

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud

(Also applicable to Oracle Utilities Customer To Meter)

Release Notes

Release 19.1

F21101-01

July 2019

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

Copyright ©2019 Oracle and/or its affiliates. All rights reserved.

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, then 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

Preface	i
Audience	i
Documentation and Resources	i
Documentation Accessibility	ii
Conventions.....	ii
Abbreviations	iii
Release Notes	1-1
Overview	1-2
Supported Applications	1-2
New Features Summary.....	1-3
Offline Support	1-3
Unrelated Pickup Activity	1-4
Pass Through Activities.....	1-6
Device Verification Upgrade.....	1-6
Override Meter Readings	1-8
Known Issues	1-8

Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Release Notes.

Audience

This document is intended for anyone implementing the integration of the following products with Oracle Field Service Cloud:

- Oracle Utilities Customer Cloud Service
- 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 Cloud Service 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 Cloud Service Integration to Oracle Field Service Cloud Configuration Guide	
Edge application documentation:	
Oracle Utilities Customer Cloud Service	
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	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches. 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
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>.

Access to Oracle Support

Oracle customers have access to electronic support for the hearing impaired. Visit: <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

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
OUCCS	Oracle Utilities Customer Cloud Service
OFSC	Oracle Field Service Cloud
OIC	Oracle Integration Cloud
OUC2M	Oracle Utilities Customer To Meter

Release Notes

This release notes outlines the information about new and improved functionality in integrating Oracle Utilities Customer Cloud Service with Oracle Field Service Cloud (Release 19.1). Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations to consider.

Important! This integration is also applicable to Oracle Utilities Customer To Meter (OUC2M).

The release notes focuses on the following:

- [Overview](#)
- [Supported Applications](#)
- [New Features Summary](#)
- [Known Issues](#)

Overview

Important! This integration is applicable to both on-premises version of the solution (Oracle Utilities Customer To Meter (C2M)) and the SaaS version (Oracle Utilities Customer Cloud Service (CCS)).

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

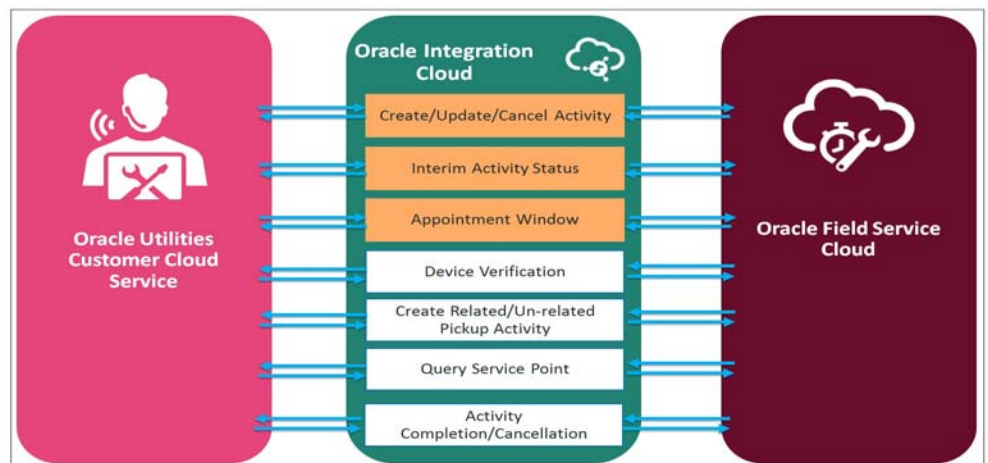
For more information about the functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud v19.1 Configuration Guide* at:

https://docs.oracle.com/cd/F20963_01/index.htm

The integration supports the following flows:

- Process Activity (Oracle Utilities Customer Cloud Service Initiated)
- Appointment Window Request (Oracle Utilities Customer Cloud Service Initiated)
- Interim Activity Status (Oracle Utilities Customer Cloud Service Initiated)
- Device Verification (Oracle Field Service Cloud Initiated)
- Create Activity (Oracle Field Service Cloud Initiated)
- Activity Completion/Cancellation (Oracle Field Service Cloud Initiated)
- Query Service Point (Oracle Field Service Cloud Initiated)

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



Supported Applications

The supported application versions in this integration are:

- Oracle Utilities Customer Cloud Service - 19B or higher
- Oracle Integration Cloud - v19.3.1.0.0 or higher

- Oracle Field Service Cloud - 19B Service Update 8 or higher
- Oracle Utilities Customer To Meter - v2.7.0.2.0 and higher (on-premises)

New Features Summary

This integration includes the following enhancements:

- [Offline Support](#)
- [Unrelated Pickup Activity](#)
- [Pass Through Activities](#)
- [Device Verification Upgrade](#)
- [Override Meter Readings](#)

Offline Support

When the crew is enroute to perform an activity in the field, there might be chances of the device to be offline or online depending on the network availability.

