## LCEC'S BUSINESS OBJECT ARCHITECTURE

**Customer** 

(Equity)

Service

Account

Payment

Pre

Service

Survey

Non-Paying

Customer

(NPC)

Case

Management

(Legal, CLAMP)

Collections

Credit (Loan)

Rebate Claim

Bill & Bill

Segment

Billing Interval

Marketing

Campaign

Member

Demographi

Landlord

Agreement

Appointment

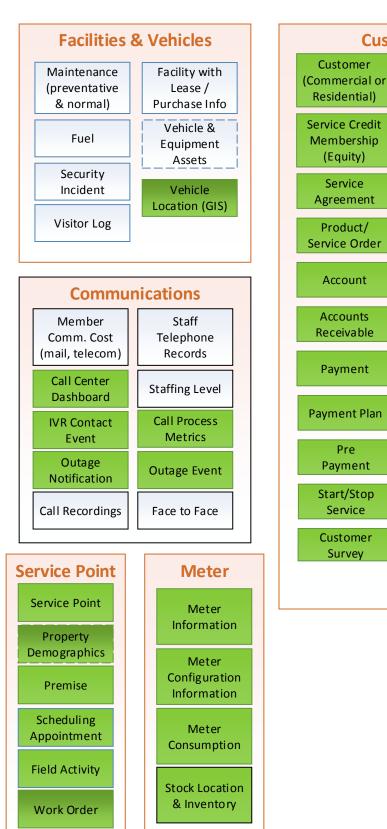
(Field Activity)

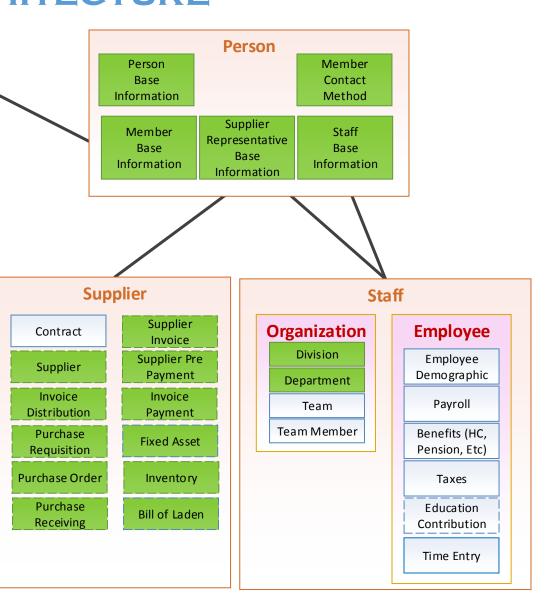
CIS To-Do

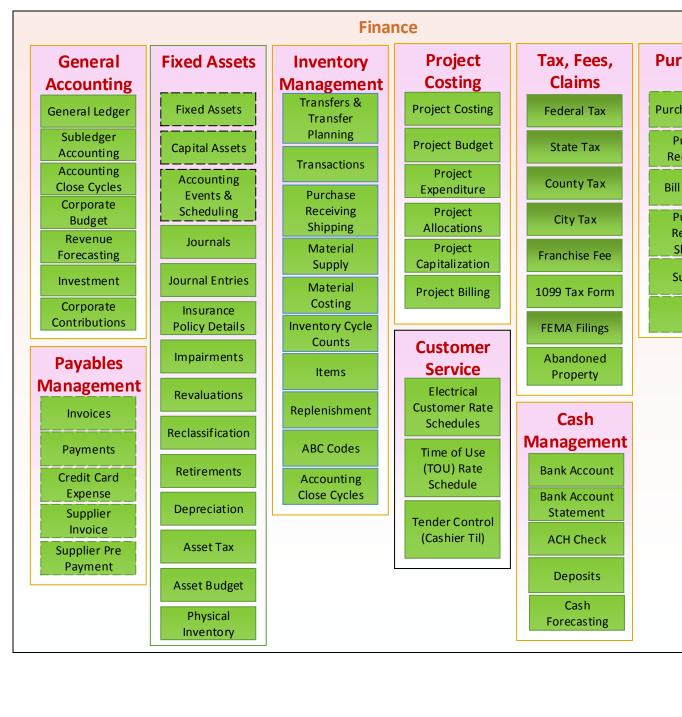
## **Electrical Operations Facilities & Vehicles** Maintenance Vehicles & Scheduling Work Request All People (preventative Lease / Equipment & normal) Work Request Vehicle & Labor Charges Inspection Equipment Assets Security Vegetation Time Entry Vehicle Incident Attachments Inspection ocation (GIS Visitor Log Vehicles Contract Outage Event Location Facility with Easements Line Permit Lease / Right-of-way Maintenance Purchase Int Staff In House Abnormal Comm. Cost Telephone Device Complaints (mail, telecom) Records Managment Call Center Maintenance ntenanceCr Maintenance Staffing Level Dashboard Revisits Jobs Construction Call Process **IVR Contact** Units Field Metrics Equipment Inspections **Outage Event** Notification **Device Hierarchy** Call Recordings Face to Face Distribution Meter Sub-Station Sub-Station Distribution Transmission **Service Point** Other Device Line Service Point Property **Grid Assets** Demographic Distribution Meter Sub-Station Sub-Station Premise

