

**Oracle® Functional Testing Suite Advanced Pack for
Oracle E-Business Suite – Service**

Reference Guide

Release 12.1.3

Part No. E53655-03

January 2016

Oracle Functional Testing Suite Advanced Pack for Oracle E-Business Suite – Service Reference Guide,
Release 12.1.3

Part No. E53655-03

Copyright © 2014, 2016, Oracle and/or its affiliates. All rights reserved.

Primary Author: Prashanti Gajjala

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Send Us Your Comments

Preface

1 Introduction

Overview.....	1-1
Oracle Service Attributes	1-1

2 Oracle Advanced Scheduler Flows

Oracle Advanced Scheduler Overview.....	2-1
Oracle Advanced Scheduler Attributes.....	2-1
Reschedule Child Task.....	2-2
Scheduling Task with Third Party Resource.....	2-3

3 Oracle Field Service Flows

Field Service Dispatch Center Flows.....	3-1
Field Service Dispatch Center Overview.....	3-1
Field Service Dispatch Center Attributes.....	3-1
Scheduling a Task with Access Hours.....	3-2
Update Task with Customer Confirmation.....	3-4
Scheduling Task with Skills.....	3-5
Optimizing Technician Trips.....	3-7
Field Service Portal Flows.....	3-8
Field Service Portal Overview.....	3-8
Field Service Portal Attributes.....	3-9
Restrict Service Request Creation to the Sites Where the Technician is Scheduled to Work	

.....	3-10
Mandatory Resolution Code.....	3-11
Creation of Mandatory Debrief Labor Lines.....	3-12
Creation and Posting of Debrief Return Lines.....	3-13
Follow-up Task Scheduling Using the Window To Promise (WTP) Option.....	3-15
Field Service Wireless Flows.....	3-16
Field Service Wireless Overview.....	3-16
Field Service Wireless Attributes.....	3-16
Creating Internal Order Manually.....	3-17
Creation and Posting of Debrief Install Lines.....	3-19

4 Oracle Service Contracts Flows

Oracle Service Contracts Overview.....	4-1
Oracle Service Contracts Attributes.....	4-2
Creating a Service Contract With Different Variation in Service Billing Options.....	4-3
Creating a Service Contract with Mass Change Request to Bill To, Ship To, and Party of the Contract.....	4-4
Create a Contract With Different Line Types And Different Partial Period Options to Generate the Invoice.....	4-4
Create a Service Contract With Different Accounting Rules, Lines With Usage of Partial Period Revenue Recognition Method.....	4-5
Create a Service Contract and Bill it With Tax Code Classification to Verifying It Form Account Receivables.....	4-6
Perform Copy Operation on Different Service Contracts.....	4-7
Create a Extended Warrant or Warrant Service Contract From Order Management With Territory Sales Representative.....	4-7
Create a Service Contract With Install Base Usability and Different Actions on the Instances and Verify in HTML Page.....	4-8
Perform Counter Lock on the Usage Lines of Service Contract.....	4-9
Update the Coverage Duration Using Coverage Re-Architecture.....	4-10
Perform Advance Search on Various Service Contracts.....	4-10
Perform HTML Search on Various Service Contracts.....	4-11
Perform Entitlement Search on Various Service Contracts.....	4-12

5 Oracle Spares Management Flows

Oracle Spares Management Overview.....	5-1
Oracle Spares Management Attributes.....	5-1
Adding Manned Warehouse to Planner's Desktop and Creating an Internal Order.....	5-2
Search and Update Delivery Time.....	5-4
Run All Concurrent Programs for Spares.....	5-7
Process a Spares Move Order Without Auto Receipt.....	5-8

6 Oracle TeleService Flows

Oracle TeleService Overview.....	6-1
Oracle TeleService Attributes.....	6-1
Setups.....	6-2
Automatic Task Generation.....	6-3
Defaulting of Bill To and Ship To Addresses Based on Customer or Item Instance.....	6-6
Defaulting the Planned End Date for a Task.....	6-8
Duplicate Check for Service Requests.....	6-10
Integration with Service Contracts.....	6-12
Mass Service Request Update.....	6-14
Customer Management.....	6-15
Integration of Oracle TeleService with Oracle iSupport.....	6-17
Integration with Knowledge Management.....	6-18

A Components in Oracle Service

Overview.....	A-1
Components in Oracle Service.....	A-1

Send Us Your Comments

Oracle Functional Testing Suite Advanced Pack for Oracle E-Business Suite – Service Reference Guide, Release 12.1.3

Part No. E53655-03

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document. Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

Note: Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the new Oracle E-Business Suite Release Online Documentation CD available on My Oracle Support and www.oracle.com. It contains the most current Documentation Library plus all documents revised or released recently.

Send your comments to us using the electronic mail address: appsdoc_us@oracle.com

Please give your name, address, electronic mail address, and telephone number (optional).

If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at www.oracle.com.

Preface

Intended Audience

Welcome to Release 12.1.3 of the *Oracle Functional Testing Suite Advanced Pack for Oracle E-Business Suite – Service Reference Guide*.

This guide is meant for implementers and testers of Oracle E-Business Suite applications. The document can also be referenced by end users to get information about the test flows.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Computer desktop application usage and terminology.

See Related Information Sources on page x for more Oracle E-Business Suite product information.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Structure

- 1 Introduction
- 2 Oracle Advanced Scheduler Flows
- 3 Oracle Field Service Flows
- 4 Oracle Service Contracts Flows
- 5 Oracle Spares Management Flows
- 6 Oracle TeleService Flows
- A Components in Oracle Service

Related Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle Application Testing Suite.

Online Documentation

All Oracle Application Testing Suite documentation is available online (HTML or PDF).

- **PDF** - See the Oracle E-Business Suite Documentation Library for current PDF documentation for your product with each release. The Oracle E-Business Suite Documentation Library is also available on My Oracle Support and is updated frequently
- **Release Notes** - For information about changes in this release, including new features, known issues, and other details, see the release notes for the relevant product, available on My Oracle Support.

Guides Related to This Product

Oracle Functional Testing Flow Builder Starter Pack Reference Guide for E-Business Suite Release 12.1.3

This guide describes each flow thereby providing an insight about the purpose of the flow and the core setups required to execute the flow. These test flows are built using Oracle E-Business Suite of applications on Release 12.1.3 with a sample database, which is required to run these flows.

Oracle Functional Testing Flow Builder User's Guide

Oracle Flow Builder (OFB) is a keyword-driven testing application that business analysts and Quality Assurance engineers use to build business test automation flows. The test automation flows can be translated into executable OpenScript scripts. Technical QA engineers or IT users define or update components by making use of the keywords for Oracle E-Business Suite of applications. Functional QA engineers or

business analysts then assemble the components together to define a business process, or "flow" and generate OpenScript scripts to automate testing of the application

Training and Support

Training

Oracle offers a complete set of training courses to help you master your product and reach full productivity quickly. These courses are organized into functional learning paths, so you take only those courses appropriate to your job or area of responsibility.

You have a choice of educational environments. You can attend courses offered by Oracle University at any of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep your product working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle server, and your hardware and software environment.

Do Not Use Database Tools to Modify Oracle E-Business Suite Data

Oracle **STRONGLY RECOMMENDS** that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite also keeps track of who changes information. If you enter information into database tables using

database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

Introduction

Overview

Oracle's integrated Customer Relationship Management (CRM) solution is a set of applications that offer information-driven sales, service, and marketing services. Oracle CRM activities range from precisely measuring marketing campaigns to automatically dispatching field technicians to remote locations.

The Oracle Functional Testing Suite Advanced Pack for Oracle E-Business Suite, referred to as advanced pack in this guide, provides components for testing features of different products delivered as part of the Oracle E-Business Suite Release 12.1.3. The components delivered in the advanced pack for the following Oracle Service products are documented cumulatively in this guide:

- Oracle Advanced Scheduler
- Oracle Field Service
- Oracle Service Contracts
- Oracle Spares Management
- Oracle TeleService

These flows are delivered over Oracle Flow Builder Starter Pack in Release 12.4.0.2 of Oracle Application Testing Suite for Oracle Applications.

For information about the components delivered in the Oracle Flow Builder Starter Pack, see the Oracle Functional Testing Flow Builder Starter Pack Reference Guide for E-Business Suite Release 12.1.3.

Oracle Service Attributes

This section provides information on the common prerequisites, profile options, and

data setups required for using the flows in Oracle Service products. Flow specific requirements are documented along with the flow in subsequent chapters.

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Oracle Advanced Scheduler Flows

This chapter covers the following topics:

- Oracle Advanced Scheduler Overview
- Oracle Advanced Scheduler Attributes
- Reschedule Child Task
- Scheduling Task with Third Party Resource

Oracle Advanced Scheduler Overview

Oracle Advanced Scheduler provides comprehensive scheduling functionality for assigning activities to field service technicians. Oracle Advanced Scheduler uses predefined constraints and associated costs for creating highly optimized and cost-effective schedules for field service representatives.

Oracle Advanced Scheduler Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Oracle Advanced Scheduler flows. Flow specific requirements are documented along with each flow in the subsequent sections.

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Reschedule Child Task

In a scenario where the effort for a task takes longer than a standard work shift, for scheduling purposes, Advanced Scheduler automatically splits the parent task and creates multiple child tasks with durations that are equal to, or shorter than, a standard shift. If the parent task or one or more of the child tasks needs to be rescheduled, you can right click the tasks in Dispatch Center and then select Reschedule starting from Task option. The Reschedule Child Task flow performs the following actions:

- Creates a service request and task with planned efforts more than the shift duration.
- Launches the Dispatch Center.
- Schedules the task by assigning it to an eligible technician.
- Reschedules child tasks by assigning these to another technician.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Reschedule Child Task flow.

Technical Name

Reschedule_Child_Task

Prerequisites

The following are the prerequisites for executing this flow:

- The task has planned effort greater than or equal to the default shift duration.
- Task is scheduled.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Default Time Zone Source - Schedule Advice	Incident Time Zone	Site
CSF: Update planned/scheduled times allowed	Yes	Site

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab	Type	Dispatch
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

Setup Data

Not applicable.

Scheduling Task with Third Party Resource

Often field service tasks are assigned to third party resources or groups due to overflow of work in a territory. Using Dispatch Center, dispatchers can monitor, commit, and release tasks scheduled to third party organizations and their technicians. The Scheduling Task with Third Party Resource flow schedules field service tasks to third party resources from Dispatch Center.

Scheduling Task with Third Party Resource flow performs the following actions:

- Creates a service request and a task.
- Launches Dispatch Center.

- Schedules the task by assigning it to an eligible third party technician.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Scheduling Task with Third Party Resource flow.

Technical Name

Third_Party_Scheduling

Prerequisites

The following is a prerequisite for executing this flow:

- Third party resource is assigned to a territory.

Profile Options

Not applicable.

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab	Type	Dispatch
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Schedule Task Preferences tab	Resource Suggestion	FS_Third_Party

Oracle Field Service Flows

Field Service Dispatch Center Flows

Field Service Dispatch Center Overview

The Field Service Dispatch Center feature assists dispatcher to schedule tasks and monitor the schedules for service representatives. Dispatch Center is a dashboard for handling all the dispatching functions. It provides many features, such as, Plan Board, Interactive Gantt Chart, and Map and Schedule Management.

Field Service Dispatch Center Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Field Service Dispatch Center flows. Flow specific requirements are documented along with each flow in the subsequent sections.

Prerequisites

None.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value
CSF: Scheduler Active	Yes
CSF: Dispatch Center Auto Refresh Period	0

Predefined Data

Not applicable.

Setup Data

Not applicable.

Scheduling a Task with Access Hours

The Scheduling a Task with Access Hours flow schedules field service tasks from the Dispatch Center with access hours constraints. Access hours constraints can be set up for a customer, customer site, or location, and can be set up for different time slots (ranges) that apply to different days of the week.

This flow verifies the following:

- Creation of a service request and a task.
- Assignment of access hours to the task.
- Launching of Field Service Dispatch Center.
- Scheduling of the task to an eligible technician in the time slot of the access hour.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Scheduling a Task with Access Hours flow.

Technical Name

Task_With_Access_Hours

Prerequisites

None.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Default "In planning" task status	In Planning	Site

Profile Option Name	Profile Option Value	Level
CSF: Default Accepted Task Status	Accepted	Site
CSF: Default Scheduling Type	Assisted	Site
CSF: Default Effort	2	Site
CSF: Default Effort UOM	Hour	Site
CSF: Default commit task status	Assigned	Site
CSF: Default Working task status	Working	Site
CSF: Default Planned Task Status for Planned Task	Assigned	User

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab tab	Type	Dispatch
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Schedule Task Preferences tab	Resource Suggestion	Avery, Ms. Felicia

Update Task with Customer Confirmation

Oracle Field Service provides a process for the dispatcher to record the customer confirmation prior to scheduling the task. Confirmation must be received before the task can be committed. A customer-confirmed visit cannot be modified without the approval of the customer, although the dispatcher can change the task confirmation status from Received to Required. When the task status is set to Required, the task cannot directly be rescheduled, canceled, or removed from a plan. The dispatcher must first undo the customer confirmation.

