

# UPK PRE-BUILT CONTENT FOR: ORACLE UTILITIES CUSTOMER CARE AND BILLING 2.5.0



Oracle's User Productivity Kit (UPK) is a collaborative content development platform that drives end-user and project team productivity throughout all phases of the software ownership lifecycle. UPK pre-built application specific content provides significant additional benefit beyond the UPK Developer for enterprises deploying Oracle Utilities products.

## **UPK Application Content: “As Delivered” System Process References**

The value of UPK pre-built application content starts from the premise that implementation project teams can save substantial time and labor by leveraging UPK application content as baseline reference system process flows first and then iterating to capture specific business process requirements. The savings can be substantial – project team resources typically dedicated to the preparation of system test data, storyboarding, and process standardization can be greatly reduced.

## **Mirrors Oracle Application Development Methodology**

Key to the value of UPK application specific content is the fact that it is authored in tight collaboration with the actual developers who wrote the code, thus creating content which accurately reflects industry best practices with detailed conceptual information.

## **Delivering Value Throughout the Software Lifecycle**

The value of UPK application content has relevance in many phases common to software implementation projects. For example, early on in the project lifecycle, UPK play back capabilities allow implementation leads to educate themselves on the delivered system process flows (vanilla functionality) of the new application without having to actually configure a “sand-box” environment, mitigating costs associated with labor and hardware and reducing the new functionality “learning curve.”

## **Eliminate Dedicated Instances To Analyze Delivered Functionality**

Once the delivered functionality and process flows of the new application are understood, the project team can use the UPK content as an aid to do the fit-gap analysis. For this phase of the project lifecycle, the functional expert visually moves through a UPK simulation – leveraging the application specific content – while noting in the test document the configuration and/or customizations necessary to achieve the desired business outcome.

UPK application specific content created by Oracle is released in English and updated with each major release of the application, documenting best practices for that release to help organizations achieve faster ROI and manage knowledge more efficiently and effectively.

## Customizing Pre-Built Content

Over the course of an implementation or upgrade, the UPK pre-built content can evolve until it mirrors the final deployed application. The existing pre-built content can easily be modified using the UPK Developer to capture the configuration changes or steps in the new process. UPK's re-record feature also enables a guided recapture of screens and steps in the application so your UPK content reflects the final state of your application.

Use the UPK Developer to easily customize the content to match your organization's needs. The UPK Content products contain the following sections:

### Oracle Utilities Customer Care and Billing, Administrative Setup

- General Data Administration
- Geographic Data Administration
- Financial Data Administration
- Device Administration
- Field Work Administration
- Consumption Data Administration
- Customer Data Administration
- Case Type Administration
- Sales and Marketing Administration
- Umbrella Agreement Administration

### Oracle Utilities Customer Care and Billing, User Tasks

- Getting Started with Main Menu Functions
- Working with Control Central
- Working with Customer Information Data
- Working with Field Orders and Activities
- Viewing Financial Data
- Viewing Financial History Data
- Working with Meters and Items
- Working with Meter Reads
- Working with Sales and Marketing
- Working with Umbrella Agreements

### Oracle Utilities Customer Care and Billing, Credit and Collections

- Financial Data Administration for Credit & Collections
- Credit & Collection Administration
- Customer Data Administration for Credit & Collections
- General Administration for Credit & Collections
- Working with Financial Data for Credit & Collections
- Working with Customer Information Data for Credit & Collections

Working with Credit & Collections

### **Oracle Utilities Customer Care and Billing, Rating and Billing**

Rates Administration

Working with Rates

Rates Administration

Billing Administration

Open Market Administration

Customer Data Administration for Rating & Billing

General Administration for Rating & Billing

Working with Customer Information Data for Rating & Billing

Working with Financial Data for Rating & Billing

### **Oracle Utilities Customer Care and Billing, Rating & Billing for Interval Data**

Consumption Data Administration

Working with Rates for Interval Data

Device Administration for Rating & Billing for Interval Data

Customer Data Administration for Rating & Billing for Interval Data

Working with Meters for Rating & Billing for Interval Data

Working with Customer Information Data for Rating & Billing for Interval Data

Working with Interval Billing

## **CONTACT US**

For more information on UPK and application specific content for Oracle application product families go to <http://www.oracle.com/goto/upk/user-productivity-kit.html>.

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