If in offline mode, the crew cannot fetch the device information due to lack of network and the request for device verification cannot be sent. To overcome this, the crew should do a manual entry and select appropriate configuration type which auto populates all the register information.

When the crew selects 'Meter Details' to enter the information and finds that there is no network, select Manual Entry as 'Yes' and select the configuration type.

The screenshot shows a web form with two main sections: 'Service Point Details' and 'Meter Information'. The 'Service Point Details' section includes fields for Service Point ID (016352720152), Warnings, Instructions, Instruction Details, and Life Support (None). The 'Meter Information' section is titled 'New Meter Details' and contains several fields: Manual Entry (radio buttons for No and Yes, with Yes selected), Badge Number, Configuration Type (dropdown menu), Meter Location, Manufacturer, Model, and Status Left. Red boxes highlight the 'Manual Entry' field and the 'Configuration Type' dropdown.

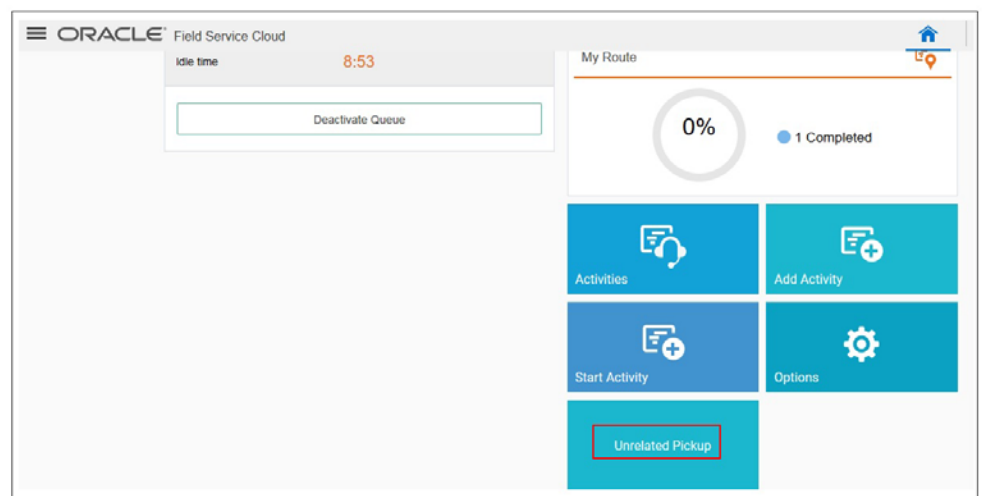
After selecting the necessary fields based on pre-configuration, the register information is displayed as below. The crew enters the value for **Reading** and clicks **Submit**.

For offline mode pre-configurations, refer to *Oracle Field Service Cloud Configurations for Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud v19.1* white paper.

Unrelated Pickup Activity

Crew can specify search criteria and send request to Oracle Utilities Customer Cloud Service for service points. In the retrieved service points, crew selects a service point and raises service investigation activity. The search criteria includes address, city, postal code, latitude and longitude.

When accessing the Mobility screen, the crew selects **Unrelated Pickup** to use this feature.



On the **Unrelated Pickup** page, the crew can search for service points.

The figure below shows a sample search.

Select	Address	Service Point Type	ISP Source Status
<input type="radio"/>	404, Not Found Drive, Error Road, Stark, OH	Generic Electric Meter	Connected
<input checked="" type="radio"/>	404, Not Found Drive, Error Road, Stark, OH	Electric Residential	Connected

Crew selects the service point from the list and clicks **Select**. On the **Add Activity** page, enter the necessary details to create an activity.

On successful creation of an unrelated pickup activity in Oracle Field Service Cloud a corresponding activity is created in Oracle Utilities Customer Cloud Service.

Pass Through Activities

Pass through activities, such as trim tree activity, do not require a service point. In this release, pass through activities are created in Oracle Utilities Customer Cloud Service and sent to Oracle Field Service Cloud for completion (without service point but only with address). Upon completion, the information is updated in Oracle Utilities Customer Cloud Service. The activities supported are trim tree and turn on pilot light.

