ORACLE

Oracle Energy and Water
Customer Edge
Conference

# Customer Solutions

Product Update and Roadmap

—

Oracle Energy and Water

13 March 2023

# Thank you to our track sponsors!

Platinum Sponsor:



Silver Sponsors:

# Bring your BIG IDEAS to the Oracle Ignite Series

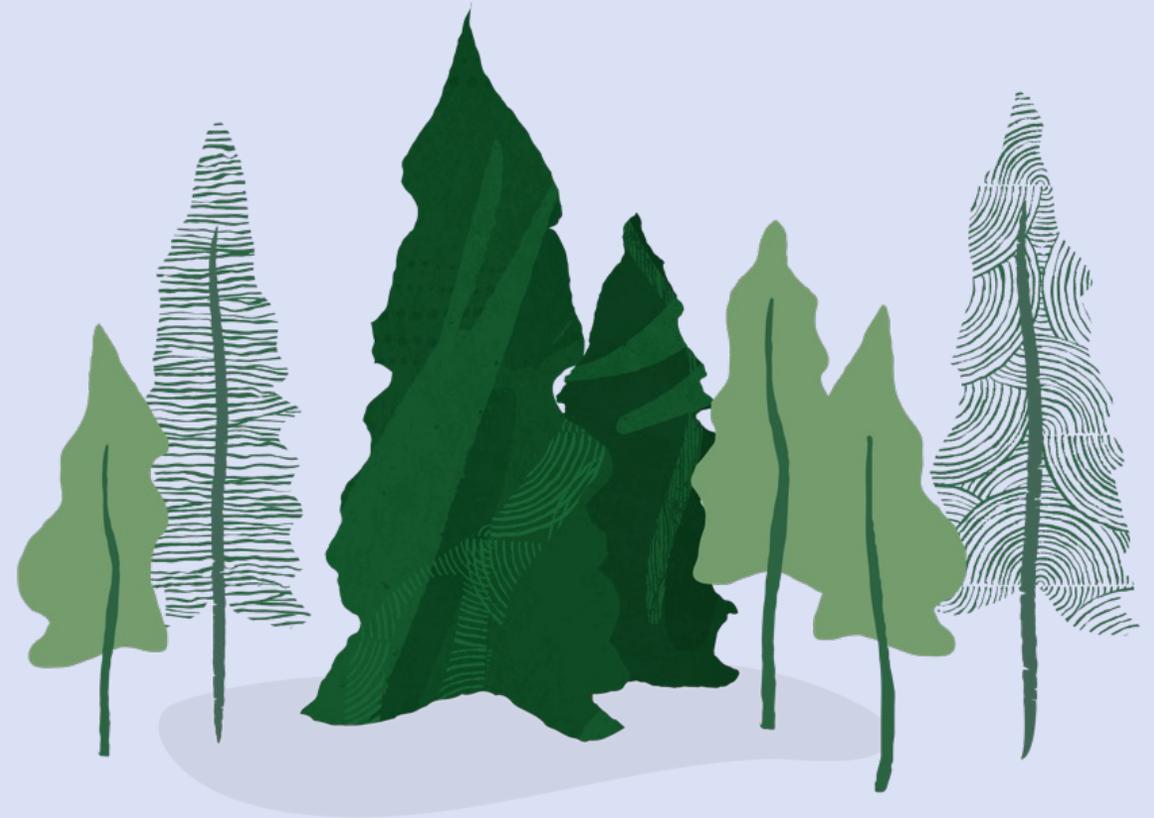Seaport Ballroom, Tuesday 14 March 2:10 – 5:00pm

| Hear the pitch | Join a team | Build a solution | Select the winner! |

Customer Edge 2023 Grand Finale:
**Oracle Ignite Pitch Competition**
Seaport Ballroom 4:10 – 5:00

# Customer Transformation Track

**Play Edge Quiz Game to help us donate more trees!**

# Hello, meet the Oracle team

**Dan Madigan**

Product Management Senior Director

**Brenda Craig**

Global Customer Solutions Product Marketing Director

**Hung Nguyen**

Product Management Director

# Safe harbor statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.

# Industry Trends

# Industry

Electrification expansion

Sustainability

Renewable Energy

Regulatory Pressure

New Players

New Products

# Customers

Personalization

Choice/Expectations

Digital twins

Bundles

E-Mobility

Communities

# Employees

Workforce role transition

Customer focused

Digitization

Automation

# Technology

Cybersecurity

Cloud/SaaS

AI/ML

Low code tools

## What are your top challenges in 2023?

1. Increased Customer Expectations

2. Upskilling your team

3. Simplifying the IT/application landscape

4. New technology to solve security breaches

5. Lowering operational costs

# Customer Highlights

*Oracle Energy and Water*

**Growing customer base**

# >250

live customers

**Global**

# 48

countries

**Expansion in production**

# 105M

meters in production

**SaaS milestones**

# 25

customers

# Customer Feedback

# Customer Survey Goals

1.  Determine areas that are most important to our customers and their users

2.  Determine the areas which best/least serve our customers and their users

3.  Identify top areas of investment that our important to our customers and their users.



| CIS | MDM | SOM | |
| | | ODM | Portal |
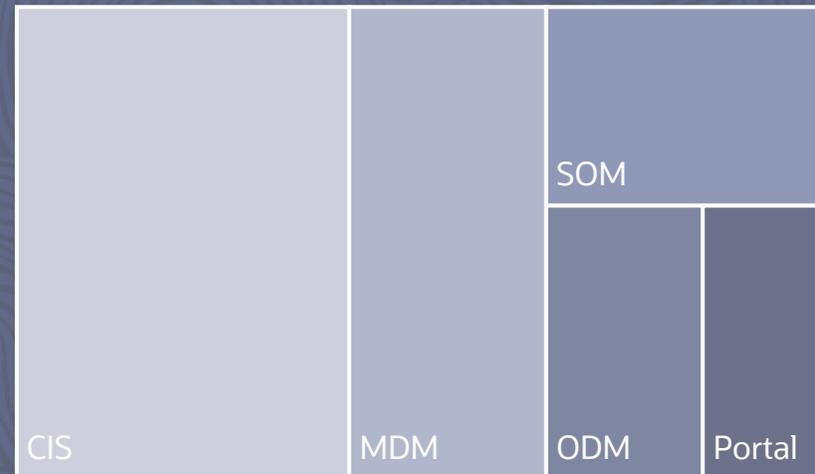
# Customer Survey Importance vs Performance



**Prioritization Matrix**

Concentrate Here — Keep Up The Good Work

- Customer service: billing/payment
- Field work orchestration & service orders
- Customer Web portal/self service
- Device Testing & Inventory
- Analytics, Reports

Lower Priority — Possible Overkill

Importance (vertical axis) — Performance (horizontal axis)
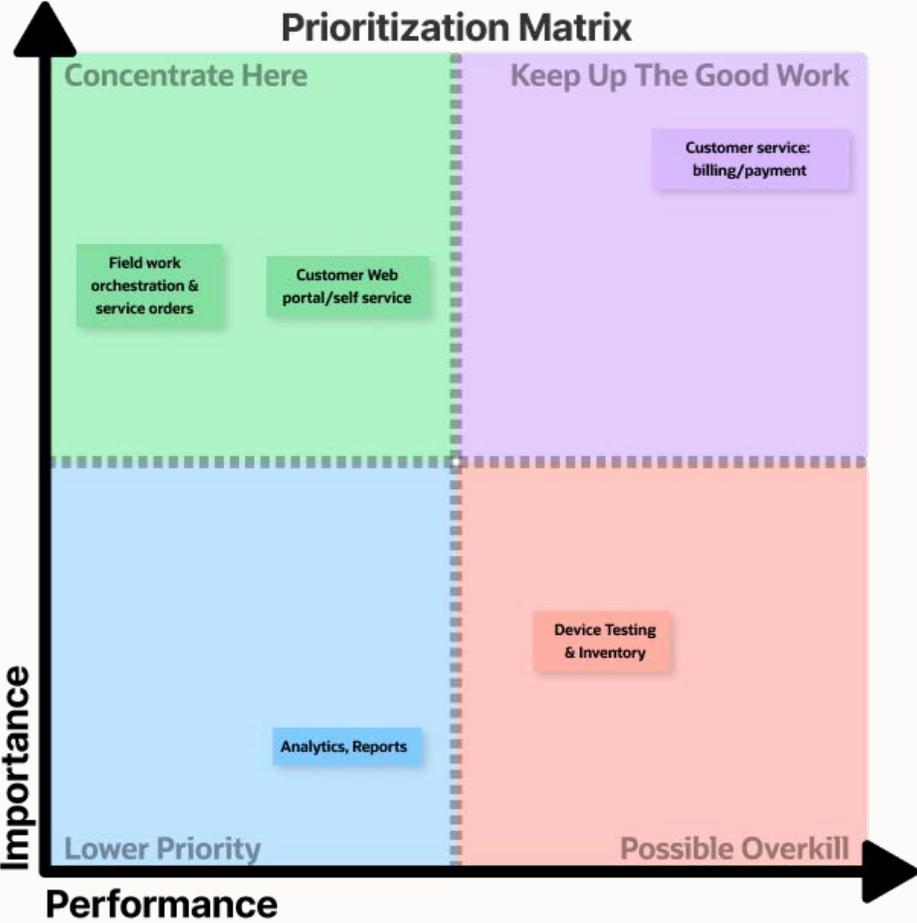
Respondents overwhelmingly agree that the most important part of our product suite is "Customer service, billing & payments " (CC&B).

