

UTILITIES

ORACLE UTILITIES EXCEPTION ANALYTICS

KEY FEATURES

- Displays To-Do data details as charts, trend lines, and other graphics
- Uses Oracle Business Intelligence Enterprise Edition (OBIEE), the industry-leading platform that offers pre-built and ad hoc analytics, advanced reporting and publishing, and the ability to invoke business processes
- Supports drilldowns between dashboards for investigative workflows
- Supports drill back into source applications – such as Oracle Utilities Customer Care and Billing
- Provides decision support for operations analysts, customer service and billing managers
- Supports very large data volumes
- Features easy configuration, extension, and upgrade

KEY BENEFITS

Customer Satisfaction:

- Improves customer support by revealing trends in customer issues
- Speeds recovery time, as managers have a better understanding of the bottlenecks

Operational Efficiency:

- Provides quick assessments of exceptions trends
- Monitors timely handling of exceptions
- Reduces backlogs

The Oracle Utilities Exception Analytics delivers pre-built analytics that can help utilities save costs, improve operational efficiency, and plan proactively.

Quick Insight into Exceptions Data

Oracle Utilities Exception Analytics helps customers unravel information contained in large volumes of To-Do data generated by Oracle Utilities Applications. It provides guidance in answering key questions such as:

- Are our processes running correctly?
- Are we having unusual issues or delays?
- Are we being efficient in completing tasks?
- Are we resolving the issues according to their priorities?
- What is the back-log of To-Do Entries?

Armed with improved knowledge, managers and executives can better evaluate their To-Do entries and plan actions to improve operational efficiency and customer service.

Comprehensive set of Pre-Built Dashboards for Decision Support

Oracle Utilities Exception Analytics contains the following dashboards:

- Overview
- To-Do Entries
- Incomplete To-Do Entries

Using intuitive dashboards, and best-of-class visualization methods, Oracle Utilities Exception Analytics covers a broad array of information related to To-Do data.

Oracle Utilities Exception Analytics		
Overview	To-Do Entries	Incomplete To-Do Entries
<p>Page:</p> <ul style="list-style-type: none"> • Overview 	<p>Pages:</p> <ul style="list-style-type: none"> • Productivity Trend • Duration • Top N • Details 	<p>Pages:</p> <ul style="list-style-type: none"> • Summary • Trend • Analysis • Details

Oracle Utilities Customer Care and Billing Extractors and Schema supply data for use by the analytics products

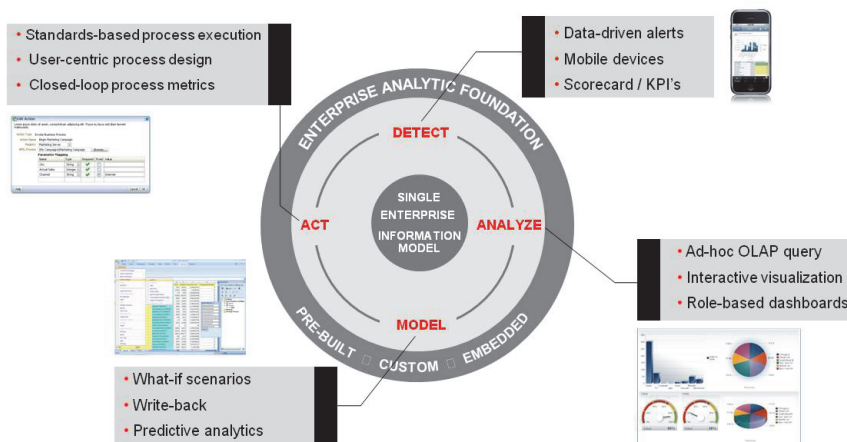
Business Intelligence Foundation

The pre-built analytics rest on a comprehensive enterprise analytics platform, Oracle Business Intelligence Enterprise Edition. With this robust toolset, organizations can readily produce additional performance management tools like scorecards, standard reports, and ad hoc analyses. Analytics can also be delivered on mobile devices.

RELATED PRODUCTS

Use of Oracle Utilities Exception Analytics products require:

- Oracle Utilities Customer Care and Billing
- Oracle Utilities Customer Care and Billing Extractors and Schema
- Oracle Business Intelligence Enterprise Edition
- Oracle Database Server Enterprise Edition



Driving business intelligence across all Oracle Utilities applications

Oracle Utilities Exception Analytics

Oracle Utilities Exception Analytics launches with an **Overview** dashboard that summarizes the number of To-Do entries created and completed, an annual trend of creating and completing the To-Do entries, and a monthly distribution of incomplete To-Do entries.

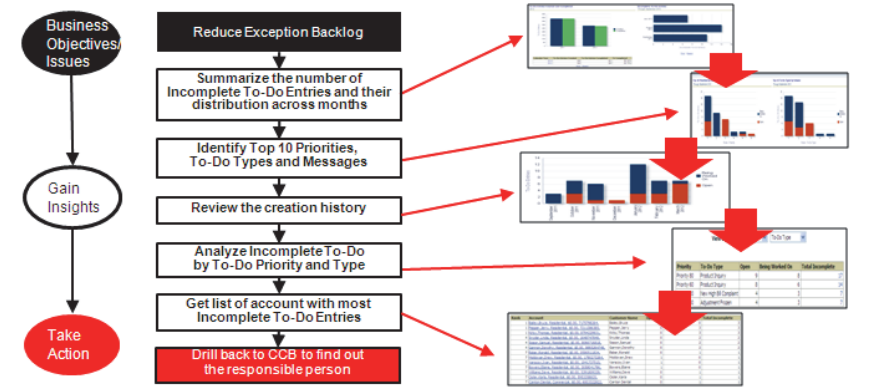
Users can further investigate these areas via:

- A **To-Do Entries** dashboard that includes measures related to the effectiveness of managing To-Do entries. It also provides comparisons between created and completed To-Do entries during a specific period, for each day of the week, and the average time to complete them. It helps alert managers to abnormal creation of specific To-Do entries or to those entries that are taking an unusually long time to resolve.
- An **Incomplete To-Do Entries** dashboard helps users review the top 10 priorities, To-Do types and messages across categories such as user, To-Do role, and message category. Once users spot potential issues, they can drill down further to investigate the creation history and see whether there is any backlog. Managers can also examine user performance by looking into all the incomplete To-Do entries for that user and analyze by priority, To-Do type, message category, etc.

Oracle Utilities Exception Analytics Investigative Workflow Example: Reduce Exceptions Backlog

Oracle Utilities Exception Analytics, as all other Oracle Utilities Business Intelligence applications, is designed to help users navigate through the application with specific business objectives. One such example is to shown here in the figure below – dealing with To-Do backlogs.

Oracle Utilities applications such as Oracle Utilities Customer Care and Billing, generates hundreds of To-Do entries in a typical day. It is important for functional managers and application administrators to understand how these are being handled and if they are being handled on time. The workflow below shows an example of how Oracle Utilities Exception Analytics can be used to navigate through the various dashboards/answers to get a sense of how To-Do entries are processed and take necessary remedial action with the right people concerned.



Summary

The Oracle Utilities Exception Analytics provides comprehensive insight into the large amount of To-Do data created by Oracle Utilities applications such as Oracle Utilities Customer Care and Billing. Oracle Utilities Exception Analytics converts data into information to help utilities recognize trends and make better decisions about their business processes.

Contact Us

For more information about Oracle Utilities Exception Analytics, visit oracle.com or call +1.800.275.4775 to speak to an Oracle representative.



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Hardware and Software, Engineered to Work Together