Oracle Utilities Customer Self Service offers a comprehensive web portal to enhance the utility customer experience. With online account management features and streamlined communication channels, utilities can deliver superior customer service while driving down operating costs. Oracle Utilities Customer Self Service allows utilities to harness the power of customer engagement across multiple platforms.

A Better Approach to Customer Engagement

Utility customers expect engagement that goes beyond just a monthly bill. They want more control over how and when they get information. Oracle Utilities Customer Self Service not only delivers the solution to take advantage of the connected consumer, it also lays the foundation to meet future customer needs.

Superior Service

Consistently infuse customer interactions with more value.

- Provide self-service option for bill payment, usage and rate insight, account management, and more
- Promote programs and initiatives for deeper customer engagement
- Allow customers to report service issues and get quick updates about service interruptions
- Combine customer interaction data with meter data for unprecedented insight

Efficient Operations

Reduce operating costs and improve efficiency.

- Take advantage of low cost self-service channels to drive down contact center operating expenses
- Streamline case management and drive more efficient business processes
- Leverage customer interaction data across your customer, meter, and outage management systems

Seamless Growth

Prepare for flexible, scalable growth and a clear, smooth path forward.

- Adapt quickly as market drivers and customer expectations evolve
- Deploy new self-service and customer care features seamlessly
- Identify innovative ways to engage with customers through their channel of choice
Oracle Delivers More Value, Faster

Oracle Utilities Customer Self Service is designed to get utilities up and running quickly with a fully integrated, powerful customer portal, and keep utilities moving forward as business needs evolve.

Faster Implementation

- Ships with a template to allow utilities to quickly build a new portal
- Harmonizes with existing web portal through easy customization of graphics, colors, and fonts
- Pre-integrated with Oracle Utilities applications, including Oracle Utilities Customer Care and Billing, Oracle Utilities Meter Data Management, and Oracle Utilities Network Management System

Powerful Features

- Includes pre-built work flows for best practices
- Complete toolkit for web or mobile, including self-service billing, payments, account management, usage graphs, and outage maps and reporting
- Robust account management for utilities’ commercial customers

CONTACT US

For more information about Oracle Utilities Customer Self Service, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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