**Oracle Utilities Customer Cloud Service
Integration to Oracle Field Service Cloud**

(Also applicable to Oracle Utilities Customer To Meter)

Release Notes

Release 19.1

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

Contents

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/

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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.
italic	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.
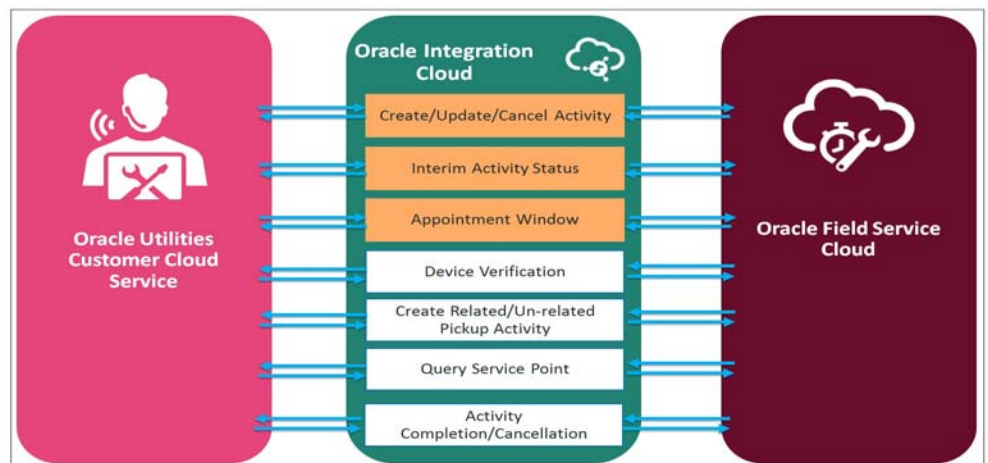
Supported Applications

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.

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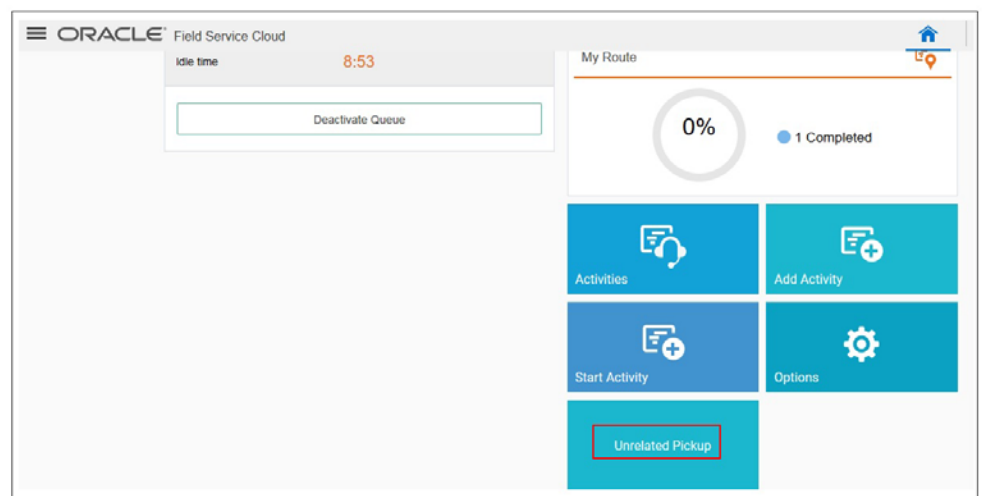
On the **Unrelated Pickup** page, the crew can search for service points.

The figure below shows a sample search.

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.

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.

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.

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

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.

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.

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.

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	OVERRIDE READING OPTION NOT ACCEPTING NEGATIVE READING VALUES

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