The Update Task with Customer Confirmation flow performs the following actions:

- Creates a service request and a task.
- Launches the Dispatch Center.
- Enables customer confirmation on a task.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Update Task with Customer Confirmation flow.

Technical Name

Task_With_Customer_Confirmation

Prerequisites

The following are the prerequisites for executing this flow:

- Task assignment statuses are defined in the Task Assignment module.
- Transition mapping is done for the task assignment statuses, from In Planning to Assigned to Accepted.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Default Unscheduled task status	In Planning	Site

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab	Type	Dispatch
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

Setup Data

Not applicable.

Scheduling Task with Skills

Field Service tasks are often associated with required skills, such as, language and operating system. Field Service technician is also associated with a set of skills and proficiency level.

While scheduling a task in the Dispatch Center, a field service task requiring a specific skill is matched against technicians with corresponding skill and degree of expertise.

The Scheduling Task with Skills flow performs the following actions:

- Creates a service request and a task.
- Assigns skills to a task.
- Launches Dispatch Center.
- Schedules the task for an eligible technician.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Scheduling Task with Skills flow.

Technical Name

Schedule_Task_With_Skills_Criteria

Prerequisites

None.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Skill Level Match	Equal to	Site
CSF: Override Task Skill Requirement for rescheduling in Scheduling Chart	No	Site
CSF: Default Skill Level Copy for Service Request Item	Standard	Site
CSF: Copy Service Request Item to Task Skill Requirements	No	Site
CSF: Copy Service Request Item Category to Task Skill Requirements	No	Site

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab	Type	Dispatch

Page Name	Field Name	Field Value
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Skill Management Resource tab	Type	Employee Resource
Skill Management Resource tab	Name	Avery, Ms. Felicia
Skill Management Resource tab skills	Language	Language
Skill Management Resource tab skills	Name	Spanish
Skill Management Resource tab skills	Level	Trainee (1)

Optimizing Technician Trips

Oracle Advanced Scheduler is equipped with an optimization engine to refine technician schedules after the initial schedule has been created. The optimization engine searches for tasks, and reschedules or reassigns tasks to optimize or reduce the cost in the schedule or trip.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Optimizing Technician Trips flow.

Technical Name

Optimization_Across_Trips

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab	Type	Dispatch
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Scheduler Rule Configurator Scheduler Parameters	Optimizer Minimum Success Percentage	20

Field Service Portal Flows

Field Service Portal Overview

The Field Service Portal feature has a full range of debrief capabilities to support call

closure and reporting time, parts, and expenses associated with task execution.

Field Service Portal Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Field Service Portal flows. Flow specific requirements are documented along with each flow in the subsequent sections.

Prerequisites

The following are the prerequisites for executing the Field Service Portal flows:

- A resource with Field Service Technician role and Field Service Technician Portal responsibility.
- A resource associated with the user ID and added to the calendar and territory.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value
MO: Default Operating Unit	Vision Operations
MO: Operating Unit	Vision Operations

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Field Service Technician Dashboard	Task Status	Accepted

Setup Data

Not applicable.

Restrict Service Request Creation to the Sites Where the Technician is Scheduled to Work

Technicians can log a new service request to address a customer issue that was not addressed in the original service request. The Field Service Technician Portal Dashboard provides a direct link to create a service request by using existing service request identifiers, such as, account name, customer number, item serial number, or instance address.

The Restrict Service Request Creation to the Sites where the Technician is Scheduled to Work flow verifies that a technician can create a service request for the sites where the technician is scheduled to work based on a profile setting in the Field Service Technician Portal.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Restrict Service Request Creation to the Sites Where the Technician is Scheduled to Work flow.

Technical Name

Restrict_Service_Request_Creation_Site

Prerequisites

None.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Restrict Service Request Creation to Scheduled Sites	Yes	User

Predefined Data

Not applicable.

Setup Data

Not applicable.

Mandatory Resolution Code

Resolution codes provide a uniform way for technicians to specify how a service request is resolved. A technician can specify a resolution code for a service request using the Resolution Code list of values.

The Mandatory Resolution Code flow checks if the resolution code is added to a service request when technicians change the assignment status to Completed or Closed.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Mandatory Resolution Code flow.

Technical Name

Mandatory_Resolution_Code

Prerequisites

The following are the prerequisites for executing this flow:

- Task assignment statuses are defined in the Task Assignment module.
- Transition mapping is done for the task assignment statuses from In Planning to Assigned to Accepted.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Mandatory Resolution Code	Yes	User
CSF: Mandatory Labor Debrief	No	User

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Field Service Technician Dashboard	Assignment Status	Accepted

Setup Data

Not applicable.

Creation of Mandatory Debrief Labor Lines

At times technicians may skip entering debrief data and try to change the task status to Completed or Closed in the Field Service application, which leads to charge lines not being created and a loss in revenue. This can be avoided by setting the value of the CSF: Mandatory Labor Debrief profile option to Yes so that technicians cannot complete or close a task until a labor line is added in debrief.

The Creation of Mandatory Debrief Labor Lines flow checks if the debrief data is added when technicians change the task status to Completed or Closed.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Creation of Mandatory Debrief Labor Lines flow.

Technical Name

Debrief_Mandatory_Labor_Debrief_Lines

Prerequisites

The following is the prerequisites for executing this flow:

- Business process is defined with a service activity code in the Charges module.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Mandatory Labor Debrief	Yes	User

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Update Task Debrief tab	Assignment Status	Accepted

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Update Task Debrief tab	Business Process	Field Service
Update Task Debrief tab	Service Activity	Calibrate
Update Task Debrief tab	Item	FSLabor

Creation and Posting of Debrief Return Lines

Reporting recovered items is necessary to plan supply of service parts, maintain the installed base, and create invoice for the material used. Material information is entered at line level which updates Oracle Inventory, Install Base, and Charges for that specific line when it is posted.

The Creation and Posting of Debrief Return Lines flow performs the following:

- Creates a service request and a task.
- Assigns the task to a field service technician.
- Launches the Field Service Technician Portal responsibility.
- Creates a debrief return line.
- Changes the assignment status to Completed to post the debrief return line.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Creation and Posting of Debrief Return Lines flow.

Technical Name

Post_Debrief_Return_Lines

Prerequisites

The following are the prerequisites for executing this flow:

- The logged in user is assigned to a valid subinventory.
- A finished good item exists. The item must be Transactable, Billable, with on hand quantity, instances and is associated with a price list.
- A business process with a service activity code.
- Open inventory accounting periods.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Disable debrief HTML	No	Site
CSF: Default Business Process	Field Service	User
CSF: Default Debrief Service Activity Code	Install	User
CSF: Inventory Validation Org	Vision Operations	Site
CSF: Mandatory Labor Debrief	No	User

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Update Task Debrief tab	Assignment Status	Accepted

Page Name	Field Name	Field Value
Update Task Debrief tab	Debrief Status	Completed
Update Task Debrief tab	Subinventory	D2.DF Truck1

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Update Task Debrief tab	Business Process	Field Service
Update Task Debrief tab	Service Activity	Return
Update Task Debrief tab	Item	FS54888
Update Task Debrief tab	UOM	Ea

Follow-up Task Scheduling Using the Window To Promise (WTP) Option

A follow-up task is created in the Field Service Technician Portal when the technician finds missing parts in the trunk stock, when the task in hand requires a different skill set, or when a new issue is found at the customer site. When the task is assigned to a technician, a time slot is reserved for the customer using the Window to Promise option with the planned start and end dates. However, the task can be reassigned to another resource.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Follow-up Task Scheduling Using the Window to Promise (WTP) Option flow.

Technical Name

Scheduling_FollowUp_WTP

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Follow-Up Task	Priority	High
Create Follow-Up Task	Type	Dispatch
Create Follow-Up Task	Status	In Planning

Setup Data

Not applicable.

Field Service Wireless Flows

Field Service Wireless Overview

The Field Service Wireless feature is used by field service representatives using mobile devices that are continuously connected to the CRM enterprise applications. The field service representatives connect to this application by specifying a URL on their mobile device's web browser. Once connected to the database, users interact with the application on the mobile device.

Field Service Wireless Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Field Service Wireless flows. Flow specific requirements are documented along with each flow in the subsequent sections.

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Creating Internal Order Manually

Using the Field Service Wireless feature, a technician can order parts to replenish the trunk stock or to meet a specific need for a particular customer. The ordering process is closely integrated with the search process, and automates the creation of the order. Technicians can create an internal order if their parts search includes warehouses that are located within the same organization as their default subinventory.

Technicians can also include substitute and superseded parts in the search by selecting the Alternate Parts check box.

Creating Internal Order Manually flow verifies the creation of an internal order for a required item through Parts Search using the Wireless feature.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Creating Internal Order Manually flow.

Technical Name

Create_Internal_Order_Manual

Prerequisites

The following are the prerequisites for executing this flow:

- Source is a manned warehouse.
- A technician is assigned to a subinventory and a primary address.
- A shipping network is defined between source and destination organization.
- An item is assigned in both source and destination organizations.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSP: Initial Status of Internal Order for Parts Requirement	Booked	User
CSP: Parts Requirement Default Ship To Address	Technician Address	User
CSP: Part Search Method	Inventory	Site

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Parts Search	Item	FS54888

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Parts Search	Item	FS54888
Planning	Organization	Seattle Manufacturing (Manned Warehouse)
Planning	Stocking Site Type	Manned warehouse
Resource Addresses and Subinventories	Address	275 Bonita Ln1, Primary addr, FOSTER CITY, CA 94404
Resource Addresses and Subinventories	Organization	FST (Field Service Technician Warehouse)
Resource Addresses and Subinventories	Subinventory	FS_Truck6(Usable Subinventory in FST)

Creation and Posting of Debrief Install Lines

Reporting installed items is necessary to plan the supply of service parts, to maintain the installed base, and to create invoices for the material used. Material information is entered at the line level to update Oracle Inventory, Install Base, and Charges for the specific line.

The Creation and Posting of Debrief Install Lines flow performs the following actions:

- Creates a service request and a task.
- Assigns the task to a field service technician.
- Launches the application.
- Creates a debrief install line.
- Changes the assignment status to Completed to post the debrief install line.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Creation and Posting of Debrief Install Lines flow.

Technical Name

Post_Debrief_Install_Lines_FSWL

Prerequisites

The following are the prerequisites for executing this flow:

- User is assigned to a valid subinventory, which is provided with available on hand quantity for the item used in the flow.
- Business process is defined with a valid service activity code in the Charges module.
- Inventory accounting periods are open for the corresponding period of the flow.
- Below mentioned default item properties are set for the item used as part of the flow in inventory module:
 - The Service Billable attribute is set to Material.
 - The Item Transactable check box is selected.
 - If the item used in the flow is a trackable item, the instance number is already

generated.

- Price lists are associated with the item.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Default Business Process	Field Service	User
CSF: Default Debrief Service Activity Code	Install	User
CSF: Inventory Validation Org	Vision Operations	Site

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Task Details	Assignment Status	Accepted
Material Line	Subinventory	FST.FS_Truck7

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Material Line	Business Process	Field Service
Material Line	Service Activity	Return
Material Line	Item	FS54888

Oracle Service Contracts Flows

Oracle Service Contracts Overview

Oracle Service Contracts provides a complete contract authoring solution to manage warranties, extended warranties, usage, subscription services, and complex service agreements.

With Oracle Service Contracts you can do the following:

- Sell multiple types of service
- Define pricing and billing schedules
- Ensure timely service entitlement checks
- Automate renewals for recurring revenue opportunities
- Simplify change management

This chapter describes the following flows in Oracle Service Contracts:

- Author a contract with multiple lines and different scheduling levels
- Generate invoices for contracts having multiple lines and different payment methods
- Create contracts with different partial period setups and verify the revenue recognition for different contract types
- Verify the impact of updating an item at Install Base
- Create mass change requests for Bill To or Ship To addresses and party or account contacts
- Create a warranty or extended warranty contract

- Verify the search and copy actions

Oracle Service Contracts Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Oracle Service Contracts flows. Flow specific requirements are documented along with the flow in the subsequent sections.

Prerequisites

None.

Profile Options

The following profile options must be met:

Profile Option Name	Profile Option Value
MO: Operating Unit	Vision Operations

Predefined Data

Not applicable.

Setup Data

Not applicable.

Responsibility Setup Data

The following responsibilities must be available and assigned to the users:

Window Name	Field Name	Field Value
Responsibility	Responsibility	Service Contracts Manager Vision Enterprises Order Management Super User, Vision Operations Oracle Install Base Agent User

Creating a Service Contract With Different Variation in Service Billing Options

This flow covers the following:

- Create a contract with advance billing option with equal and covered levels, and verify the billing details
- Create a contract for the usage lines with price breaks and verify the invoice generation
- Verify the invoices details when the OKS: Transaction Summary profile option is set to Yes and No

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Creating a Service Contract With Different Variation in Service Billing Options flow.