ORACLE

*"The life blood of C2M is being able to bill and provide service, that's the #1 use case for selecting Oracle."*

*"The training that we need to do with our call center folks has become more complex … if there was a way that we could make control central easier for them"*

*"Continue to improve on consistency between the modules … CC&B and other Oracle working together as one platform"*

*"An easy path to move to SaaS is big for us. It's not sustainable for us to maintain such a big on-prem environment, especially as cybersecurity regulations come down, and we have to patch and maintain. "*

# Most Desired Improvements

In the survey, we asked what improvement they would like to see. Which of these would be most desirable or most important to your organization? (Average scores shown)



■ Average Score
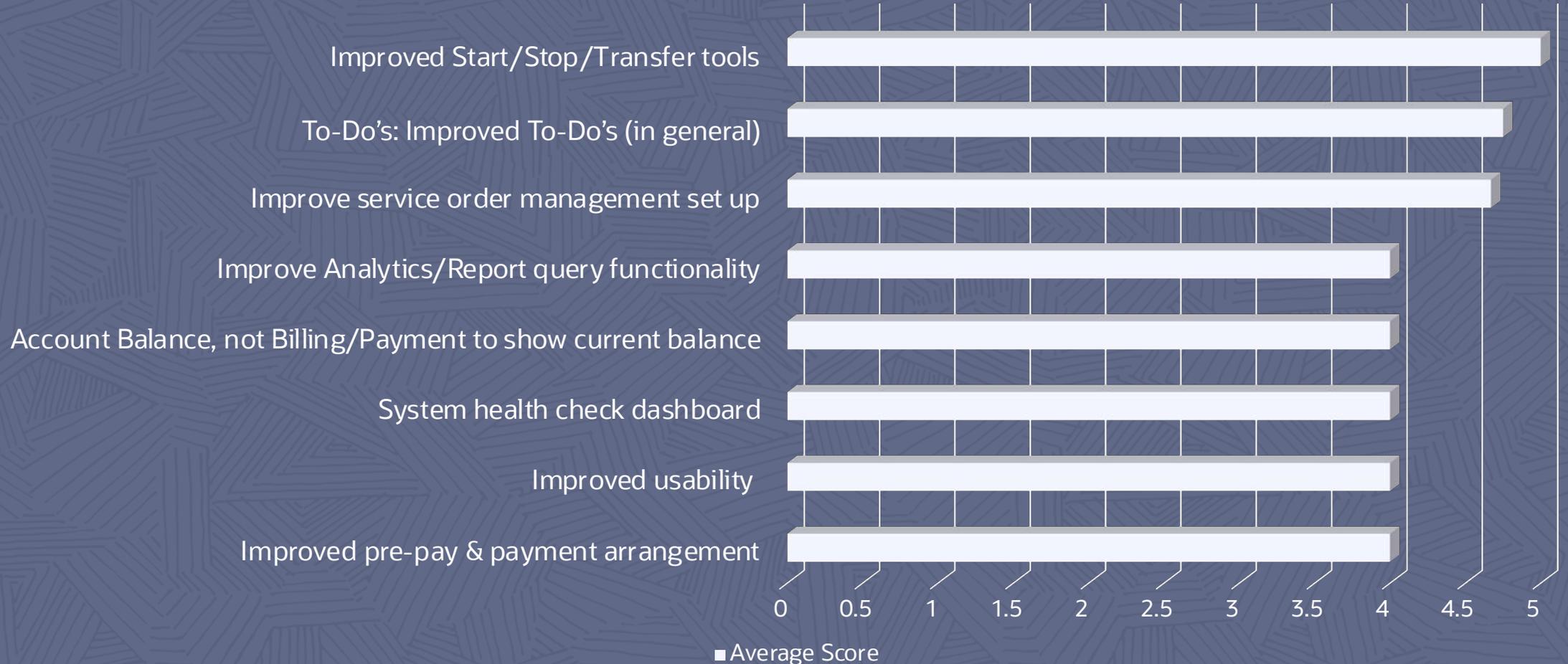
# Oracle Energy & Water Customer Investments

# **Customer Solution Roadmap** Investment Focus Areas

## Meter to Cash Efficiency

Automate critical back-office processes. Streamline billing and metering operations

## Enterprise SaaS

Lowering cost of moving CC&B to C2M, Simplify self-service configuration

## Integrated Utility Platform

Lower TCO with productized integrations across products

## Customer Experience

Improving the Agent and Account Manager experience, Frictionless self-service

# We're reimaging the utility customer platform

**Connected Experiences & Experience Orchestration**

| Product Launch | Campaigns | Commerce | Account Management | Self Service | Agent Service | Field Service | Operational Configuration |
|---|---|---|---|---|---|---|---|

| **Marketing** | **Sales** | **Service** | **Engagement** |
|---|---|---|---|

**Data 360**
Data Intelligence & Analytics
Product Data – Customer Data – Utilities Data Model

**CX Industry Framework**
Adaptive Data Mastering – API Orchestration

## Meter to Cash

| Billing | Credit & Collections |
|---|---|
| Rating | Metering |
| Payments | Service Orders |

## Oracle Cloud Infrastructure

# Customer Cloud Service
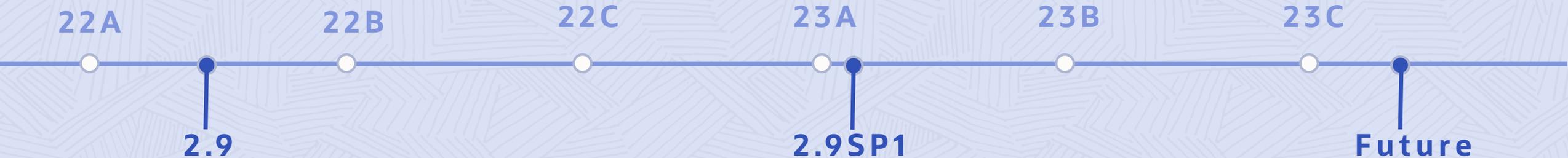
## Key Roadmap Focus Areas at a Glance

## What are your upgrade plans?

1. Recently completed an upgrade

2. Upgrade in process

3. Moving to CCS

4. No plans to upgrade

# **Customer Cloud Service Roadmap** – Focus Areas
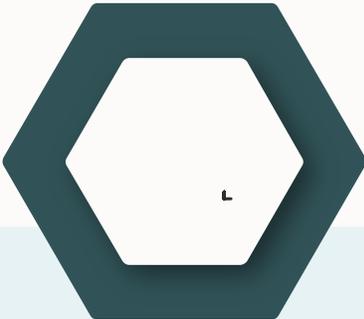
### **Enhanced Customer Care & Billing Productivity**

### **Streamline Metering & Service Management**

### **Enterprise SaaS**

### **Integrated Utility Platform**

- Start/Stop Improvements

- To Do prioritization and assignment

- Customer 360 Usability Improvements

- Filter service agreements to process for starting and stopping service

- Enhanced metering capabilities

- Streamlined access to additional service order management records
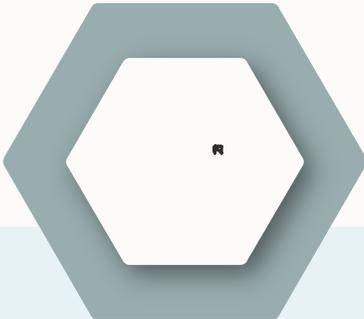
- Service Reliability Increase

- Status Page

- Auto-Scaling

- Support for Customizations in SaaS

- Tools to improve upgrade testing

- REST APIS

- Work and Asset Management Service Calls

- Digital Asset Cloud Service

# Customer Cloud Service - To Do Dashboard
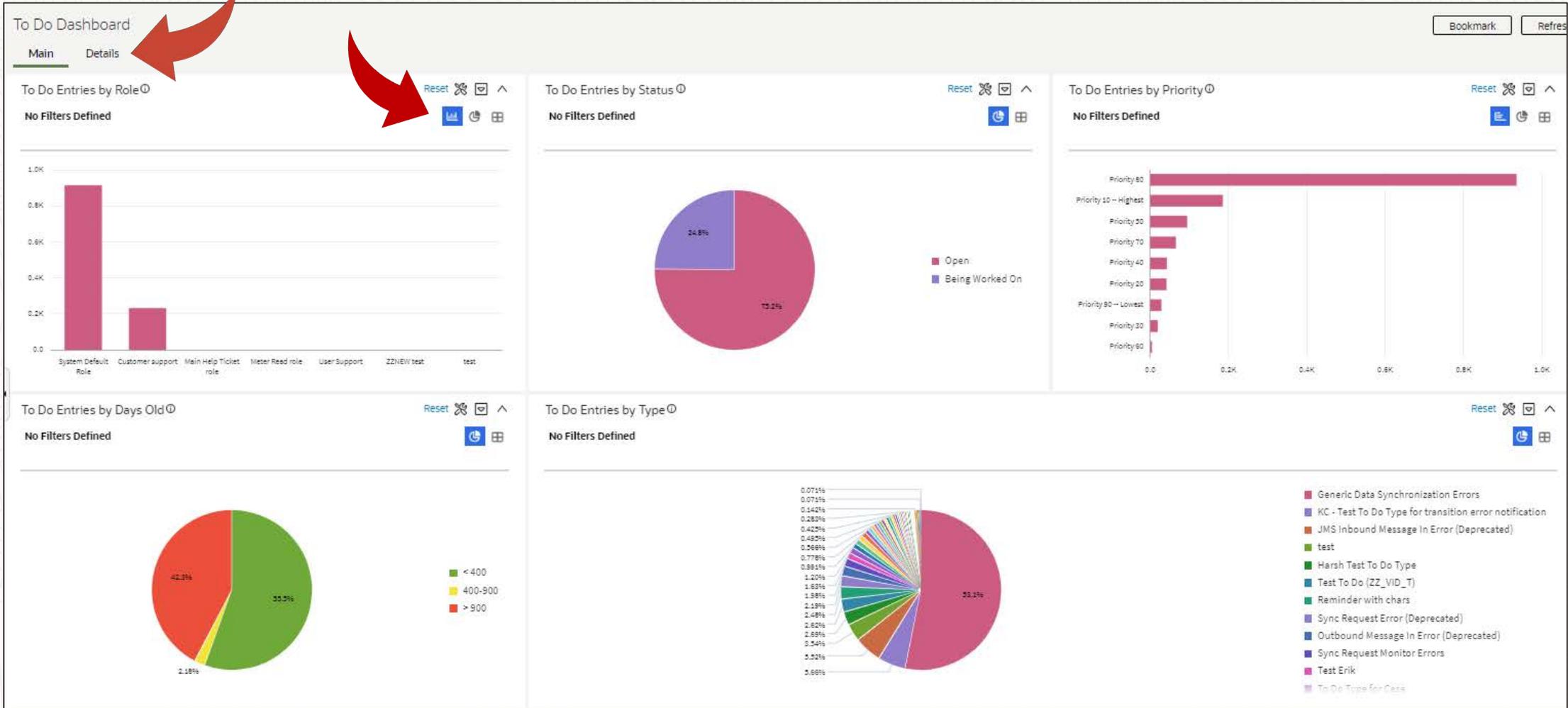
# **Customer Cloud Service -** To Do Dashboard

To Do Dashboard

Bookmark    Refresh

Main    **Details**

To Do Details ⓘ

**Filters:** To Do Type Business Flag Sync Errors (F1-BSFLS) , Priority Priority 10 -- Highest (010)

| Update | Assign | Unassign | Complete |

| ☐ | Action | Priority | Days Old | To Do Type | Status | Assign to User | Message |
|---|---|---|---|---|---|---|---|
| ☐ | Work | Priority 10 -- Highest | 309 | Business Flag Sync Errors | Open | | Deleted To Do Types and Excluded To Do Types are mutually exclusive. Please prov |
| ☐ | Work | Priority 10 -- Highest | 520 | Business Flag Sync Errors | Open | | Deleted To Do Types and Excluded To Do Types are mutually exclusive. Please prov |
| ☐ | Work | Priority 10 -- Highest | 520 | Business Flag Sync Errors | Open | | Deleted To Do Types and Excluded To Do Types are mutually exclusive. Please prov |
| ☐ | Work | Priority 10 -- Highest | 2350 | Business Flag Sync Errors | Open | | Business Flag Type not found for Standard Name. |

