

**Oracle Utilities Customer Care and Billing
Integration to Oracle Field Service Cloud**

Release Notes

Release 19.1

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Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud, Release 19.1 Release Notes

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Preface

This document is intended for anyone implementing the Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud.

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Topic	Description
Integration documentation:	
Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud Release Notes	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud Configuration Guide	
Edge application documentation:	
Oracle Utilities Customer Care and Billing	
Oracle Field Service Cloud	

Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	<p>Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches.</p> <p>Access the support site for the Edge Application Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1) or refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</p>
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

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>.

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Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Abbreviations

This document includes the following abbreviations:

Term	Expanded Form
OUCCB	Oracle Utilities Customer Care and Billing
OFSC	Oracle Field Service Cloud
OIC	Oracle Integration Cloud

Release Notes

This release notes provides an overview of Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud, Release 19.1. It includes the following:

- [Overview](#)
- [About Oracle Utilities Customer Care and Billing](#)
- [About Oracle Field Service Cloud](#)
- [About Oracle Integration Cloud](#)
- [Supported Applications](#)
- [Known Issues](#)

Overview

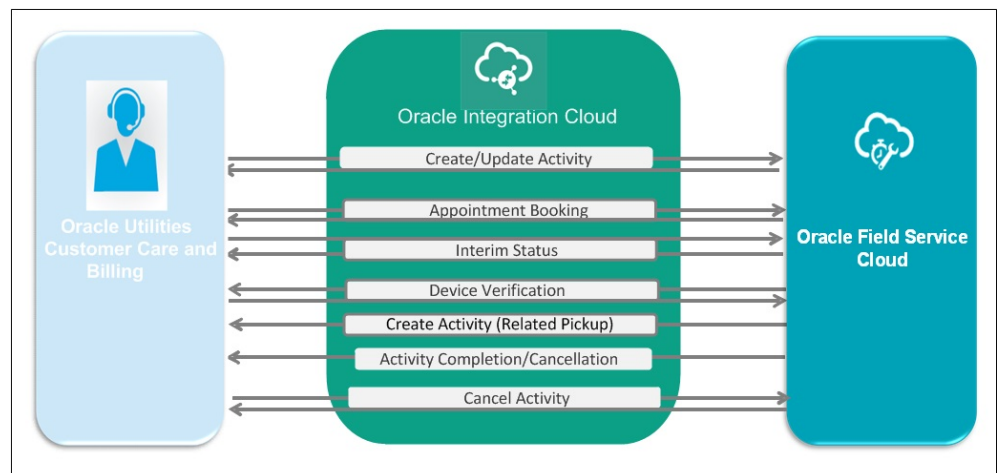
Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud helps to manage a fieldwork originated in Oracle Utilities Customer Care and Billing using Oracle Field Service Cloud. This pre-built integration represents significant business value for utilities that need to manage their field operations.

For more information about the functionality, refer to the *Oracle Utilities Customer Care and Billing to Oracle Field Service Cloud Configuration Guide*.

The integration supports the following flows:

- Create/Update activity (Oracle Utilities Customer Care and Billing initiated)
- Cancel activity (Oracle Utilities Customer Care and Billing initiated)
- Appointment window request
- Device verification
- Pickup activity (Oracle Field Service Cloud initiated)
- Activity completion/cancellation (Oracle Field Service Cloud initiated)
- Interim activity status update

The following diagram illustrates the business processes that are supported in this integration product.



In this integration Oracle Integration Cloud is used as a middleware to connect the applications. It uses SOAP and REST APIs to facilitate communication between these two applications.

About Oracle Utilities Customer Care and Billing

Oracle Utilities Customer Care and Billing manages customer information associated with field activities and processes the associated billing. Typically, processing begins when a customer logs a request or field activity for work. Oracle Utilities Customer Care and Billing communicates this field activity to Oracle Field Service Cloud as a work order/activity.

About Oracle Field Service Cloud

Oracle Field Service Cloud is built on time-based, self-learning, and predictive technology, empowering to solve business problems while evolving the field service organization. It has various modules to choose, such as forecasting, routing, capacity, mobility, collaboration, core manage, smart location, customer communication, and more. It leverages the performance pattern profiles to create optimal daily routes and schedules and continues to learn as employee work patterns change over time.

About Oracle Integration Cloud

Oracle Integration Cloud is a unified platform to integrate the applications, automate processes, and create applications.

Using integrations connect the applications into a continuous business flow. The integrations can be quickly developed and activated between both the cloud and on-premise applications. The lookups help to match application specific codes between the two applications. Oracle Integration Cloud provides graphical mapper where user can map just by drag and drop between the applications.

Supported Applications

The supported application versions in this integration are:

- Oracle Utilities Customer Care and Billing - V2.7.x or higher
- Oracle Integration Cloud - V18.4.519.1.3.0.0 or higher
- Oracle Field Service Cloud - 18D 19A or higher

Known Issues

The table below lists the known issues in this integration.

Bug Number	Description
29393878	COPY OF 29359871 - WHEN APPOINTMENT IS CANCELLED IN APPOINTMENT BOOKING PAGE FA
29283234	THE READ SEQUENCE IN READING DETAILS OF THE FIELD ACTIVITY ARE NOT IN PROPER ORDER
29374951	APPOINTMENT TIME SLOTS RETURNED ONLY FOR THE 'FROM' AND 'TO' DATES SPECIFIED IN CCB APPOINTMENT REQUEST
29352850	UNABLE TO CANCEL THE CCB FIELD ACTIVITY WHEN THE REOPENED ACTIVITY IN OFSC IS IN PENDING STATUS