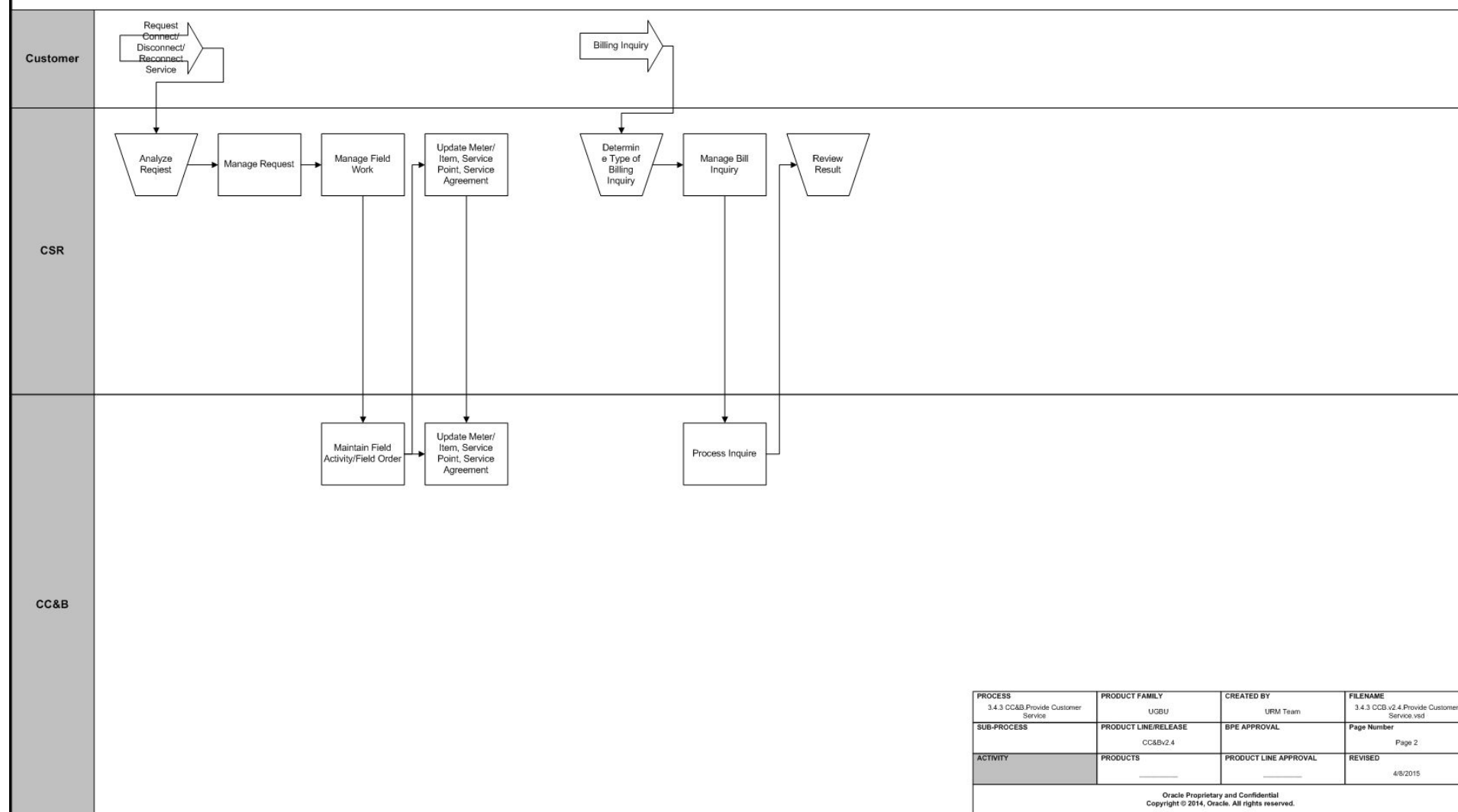
## Provide Customer Service Process Model - Page 1

### 3.4.3 CC&B v2.4 *Provide Customer Service. Process Miscellaneous Requests*



## Provide Customer Service Process Model - Page 2

### 3.4.3 CC&B v2.4 *Provide Customer Service. Process Miscellaneous Requests cont*



## Provide Customer Service Process Model - Page 3

### 3.4.3 CC&B v2.4 *Provide Customer Service. Process Customer Requests for Netmetering, Letrature and Forms*