# Omni-channel Notifications

## Notification Event Type
- Defines omni-channel notifications to be sent when a specific event type occurs

## Notification Details
- Additional details available for digital channels



Notification Method defines how the notification is to be sent:
- Letter, Digital, Digital Preferred, Both Digital and Letter

Additional details about digital notifications including delivery status*
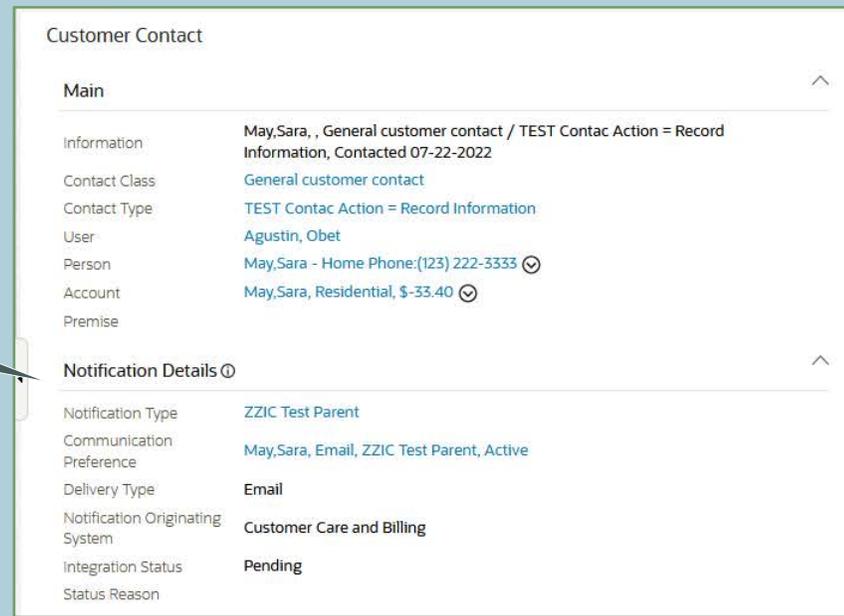
*notification system must provide status updates

# Streamlined Process for Correcting Cross Installed Meters

- Guided process flow minimizes errors

- Automation reduces manual work

- Flexible bill correction/adjustment options for improved customer satisfaction



**Before**

**After**

# Streamlined Process for Correcting Cross Installed Meters

# Streamlined Process for Correcting Cross Installed Meters

# Customer Cloud Service - Start/Stop Appointment Scheduling

- Efficiently Schedule Field Work Appointments

- Select timeslot and automatically schedule in Field Service system

- Available appointment slots as returned by the field work system

Process Flow: Start Service Request Process +

Main    Log

Process Flow

⊘ You are viewing a closed process.

1 — Move-to Premise Address    2 — Customer Identification    3 — Services to Start    4 — Person and Account Details    5 — Review and Submit

**Updated *Review and Submit* panel.**

| Move-to Premise Address | Service Status | Person | Account |
|---|---|---|---|
| 200 Johnson Springview, Rocklin, CA, 95765 | ⚠ Electric Residential, Service Off, No Device | Showman,Richard | Residential, 2318622812 |

**Warning**

**1 Field activity requires appointment.**

Schedule

**New *Insight*.**

**Navigates user to new *Account Appointment* portal.**

Starting Service

Start Date

Service
Elect...    ion: Single family - no seasonal factors

Person and Account Details

**Main Customer**

Detailed View

---

Account Appointment

Bookmark    Refresh

Main

Account Activities ⓘ

**_Account Activities_ zone displays activities related to an account.**

Filters: Account ID 2318622812

| | Action | Activity Type | Activity | Appointment Start Date/Time | Appointment End Date/Time | Passthrough | Appointment Option | Service Point |
|---|---|---|---|---|---|---|---|---|
| 1 | Request Slot | Field Activity | Field Activity / Install Meter / Customer to Meter / 1506579787 / Waiting for Appointment / Create Date Time: 11-14-2022 17:14:47 | | | No | Not Applicable | 200 Johnson Springview, Rockl |
| 2 | | able Service | Enable Service Type / 200 Johnson Springview, Rocklin, CA, 95765, USA / 11-14-2022 17:14:46 / 11-14-2022 0:00:00 PST / / Activity in Progress | | | | | 200 Johnson Springview, Rockl |

**Displays available appointment slots.**

Show Inactive Activities
Show Activity
Update/Cancel History

Search

# Unified Search

## Improving the Usability of Search

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# Customer Cloud Service - Search and User Experience

*Improved search for multi-family properties*
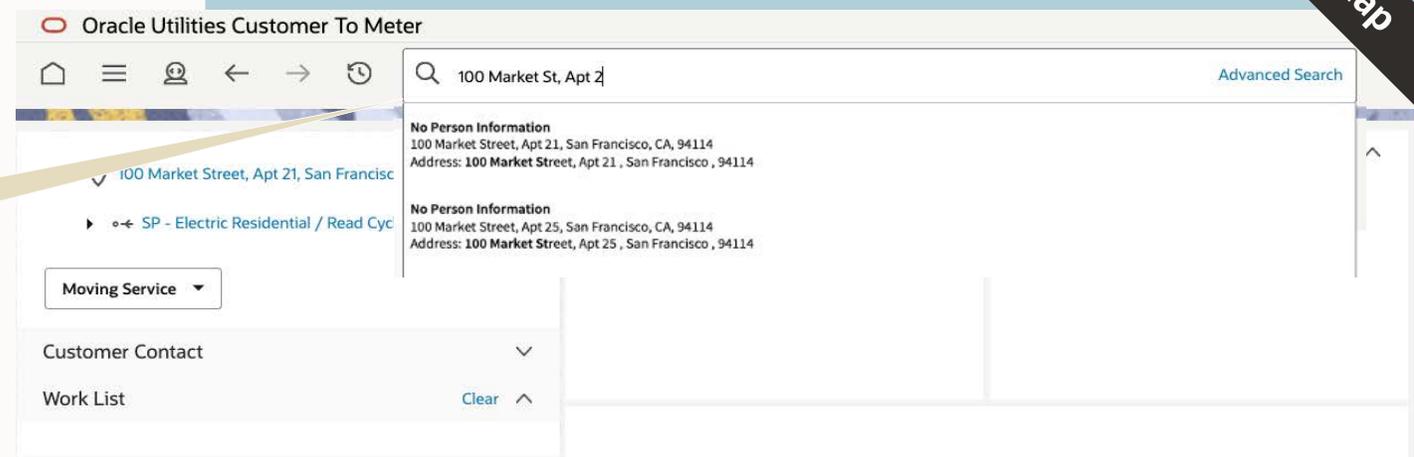
- Search improvements for multi-family properties across additional address line
- Configurable displays of person contact and person identifiers
- Prominent display of mailing address and address overrides

*Dynamic display of other person identifiers*
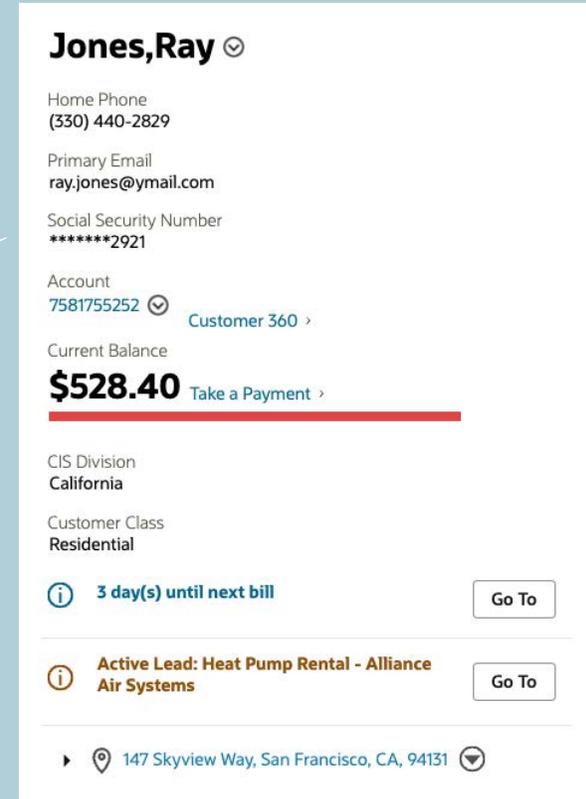
# **Customer Cloud Service** – NextGen Work Management

## **Assignment Prioritization**

- Save time with auto assignment
- Prioritizes the work the Billing Supervisor should take action on
- Allows a user to set work availability to drive auto assignment