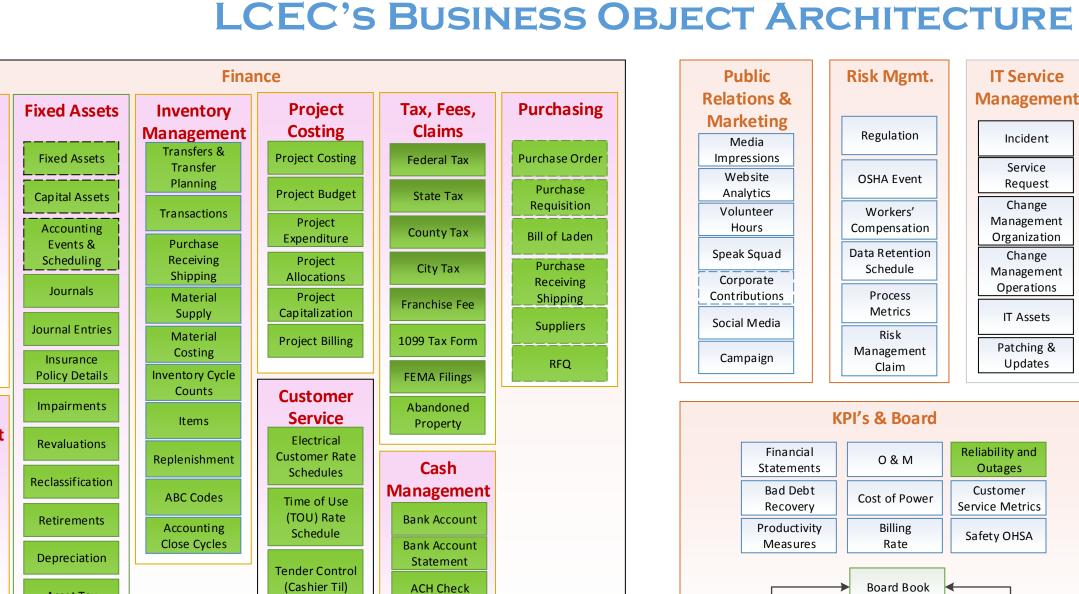
Other Device

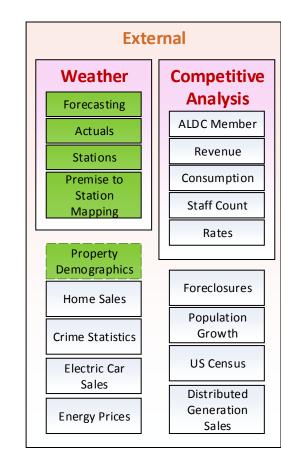
ransmission













Distribution

Line

**Contact Event** 

Texting

Inbound

Phone

Fax

Video

Skyping

Chat

Outbound

Phone

Survey

Letter

Email

Web Site

Sales

Outage Events

MIT LICENSED

## **BI TOOLSTACK**