Technical Name

Service_Billing_Contracts

Prerequisites

None.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value
OKS: Transaction Summary	Yes
OKS: Use QP for Manual Adjustment	No

Predefined Data

Not applicable.

Setup Data

Not applicable.

Creating a Service Contract with Mass Change Request to Bill To, Ship To, and Party of the Contract

In this flow, the user can create a mass change request for Bill To and Ship To addresses and Party Account of a contact and verify the details in the contract which shows the mass changes.

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Creating a Service Contract with Mass Change Request to Bill To, Ship To, and Party of the Contract flow.

Technical Name

Mass_Change_Request_For_BillTo_And_Shipto_Address

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Create a Contract With Different Line Types And Different Partial Period Options to Generate the Invoice

Attributes

This section provides information on the common prerequisites, profile options, and

data setups required for executing the Create a Contract With Different Line Types And Different Partial Period Options to Generate the Invoice flow.

Technical Name

Partial_Periods_For_Contract

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Create a Service Contract With Different Accounting Rules, Lines With Usage of Partial Period Revenue Recognition Method

In this flow, the user can create a service contract with different revenue recognition methods and verify the invoice based on the accounting rules.

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Create a Service Contract With Different Accounting Rules, Lines With Usage of Partial Period Revenue Recognition Method flow.

Technical Name

Partial_Period_Revenue_Recognition

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Create a Service Contract and Bill it With Tax Code Classification to Verifying It Form Account Receivables

In this flow, the user can create a service contract with different tax codes for multiple lines. The user can verify the invoice details in Account Receivables if all lines are having correct tax codes as defined in the contract.

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Create a Service Contract and Bill it With Tax Code Classification to Verifying It Form Account Receivables flow.

Technical Name

Contract_Billing_With_Tax_Codes

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Perform Copy Operation on Different Service Contracts

In this flow, the user can copy different contracts like Service, Subscription, Warranty, and Extended Warranty contract. The user can verify that copy action for warranty contract is not allowed.

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Perform Copy Operation on Different Service Contracts flow.

Technical Name

Copy_Operation_On_Different_Contracts

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Create a Extended Warranty or Warranty Service Contract From Order Management With Territory Sales Representative

In this flow, the user can create a warranty and extended warranty contract from Order Management, having the sales representative details.

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Create a Extended Warranty or Warranty Service Contract From Order Management With Territory Sales Representative flow.

Technical Name

Create_Contract_From_Order_Management

Prerequisites

None.

Profile Options

The following profile option must be set:

Profile Option Name	Profile Option Value
OKS: Territory sales person for first year contracts	Retain

Predefined Data

Not applicable.

Setup Data

Not applicable.

Create a Service Contract With Install Base Usability and Different Actions on the Instances and Verify in HTML Page

In this flow, the user can create a contract with different item instances and perform different actions in Install Base, such as, Splitting Quantity, Updating Quantity, and Terminating Instance. The user can verify the details in the contract.

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Create a Service Contract With Install Base Usability and Different Actions on the Instances and Verify in HTML Page flow.

Technical Name

IB_Usability

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Perform Counter Lock on the Usage Lines of Service Contract

In this flow, the user can create a contract with Usage Lines, add the counter reading to the item instance, and verify the locking for the counter readings.

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Perform Counter Lock on the Usage Lines of Service Contract flow.

Technical Name

Counter_Lock_On_Usage_Contract

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Update the Coverage Duration Using Coverage Re-Architecture

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Update the Coverage Duration Using Coverage Re-Architecture flow.

Technical Name

Coverage_Re_Architecture

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Perform Advance Search on Various Service Contracts

In this flow, the user can verify search options, such as, HTML, Entitlement, and Advance.

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Perform Advance Search on Various Service Contracts flow.

Technical Name

Advance_Search_Operation_On_Different_Contracts

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Perform HTML Search on Various Service Contracts

In this flow, the user can verify search options, such as, HTML. The user can view the results and use them for specific operations.

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Perform HTML Search on Various Service Contracts flow.

Technical Name

HTML_Enquiries

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Perform Entitlement Search on Various Service Contracts

In this flow, the user can verify search options, such as, Entitlement. User can view the result and use them for specific operations.

Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Perform Entitlement Search on Various Service Contracts flow.

Technical Name

Entitlement_Search_For_Service_Contract

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Oracle Spares Management Flows

This chapter covers the following topics:

- Oracle Spares Management Overview
- Oracle Spares Management Attributes
- Adding Manned Warehouse to Planner's Desktop and Creating an Internal Order
- Search and Update Delivery Time
- Run All Concurrent Programs for Spares
- Process a Spares Move Order Without Auto Receipt

Oracle Spares Management Overview

Oracle Spares Management provides both logistics and inventory planning functionality to manage service parts inventory. The Oracle Spares Management functionality is based on distributed closed-loop inventory process wherein the application maintains certain quantities of inventories at locations such as repair depots, warehouses, and trunk stocks. The Logistics module is responsible for movement of parts from field service warehouses to the technician, and return of excess and defective parts from technician to field service warehouses.

Oracle Spares Management Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Oracle Spares Management flows. Flow specific requirements are documented along with each flow in the subsequent sections.

Prerequisites

The following is a prerequisite for executing the Oracle Spares Management flows:

- Inventory accounting and GL periods are open.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
MO: Operating Unit	Vision Operations	Site
MO: Default Operating Unit	Vision Operations	User
MO: Security Profile	Global Vision	Site
CSP: Order Type	Order Only	Site

Predefined Data

Not applicable.

Setup Data

Not applicable.

Adding Manned Warehouse to Planner's Desktop and Creating an Internal Order

Stock is transferred from the warehouse to a technician through an internal order. To create an internal order it is necessary to define a warehouse as a manned warehouse in the Planner's Desktop.

The Adding Manned Warehouse to Planner's Desktop and Creating an Internal Order flow performs the following actions:

- Defines a warehouse as a manned warehouse in the Planner's Desktop.
- Executes the Create Part Availability Data concurrent program.
- Creates a part requirement for an item.
- Creates an internal order from the manned warehouse to the technician through part search.
- Deletes the manned warehouse from the Planner's Desktop.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Adding Manned Warehouse to Planner's Desktop And Creating An Internal Order flow.

Technical Name

Add_Manned_Warehouse_PD_Create_IO

Prerequisites

The following are the prerequisites for executing this flow:

- A planning node under Spares Planning node in Planner's Desktop.
- The user is assigned to a subinventory and has a primary address specified in the Resource Address and Subinventories window.
- On hand quantity for the item FS54888 in the warehouse is greater than 10.
- A shipping network between source and destination organizations.
- Delivery time set up for the source organization and the shipping method.
- Item is assigned to the source and destination organizations.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSP: Part Search Method	Spares Supply Chain	Site
CSP: Part Requirement Default Ship to Address	Technician Address	Site

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Parts Requirement	Resource	Karmer,Ralph
Parts Requirement	Item Required	FS54888

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Planning	Organization	Seattle Manufacturing
Planning	Stocking Site Type	Manned Warehouse
Planning	Calendar	FS Regular Calendar
Planning	Time Zone	America/Los_Angeles
Resource Address and Subinventories	Address	460 Navaro Way, SAN JOSE,CA 95134
Resource Address and Subinventories	Organization	FST(Field Service Technician Warehouse)
Resource Address and Subinventories	Subinventory	FS_Truck6(Usable subinventory in FST)
Define Delivery Time	Organization	M1-Manned warehouse
Define Delivery Time	Lead Time	1
Define Delivery Time	Lead Time UOM	Day

Search and Update Delivery Time

Delivery time is required to ship the goods from the source to the destination organization and calculate the expected arrival time based on the lead time setup.

The Search and Update Delivery Time flow performs the following actions:

- Searches and updates the delivery and lead times for the source org and subinventory.
- Creates parts requirement for an item.
- Verifies if the correct manned warehouse is displayed while searching for parts with the correct shipping method and expected arrival date.
- Creates an internal order for the item using the Parts Search option.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Search and Update Delivery Time flow.

Technical Name

Search_And_Update_Delivery_Time

Prerequisites

The following are the prerequisites for executing this flow:

- The user is assigned to a subinventory and has a primary address specified in the Resource Address and Sub inventories window.
- On hand quantity for the item FS54888 in the warehouse.
- A shipping network between source and destination organizations.
- Delivery time set up for the source organization and the shipping method.
- Item is assigned to the source and destination organizations.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSP: Part Search Method	Spares Supply Chain	Site
CSP: Part Requirement Default Ship to Address	Technician	Site

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Parts Requirement	Resource	Karmer,Ralph
Parts Requirement	Item Required	FS54888

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Planning	Organization	Seattle Manufacturing
Planning	Stocking Site Type	Manned Warehouse
Planning	Calendar	FS Regular Calendar
Planning	Time Zone	America/Los_Angeles
Resource Address and Subinventories	Address	460 Navaro Way, SAN JOSE,CA 95134
Resource Address and Subinventories	Organization	FST(Field Service Technician Warehouse)
Resource Address and Subinventories	Subinventory	FS_Truck6(Usable subinventory in FST)
Define Delivery Time	Organization	M1-Manned warehouse
Define Delivery Time	Lead Time	1
Define Delivery Time	Lead Time UOM	Day
Define Delivery Time	Delivery Time	11:30:00 AM

Page Name	Field Name	Field Value
Define Delivery Time	Cutoff Time	06:30:00 PM
Define Delivery Time	Time Zone	America/Los_Angeles

Run All Concurrent Programs for Spares

Concurrent programs are run to process background jobs and update inventory transactions.

The Run All Concurrent Programs for Spares flow performs the following actions:

- Creates Min Max data for the items.
- Creates excess lists for all items.
- Creates warehouse replenishment data for warehouse.
- Creates parts availability data for items in warehouses and subinventory.
- Verifies each program is completed successfully without any error.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Run all Concurrent Programs for Spares flow.

Technical Name

Run_All_Concurrent_Program_Spares

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Concurrent Request Spares	Planning Node	Spares Planning
Concurrent Request Spares	Organization ID	FST
Concurrent Request Spares	Subinventory	FS_Truck6
Concurrent Request Spares	Organization	M1

Setup Data

Not applicable.

Process a Spares Move Order Without Auto Receipt

Move orders are created to transfer stock from one subinventory to another subinventory. A move order is processed in two ways, with and without an auto receipt. When a move order is processed automatically, the parts are automatically received after shipment is confirmed.

The Process a Spares Move Order Without Auto Receipt flow performs following actions:

- Creates and approves a move order.
- Processes the move order.
- Receives parts as these are not received automatically.

Attributes

This section provides information on prerequisites, profile options, and data setups required to use the Process a Spares Move Order Without Auto Receipt flow.

Technical Name

Create_Process_Spares_MO_Without_AutoReceipt

Prerequisites

The following is a prerequisite for executing this flow:

- On hand quantity is available in the source subinventory.

Profile Options

Not applicable.

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Move Orders	Item	AS54888

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Move Orders	Shipment Method	DHL-Parcel-Express
Move Orders	Carrier	DHL
Move Orders	Subinventory	FGI
Move Orders	Subinventory	Stores

Oracle TeleService Flows

This chapter covers the following topics:

- Oracle TeleService Overview
- Oracle TeleService Attributes
- Setups
- Automatic Task Generation
- Defaulting of Bill To and Ship To Addresses Based on Customer or Item Instance
- Defaulting the Planned End Date for a Task
- Duplicate Check for Service Requests
- Integration with Service Contracts
- Mass Service Request Update
- Customer Management
- Integration of Oracle TeleService with Oracle iSupport
- Integration with Knowledge Management

Oracle TeleService Overview

Oracle TeleService automates the call center and the whole problem resolution process from the time a customer calls, sends an email, or enters a service request on the web. Agents can use Oracle TeleService to update customer records, validate product ownership and contract coverage, provide proactive and personalized customer service, and resolve problems during the initial contact using a knowledge base.

Oracle TeleService Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Oracle TeleService flows. Flow specific

requirements are documented along with each flow in the subsequent sections.

Prerequisites

None.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Setups

The Setups flow creates major setups required for creating a service request in Oracle TeleService.

This flow performs the following actions:

- Creates Normal and Dispatch task types.
- Creates a business process.
- Creates a service activity code for material-order and return, labor and expense billing types.
- Associates a service activity code with the business process.
- Creates coverage templates.
- Creates service item.
- Creates contracts at party, product, item, site and system level.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Setup flows.

Technical Name

Setups

Prerequisites

The following are the prerequisites for executing this flow:

- User is assigned the Service Contracts Manager, Vision Enterprises responsibility, to create service contracts.
- User is assigned the Service responsibility to create setups required for creating a service request.

Profile Options

Not applicable.

Predefined Data

Not applicable.

Setup Data

Not applicable.

Automatic Task Generation

When an agent creates a service request, the application automatically generates tasks that are used in the resolution of the customer problem. This enables an agent to schedule a repair on the first call rather than having the dispatcher to call the customer back.