## **Improve UX**

- Improved Search and Filtering
- Simplified layout designed for the Billing Supervisor
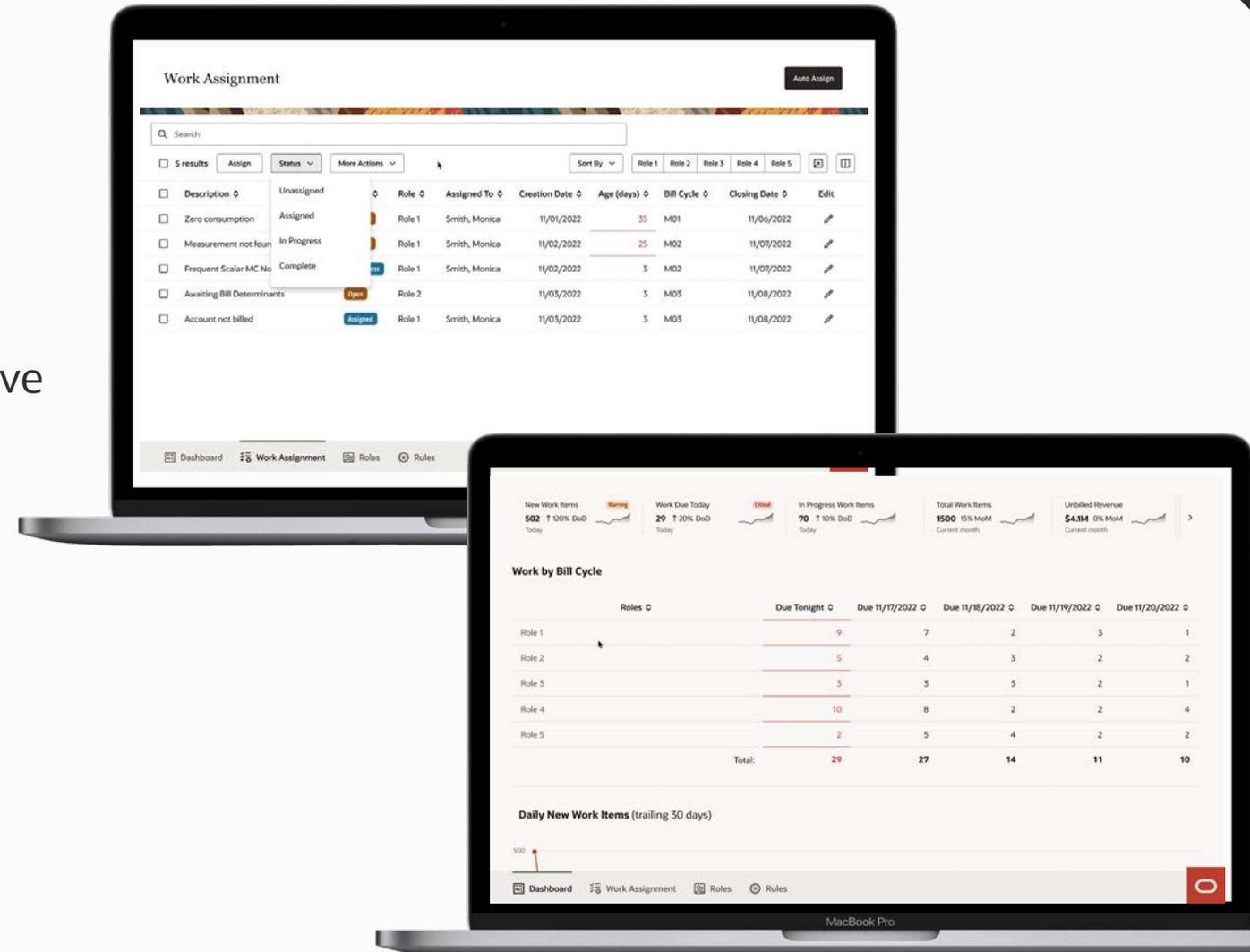
# We Are Listening to You—One Time Payments Now Simplified

**Fred**

Meet Fred—he is an engineer with a large IT company

He likes simple quick user experiences

He is enrolled in autopay but with a maximum withdrawal amount on his account for budgetary purposes

He reviews all of his bills monthly and likes to ensure that all balances are paid if possible

# Fred

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He likes simple quick user experiences

## Sofia

**Sofia and her team prefer to automate some processes so that they can focus on value-added work**

Her utility offers budget billing and would like to have some changes to budgets automatically approved

Sofia reviews the budget auto approval process to ensure it meets their needs

Sofia and her team are thrilled that they can now focus on value-added work such as finding new ways of increasing rates of customer loyalty!

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## Account

| Main | Auto Pay | Persons | Financial Balances | Bill Messages | C & C | **Budget** | Deposits | Characteristics | Alerts | Account Portal |

Account              Banks,Beatrice, Residential, $254.48

[ Recommend Budget ]  [ Cancel Budget ]

Budget Plan              Residential Budget Plan ▼

New Budget Date          01-17-2023 📅

Current Account Budget      $75.30

Recommended Account Budget   $76.00

| Service Agreement | Last Changed Date | Current Budget | Recommended Budget |
|---|---|---|---|
| 🔗 California / Electric Residential - TOU Rat, ER-TOUMI, Active, 08-01-2018, 9880646289 | 01-01-2021 | $75.30 | $76.00 |

# Sofia

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## Algorithm

Bookmark | Duplicate

**Main**

| | |
|---|---|
| * Algorithm Code | CMBUDMNAUO |
| Description | Budget Monitor with Automated Update Option - HN |
| Algorithm Type | C1BUDMNAUO — Budget Monitor with Automated Update Option |
| Alg. Type Descr | This algorithm compares the current budget and the recommended budget and determines if the customer's budget should be updated automatically or if an entry should be created in the Budget Review for manual review if the difference between the recommended and current budget exceeds defined tolerances.

The low tolerances are used when the recommended budget is below the account's current budget and the high tolerances are used when the |

Parameter  1 of 1  +  🗑

Effective Date  01-01-1950

| Parameter | Sequence | Value |
|---|---|---|
| Low Limit First Tolerance Percentage (0-999%) | 1 | 1 |
| Low Limit Second Tolerance Percentage (0-999%) | 2 | 10 |
| High Limit First Tolerance Percentage (0-999%) | 3 | 1 |
| High Limit Second Tolerance Percentage (0-999%) | 4 | 10 |
| Action When Between First and Second Tolerances | 5 | C1UB |
| Action When Exceeds Second Tolerance | 6 | C1RB |
| Minimum Budget Difference | 7 | |

**Sofia**

Sofia and her team prefer to automate some processes so that they can focus on value-added work

Her utility offers budget billing and would like to have some changes to budgets automatically approved.

Sofia purchases an electric heat pump and a warranty plan.

Sofia and her team are thrilled that they can now focus on value-added work such as finding new ways of increasing rates of customer loyalty!

# Enterprise SaaS

Key Roadmap Focus Areas at a Glance

# Customer Cloud Service – Enterprise SaaS

> ## Service Improvements

> - ✓ Service Availability increased to 99.9%
> - ✓ Data Center Expansion; Phoenix, Toronto, Montreal

> ## Break Glass Workflow
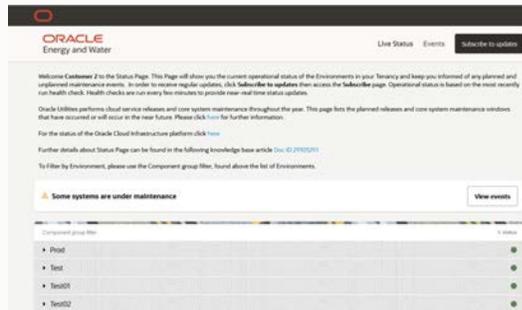


> ## Status Page



> - ✓ Easy access to system health
> - ✓ Allows subscription to availability/status/maintenance updates

> ## Improved Online Auto-Scaling
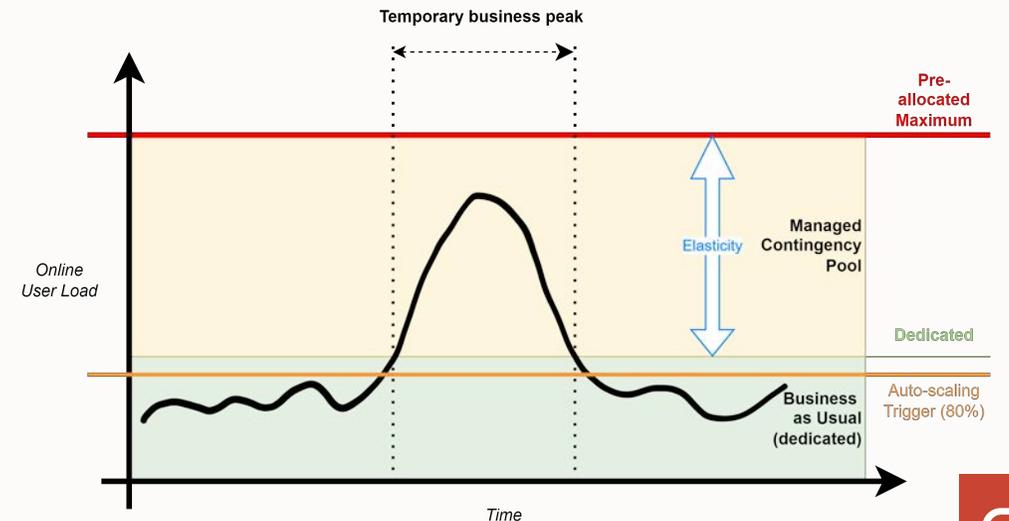
**ORACLE** Utilities

Live Status    Events    Subscribe to updates

✅ **All systems are operational**

Component group filter     ⇅ status

▼ US West     ●

Phoenix     Service Available

▼ US East     ●

Ashburn     Service Available

▼ UK South     ●

London     Service Available

▶ Germany Central     ●

▼ Australia East     ●

Sydney     Service Available

# Customer Cloud Service - Simplify Data Migration to CCS/C2M

## Making the Transition to Customer Cloud Service Easier

**Customer Care and Billing** → **Customer Cloud Service**

**Customer to Meter (C2M) Solution**

| Customer Care and Billing | | Meter Data Management | Operational Device Management |
|---|---|---|---|
| Service Point | → | Service Point | Service Point |
| Meter / Item | → | Device | Asset |
| SP Meter / Item History | → | Install Event | Asset Disposition |
| Register Read | → | Measurement | |
| Person | → | Contact | Contact |
| Service Agreement | → | Usage Subscription | |
| Contract Option | → | Dynamic Option | |
| Administration data related to the above | → | Administration data related to the above | Administration data related to the above |

- Uses existing *Customer Care and Billing* data to create *Meter Data Management* and *Operational Device Management* data
  - *Master data, scalar meter reads, and associated administration data*
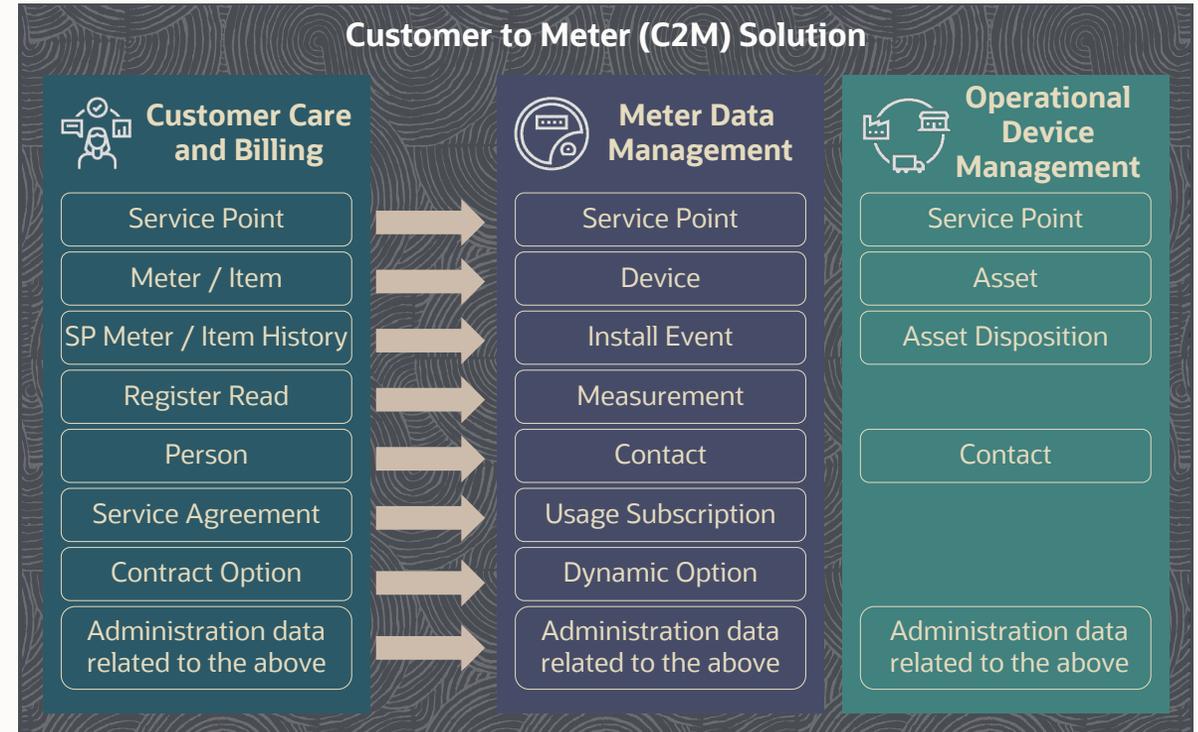
# **Customer Cloud Service -** On-Premise to SaaS Data Upgrade
Import External DB

