

# ORACLE UTILITIES CUSTOMER CARE AND BILLING 2.X FUNDAMENTALS

*The Oracle Utilities Customer Care and Billing Fundamentals is a high-level look at the core entities of the Oracle Utilities Customer Care and Billing (CCB) product.*

*This course is an overview of the structure and functionality of Oracle Utility's Customer Care and Billing. Its intent is to provide new users with a rudimentary understanding of the system architecture, business object relationships, core components, user interface system-wide standards, and common functional tasks. Users learn functionality related to maintaining customer information, service requests, metering, fieldwork, billing, payments, and adjustments.*

## What We Will Cover:

This class will teach the participants about the basic elements of Oracle Utilities Customer Care and Billing (CCB), including:

- Navigating through Customer Care and Billing
- Using Control Central's functionality
- Adding and maintain Persons and Accounts
- Adding Premise and Service Points using the Premise Replicator
- Maintaining Premises and Service Points using their pages
- Adding and maintain meters
- Adding and maintain meter reads
- Describing how Field Activities are created
- Completing a Field Activity through FA Upload Staging
- Describing when Customer Care and Billing creates Financial Transactions
- Adding Bills, Payments, and Adjustments

On completion of this boot camp, participants will have foundational understanding of CCB's key functional areas, structure and operation so that you can make improved decisions during your implementation.

## Learn To:

- Describe the primary entities of the V diagram and the information that they provide.
- Navigate Customer Care and Billing.
- Create the required information to start service for a new customer.
- Create the required information to bill a customer and accept a payment.

**Duration:**

2 Days

*Note: The duration is intended for general reference. The instructor may recommend a different approach for the class. Students are required to check the class duration for the scheduled event.*

**Audience:**

<ul style="list-style-type: none"> <li>• Architect</li> <li>• Configuration Consultant</li> <li>• Configuration Implementer</li> </ul>	<ul style="list-style-type: none"> <li>• End-Users</li> <li>• Functional Implementer</li> <li>• Implementation Consultant</li> </ul>	<ul style="list-style-type: none"> <li>• Project Manager</li> <li>• Team Leader</li> </ul>
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**Prerequisite Training and Environment Requirements:**

Participation in this class assumes the participants:

- Understand basic concepts of an object and a financial transaction
- Have basic keyboard and mouse skills

Students must bring a laptop to connect to the network.

<b>Computer/Laptop</b>	
<b>Hardware</b>	
CPU	Preferably a Dual Core, at least 2 GHz
USB Port	1
System memory	3 GB
Mouse	Use of touch pad is discouraged as it slows down the class
<b>Software</b>	
Operating system	Windows XP or Windows 7
	<b>Please note: Windows 10 is not yet supported or compatible. Students will be unable to access the training environment with Windows 10.</b>
<b>Pre-Installation Requirements</b>	
Internet server	Microsoft Internet Explorer (IE) 8 or 9. Set browser to default to IE. Other browsers (such as Mozilla, Safari, Opera, and Chrome) are not supported
	<b>VPN Client: A link with instructions will be sent to all registrants to pre-install the VPN client required to access the training environment.</b>
<b>Network Requirements</b>	
Wireless Network Adapter	A wireless network adapter is required to access the training environment

**Agenda Topics:**

Day 1
<ul style="list-style-type: none"><li>• Customer Care and Billing Overview<ul style="list-style-type: none"><li>○ Basic System Architecture</li><li>○ Search and Navigation</li><li>○ Portals and Zones</li></ul></li><li>• Maintaining Customer Information<ul style="list-style-type: none"><li>○ Person and Account</li><li>○ Premise and Service Point</li><li>○ Service Agreement</li><li>○ Customer Contacts</li></ul></li></ul>
Day 2
<ul style="list-style-type: none"><li>• Meters and Meter Reads<ul style="list-style-type: none"><li>○ Meters</li><li>○ Meter Reads</li></ul></li><li>• Field Activities</li><li>• Financial Transactions<ul style="list-style-type: none"><li>○ Financial Transactions</li><li>○ Bills and Bill Segments</li><li>○ Payment Events</li></ul></li><li>• Adjustments</li></ul>

**Related training:**

- [Oracle Utilities Customer Care & Billing 2.x Functionality for Implementers Boot Camp](#)

**Contact Us:**

For more information about CCB training available to Oracle Partners, visit [competencycenter.oracle.com](http://competencycenter.oracle.com).



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