Automatic task generation is useful for known problems that have standard resolutions. If agents need to research the problem by using the knowledge base and other methods, then the tasks required to resolve the problem will vary.

The generated tasks appear in the Task tab of the Service Request window.

The Automatic Task Generation flow creates automatic tasks for service request based on the following:

- Task template mapping for the service request type
- Task Type Attribute Configuration: Enables automatic creation of tasks based on the information entered in the attributes.

- Verifies the subject of the auto task generated.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Automatic Task Generation flow.

Technical Name

Automatic_Task_Generation

Prerequisites

The following are the prerequisites for executing this flow:

- User is logged in with the Service responsibility.
- Task template mapping is defined for the service request type.
- Extended attribute mapping is defined for the service request type.
- Task type attribute configuration is defined for the service request type.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
Service: Auto Generate Tasks on SR Create	Task Template Mapping	Responsibility
Service: Auto Generate Tasks on SR Create	Task Type Attribute Configuration	Responsibility

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608

Page Name	Field Name	Field Value
Create Service Request	Type	Activate Service
Create Service Request	Type	Abandoned Vehicle
Create Service Request	Is vehicle blocking traffic?	Yes
Create Service Request	Hazardous material?	Yes
Create Service Request	What color is the vehicle?	Black
Create Service Request	What make is the vehicle?	Acura Cars
Create Service Request	Severity	High
Create Service Request	Status	Open

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Create Task Template mapping	Request Type	Activate Service
Create Task Template mapping	Task Template	Activate Service
Service Request Attributes Configuration	Type	Abandoned Vehicle
Service Request Attributes Configuration	Name	Is vehicle blocking traffic?
Service Request Attributes Configuration	Name	What color is the vehicle?
Service Request Attributes Configuration	Name	What make is the vehicle?

Page Name	Field Name	Field Value
Service Request Attributes Configuration	Name	Hazardous material?
Service Request Attributes Configuration	Task Type	Dispatch Tow Truck
Service Request Attributes Configuration	Name	Is vehicle blocking traffic?
Service Request Attributes Configuration	Value	Yes
Service Request Attributes Configuration	Task Type	Dispatch Fire Truck
Service Request Attributes Configuration	Name	Hazardous material?
Service Request Attributes Configuration	Value	Yes

Defaulting of Bill To and Ship To Addresses Based on Customer or Item Instance

The Bill To and Ship To addresses become the primary addresses for any shipment or billing for a service request. Use the Service: Default Bill To and Ship To Address Options profile option to set the Bill To and Ship To addresses.

The Defaulting of Bill To and Ship To Addresses Based on Customer or Item Instance flow performs the following actions:

- Sets the Service: Default Bill To and Ship To Address Options profile option to Default from Installed Base or Default from Customer.
- Creates a service request with an instance associated with the bill to and ship to address.
- Creates a service request with an instance not associated with the bill to and ship to address.
- Creates a service request without an instance.

- Verifies the bill to and ship to address for the service request.

Attributes

This section provides information on prerequisites, profile options, and data setups required for executing the Defaulting of Bill To and Ship To Addresses Based on Customer or Item Instance flow.

Technical Name

Creation_Optimization_Bill_To_And_Ship_To

Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
Service: Default Bill To and Ship To Address Options	Default from Customer	User
Service: Default Bill To and Ship To Address Options	Default from Installed Base	User

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Instance	100227
Create Service Request	Instance	99651

Page Name	Field Name	Field Value
Create Service Request	Type	Customer Call
Create Service Request	Severity	High
Create Service Request	Status	Open

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Update Item instance	Address (Bill To and Ship To Section)	Riverside
Update Item instance	Address (Bill To and Ship To Section)	Mönkegasse 23
Contact Center :Address tab	Address	2391 L Street
Contact Center :Address tab	Usage	Bill-To/Ship-To
Contact Center :Address tab	Status	Active

Defaulting the Planned End Date for a Task

The Defaulting the Planned End Date for a Task flow verifies the planned end date for a task based on the Service: Options to Default the Task Planned End Date profile option.

This flow performs the following actions:

- Sets the Service: Options to Default the Task Planned End Date profile to Respond by or Resolve by.
- Creates a service request with the Respond by and Resolve by dates.
- Verifies the planned end date of tasks with different planned start dates.

Attributes

This section provides information on prerequisites, profile options, and data setups required for executing the Defaulting the Planned End Date for a Task flow.

Technical Name

Defaulting_Of_Planned_End_Date_For_A_Task

Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
Service: Options to default the Task planned end date	Respond by	User
Service: Options to default the Task planned end date	Resolve by	User

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Customer	Business World
Create Service Request	Severity	High
Create Service Request	Status	Open

Page Name	Field Name	Field Value
Create Service Request: Task tab	Task type	Follow up action
Create Service Request: Task tab	Task type	Dispatch

Setup Data

Not applicable.

Duplicate Check for Service Requests

When a service request is created by an agent or a customer, the application automatically checks for potential duplicates of the service request.

The Duplicate Check for Service Requests flow checks for service requests with same items, item instances, customers, and serial numbers.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Duplicate Check for Service Requests flow.

Technical Name

Duplicate_Check_For_Service_Request

Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
Service: Service Request Duplicate Timeframe	1	Responsibility
Service: Service Request Duplicate Timeframe UOM	Minute	Responsibility
Services: Check for Duplicate Service Requests	Yes	Responsibility
Services: Service Request Duplicate Criteria	Item Instance or Customer and Item	Responsibility
Services: Service Request Duplicate Criteria	All with Serial Number	Responsibility
Services: Service Request Duplicate Criteria	All without Serial Number	Responsibility
Services: Service Request Duplicate Criteria	Item Instance/ Customer, Item, Serial Number	Responsibility
Services: Check for Similar Service Requests	No	Responsibility

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Customer	Business World
Create Service Request	Type	Customer Call
Create Service Request	Status	Open
Create Service Request	Severity	High

Setup Data

Not applicable.

Integration with Service Contracts

Oracle Service Contracts provides a complete contract authoring execution solution to manage warranties, extended warranties, usage, and subscription services, as well as complex service agreements.

The Integration with Service Contracts flow performs the following actions:

- Views the entitled contracts for the service request.
- Views all contracts available for the service request.
- Verifies whether contracts are displayed pertaining to setup with following:
 - Item
 - Instance
 - Customer Number
 - Customer Site
- Manually selects and assign the contract for the service request.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Integration with Service Contracts flow.

Technical Name

Service_Contracts

Prerequisites

The following are the prerequisites for executing this flow:

- User is logged in with the Service responsibility.
- Service contracts are created at the following levels: item instance, customer, customer site and system.

Profile Options

Not applicable.

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Customer	Business World
Create Service Request	Type	Activate Service
Create Service Request	Status	Open
Create Service Request	Severity	High
Create Service Request	Instance	100227
Create Service Request	Party	Business World
Create Service Request	System	2813
Create Service Request	Site Number	2227

Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Create Service Request	Contract	22131
Create Service Request	Contract	22167
Create Service Request	Contract	21555

Page Name	Field Name	Field Value
Create Service Request	Contract	22173

Mass Service Request Update

The Mass Service Request Update feature enables you to update more than one service request in a single operation.

The Mass Service Request Update flow performs the following actions:

- Searches all the service requests that belong to a search criteria.
- Selects the relevant service requests
- Updates notes, status, group owner, individual owner for the service requests
- Verifies confirmation message for the update

Attributes

This section provides information on prerequisites, profile options, and data setups required for executing the Mass Service Request Update flow.

Technical Name

Mass_Service_Request_Update

Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

Profile Options

Not applicable.

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Mass Service Requests Update: Search	Customer	Business World
Mass Service Requests Update: Update	Note type	Cause
Mass Service Requests Update: Update	Visibility	Public
Mass Service Requests Update: Update	Group	CSS Group
Mass Service Requests Update: Update	Owner	Any owner can be selected
Mass Service Requests Update: Update	Status	Accepted
Mass Service Requests Update: Update	Resolution Code	Client Upgraded (any resolution code can be used)

Setup Data

Not applicable.

Customer Management

User can access the Contact Center form from the Customer Management menu of the Service application.

The Contact Center window is designed to allow Tier-1 customer service agents to manage customer information and quickly enter service requests in high-volume call centers. It provides a central place to view and update customer information that is collected by the entire Oracle E-Business Suite of applications. Agents can access not only addresses and contacts but also all past interactions with a customer, including emails, phone calls, and site visits. Agents can read notes posted by the entire organization about a customer, and know which products the customer has purchased, their service history, and any contractual agreements that apply.

The Customer Management flow performs the following actions:

- Creates a service request from the Service Request tab in the Contact Center.

- Creates quick tasks from the Service Request tab.
- Verifies the addresses of task and updates the address.
- Creates a field service task and audits the task.
- Creates debrief lines for the field service task.

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Customer Management flow.

Technical Name

Customer_Management

Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

Profile Options

Not applicable.

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Contact Center – Header	Account	1608
Contact Center – Service Request tab	Type	Activate Service
Contact Center – Service Request tab	Status	Open
Contact Center – Service Request tab	Severity	High

Setup Data

Not applicable.

Integration of Oracle TeleService with Oracle iSupport

Oracle iSupport is an Internet-based customer support application that enables service organizations to provide online self-service customer support. Oracle iSupport drives service profitability by decreasing the number of calls coming into the Contact Center.

The Integration of Oracle TeleService with Oracle iSupport flow performs the following actions:

- Views the service request charge lines created from Oracle TeleService in Oracle iSupport.
- Performs the following actions on the service request in Oracle iSupport:
 - Updates the service request.
 - Attaches a product to the service request.
 - Escalates the service request.
 - Adds contacts to service request.
 - Closes and reopens the service request.
- Verifies the status of service request in Oracle TeleService after performing each action in Oracle iSupport.

Attributes

This section provides information on prerequisites, profile options, and data setups required for executing the Integration of Oracle TeleService with Oracle iSupport flow.

Technical Name

Integration_With_Isupport

Prerequisites

The following are the prerequisites for executing this flow:

- User is assigned the iSupport Primary User, Vision Operations responsibility to act on the service request in Oracle iSupport.

- User is assigned the Service responsibility to verify the status of the service request in Oracle TeleService after performing each action in Oracle iSupport.

Profile Options

Not applicable.

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Customer	Business World
Create Service Request	Type	Billing Problem
Create Service Request - Contact Information	Contact	Amy Miller
Create Service Request	Severity	High
Create Service Request	Status	Open

Setup Data

Not applicable.

Integration with Knowledge Management

Oracle Knowledge Management is an information management system that uses Oracle's knowledge capture, storage, and distribution tools. Oracle Knowledge Management provides the features of solution search, creation, and organization, and access to new solutions. The integration with Oracle Knowledge Management makes it possible for agents using Oracle TeleService to search for solutions to customer problems.

The Integration with Knowledge Management flow performs the following actions:

- Searches for solutions by problem summary in the service request header

- Searches solution by any word
- Searches solution by all words
- Verifies the results displayed in the following tabs:
 - Solutions
 - Service Requests
 - Categories

Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Integration of with Knowledge Management flow.

Technical Name

Integration_With_Knowledge_Management

Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

Profile Options

Not applicable.

Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Customer	Business World
Create Service Request	Type	Activate Service

Page Name	Field Name	Field Value
Create Service Request	Status	Open
Create Service Request	Severity	High

Setup Data

Not applicable.

Components in Oracle Service

This appendix covers the following topics:

- Overview
- Components in Oracle Service

Overview

This appendix describes the components in Oracle Service.

Components in Oracle Service

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Post Debrief	Create_FSTP_Dbrf_ExpenseLine	Update Task	This component posts debrief material return line.
Oracle Field Service - Portal	Post Debrief	Post_FSTP_Dbrf_MtrlInstallLine	Update Task	This component clicks post debrief button for material install line.
Oracle Field Service - Portal	Create Debrief	Create_FSTP_Dbrf_ExpenseLine	Update Task	This component creates debrief expense line
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Purge_Gps_Feeds	WORK_ORDER	This component submits concurrent request to delete all the data from the GPS.

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Other	Crt_FSTP_Parts_Return_Enhanced	Parts Return	This component returns parts using technician portal.
Oracle Field Service - Portal	Other	ManualSource_FSTP_SrchPartRqmt	Parts Requirement Find	This component creates IO using manual sourcing.
Oracle Field Service - Portal	Other	Select_Task_Calender	Eportal, calender	To search and open task from a calender
Oracle Field Service - Portal	Other	Search_Transaction_History	Eportal, Transaction History	To search and verify transaction for an item
Oracle Field Service - Portal	Other	Manage_Personalized_view	Eportal, calender	To Manage views
Oracle Field Service - Portal	Other	Create_Update_Personalizedview	Eportal, Create View	To create a custom view
Oracle TeleService	Service Request Creation	Service_Task_Tab	Service Request, Task	This component creates task for a Service Request.
Oracle TeleService	Service Request Creation	Check_SR_Log_Note_Sol_Srch	Service Request, Workbench	This component performs operations in the Workbench tab of the Service Request form.
Oracle TeleService	Service Request Creation	Add_SR_Relations	Service Request	This component adds relations to a service request.
Oracle TeleService	Service Request Creation	Service_Charges_Tab	Service Request	This component transacts on Charges tab header of a service request.
Oracle Field Service - Portal	Create Debrief	Search_FSTP_SearchTask	Field Service Technician Dashboard	This component searches for a task in the Technician Dashboard page.