- Automated process to import C2M data to CCS

- Customer control over initial database upgrade

- Oracle supports last mile data load to SaaS

**Benefits**:
- ✓ Faster migration from on-prem to SaaS
- ✓ Customers perform pre-migration conversion work on-premise using their own tools/processes

# Customer Cloud Service - Improved tools update testing

- Simplify update testing
- Reduce update cost
- Reduce update risk
- Improve quality

# Customer Cloud Service - SaaS to Public Cloud / On-Premise Analytics

SaaS to Customer Data Replication (Golden Gate)

- Replicate data from source (SaaS) environment to on-prem / Public Cloud
- Initial and ongoing sync
- Production and Non-Production environments
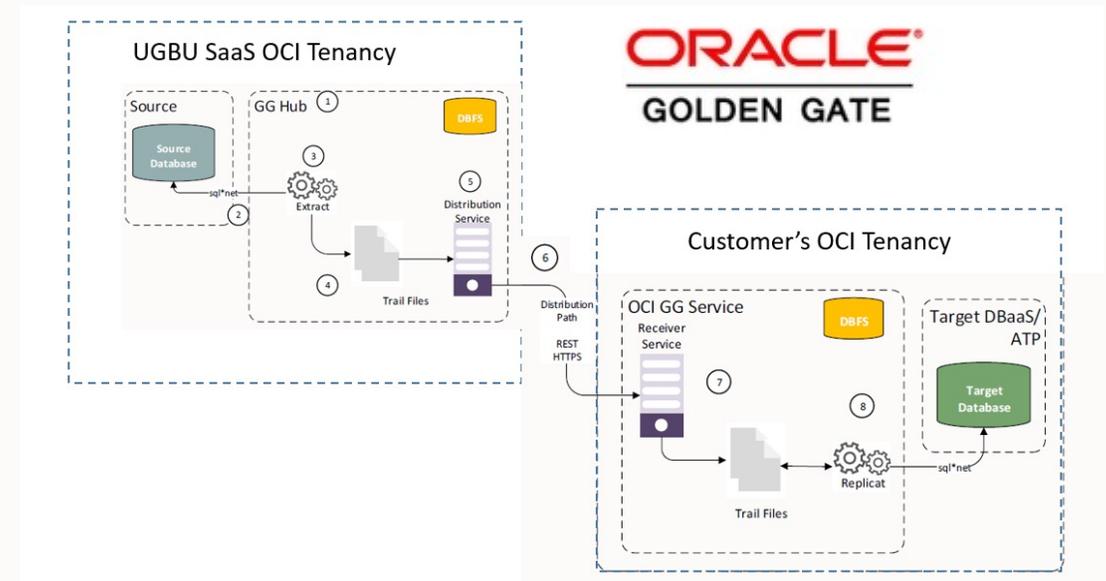


**Benefits:**
- ✓ Maintain local copies of SaaS data
- ✓ 100% in customer control – do what you like
- ✓ Enhanced reporting & data validation
- ✓ Enables high volume, data driven downstream processes

# Integrated Utility Platform

Key Roadmap Focus Areas at a Glance

Please join the Oracle Utilities Application Framework (OUAF) and Cloud
Updates & Roadmap, including Integrations session
Tomorrow morning–
14 March 10:45–12:00
Room-Seaport GH

# Customer Cloud Service -
## Streamline Work & Asset Integration

- Streamlined call center experience for requests related to infrastructure issues and requests
- Process flow for work and asset related service calls
- Real-time connection with Work & Assessment management
- Support new requests, request updates, and cancellations

# **Customer Cloud Service –** Simplify Omni-Channel Integration with REST APIs

- New REST APIs for to enable
  - Account's current and payoff balances has changed over time
  - Search for Accounts with Filters
  - Viewing Bills and Payments
  - Creating and Update Cases
  - Viewing and managing Landlord Agreements
  - Viewing and managing Budget information for an account
  - Viewing and managing Pay Plans

# Customer Experience

___

## Key Roadmap Focus Areas at a Glance

For more information on CX, please join these sessions—both will be in this room

Future of Utility Customer Experiences @ 1:00 today

Empower your key account managers to scale your C&I Business @ 10:0 tomorrow morning

# A new way to serve your customers

## A Purpose-Built User Experience

\+
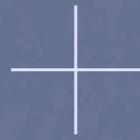
## Automated Core Process Support

### Modern Customer Experience

Omnichannel communication incl. chat, co-browse, mobile & messaging

Low effort customer and agent experiences

Guided interactions and process flows

Contextual knowledge

C&I Account Management

### Seamless front to back-office integration

Data consistency

Reliability

Lower costs

### Powered by Oracle CIS (CCB, C2M, CCS)

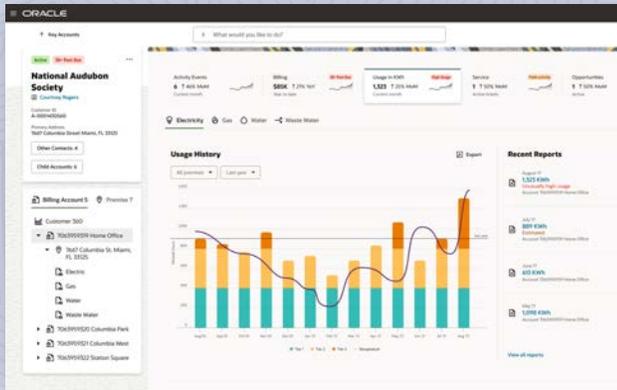# Purpose-built CX solutions for Utilities
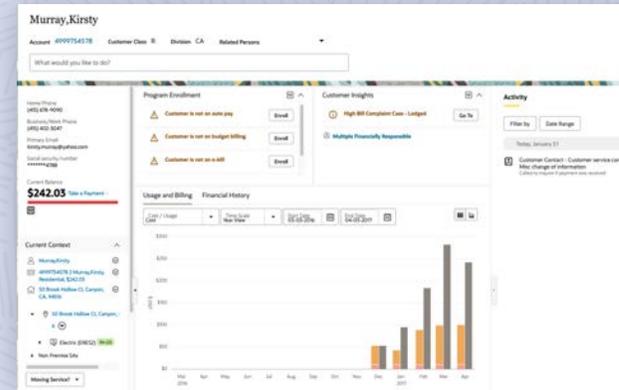
## Sales & Account Management



Increase C&I Account
Management productivity

Complex Account
Management

Drive Program Interest
and revenue

## Service



Omni-channel Digital Service

Digital Assistant for Conversation
Experiences

Contextual Knowledge

Intelligent Case Routing and
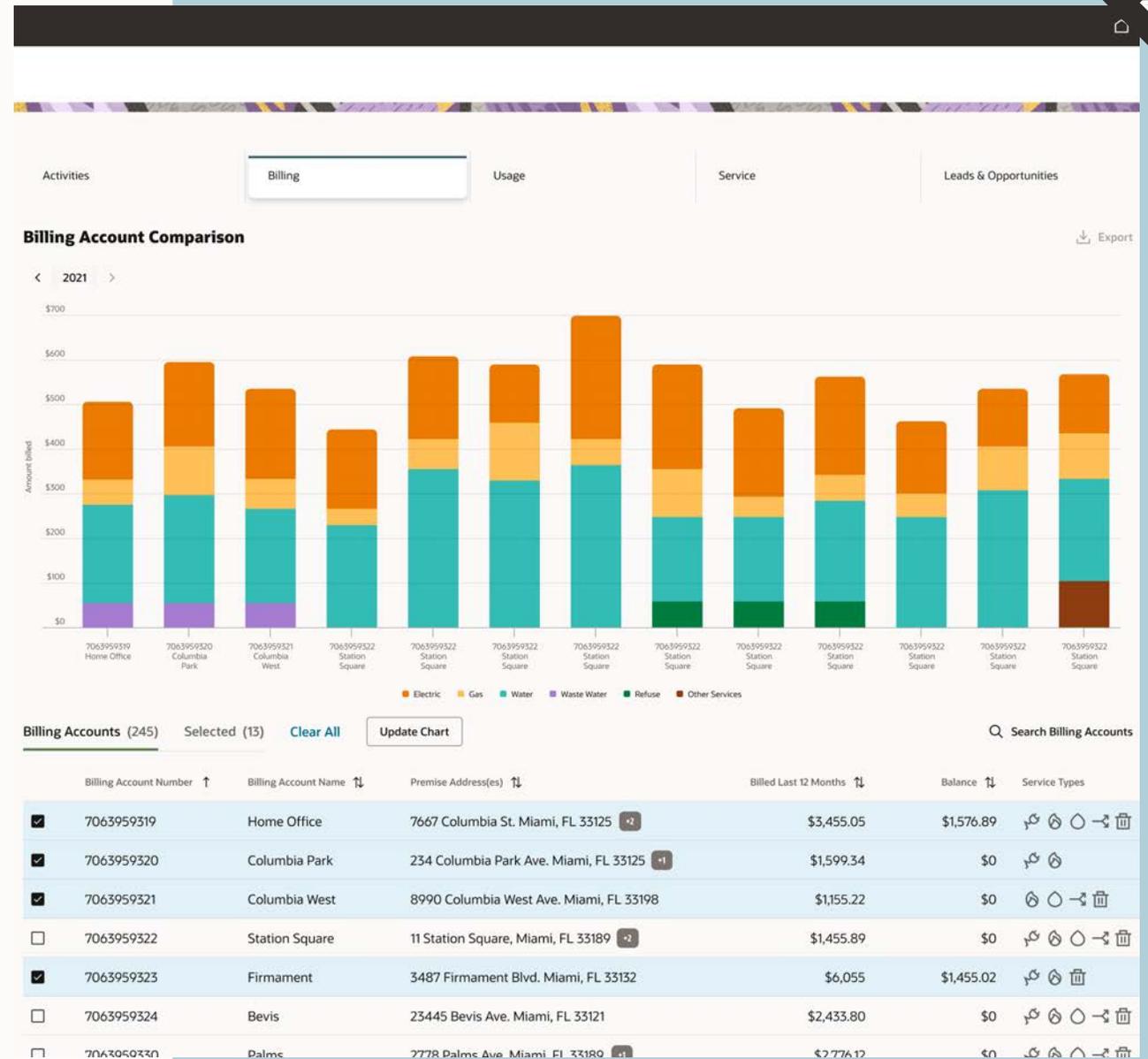Response

Efficient Field Service

**"The biggest gap is that our CRM isn't integrated; data is pulled from different places and then we run analysis in excel."**