Activity: Field Activity / Trim Tree / Communication In Progress / Create Date Time: 07-08-2019 4:25:37

Main Log

INFORMATION Field Activity / Trim Tree / Communication In Progress / Create Date Times
07-08-2019 4:25:37

ACTIVITY TYPE Field Activity

STATUS Communication In Progress

SERVICE DATE TIME 07-08-2019 11:00:00

SERVICE POINT

FIELD TASK TYPE Trim Tree

RECIPIENT Oracle Field Service Cloud

DEVICE ID

Record Information

Request Information

Contact Details

Address Information

ADDRESS 808, King David Road

Oracle Field Service Cloud receives these activities upon selection by crew. After completion of work, crew completes the activity in Oracle Field Service Cloud which in turn completes the activity in Oracle Utilities Customer Cloud Service.

Complete Adjust Time Not Done Suspend Map Book Activity Nearby Activities Knowledge Inventory

Service Information

Activity Type: Trim Tree

Site Address: 808, King David Road

Work Order: 00194277090999

Status: Started

Scheduling Information

Start - End: 07:29 - 08:17

Duration: 48 minutes

Device Verification Upgrade

Until the previous release, crew could verify the existence of a device using the Device Verification feature where the search was based only on Badge Number. Also, crew needed to enter manufacturer and model manually. In this release, the Serial Number is also added as one of the search criteria (apart from Badge Number). Manufacturer and Model are part of device verification response from Oracle Utilities Customer Cloud Service and are auto-populated in their respective fields.

To use this feature, crew should select the Install Meter activity. Click the meter details to view the respective meter details page. Click **Verify Device** to verify the existence of the device.

Service Point Details

Service Point ID: 016352720152

Warnings:

Instructions:

Instruction Details:

Life Support: None

Meter Information

New Meter Details

Verify Device

Manual Entry: No
 Yes

Badge Number:

Configuration Type:

Meter Location:

Manufacturer:

Model:

Status Left*:

The **Device Details** page shows the **Badge Number** (mandatory) along with the **Serial Number** (optional).

Device Details

Device Type: Meter

Badge Number:

Serial Number:

If a device exists based on the search criteria, the application navigates to the **Meter Details** page. The information is auto-populated including the register information sent by Oracle Utilities Customer Cloud Service.

New Meter Details

Verify Device

Manual Entry: No
 Yes

Badge Number: KN_001

Status: Verification Successful

Configuration Type: Default five Registers

Meter Location:

Manufacturer: Accumeter

Model: IND1300

Status Left*:

Override Meter Readings

Crew populates meter readings for some of the activity types and these meter readings should align as prescribed by Oracle Utilities Customer Cloud Service. When online, the crew performs device verification, higher/lower limits of meter reads as part of this response from Oracle Utilities Customer Cloud Service. When the crew specifies the meter read, this feature verifies whether the reading is within higher/lower limit; if not it raises an error. If the actual readings indeed are outside the limits, the crew can select Override Reading to bypass the validation and send it to Oracle Utilities Customer Cloud Service.

The page below shows how the crew navigates to populate meter details.

Service Point Details Service Point ID: 618303598544 Warnings: <input type="text"/> Instructions: <input type="text"/> Instruction Details: <input type="text"/> Life Support: None	Registers Information Reading Details Read Sequence: 0 Unit Of Measure: KWH Dials: 7 Decimals: 2 Reading*: <input type="text"/> Override Reading: <input checked="" type="radio"/> No <input type="radio"/> Yes Lower Limit: 0 Upper Limit: 28.00
Meter Information Existing Meter Details Manufacturer: Accumeter Model: IND1300	

The **Lower Limit** and **Upper Limit** are part of the message from Oracle Utilities Customer Cloud Service, and it infers that Reading should ideally be between these limits. However, crew can always override the recommendations. If the reading is not between these limits the application displays an error.

Service Point Details Service Point ID: 618303598544 Warnings: <input type="text"/> Instructions: <input type="text"/> Instruction Details: <input type="text"/> Life Support: None	Registers Information Reading Details Read Sequence: 0 Unit Of Measure: KWH Dials: 7 Decimals: 2 Reading*: <input type="text" value="30"/> <small>Please double check and select override reading if needed</small> Override Reading: <input checked="" type="radio"/> No <input type="radio"/> Yes Lower Limit: 0 Upper Limit: 28.00
Meter Information Existing Meter Details Manufacturer: Accumeter Model: IND1300 Status Found*: <input type="text"/>	

To submit the reading, select **Override Reading** to 'Yes' and click **Submit**.

Known Issues

This table lists the known issues in the integration.

Bug Number	Description
29994108	VERRIDE READING OPTION NOT ACCEPTING NEGATIVE READING VALUES

Bug Number	Description
28900569	WHEN THE ACTIVITY IS IN STATUS "STARTED" IN OFSC THE APPOINTMENT TIME SLOT SHOULD NOT BE ALLOWED TO CHANGE
30029427	NO ERROR THROWN WHEN READING IS NOT POPULATED IN OFSC MOBILITY SCREEN