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Other	Verify_FSTP_Truck_Stock_Management	Field Service Technician Dashboard	This component transacts with trunk stock management.
Oracle Field Service - Dispatch Center	Other Forms	Add_DC_Access_Hours	Access Hours	This component adds access hours to a task.
Oracle Field Service - Dispatch Center	Other Forms	Modify_DC_Customer_Confirmation	Field Service Dispatch Center	This component updates customer confirmation of a task.
Oracle Field Service - Dispatch Center	Other Forms	Select_DC_Territories	Field Service Dispatch Center	This component adds territories to the dispatcher view.
Oracle Field Service - Dispatch Center	Skills	Add_DC_New_Skill	Skill Management	This component creates a new skill.
Oracle Field Service Wireless	Create Debrief	Srch_FSWL_TaskSrch	Wireless	This component searches for a task in wireless UI.
Oracle Field Service - Dispatch Center	Skills	Add_DC_Skill_Task	Skill Assignment	This component transacts on skill management in Dispatch Center.
Oracle Field Service Wireless	Other	Serach_SR_Item_Instance	Item, Instance, Password	This component changes password.
Oracle TeleService	Service Request Creation	Serach_SR_Item_Instance	Search Installed Base	This component searches page of item instance.
Oracle Spares Management	Setup	Add_CSP_Subinventory_PD	PD, Planner Desktop, SETUPCOMP	This component adds a subinventory to planner's desktop.

Product	Feature	Component	Tags	Description
Oracle Spares Management	Setup	Add_CSP_Warehouse_PD	PD, Planner Desktop, SETUPCOMP	This component adds a warehouse to planner's desktop.
Oracle Spares Management	Requests	Run_Create_Asl_Recommendations	CR, Concurrent Request	This component submits concurrent request 'create asl recommendations'.
Oracle Spares Management	Requests	Run_CSP_Create_Excess_Lists	CR, Concurrent Request	This component submits concurrent request 'create excess lists'.
Oracle Spares Management	Requests	Run_CSP_Create_Part_Avl_Data	CR, Concurrent Request	This component submits concurrent request 'create part availability data'.
Oracle Spares Management	Requests	Run_CSP_Print_Excess_Lists	CR, Concurrent Request	This component submits concurrent request 'print excess lists'.
Oracle Spares Management	Requests	Run_CSPWarehouse_Notifications	CR, Concurrent Request	This component submits concurrent request 'warehouse notifications'.
Oracle Spares Management	Setup	Setup_CSP_Site_Attributes_PD	PD, Planner Desktop, SETUPCOMP	This component sets up site attributes for a warehouse/subinventory in planner's desktop.
Oracle Field Service - Portal	Create Debrief	Create_FSTP_Dbrf_MtrlRtrn Line	Update Task: *	This component creates debrief material install line.
Oracle TeleService	Service Request Creation	Escalate_SR	Escalations	This component escalates a service request.
Oracle Field Service - Portal	Other	Search Task_Filter	Field Service *	This component searches task using task filter.

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Other	Crt_Order_Src hPartsRqmt_E nhncd	Parts Search,Spa res,Portal	This component creates internal order/ reservation using search parts,
Oracle TeleService	Setup	Create_SR_Notification_Rules	Define Notification Rule, SETUPCO MP	This component creates notification rules for service request.
Oracle TeleService	Setup	Create_SR_Resolution_code_Mapping	Resolution Code Mapping, SETUPCO MP	This component maps resolution for service request type.
Oracle TeleService	Setup	Create_SR_Urgencies	Service Request Urgencies, SETUPCO MP	This component creates service request urgencies.
Oracle TeleService	Setup	Create_SR_status	Service Request Statuses, SETUPCO MP	This component creates status for service request.
Oracle TeleService	Setup	Create_SR_Type	Service Request Types, SETUPCO MP	This component creates service request type.
Oracle TeleService	Setup	Set_SR_MultiOrg	Service Request Multi Org Setup	To Set the Multi org setup for Service Request

Product	Feature	Component	Tags	Description
Oracle TeleService	Setup	Update_Status_Rules	View Automatic Status Update Rules	To Update the status of SR
Oracle TeleService	Setup	Update_View_Event_Details	View Event Details: Relationsh ip Created	To Update the status of SR
Oracle TeleService	Setup	Schedule_Time_Labor1213	Time & Material Labor Schedule	To Time and Labor schedule
Oracle TeleService	Setup	Autosubmit_Restrictions	Autosubm it Restriction s	To submit the Restrictions automatically
Oracle TeleService	Setup	Update_Valid_Objects	Relationsh ips and Valid Objects	To update valid objects
Oracle TeleService	Setup	Create_Functions	Functions List	To Create functions
Oracle TeleService	Setup	Update_Functions	Functions List	To Update functions
Oracle TeleService	Setup	Create_ActionSRtype	Service Request Action Request Type	To Create action request types
Oracle TeleService	Service Request Creation	Add_SR_Con_Bill_Ship_Addr	Service Request	This component adds Bill To and Ship To address.

Product	Feature	Component	Tags	Description
Oracle TeleService	Service Request Creation	Copy_SR	Copy Service Request	This component copies the service request.
Oracle TeleService	Service Request Creation	Create_SR_Contact_center	Customer Relationship Actions	This component creates service request in contact center service request tab.
Oracle TeleService	Task Creation	Create_SR_Quicktask	Contact Center	This component creates quick task in Contact Center form.
Oracle TeleService	Task Creation	Add_Attachment_Quicktask_CC	Quick Task	This component adds attachment to Quick tab in Contact Center.
Oracle TeleService	Charges creation	Submit_SR_Charges_OA	Charges	This component submits the charge line to OM through OA page (service and charges logistics).
Oracle TeleService	Service Request Creation	Update_SR	Service Request	This component updates service request.
Oracle TeleService	Debrief tasks	Add_SR_Debrief_Lines_Quicktasks	Quick Task	This component creates quick tasks of debrief lines.
Oracle TeleService	Service Request Creation	Run_SR_Print_Request	Service Request Report	This component enters parameters for the print request concurrent job.
Oracle TeleService	Service Request Creation	Run_SR_Profit_Margin_Report	Profit Margin Report	This component enters parameters for profit margin report concurrent request.
Oracle TeleService	Service Request Creation	Query_SR_Form	Service Request	This component queries the service request.
Oracle TeleService	Charges creation	Auto_Gen_SR_Charges	Service Request	This component generates charges lines automatically from debrief lines.

Product	Feature	Component	Tags	Description
Oracle TeleService	Task Creation	Update_SR_Qu icktask	Contact Center	This component updates quick tasks.
Oracle TeleService	Setup	Update_SR_Ta sk_tmpl_mapp ing	Task Template Mapping, SETUPCO MP	This component updates task template mapping.
Oracle TeleService	Setup	Add_OM_Typ e_SAC	Service Request, SETUPCO MP	This components transacts with transaction type section SAC setup screen.
Oracle Field Service Wireless	Other	Verify_FSWL_ TrunkStock_Qt y	Wireless	This component verifies quantity using trunk stock in wireless.
Oracle Field Service Wireless	Other	Verify_FSWL_ TrunkStock_Tr ans	Wireless	This component verifies material transaction using trunk stock.
Oracle Field Service Wireless	Other	Set_FSWL_Pref erences	Wireless	This component sets up preferences in wireless.
Oracle Field Service Wireless	Part Requirements	Create_Fstp_Pa rtsRqmt	Wireless	This component creates part requirement using FSTP.
Oracle Field Service Wireless	Create debrief	Create_FSWL_ Dbrf_MtrlRetu rn	Wireless	This component creates debrief material return line.
Oracle Field Service Wireless	Other	Create_FSWL_ SrchPartsOrder ing	Wireless	This component searches an item and creates internal order for that item using parts search in wireless UI.
Oracle Field Service Wireless	Post Debrief	Posting Debrief Expense Line	Wireless	This component posts debrief expense line.
Oracle Field Service Wireless	Other	Create_FSWL_ Task	Wireless	This component creates task using wireless.

Product	Feature	Component	Tags	Description
Oracle Field Service Wireless	Other	Create_FSWL_ServiceRequests	Wireless	This component creates service request using wireless.
Oracle Field Service - Portal	Part Requirements	Verify_FSTP_CreatePR	Parts Requirement	This component verifies the item status in parts requirement page.
Oracle Field Service - Portal	Post Debrief	Verify_FSTP_PostDebrief	Update Task	This component verifies task and debrief status in update task page.
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Optimize_Across_Trips	Concurrent program, Optimize Across Trips	This component submits concurrent request to optimize across trips.
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Auto_Commit_Tasks	Parameters	This component submits concurrent request to auto commit scheduled tasks.
Oracle Spares Management	Parts	Receive_Parts	Inbound Reservations and Orders, Receive Parts, Part Receipt	This component transacts for receive parts functionality.
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Generate_Trips	Generate Field Service Trips	This component submits concurrent request for generating field service trips.
Oracle Field Service - Portal	Part Requirements	Search_FSTP_PartsRqmt_Enhanced	Parts Requirement Find	This component searches part requirement.
Oracle TeleService	Task Creation	Create_SR_Tasknotes	Service Request, Task, Task Notes	This component creates task notes in service notes.

Product	Feature	Component	Tags	Description
Oracle TeleService	Debrief tasks	Add_SR_Debrief_Lines_1	Service Request	This component invokes the Debrief page for service request task form.
Oracle TeleService	Setup	Create_Statusgroup	Status Group Details, SETUPCOMP	This component creates status group.
Oracle TeleService	Setup	Define_Status_Transition_Rules	Status Group Details, SETUPCOMP	This component defines status transition rules.
Oracle Field Service - Dispatch Center	Schedule Advise	Schedule_DC_Task_Preferences	Schedule Task	This component performs the actions in the Preferences tab while scheduling a task.
Oracle Field Service - Dispatch Center	Schedule Advise	Schedule_DC_Task_Advice	Schedule Task	This component performs the actions in the Advice tab while scheduling a task.
Oracle Field Service - Dispatch Center	GPS	Run_DC_Geo_Tester	Geo Tester	This component fetches latitude and longitude information of an address.
Oracle TeleService	Charges creation	Create_SR_Charges_Details	Service Request	This component transacts on Item Instance tab of charges.
Oracle TeleService	Charges creation	Create_SR_Charges_Pricing	Service Request, Charges, Pricing	This component performs the operations in Pricing tab of charge line.
Oracle TeleService	Charges creation	Create_SR_Charges_Pricing_Rules	Service Request	This component transacts on the Pricing Rules tab of charges.

Product	Feature	Component	Tags	Description
Oracle TeleService	Charges creation	Create_SR_Charges_BillTo	Service Request	This component transacts on Bill To tab of charges and Bill To tab of service request charges
Oracle TeleService	Charges creation	Create_SR_Charges_OrdStatus	Service Request	This component transacts on the Order Status tab of service request charges.
Oracle TeleService	Setup	Update_Business_Process	Service Business Process Details, SETUPCOMP	This component creates business process.
Oracle TeleService	Setup	Add_Billingtype_SAC	Service Request, SETUPCOMP	This component adds billing type in SAC setup screen.
Oracle Field Service Wireless	Other	ReceiveParts_CSFW	Wireless	This component receives parts using wireless.
Oracle Field Service Wireless	Post Debrief	Verify_CSFW_PostDebrief	Wireless	This component verifies the debrief status in wireless UI.
Oracle Field Service Wireless	Post Debrief	Post_FSWL_Debrief_LaborLine	Wireless	This component posts debrief labor line.
Oracle Field Service Wireless	Post Debrief	Post_FSWL_Debrief_MaterialLine	Wireless	This component clicks Post Debrief button for material line in wireless UI.
Oracle TeleService	Service Request Creation	Verify_SR_Fields	Service Request	This component verifies the fields in service request header.
Oracle Field Service Wireless	Other	Login_Wireless	login, wireless	This component logs in to wireless application.
Oracle Field Service Wireless	Other	Logout_Wireless	Logout, wireless	This component logs out from wireless application.