—

Key Account Manager
Large Utility

# Sales & Account Management
## - Billing 360

- Search across many billing account and premises

- Compare bills across locations

- Drilling into billing account info

# Sales & Account Management
**-** Premise 360

- Visual hierarchy for Premise, Service Point, and Meter

- Seamless navigation to Oracle CIS

- View premise relationships to other bill accounts



Customer 360 > 7063959319 Home Office > Premise and Service Details

**7063959319 Home Office Premise and Service Details**

4 of 4 premises. Search all in CIS

- Premise - 7667 Columbia St. Miami, FL 33125 ···
  - Service Contract - ID 7581755252, Electric Commercial, TOU Rate, ER-TOUMI, 10/8/2019  Connected  Badge  ···
    - Service Point - Electric Commercial / Read Cycle 1, Route 100 ···
      - Meter - ER-SM-S1500, Electric Smart Meter ···
        - Component - 2 / Electric Scalar kWh - Auto Read ···
        - Component - 1 / Electric Scalar kWh - 60 min ···
  - Service Contract - ID 7581755253, Gas Commercial, GASDFLT, 10/8/2019  Connected  Badge  ···
    - Service Point - Gas Commercial / Read Cycle 1, Route 100 ···
      - Meter - GR-SM-S1500, Gas Smart Meter ···
        - Component - 2 / Gas Scalar CCF - Auto Read ···
        - Component - 1 / Gas Scalar CCF - 60 min ···
  - Service Contract - ID 7581755254, Water Commercial (Monthly), W-DFLT-M, 10/8/2019  Connected  Badge  ···
    - Service Point - Water Commercial / Read Cycle 1, Route 100 ···
      - Meter - WR-B1500, Water Manual Read Meter - Analog ···
        - Component - Water Scalar CCF - Manual Read ···
  - Service Contract - ID 756499345, Waste Water Commercial (Monthly), WWDFLT-M, 1/4/2021  Connected  Badge  ···
  - Service Contract - ID 567892789, Refuse Commercial (Monthly), LOREM, 1/4/2021  Active  ···
- Premise - 1370 Columbia St. Miami, FL 33125 ···
- Premise - 23 Cobalt Dr. Miami, FL 33125 ···

# Sales & Account Management
## - Customer Hierarchy 360

- Hierarchy Viewer

- Aggregated child data across organizations and bill accounts

- Manage hierarchy

- Drill into Bill Account & Premise details

# Opower Business Customer Engagement

A complete, reimagined suite of solutions to empower business customers to understand and manage their energy:

- Engaging **Web**
- Rich **Outbound**
- Seamless **Analytics**
- Effective **Customer Service and Key Account Manager Support**
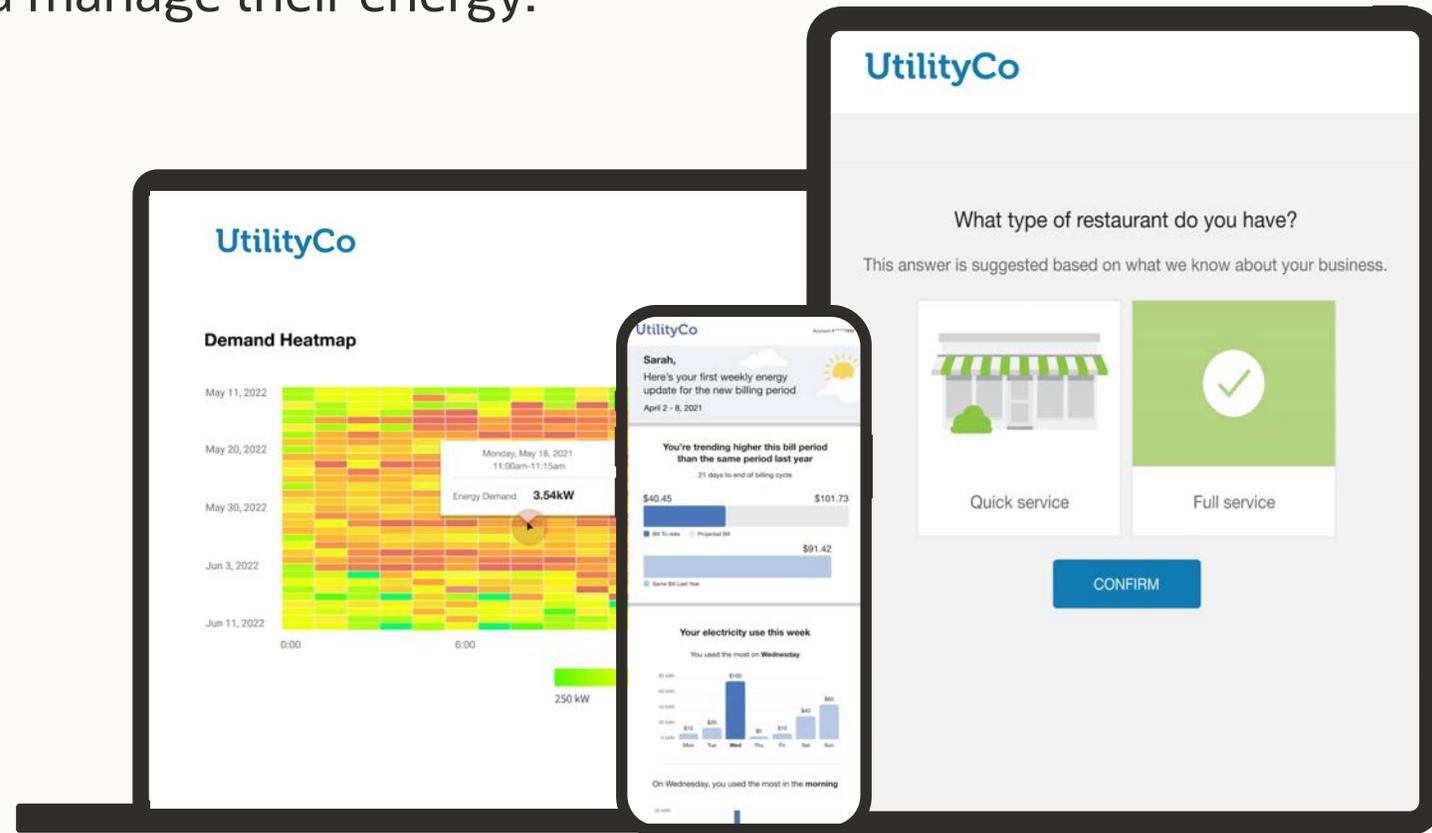
# Transforming Service

# 64%

…find it challenging to strike a balance between profitability and transforming the customer experience.

**- Accenture New Energy Consumer Study**

# Service

**Empowering customers and employees with low effort experiences**

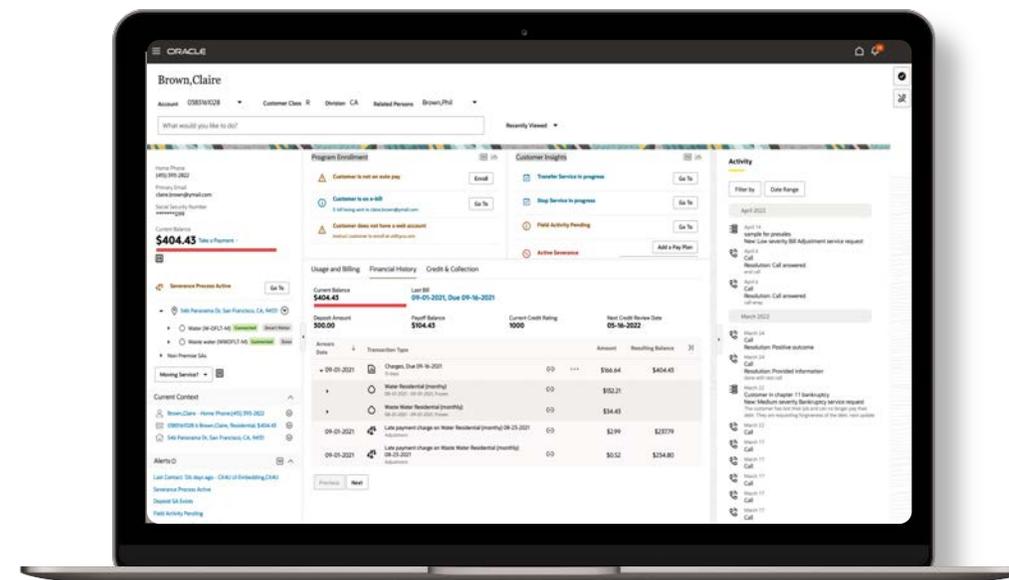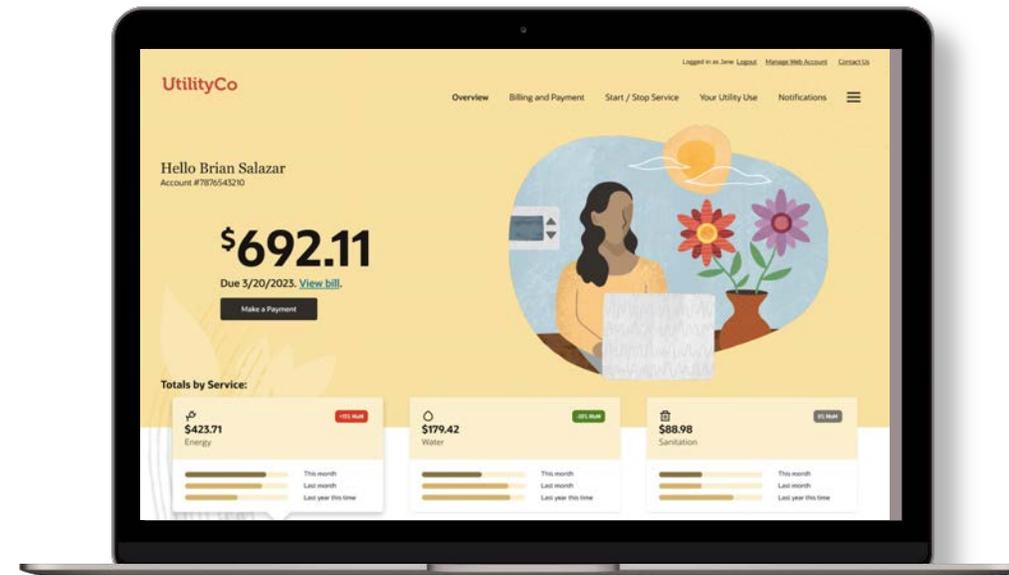Digital first service experience

