UPK PRE-BUILT CONTENT FOR: ORACLE UTILITIES CUSTOMER CARE AND BILLING 2.4.0

ORACLE
USER PRODUCTIVITY KIT

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 Customer Care and Billing.

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.

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.

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

Getting Started with Admin Menu Functions

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

External Messaging Administration

Workflow and Notification Administration

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 Classic Rates

ORACLE®

Working with the Rate Engine

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

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

Working with Workflow and Notification

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.