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Other	Create_FSTP_CrtSRHeader_Task	Create Follow-UP Task	This component creates task using service request in FSTP.
Oracle TeleService	Charges creation	Create_charges_OA	Charges	This component creates charge line in OAF.
Oracle Field Service - Portal	Create Debrief	Create_FSTP_Dbrf_MtrlDOA Line	Update Task: *	This component creates debrief material install line DOA.
Oracle Field Service - Dispatch Center	Dispatch center	Update_Dc_Parent_Child_Tasks	Field Service Dispatch Center	This component updates the parent and child tasks.
Oracle Field Service - Portal	Other	Task_Assignmnt_Chng_Vrfy_FSTP	Update Task:*	This component verifies task assignment change.
Oracle Field Service - Portal	Other	Change_Task_Assignment_FSTP	Task Assignment, Task Status, Update Task	This component changes task assignment status.
Oracle Field Service - Portal	Other	Verify_Debrief_Trvl_Line_FSTP	Update Task:*	This component verifies debrief travel line.
Oracle Field Service - Dispatch Center	Dispatch center	Create_Query	Field Service Dispatch Center	This component enters details for creating a task list query.
Oracle Spares Management	Setup	Assign_Resource_Subinventories	Addresses and Subinventories, Resource, Setup, SETUPCOMP	This component assigns defective and usable subinventories for the resource in resource addresses and subinventories form.

Product	Feature	Component	Tags	Description
Oracle TeleService	Setup	Update_SR_Problemcode_Mapping	Problem Code Mapping, SETUPCOMP	This component updates the resolution code mapping.
Oracle TeleService	Setup	Create_SR_Problem_code_Mapping	Create Problem Code Mapping, SETUPCOMP	This component maps the problem code with service request type.
Oracle TeleService	Setup	Create_SR_Responsibility_Mapping	Add Service Responsibility, SETUPCOMP	This component maps responsibility.
Oracle Spares Management	Setup	Query_Rsrc_Addr_Subinv	Addresses and Subinventories, Resource, Setup, SETUPCOMP	This component queries the existing resource in the Addresses and Subinventories form.
Oracle TeleService	Task Creation	Verify_Task_Planned_EndDate	Service Request*	This component verifies planned end date.
Oracle Field Service - Portal	Other	FSTP_Create_Followup_Task	Field Service Technician Dashboard	This component creates a follow-up task.
Oracle TeleService	Service Request Creation	Verify_ResolveAndRespondDates	Service Request*	This component verifies respond and respond field.

Product	Feature	Component	Tags	Description
Oracle TeleService	Service Request Creation	Escalate_SR_A nd_Task	Escalation s	This component deals with service request creation and escalation of task.
Oracle Advanced Scheduler	Scheduler Rules	Search_Schedu ler_Rules	Scheduler Rules Search	Component for searching the scheduler rules.
Oracle Field Service - Portal	Other	Self_Schedule	Update Task:*	This component schedules task using FSTP.
Oracle TeleService	Service Request Creation	Verify_Summa ry_Subject	Service Request*	This component verifies summary field and certain field.
Oracle Spares Management	Setup	Define_MinMa xQty_StockList _PD	PD, Planner Desktop, Min-Max, SETUPCO MP	This component defines values for min and max qty for an item in stock list tab in planner's desktop.
Oracle TeleService	Service Request Creation	Verify_Proble mcode_Notes	Service Request*	This component verifies problem code and notes.
Oracle TeleService	Task Creation	Create_Task_T emplate	Create Tasks from Template Group	This component maps task template.
Oracle TeleService	Service Request Creation	Check_SR_Inst _Creat_Ctracts _1	Service Request	This component transacts on Subject tab of service request.
Oracle Field Service Wireless	Other	Navigate_To_ Home_Wireles s	Wireless Home Page	This component navigates to home page in wireless UI.
Oracle Field Service - Dispatch Center	Skills	Find_Basic_DC _Task	Basic Find Tasks	This component is to find dispatch center tasks.

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Part Requirements	FSTP_PR_Navigation	Update Task:*	This component is for navigation to parts requirement page.
Oracle TeleService	Charges creation	Create_SR_Charges_Estimate_OA	Charges	This component creates estimate charge line in OA.html.
Oracle TeleService	Service Request Creation	Check_Duplicate_SR_Popup	Duplicate Service Request Popup	This component handles duplicate service request popup while creating a new service request.
Oracle Spares Management	Setup	Create_CSP_Supersession	Supersession, Substitution, Notes, Setup, SETUPCOMP	This component creates supersession relation for an item in define supersessions UI.
Oracle Spares Management	Parts	Verify_Ship_to_Address_Type	Verify, Ship to Address	This component verifies default ship to address type in parts requirement page as per the setup done through profile "csp: parts requirement default ship to address".
Oracle Spares Management	Requests	Run_Create_Min_Max_Planning_Rpt	CR, Concurrent Request	This component submits concurrent request 'create min-max planning report'.
Oracle TeleService	Setup	Create_attribute_group	Service Request, attributes, SETUPCOMP	This component creates an attribute group.
Oracle Field Service - Dispatch Center	Dispatch center	Update_DC_Header	Field Service Dispatch Center	This component updates task details in the dispatch center task details form.

Product	Feature	Component	Tags	Description
Oracle Field Service Wireless	Other	Change_Task_Assignment_Status	Task Assignment, Task Status, Wireless	This component changes task assignment status in wireless.
Oracle Field Service Wireless	Other	Run_Debrief_Posting_Program	Debrief Posting Program	This component submits concurrent request for 'debrief posts program'.
Oracle Field Service Wireless	Other	Verify_Debrief_Labor_Line	Labor Line, Debrief, Wireless	This component verifies debrief labor line status in wireless.
Oracle Field Service Wireless	Part Requirements	Verify_CSFW_CreatePR	Wireless	This component verifies the order status of an item in wireless UI.
Oracle Spares Management	Setup	Delete_Supersession_Forms	Supersession, Substitution, Notes, Setup	This component deletes the relationship between 2 items in supersessions form.
Oracle Spares Management	Setup	Delete_CSP_Warehouse_SubInventory_PD	PD, Planner Desktop	This component adds subinventory to planner's desktop to delete the existing or already added warehouses or subinventories in the planner's desktop. Precondition: search_csp_nodes_pd component before using this component.
Oracle TeleService	Setup	Select_SRtype_AssoAttribute	Service Request, Attributes, SETUPCOMP	This component searches for service request type to associate to attribute group.

Product	Feature	Component	Tags	Description
Oracle Spares Management	Setup	Define_PD_Planning_Parameters	PD, Planner Desktop, SETUPCOMP	This component defines planner desktop planning parameters.
Oracle Field Service - Portal	Other	Adding_Source_FSTP_Parts_Rqmt	Parts Requirement	This component adds source to the item in Parts Requirement page.
Oracle Advanced Scheduler	Scheduler Rules	Create_Update_Scheduler_Rule	Scheduler Rule Configurator	This component creates/updates a scheduler rule.
Oracle Field Service - Portal	Other	Create_Order_SrchPartsRqmt	Parts Search, Spares, Portal	This component creates internal order/ reservation using search parts.
Oracle TeleService	Charges creation	Verify_Charges	Service Request, Charges, Action	This component verifies the fields in Action tab of charge line.
Oracle Field Service - Portal	Create Debrief	Crt_FSTP_Dbrf_MtrlInstLine	Update Task, Debrief, Material Install Line	This component creates a debrief material install line.
Oracle TeleService	Setup	Create_value_set	Service Request, SETUPCOMP	This component creates value set for plm attributes (extensible attributes).
Oracle Field Service Wireless	Other	Verify_FSWL_PartsReturn	Wireless	This component verifies parts return transaction.
Oracle TeleService	Setup	Associating_At_tributetopage	Service Request, attributes, SETUPCOMP	This component associates the attribute group to page.

Product	Feature	Component	Tags	Description
Oracle Spares Management	Move Order	Confirm_Picklists	Move Order	This component transacts to confirm the picked quantity before packing and shipping the parts. Confirming the pick list changes the move order line status to "confirmed".
Oracle Spares Management	Move Order	Create_Spares_Move_Order_Hdr	Move Order	This component creates move orders with header details for transferring parts between subinventories within the same inventory organization.
Oracle Spares Management	Move Order	Receive_Shipments	Move Order	This component receive shipments for the move order. It is used if auto receipt checkbox is disabled while creating move order.
Oracle Spares Management	Move Order	Ship_Confirm_Packlist	Move Order	This component transacts for ship confirm pack list for move order.
Oracle Field Service - Portal	Part Requirements	Create_Item_Information	Parts Requirement	This component creates item information in parts requirement page.
Oracle Field Service - Portal	Post Debrief	Post_FSTP_DbrfLaborLine	Update Task	This component clicks on post debrief button for labor line.
Oracle TeleService	Charges creation	Create_SR_Charges_Action	Service Request, Charges, Action	This component performs the operations in the Action tab of charge line.
Oracle TeleService	Service Request Creation	Check_SR_Instance_Creat_Ctracts	Service Request	This component transacts on service request form.
Oracle Spares Management	Move Order	Verify_Status_Move_Order	Move Order	This component can be used at any stage of move order. If its used after print picklist, then the move order line status should be "printed".

Product	Feature	Component	Tags	Description
Oracle Spares Management	Move Order	Create_Reservation	Move Order	This component reserves parts in a specific subinventory location for a move order. This allocation or reservation ties the inventory to the move order.
Oracle Spares Management	Move Order	Approve_Spares_Move_Order	Move Order	This component approves the move order created which was in incomplete status.
Oracle Spares Management	Move Order	Find_MO_Line_s_Reservation	Move Order	This component finds move order line while creating reservations for that move order.
Oracle Spares Management	Move Order	Assign_Picklist_To_Packlist	Move Order	This component adds item/assign picklist to the box created for a packlist.
Oracle Spares Management	Move Order	Verify_Packlist_Status	Move Order	This component verifies if ship confirmed packlist is moved from open to received list with received status.
Oracle Spares Management	Move Order	Run_Print_Pick_Lists	Move Order	This component submits print pick lists. Prints the pick list and produces a report that specifies the parts to be picked from their location in the warehouses. Printing the pick list changes the move order status to printed.
Oracle Spares Management	Move Order	Create_Packlists_For_Picklists	Move Order	This component creates an open packlist for the picklist. Box 001 created automatically.
Oracle TeleService	Service Request Creation	Verify_Task_Type_Srform	Service Request	This component verifies the task type and subject of task created in service request through service request form.

Product	Feature	Component	Tags	Description
Oracle TeleService	Service Request Creation	Verify_Task_Type_Ccform	Contact Center	This component verifies the task type and subject of quick task created in service request through contact center form.
Oracle TeleService	Service Request Creation	Run_parameter_Cost_create_SR	Service Request,Concurrent program	This component submits concurrent request for parameter cost creation.
Oracle Spares Management	Setup	Search_CSP_PlanningNodes_PD	PD, Planner Desktop, SETUPCOMP	This component searches or query for already added planning nodes like warehouses/subinventories in the planner's desktop precondition: the planning node to be deleted should already be existing or added in the planner's desktop.
Oracle TeleService	Service Request Creation	Verify_Fulfillment_Req_SR	Service Request,Fulfillment	This component views the service request fulfillment like sending e-mails and fax can be done.
Oracle TeleService	Setup	Add_Attributes_to_Attribgrp	Service Request,Attributes, SETUPCOMP	This component adds attributes to attribute group.
Oracle TeleService	Setup	Associate_Attribgrp_toSRtype	Service Request,Attributes, SETUPCOMP	This component associates attribute group to service request type.
Oracle Spares Management	Move Order	Add_MO_Item_Line_Details	Move Order	This component adds item lines for a move order.
Oracle Advanced Scheduler	Scheduler Rules	View_CSR_Rules_Dashboard	Scheduler Rules Dashboard	The component verifies the search results of a scheduler rule and performs the actions available for a rule.

Product	Feature	Component	Tags	Description
Oracle Field Service - Dispatch Center	Other Forms	Setup_DC_Gantt_Tool_Tip	Scheduling Chart Tooltip Setup	This component schedules chart tooltip setup.
Oracle Spares Management	Requests	Run_Create_Warehouse_Replenishment_Data	CR, Concurrent Request	This component submits concurrent request 'create warehouse replenishment data'.
Oracle TeleService	Setup	Create_SR_Task_Templ_Mapping	Create Task Template Mapping, SETUPCOMP	This component maps task template with service request type.
Oracle Field Service - Portal	Create Debrief	Create_FSTP_Dbrf_LaborLine	Update Task	This component creates a debrief labor line.
Oracle TeleService	Reports	Generate_SR_Chargesreport	Service Request Report	This component generates charges report.
Oracle TeleService	Setup	Create_Task_Type	Task Type, SETUPCOMP	This component creates task type.
Oracle TeleService	Charges creation	Submit_SR_Charges	Service Request	This component submits the charge lines to OM in forms.
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Autonomous_Scheduler	Autonomous Scheduler	This component submits concurrent request of autonomous scheduler.
Oracle Field Service Wireless	Create Debrief	Create_FSWL_DbrfLaborLine	Labor Line, Debrief, Wireless	This component creates wireless debrief labor line.