Customer 360

Intelligent Service experience

Integrated CX & CIS

# Agent Service

**Improve the agent experience and lower integration costs**



**Digital first service experience**

**Customer 360**

**True omni-channel engagement**

**Intelligent & context aware**

https://fa-eqjr-dev2-saasfademo1.ds-fa.oraclepdemos.com/

**SUPREMO**
Utilities

# Customer List

Residential and Business Billing Accounts and Contacts

Actions ▼

🔍 Name ▼  | gina | ⊗

| Name | | | |
|---|---|---|---|
| Billing Account ID | Type ⇕ | Billing Account ID ⇕ | Address ⇕ | Primary Identifier ⇕ | Primary Phone | Primary Email ⇕ | | CIS Division ⇕ | Actions |
| Phone Number | Contact | | | | +1 (546) 786-1064 | gina.dsouza_eqjr-dev2@oraclepdemos.com | | | ••• |
| Email | | | | | | | | | |
| Address | Customer | 9940491655 | 1900 Great Dane Dr, San Francisco, CA, 94103 | SSN *******7788 | +1 (807) 908-0098 | ginaelliot@gmail.com | | CA | ••• |
| Primary Identifier | | | | | | | | | |
| Geo Type | | | | | | | | | |

# Agent Service – Special Correspondence Email

- Send and respond to emails within the Customer 360

- Leverage SmartText templates to reduce AHT

- Find and view historical emails

# Agent Service – Low Code Intelligent Automation

- Configure not code new form based wizards

- Personalized assistance for agents and customers

- Consistent policy and business rules across channels

- Use natural language to determine business rules

- Connect to any app

# Agent Service – Contextual Knowledge

- Improved knowledge search

- Landing page with critical article

- Operating company specific articles

- Interactive Call Guides

# King,Penelope

Account **6993182049**    Customer Class **Residential**    Division **California**    Related Persons **King,Penelope (Main customer)**

What would you like to do?

Cell Phone
(803) 456-2233

Primary Email
penelopeking@gmail.com

Current Balance

**$271.01** Take a Payment

1300 Richmond Blvd, San Francisco 94103

Water (W-DFLT-M) On    Manual Meter

Moving Service    Service Issue

## Financial Information

### Alerts ⓘ

### Override System Date ⓘ

Process Date:    2022-12-06

Override Date:    _____

User    System

## Program Enrollment

⚠ **Customer is not on auto pay**    Enroll

⚠ **Customer is not on budget billing**    Enroll

⚠ **Customer is not on e-bill**    Enroll

## Customer Insights

✓ **1 accounts had service at this premise in the last 12 months.**    Go To

⊘ **Active Severance - Water**    Add a Pay Plan    Add a Payment Arrangement

---

Usage and Billing    Financial History    Payment Agreement    **Credit & Collection**

▼ **Collection Process - Residential Standard Utility Debt, Normal utilty debt, Created: 11-22 5:40:30** Inactive, Completed

  ▼ Event 10 - Regulated debt reminder letter, Trigger Date: 11-17-2022 Completed, 11-17-2022

    Customer Contact - Credit and collection contacts / Regular debt reminder letter

  ▼ Event 20 - Automated collections call, Trigger Date: 11-28-2022 Completed, 11-28-2022

    Customer Contact - Credit and collection contacts / Collection auto-dialer call

  Event 30 - Start Sev for all SAs in Coll, Trigger Date: 12-02-2022 Completed, 12-02-2022

  Event 40 - Affect credit rating by 25 points, Trigger Date: 12-02-2022 Completed, 12-02-2022

  ▼ SA - Water Residential (monthy), Active, 01-04-2022

    ▼ Severance Process - Standard utility severance, Created: 12-02-2022 Active, Events Pending

      Event 10 - Disconnect warning, Trigger Date: 12-09-2022 Pending

      Event 20 - Disconnect service for non-payment, Trigger Date: Pending    Dependent on Events: 10

## Activity

Filter by    Date Range

⚖ **Credit Rating - Collection Process**
Expires 12-02-2023
Affects Credit Rating by: -25

### November 2022

**November 28**
Customer Contact - Credit and collection contacts
Collection auto-dialer call

**November 17**
Customer Contact - Credit and collection contacts
Regular debt reminder letter

⚖ **November 17**
Collection Process - Residential Standard Utility Debt - Normal utilty debt
Inactive (Completed)

**November 1**
Bill for $139.59
Due 11-16-2022
31 days in bill period

### October 2022

**October 16**
Payment received for $200.00
Paid by Cash
Frozen

**October 1**
Bill for $331.42
Due 10-17-2022
30 days in bill period

### September 2022

**September 13**
Payment received for $128.52

ORACLE

# Intelligent Advisor

🔍 Try an action, project or help topic name

## Intelligent Advisor Hub

Intelligent Advisor Hub is where projects are managed, shared and deployed. It is also used to configure user permissions and connections.

What's new in 23A    Get started    Further assistance

To model rules and interviews, download Oracle Policy Modeling (requires Microsoft Windows) or create a decision service or flow project in the Hub.

**Download Policy Modeling**

Projects
Permissions
Connections

## Projects

Last accessed

createPayPlan
UGBU Workspace                    7 minutes ago

UGBU Payment Plan2
UGBU Workspace                    1 day ago

## Deployments

Last updated

createPayPlan
UGBU Workspace                    1 day ago

## Connections

View all projects          View all deployments          View all connections

# City of Los Angeles relies on Oracle CX to assist at-need residents during COVID-19 crisis

Rapidly implemented a solution to manage the urgent distribution of millions in donations to qualified residents below the poverty line

Automated assistance with eligibility verification and appointment booking, making it easier for thousands to quickly receive funds

Enabled better case reporting and social distancing across 21 distribution centers through controlled appointment flow



City of Los Angeles
**L.A. Emergency COVID-19 Crisis Fund**
Support real-time emergency response activities

Photo Source:
https://mayorsfundla.org/covid19/

**50,000** Appointments booked, resulting in the distribution of almost $37M to over 100,000 vulnerable residents

# Digital Service -
## Outage Experience

Supports both authenticated and unauthenticated experiences
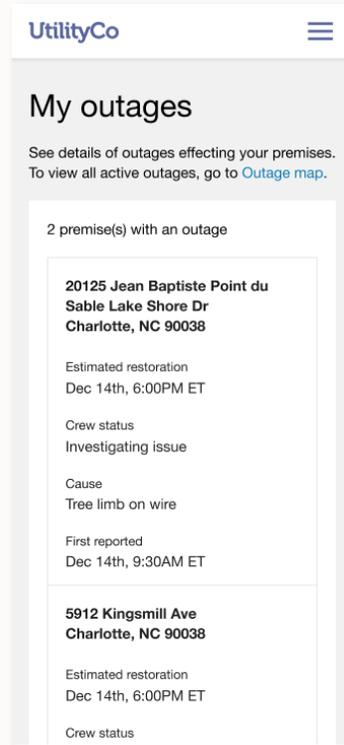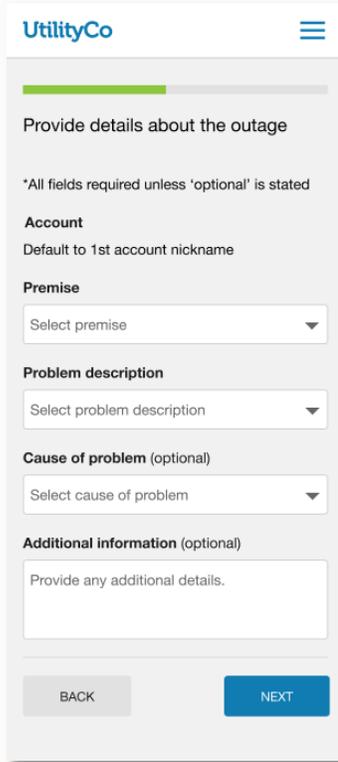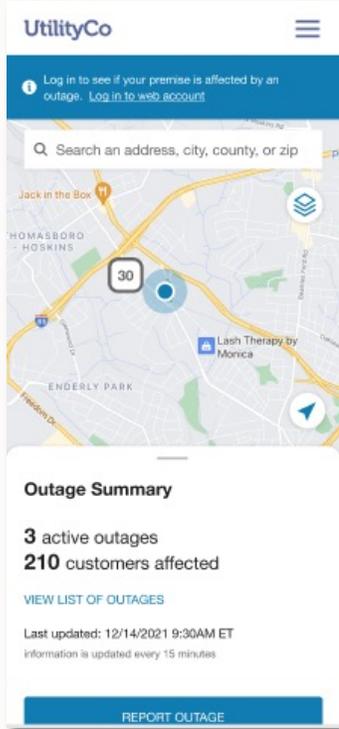


