Oracle Utilities Digital Self Service

Oracle Utilities Digital Self Service (DSS) offers utilities a comprehensive, cloud-based solution for engaging with modern utility customers. With robust account management, streamlined communications, advanced customer intelligence, and integrated Opower energy management tools, DSS enables electric, gas and water utilities to deliver superior service across channels and devices while driving down operating costs.

A Smarter Approach to Customer Self-Service

Today's utility customers expect self-service tools that go far beyond just viewing and paying a bill. They want more control over how and when they access information and manage their utility relationship. They want experiences tailored to their personal preferences. Oracle Utilities invests heavily in user research and has a team focused on designing and delivering the best possible customer experiences in the industry. DSS gives electric, water and gas utilities the ability to deliver modern, brand-consistent, engaging, and personalized customer experiences across channels to busy, connected customers on their terms.

Superior Service

Consistently provide efficient self-service and infuse customer interactions with personalized insights for greater value and higher customer satisfaction.

- Empower customers for essential self-service transactions, such as: bill payments, auto pay, and payment arrangements, paperless billing, utility program enrollment, usage trends, bill comparison and rate insights, account management, preferences management and more.

- Integrated online chat and knowledge management, such as dynamic FAQs.

- Proactively promote programs and initiatives for deeper customer engagement.

Deliver personalized account information and insights and "take action" prompts, based on customer intelligence.

DSS – Core Transactional Features

- Web and mobile account management for single and multi-account users

- Self-serve bill payment, auto-pay setup, payment arrangements and payment history

- Start / stop / transfer service

- Detailed bill presentment and ability to download PDF bill

- Customizable communication preferences

- Self-sign-up for utility programs

DSS – Energy Management Features

- Proactive High Bill Alerts and weekly usage reports

- Bill forecasting based on usage patterns

- Bill comparison (last month/year)

- Advanced rate comparison

- Home energy analysis

- Advanced data browser for deep usage and bill understanding

- Personalized program marketing

- Energy usage / savings tips

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Efficient Operations

Reduce operating costs and improve efficiency.

- Serve customers with lower-cost self-service channels to drive down contact center traffic.

- Full automation leveraging real-time APIs, ensures DSS and CIS are always in sync, eliminating the need for nightly batch jobs to keep records current and preventing disjointed customer experiences.

- Leverage CIS business rules to provide consistent experience across all channels.

- Bring your own identity management system for centralized user access management. Identity management can also be added as an optional module.

- Pre-built workflows that automate best practices without costly integration efforts.

Easier Implementation and Innovation

Prepare for flexible, scalable growth and be ready for ever-evolving customer needs and expectations.

- Built with responsive design ready for customer access via mobile phones and tablets.

- Cloud-based solution allows you to adapt quickly as market drivers and customer expectations evolve. Focus on innovation, not technology support.

- Embed DSS functionality within existing customer portals to reduce custom-build work and accelerate implementation. Use components you need now with flexibility to expand and adapt.

- Growing portfolio of energy management widgets that can be turned on as needed to support evolving efficiency and DSM programs. Opower behavioral-science-based tools and insights also available as embeddable energy management widgets.

- Flexibility to integrate into your existing web content management system to minimize integration costs and give your business units control over static content and overall brand and design. Harmonizes with existing web portal through easy customization of colors, fonts and text.

Key Benefits

- Measurably improves customer satisfaction

- Reduces call center demand and deflects calls

- Pro-actively drives customer engagement

- Automation of back-end customer processes in the CIS without costly integration

- Adapts easily to shifts in modern customer expectation

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