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Part Requirements	Search_FSTP_PartsRqmt	Parts Requirement, Parts requirement Find	This component searches for parts requirement.
Oracle Spares Management	Setup	Delete_CSP_Item_Relationship	Supersession, Substitution, Notes, Setup	This component deletes the relationship between 2 items.
Oracle Field Service - Dispatch Center	Schedule Advise	Schedule_Task_Select_Resource	Schedule Task	This component selects the resource on schedule task form.
Oracle TeleService	Charges creation	Create_SR_Charges_ShipTo	Service Request	This component transacts on Ship To tab of charges.
Oracle TeleService	Service Request Creation	Validate_addresses_cs	Service Request- *	This component validates the address of service request header and task address.
Oracle Spares Management	Setup	Search_Delete_CSP_RRR	Return Routing Rules, RRR, Setup, Supersession, Substitution	This component searches and delete the return routing rule for an item.
Oracle Spares Management	Setup	Create_CSP_Part_Avl_Request_PD	Create Part Availability Data, Planner's Desktop, Concurrent Request, PD, SETUPCOMP	This component requests 'create part availability data' for the warehouse/subinventory setup in planner's desktop. This needs to be called after adding and setting up site attributes for a warehouse/subinventory to the planner's desktop.

Product	Feature	Component	Tags	Description
Oracle Spares Management	Setup	Create_Supersession_Forms	Supersession, Substitution, Notes, Setup, SETUPCOMP	This component creates supersession relation for an item in supersessions forms.
Oracle Spares Management	Setup	Search_Supersession_Forms	Supersession, Substitution, Notes, Setup, SETUPCOMP	This component searches for a relationship between 2 items in supersessions form.
Oracle Field Service - Dispatch Center	Dispatch center	Find_Dc_Task	Advanced Find Tasks, Field Service Dispatch Center	This component searches for a task in dispatch center form.
Oracle TeleService	Service Request Creation	Create_SR_Header	Service Request	This component creates service request header details like customer, account, service request type, service request status etc.
Oracle TeleService	Service Request Creation	Verify_Relation_SR	Service Request, Related Objects	This component verifies the fields in related objects tab of service request form.
Oracle TeleService	Task Creation	Update_SR_Task	Service Request, Task	This component update the task created for a service request.

Product	Feature	Component	Tags	Description
Oracle Spares Management	Setup	Create_Rtn_Routing_Rules	Return Routing Rules, RRR, Setup, SETUPCOMP	This component creates return routing rules for a warehouse, item etc.
Oracle Field Service - Portal	Other	Create_FSTP_Parts_Return	Parts Return	This component return parts using technician portal.
Oracle Spares Management	Setup	Search_CSP_Delivery_Time_Ui	Delivery Time, Setup, Intransit Shipping Network, SETUPCOMP	This component searches/queries shipping methods to view delivery time defined for warehouse/subinventory.
Oracle Field Service Wireless	Create debrief	Create_FSWL_Dbrf_ExpenseLine	Wireless	This component creates debrief expense lines.
Oracle TeleService	Setup	Create_SR_Extendedattribute	Service Request attributes Configuration, SETUPCOMP	This component creates and maps service request type with service request extended attributes.
Oracle TeleService	Charges creation	Create_SR_Charges_Source	Service Request	This component creates charges in source tab.
Oracle Spares Management	Requests	Run_CSPCalculate_Failure_Rates	CR, Concurrent Request	This component submits concurrent request 'calculate failure rates'.
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Find_Invalid_Addresses	Concurrent request, Invalid Address	This component submits concurrent request for finding tasks with invalid address.

Product	Feature	Component	Tags	Description
Oracle Advanced Scheduler	Scheduler Rules	Select_CSR_Quick_Links	Scheduler Rules Dashboard	This component selects any of the link in quicklinks.
Oracle TeleService	Setup	Create_SR_IBtransactiontypes	Transaction Subtypes, SETUPCOMP	This component creates transaction types and subtypes.
Oracle TeleService	Setup	Enter_Details_Business_Process	Service Business Process Details, SETUPCOMP	This component enters business process details.
Oracle Spares Management	Setup	Update_CSP_Delivery_Time_UI	Delivery Time, Setup, Intransit Shipping Network, SETUPCOMP	This component updates details like lead time etc. In the delivery time UI.
Oracle Spares Management	Setup	Mass_Update_Delivery_Time	Setup, Delivery Time, SETUPCOMP	This component mass updates delivery time fields like lead time, UOM, distance etc. in the delivery time UI.
Oracle Spares Management	Setup	Search_Supersession_Substitute	Supersession, Substitutes, SETUPCOMP	This component searches existing supersession or substitutes for an item.

Product	Feature	Component	Tags	Description
Oracle Spares Management	Setup	Upd_Supersession_Substitute	Supersession, Substitutes / SETUPCOMP	This component updates existing supersession or substitute for an item.
Oracle Spares Management	Setup	Verify_Super_Sub_Attachments	Item Relationships, SETUPCOMP	This component is to this component verifies attachments.
Oracle Field Service Wireless	Create debrief	Create_FSWL_DbrfMtrlLine	Wireless	This component creates a debrief material line.
Oracle TeleService	Setup	Create_Service Activity	Service Request, SETUPCOMP	This component creates service activity code.
Oracle TeleService	Setup	Update_Status_Group	setups, SETUPCOMP	This component updates the status of the type of service.
Oracle Spares Management	Setup	CSP_Delivery_Time_UI	CSP_CARRIER_DELIVERY_TIMES	This component updates delivery time in spares.
Oracle TeleService	Service Request Creation	Verify_SR_Cost_Details	Costing	This component updates service request details on the Cost Details page of service request can be verified.
Oracle TeleService	Setup	Update_ServiceActivityCode	Service Request, SETUPCOMP	This component updates service activity code.

Product	Feature	Component	Tags	Description
Oracle TeleService	Setup	Create_Charges_Billing_Types	SETUPCO MP,Setup, Service Activities and Billing Types	This component creates billing types for charges.
Oracle TeleService	Setup	Create_OM_Headr_And_Line_Types	Setup,Service Activities and Billing Types, SETUPCO MP	This component creates order management header and line types.
Oracle TeleService	Setup	Assoc_Template_To_Notification_Rule	SETUPCO MP,Setup, Notification Rules Summary, Select Notification Details	This component updates a notification rule and associate a template to it.
Oracle TeleService	Setup	Create_Service_Activities	SETUPCO MP,Setup, Service Activities and Billing Types	This component creates service activities as part of setup.
Oracle Spares Management	Setup	Add_Planning_Node_PD	Planners Desktop,Planning Node, SETUPCO MP	This component adds planning node in planner desktop under spares planning node.
Oracle Field Service Wireless	Other	Verify_Debrief_Line	Labor Line, Debrief, Wireless	This component verifies debrief labor line status in wireless.

Product	Feature	Component	Tags	Description
Oracle TeleService	Setup	Update_SR_Type	Setup, SETUPCO MP	This component updates service request type.
Oracle TeleService	Service Request Creation	Check_Similar_SR	Service Request Creation	This is a pop checking for similar service request.
Oracle TeleService	Setup	Update_SR_Resolution_code_Mapping	Resolution Code Mapping, SETUPCO MP	This component updates resolution code mapping.
Oracle TeleService	Setup	Enter_busi_process_forms	Service Request	This component creates business process.
Oracle TeleService	Setup	Create_SAC_forms	Service Request	This component creates service activity code.
Oracle TeleService	Service Request Creation	Enter_Projects_Fields_SR	Service Request	This component enters the projects related fields in service request.
Oracle TeleService	Setup	Set_SR_System_Parameters	Service System Parameters, SETUPCO MP	This component sets service request system parameters.
Oracle Field Service - Portal	Other	Apply_FSTP_CreateSRHeader	Update Task, Create Service Request	This component creates service request using FSTP.
Oracle TeleService	Task Creation	Check_SR_Taskaudit	Service Request, Audit	This component deals with audit in service request.

Product	Feature	Component	Tags	Description
Oracle TeleService	Charges creation	Create_SR_Charges_Order	Service Request Report	This component creates service request charges in orders tab.
Oracle Field Service - Dispatch Center	Skills	Add_DC_Skill_Resource	Skill Management	This component is for handling skill management if dispatch center.
Oracle Field Service - Dispatch Center	Skills	Add_DC_New_Skill_Level	Skill Management	This component is for skill management in dispatch center.
Oracle TeleService	Task Creation	Copy_SR_Task	Service Request, Task	This component deals with copying of task.
Oracle Field Service - Portal	Part Requirements	Create_Requirement_Information	Parts Requirement	This component creates requirement information in parts requirement page.
Oracle TeleService	Charges creation	Copy_SR_Estimate_Actual_Charge_OA	Charges	This component estimates charge line to actual charge line.
Oracle Spares Management	Setup	Assign_Resource_Address	Addresses and Subinventories, Resource, Setup, SETUPCOMP	This component adds/assigns Ship To address to the resource in resource addresses and subinventories form.
Oracle Field Service - Dispatch Center	Dispatch center	Update_DC_Task_Grid	Field Service Dispatch Center	This component performs any action on dispatch center task grid.
Oracle TeleService	Service Request Creation	Service_Interaction_Tab	Service Request	This component transacts on interaction tab of service request.