View, Report, and Track Outages
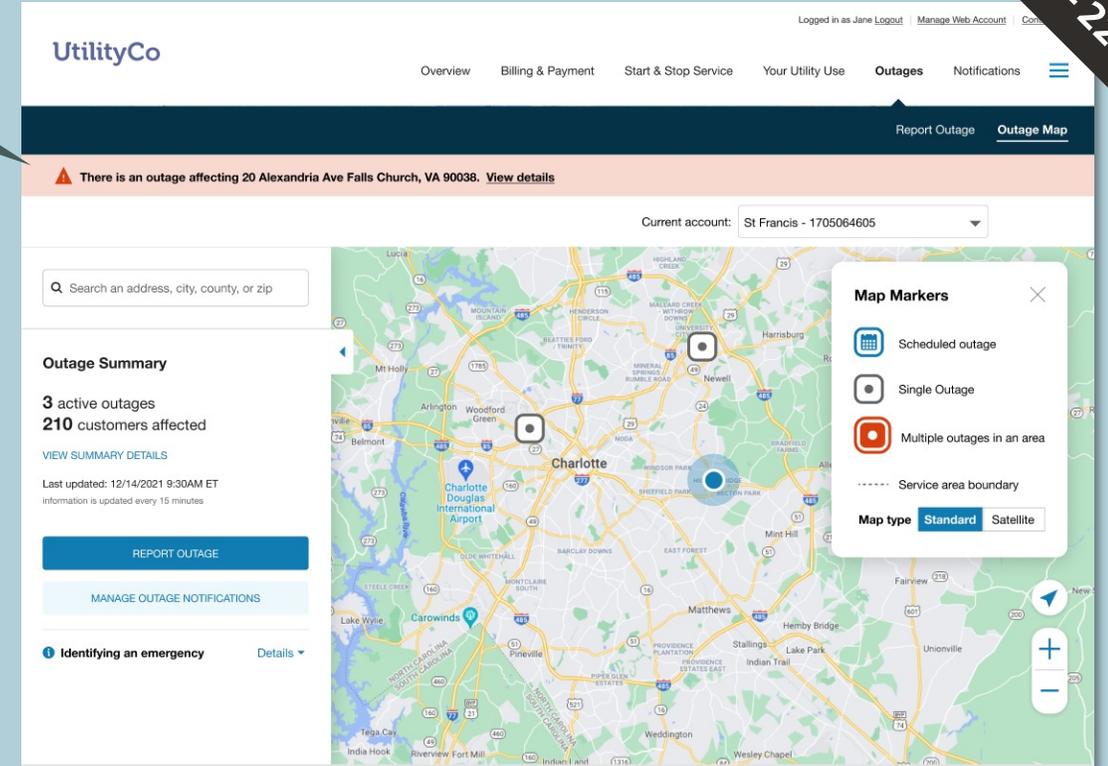
- A new outage map provides a visual indication of outages throughout the utility's service territory

- Personalized experiences immediately tell a user whether their own premises are impacted

- Productized integration between DSS, CCS, and NMS allows for simple setup and long term durability through upgrades

# Digital Service -
## Appointment Scheduling
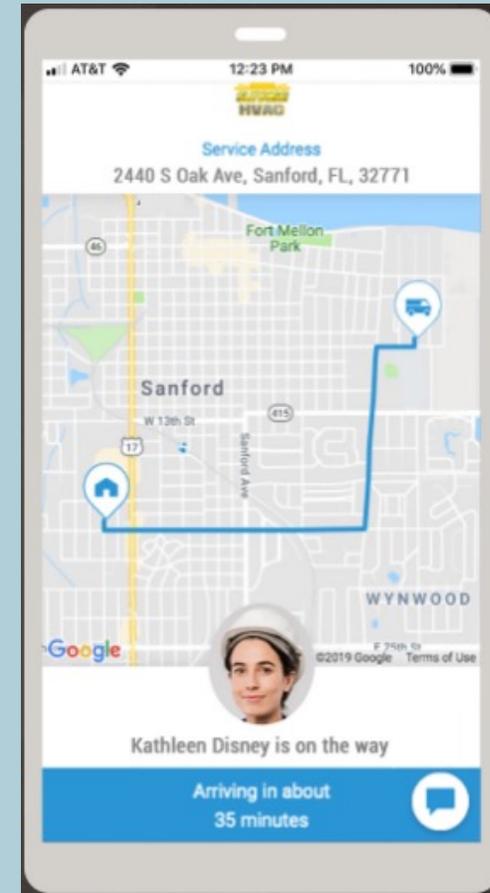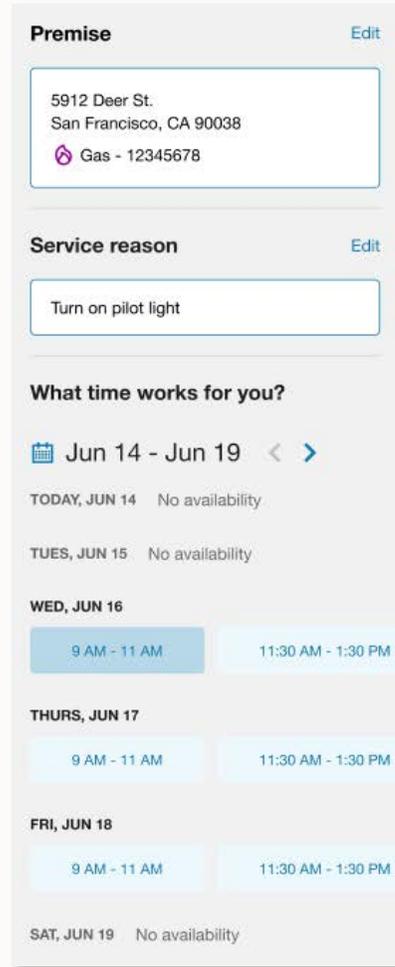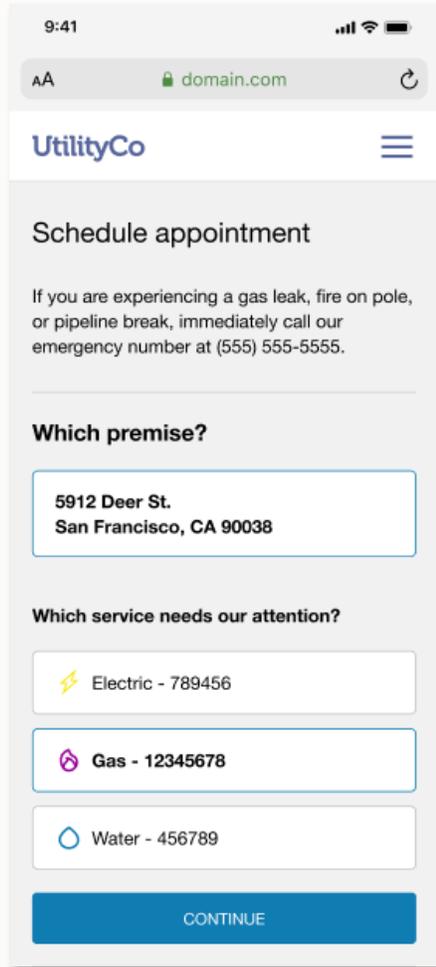
- Easily view and schedule appointments for various types of field work with real-time integration to appointment slots in OFSC
- Customers can track their field technician to see exactly when they'll be arriving

# Digital Service -
## Start, Stop, Transfer

- Re-architected SST experience which utilizes the customer service request object in C2M rather than orders and packages

- Adds additional capabilities related to:

  - Identity Check
  - Deposits
  - Select services to start
  - Mailing address validation
  - Duplicate identity check
  - Co-applicants with identity check
  - Conditional questions
  - Access & safety

# Enhanced Digital Service Experiences with Oracle CX

Modern Extensible Portal and Widgets

- Pixel-perfect Customer Portal for self-service.

- Embedded, persistent inlays across the website.

- AI driven conversational Experiences for chat, text, and voice interfaces to drive call deflection
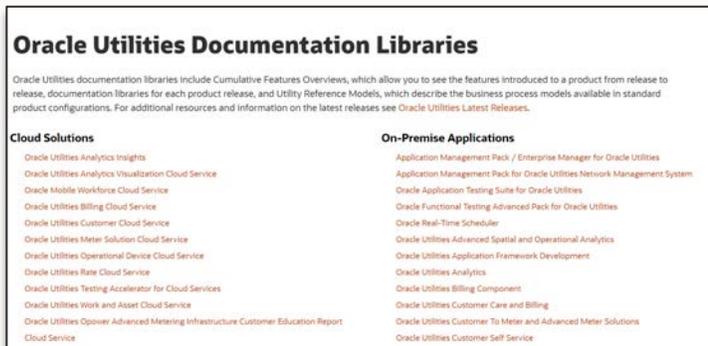
Knowledge and Intelligent Advisor

- Provide consistent answers with a self-learning knowledge base and widgets.

- Deliver Personalized Advice tailored to each unique customer's context with Intelligent Advisor.

# Where Can I Learn More About...

| **Product Documentation** | **Cloud Release Info** | **Future Roadmap** |
|---|---|---|
| Find information on the latest Oracle Utilities releases here | Find information on the latest Oracle Utilities Cloud releases here | Refer to this PowerPoint |
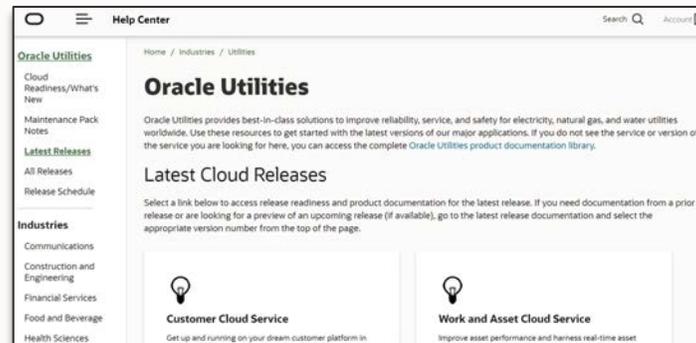






**Existing Releases**

**Future Releases**

# We Want To Hear From You

We plan to survey all of our customers in 2023.

# Forums...an online community platform

# Thank you

—

# Let's Eat!

Lunch
Harbor Ballroom, Level 2
12:00-1:00

# What's Next in Here?

**Future of Utility Customer Experiences**

Join this session to see the full breadth of Oracle Energy & Water customer solutions in action. We'll see how a fully integrated front to back-office customer platform delivers seamless connected experiences.

# Play Edge Quiz Game to help us donate more trees!

Customer Transformation

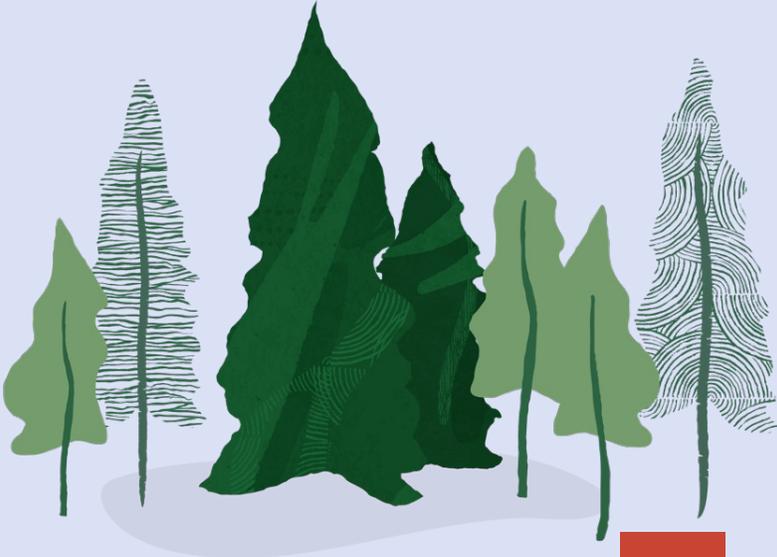Enterprise Optimization & Execution

Grid Modernization

Opower Customer Engagement and Decarb

Technology & Cloud Transformation

Our mission is to help people see
data in new ways, discover insights,
unlock endless possibilities.