Product	Feature	Component	Tags	Description
Oracle TeleService	Setup	Create_SR_Tasktype_Attr_Map	Service Request-Task Type Attribute Configuration, SETUPCOMP	This component maps attributes and task.
Oracle TeleService	Setup	Create_SR_Severities	Service Request Severities, SETUPCOMP	This component creates service request severities.
Oracle TeleService	Setup	Create_SR_Resolution_codes	Service:Service Request Resolution Codes Lookups, SETUPCOMP	This component creates resolution code.
Oracle TeleService	Setup	Create_SR_Problemcodes	Service:Service Request Problem Codes Lookups, SETUPCOMP	This component creates problem code.
Oracle TeleService	Setup	Create_SAC	Service Activities and Billing Types, SETUPCOMP	This component creates service activity.
Oracle TeleService	Service Request Creation	Verify_billto_and_ship_to_fields	Service Request	This component verifies Bill To and Ship To fields for service request.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Lines_Pricingprods_Adminstratn	Service Contracts Authoring	This component enters the details in administration tab.
Oracle Service Contracts	Billing	Lines_Counters_Lines	Service Contracts Authoring	This component enters the details in counters tab of lines.
Oracle Service Contracts	Authoring	Authoring_Header	Create Service Contract Header	This component enters the contract header information.
Oracle Service Contracts	Authoring	Summary_Parties_Billto	Service Contract,Bill To Address	This component enters the parties Bill To address.
Oracle Service Contracts	Authoring	Lines_Accounts_Lines	Service Contract,Lines	This component enters the lines account lines details.
Oracle Service Contracts	Authoring	Summary_Renewal	Service Contracts Authoring	This component enters renewal details.
Oracle Service Contracts	Authoring	Lines_Accounts_Lines_Contact	Service Contracts Authoring	This component enters the lines account lines details.
Oracle Service Contracts	Coverage	Lns_Effectvts_Detls_Coverage	Service Contracts Authoring	This component enters coverage details.
Oracle Service Contracts	Coverage	Lns_Effectvts_Coveragetimes	Service Contracts Coverage	This component enters details in coverage times tab.
Oracle Service Contracts	Authoring	Summary_Administration	Service Contracts Authoring	This component enters the details in summary administration tab.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Summary_Ad mnstrtn_Contr ct_Grp	Service Contract,C ontract Group	This component enters the details in summary administration tab contract group.
Oracle Service Contracts	Authoring	Lines_Effectiviti es	Service Contracts Authoring	This component enters the details in lines effectivities tab.
Oracle Service Contracts	Authoring	Lines_Pricingp rods_Effctvits	Service Contract,L ine Effectiviti es	This component enters the line effectivities i.e., subline details.
Oracle Service Contracts	Authoring	Lines_Pricingp roducts_Lines	Service Contract,P ricing Product Line	This component enters the details in lines pricing product lines.
Oracle Service Contracts	Billing	Lns_Tax_Paym ent_Optns_Det ails	Service Contract,L ine Payment Details	This component enters the details in lines tax payment details.
Oracle Service Contracts	Authoring	Summary_Part ies_Shipto	Service Contract,S hip To Address	This component enters the ship to details in summary parties tab.
Oracle Service Contracts	Authoring	Pricing_Billing- Shdl_strm_Lvl	Service Contract,St ream Levels	This component enters the details of this component schedules stream levels.
Oracle Service Contracts	Authoring	Pricing_Sales Credit	Service Contract,S ales Credit	This component enters the sales credit information.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Pricing_Optional_Buttons	Service Contract,Pricing Products Buttons	This component clicks the respective button on product details window.
Oracle Service Contracts	Authoring	Pricing_Billing-Schdl_Schedule	Service Contract,Schedules	This component schedules pricing billing schedule.
Oracle Service Contracts	Authoring	Pricing_Billing-Schedule	Service Contract,Schedule Header	This component enters the schedule type details.
Oracle Service Contracts	Authoring	Search_Contract	Service Contract,Search	This component searches for contract in launch pad window.
Oracle Service Contracts	Authoring	Search_Contract_More	Search Templates and Contracts	This component searches for more contracts.
Oracle Service Contracts	Authoring	Submit_Quality_Assurance_Results	Service Contract,Quality Assurance Results	This component submits quality assurance results.
Oracle Service Contracts	Authoring	Lns_Usage_Eff_Usage_Type	Service Contract,Usage Type	This component selects line usage effectivity type.
Oracle Service Contracts	Authoring	Vrf_Lns_Taxpayment_Lines	Service Contracts Authoring	This component verifies lines tax payment line details.
Oracle Service Contracts	Cascade Attributes	Cascade_Attributes_Global	Cascade Attributes	This component selects any choice box of cascade attribute forms.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Cascade Attributes	Cascade_Transaction_Log	Cascade Attributes	This component submits attributes for transaction log.
Oracle Service Contracts	Authoring	Change_Status	Contract Status	This component changes status of an contract.
Oracle Service Contracts	Authoring	Lns_Pricingproducts_Counterdetails	Service Contract,Counter Details	This component enters the counter details for usage type line.
Oracle Service Contracts	Authoring	Vrf_Lns_PricingProds_Lines	Service Contract,Verify Line Pricing	This component verifies pricing product line details.
Oracle Service Contracts	Authoring	Open_Contract_For_Update	Service Contract,Open For Update	This component opens an active contract for updating.
Oracle Service Contracts	Global Contract Defaults	Enter_Org_Pricing_Billing	Global Contracts Defaults	This component enters the organization pricing billing tab details.
Oracle Service Contracts	Authoring	Vrf_Pricingproducts_Effectivities	Service Contract,Verify Subline Effectivities	This component verifies lines pricing products effectivity tab details.
Oracle Service Contracts	Global Contract Defaults	Enter_Global_Integration	Global Contracts Defaults	This component enters the global integration details.
Oracle Service Contracts	Authoring	Renew_Contract	Renew Contracts	This component renews a contract.
Oracle Service Contracts	Authoring	Terminate_Contract	Terminate Contracts or Sublines	This component terminates an contract.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Work Bench	Admin_Workbench_Home	Service Contracts	This component navigates to Service Contract Search page from admin workbench home page.
Oracle Service Contracts	Work Bench	Admin_Workbench_Search	Service Contract Search	This component searches for contract details in admin workbench.
Oracle Service Contracts	Authoring	Vrf_Summary_PricingBilling	Service Contracts Authoring	This component verifies pricing, billing details in Summary tab.
Oracle Service Contracts	Authoring	Operations_Search_RsIts	Service Contract,Select Search Result	This component selects the searched contract from the results i.e., Operations search results.
Oracle Service Contracts	Authoring	Copy_Contract	Service Contract,Copy	This component copies existing contract to new contract.
Oracle Service Contracts	Authoring	Lns_Pricingproducts_UsagePricing	Service Contract,Usage Pricing	This component enters the pricing details for usage lines.
Oracle Service Contracts	Authoring	Vrf_Auth_header	Service Contracts Authoring	This component verifies contract authoring details.
Oracle Service Contracts	Global Contract Defaults	Enter_Global_Pricing_Billing	Global Contracts Defaults	This component enters the pricing billing details of GCD global.
Oracle Service Contracts	Authoring	Crt_Subscription_Template	Subscription Template	This component creates subscription template.
Oracle Service Contracts	Authoring	Vrf_PricingBilling_Strm_Lvl	Billing*	This component verifies steam level details in the Billing tab.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Warranty_Contract_No_From_OM	Service Contract,Contract Number from OM	This component gets the warranty and extended warranty contract from order management by using reprocess order.
Oracle Service Contracts	Coverage	Coverage_Billing_Types	Standard Coverage	This component enters billing type details in coverage.
Oracle Service Contracts	Authoring	Submit_Reprocess_Order	Service Contract,Reprocess Order	This component submits sales order number to get contract number.
Oracle Service Contracts	Authoring	Vrf_Billing_History	Service Contract,Verify Service Billing History	This component verifies billing history of service line.
Oracle Service Contracts	Authoring	Vrf_Usage_Billing_History	Billing	This component verifies usage billing history.
Oracle Service Contracts	Authoring	Vrf_Lines_Effectivities_Lns	Service contracts Authoring	This component verifies effectivities details in lines tab.
Oracle Service Contracts	Coverage	Coverage_Coverage_Times	Standard Coverage	This component enters the details in coverage times tab.
Oracle Service Contracts	Coverage	Coverage_Header	Standard Coverage	This component enters the details in header.
Oracle Service Contracts	Coverage	Coverage_Offset	Standard Coverage	This component enters the offset details.
Oracle Service Contracts	Coverage	Coverage_Reaction_Times	Standard Coverage	This component enters the details in reaction times tab.
Oracle Service Contracts	Coverage	Coverage_Resolution_Times	Standard Coverage	This component enters the details in resolution times tab.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Coverage	Coverage_Resources	Standard Coverage	This component enters the details in coverage resouces tab.
Oracle Service Contracts	Authoring	Vrf_Billing_Schdl_Schedule	Global Contracts Defaults	This component verifies schedule details.
Oracle Service Contracts	Authoring	Enter_Capture_Header	Capture Counter Reading	This component enters the counter capture header details.
Oracle Service Contracts	Authoring	Verify_Capture_Properties	Capture Counter Reading	This component verifies counter capture properties.
Oracle Service Contracts	Authoring	View_Output_Auto_Inv_Req	Requests	This component is to view details of the auto invoice import program request.
Oracle Service Contracts	Billing	Create_Notes	OKS,Update	This component creates notes.
Oracle Service Contracts	Work Bench	Verify_Contract_Groups	Service Contract*: Contract Groups,Service Contract: Contract Groups	This component verifies the details in contract group window.
Oracle Service Contracts	Work Bench	Verify_History	Service Contract	This component verifies the contract history details.
Oracle Service Contracts	Work Bench	Verify_Lines_History	Verify Lines History	This component verifies the lines history details.
Oracle Service Contracts	Work Bench	Verify_Related_Documents	OKS,Service Contract:	This component verifies the related document details regarding the contract.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Upd_Pricing_Bill-Shdl_strm_Lvl	Billing;Service	This component updates the stream levels in schedule tab.
Oracle Service Contracts	Coverage	Vfy_Cvrge_Dtls_Covered_times	Coverage	This component verifies the coverage times in the coverage window.
Oracle Service Contracts	Work Bench	Verify_Lines	OKS,Service Contract	This component verifies the line details.
Oracle Service Contracts	Work Bench	Verify_Sales_Credits	OKS,Service Contract	This component verifies the sales credits details.
Oracle Service Contracts	Work Bench	Search_Results	Find Contracts	This component verifies the results of the contract searched.
Oracle Service Contracts	Work Bench	Verify_Notes	Notes,Service Contracts	This component verifies the notes details.
Oracle Service Contracts	Work Bench	Verify_Billing_Trans	Billing	This component verifies the billing transactions details.
Oracle Service Contracts	Mass Change	Mass_Change_Criteria	Mass Change Operation	This component enters the search criteria for mass change operation.
Oracle Service Contracts	Authoring	View_Output_Serv_Mainbill_Req	Requests	This component is to view details of the service contracts main billing request.
Oracle Service Contracts	Setup	Create_Party_Role	Application Object Library: CONTRACT PARTY ROLE Lookups	This component creates a party role.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Lns_History_In v_Dtls	Invoice Details	This component verifies the invoice details in the History tab.
Oracle Service Contracts	Coverage	Vfy_Coverage_ dtls_Coverage	Service Contracts Coverage	This component verifies the details in coverage window.
Oracle Service Contracts	Work Bench	Vfy_Interaction _hstry_dtls	Service Contract	This component verifies the interaction history details.
Oracle Service Contracts	Setup	Entitlement_Se arch	Entitlemen t_Search	This component is for entitlement search.
Oracle Service Contracts	Setup	Entitlement_A dvance_Search	Entitlemen ts Search	This component is for advance search of entitlement search.
Oracle Service Contracts	Setup	Entitlement_Se arch_Result	Service Contracts Authoring	This component verifies entitlement search results.
Oracle Service Contracts	Coverage	Vfy_Coverage_ Dtls_Bsns_Prcs	Service Contracts Coverag	This component verifies the details in the business process.
Oracle Service Contracts	Work Bench	Verify_Billing_ dtls	Service Contract Search	This component verifies the details in the Billing tab.
Oracle Service Contracts	Work Bench	Lns_Additiona lDtls	Service Contract	This component is for additional information regarding the lines.
Oracle Service Contracts	Coverage	Query_Covera ge_Header	Service Contracts Coverage	This component queries coverage header.
Oracle Service Contracts	Work Bench	Vrf_Search_Re sults	Service Contract Search	This component verifies search results.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Coverage	Crt_Coverage_Bsns_Process	Service Contracts Coverage	This component enters the business process lines in the coverage window.
Oracle Service Contracts	Setup	Set_Status_And_Operations	Status and Operations	This component sets the status and operations values.
Oracle Service Contracts	Cascade Attributes	Cascade_attr_Effctv_Dates	Cascade Attributes	This component enters the fields in the effective dates in the cascade window.
Oracle Service Contracts	Work Bench	Verify_Attachment_Dtls	Service Contract	This component verifies the attachment details.
Oracle Service Contracts	Work Bench	Vfy_Ln_Billing_trans_dtls	Verify Line Billing Transaction Details	This component verifies the billing transaction details.
Oracle Service Contracts	Work Bench	Verify_Contact_Dtls	Service Contract	This component verifies the contact tab details.
Oracle Service Contracts	Work Bench	Verify_Lns_Billing	Service Contract	This component verifies the billing details at the line level.
Oracle Service Contracts	Work Bench	Verify_Lines_Contacts	OKS,Service Contract	This component verifies the contact details as per lines view.
Oracle Service Contracts	Work Bench	Vfy_Lns_Fulfillment_dtls	Service Contract	This component verifies the fulfillment details in lines.
Oracle Service Contracts	Work Bench	Verify_Line_Related_Documents	Verify Related Documents wrt Line	This component verifies the related documents with respect to contract details.
Oracle Service Contracts	Authoring	Summary_Pricingbilling	Service Contract,Pricing Billing	This component enters the details in Summary Pricing Billing tab.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Work Bench	Srch_Rslts_Aditional_Dtls	Search Results Additional Details	This component is for additional information regarding contracts.
Oracle Service Contracts	Work Bench	Verify_Renewals	Service Contract	This component verifies renewals information.
Oracle Service Contracts	Work Bench	Verify_Contract_Terms	Service Contract	This component verifies the contract terms for contract.
Oracle Service Contracts	Cascade Attributes	Cascade_Attr_Hdr	Cascade Attributes	This component enters the fields in the header part.
Oracle Service Contracts	Authoring	Summary_Parties	Service Contract,Parties	This component enters the details in summary parties tab parties.
Oracle Service Contracts	Authoring	Lines_Effectivities_Lines	Service Contract,Line Effectivities	This component enters the line effectivities.
Oracle Service Contracts	Authoring	Lns_PricingProducts_UsageEffectivity	Service Contract,Usage Effectivities	This component verifies the effectivity details of usage lines.
Oracle Service Contracts	Authoring	Vrf_Pricingproducts_Pricing	Service Contracts Authoring	This component verifies pricing details.
Oracle Service Contracts	Authoring	Lines_Pricingproducts_Pricing	Service Contract,Pricing	This component enters the details in lines tab pricing products tab pricing tab values.
Oracle Service Contracts	Authoring	Summary_Adminstrtn_Approval	Service Contract,Administration Approval	This component enters the details in summary administration tab approval details.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Summary_Contracts	Service Contract, Contacts	This component enters the details in summary parties tab contacts.
Oracle Service Contracts	Authoring	Vrf_Summary_Contacts	Service Contracts, Verify Parties Contacts	This component verifies party roles contacts sales persons.
Oracle Service Contracts	Billing	Lines_Counter s	Service Contracts Authoring	This component selects a line in counters tab.
Oracle Service Contracts	Billing	Tax_Payment_Options_Lines	Service Contract, Tax Payment Lines	This component enters the details in tax payment option tab lines.
Oracle Service Contracts	Coverage	Lns_Effctvts_Coveragetimsdetails	Service Contracts Coverage	This component enters details for specified line in the table in coverage tab.
Oracle Service Contracts	Authoring	Create_New_Contract	Service Contract, Create New Contract	This component creates a new service contract.
Oracle Service Contracts	Mass Change	Mass_Change_Results	Mass Change Operation, Requests, Mass Change Submission	This component performs mass change operation and mass request submission.
Oracle Service Contracts	Cascade Attributes	Cascade_Subl _Effctv_Dates	Cascade Attributes	This component enters the effective dates data in lines to sublines type in cascade window.

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Work Bench	Verify_Lines_Sales_Credits	OKS,Service Contract	This component verifies the sales credits information in lines.
Oracle Customer Support	Search SR and Task	Create_Saved_Search	Saved Searches	To create a saved search

