

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud

Data Mapping Guide

Release 20A

F28363-01

April 2020

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Data Mapping Guide, Release 20A

Copyright © 2019, 2020 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	ii
Documentation and Resources	ii
Documentation Accessibility	iii
Conventions.....	iii
Acronyms.....	iii
Appendix A	
Data Mapping	A-1
Activity Completion (Oracle Field Service Cloud Initiated).....	A-2
Get Activity Details from Oracle Field Service Cloud.....	A-2
OFSCResponse_SOMRequest.....	A-3
Device Verification (Oracle Utilities Field Service Initiated).....	A-28
Meter Request Mappings	A-28
Meter Response Mappings.....	A-29
Item Request Mappings.....	A-32
Item Response Mappings.....	A-33
Create Pickup Orders (Oracle Field Service Cloud Initiated).....	A-34
Request Mapping.....	A-34
Response Mapping.....	A-62
Query Service Point (Oracle Field Service Cloud Initiated)	A-64
Request Mappings.....	A-64
Response Mappings	A-65
Fault Mappings.....	A-68
Activity Status (Oracle Utilities Service Order Management Initiated).....	A-69
FindActivity Mappings	A-69
If not Found or Complete Mappings.....	A-70
Get Activity Mappings	A-71
Activity Status Response Mappings	A-71
Remote Fault.....	A-72
Sub Language Fault.....	A-73
Appointment Request (Oracle Utilities Service Order Management Initiated)	A-74
Request Mappings.....	A-74
Response Mappings	A-76
Remote Fault.....	A-77
Sub Language Fault.....	A-78
Process Activity (Oracle Utilities Service Order Management Initiated).....	A-80
Request Mappings.....	A-80
Response Mappings	A-116
Cancel Activity Mappings	A-119
Cancel Response.....	A-120
Remote Fault.....	A-122
Technical Fault	A-123

Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Data Mapping Guide.

The preface includes the following:

- [Audience](#)
- [Documentation and Resources](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Acronyms](#)

Audience

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

- Oracle Utilities Customer Cloud Service

Documentation and Resources

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

Product Documentation

Topic	Description
Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Configuration Guide	
Oracle Field Service Cloud Configurations Whitepaper	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Utilities Customer Cloud Service documentation	
Oracle Field Service Cloud documentation	https://docs.oracle.com/en/cloud/saas/field-service/19d/index.html

Additional Documentation

Resource	Location
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.

Acronyms

The following terms are used in this document:

Term	Expanded Form
OFSC	Oracle Field Service Cloud
OIC	Oracle Integration Cloud
ICS	Integration Cloud Service
DVM	Domain Value Map (Lookup)
WAM	Oracle Utilities Customer Cloud Service
WACS	Oracle Utilities Work and Asset Cloud Service

Appendix A

Data Mapping

This appendix provides mapping details for each integration point, including the following:

- [Activity Completion \(Oracle Field Service Cloud Initiated\)](#)
- [Device Verification \(Oracle Utilities Field Service Initiated\)](#)
- [Create Pickup Orders \(Oracle Field Service Cloud Initiated\)](#)
- [Query Service Point \(Oracle Field Service Cloud Initiated\)](#)
- [Activity Status \(Oracle Utilities Service Order Management Initiated\)](#)
- [Appointment Request \(Oracle Utilities Service Order Management Initiated\)](#)
- [Process Activity \(Oracle Utilities Service Order Management Initiated\)](#)

Activity Completion (Oracle Field Service Cloud Initiated)

This section describes data mapping for the following:

- [Get Activity Details from Oracle Field Service Cloud](#)
- [OFSCResponse_SOMRequest](#)

Get Activity Details from Oracle Field Service Cloud

Mapping details for “Map to getActivityDetails” activity are as shown in the table below.

Oracle Field Service Cloud Complete Request Message			Oracle Field Service Cloud Get Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
notify_POST		Outer-mosttag	canonical_GET		Outer-mosttag			
events.definitions.activityEvent	notify_POST	Group	TemplateParameters	canonical_GET	Group			
activityDetails	events.definitions.activityEvent	Group						
activityId	activityDetails	String	activityId	TemplateParameters	String			

OFSCResponse_SOMRequest

Mapping details for “Map to getFileData” activity are as shown in the table below.

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
activities.definitions.getActivitySchema	activities.definitions.getActivitySchema	Outermost tag	D1-FieldActivityIB-Comm	D1-FieldActivityIB-Comm	Outermost tag			
			communicationId	D1-FieldActivityIB-Comm				
			communicationType	D1-FieldActivityIB-Comm				
			bo	D1-FieldActivityIB-Comm				
			boStatus	D1-FieldActivityIB-Comm				
			statusReason	D1-FieldActivityIB-Comm				
			sender	D1-FieldActivityIB-Comm				
			statusDateTime	D1-FieldActivityIB-Comm				
			creationDateTime	D1-FieldActivityIB-Comm				
			version	D1-FieldActivityIB-Comm				
			initiatingOutCommunication	D1-FieldActivityIB-Comm				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			amiDeviceIdentifier-Number	D1-FieldActivityIB-Comm				
			deviceId	D1-FieldActivityIB-Comm				
			retryDetails	D1-FieldActivityIB-Comm	Group			
			retryDateTime	retryDetails				
			numberOfRetries	retryDetails				
			currentErrorState	retryDetails				
			isToDoEntrySuppressed	retryDetails				
			transactionId	D1-FieldActivityIB-Comm				
			spId	D1-FieldActivityIB-Comm				
			completionDetail	D1-FieldActivityIB-Comm	Group			
			completionEventId	completionDetail				
			bo	completionDetail				
			activityId	completionDetail				
			boStatus	completionDetail				
			sequence	completionDetail				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			inboundCommunicationId	completionDetail				
			outboundCommunicationId	completionDetail				
			createDateTime	completionDetail				
			updateStatusDateTime	completionDetail				
			statusReason	completionDetail				
			completionEventDataArea	completionDetail				
			version	completionDetail				
			spId	completionDetail				
			eventDateTime	completionDetail				
			servicePointCompletionDetails	D1-FieldActivityIB-Comm				
			disconnectLocation	servicePointCompletionDetails				
			servicePointDataDetails	servicePointCompletionDetails				
			spId	servicePointDataDetails				
			disconnectLocation	servicePointDataDetails				
			spInstruction	servicePointDataDetails				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			spWarning	servicePointDataDetails				
			spInstructionDetails	servicePointDataDetails				
			messageCompletionInformation	messageCompletionInformation				
			completionStatus	messageCompletionInformation				
			statusReason	messageCompletionInformation				
			completedByCrew	messageCompletionInformation				
			statusReasonDescription	messageCompletionInformation				
			statusReasonUsage	messageCompletionInformation				
			existingDevice					
			deviceCompletionDetails	existingDevice				
			deviceDataDetails	deviceCompletionDetails				
			deviceConfigurationType	deviceDataDetails				
			deviceLocation	deviceDataDetails				
			meterId	deviceDataDetails				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			badgeNumber	deviceDataDetails				
			manufacturer	deviceDataDetails				
			model	deviceDataDetails				
			readingCompletion Details		Group			
			readingDateTime	readingCompletion Details				
			readingDetails	readingCompletion Details				
			readingDetailsList	readingDetails				
			seqNo	readingDetailsList				
			uom	readingDetailsList				
			tou	readingDetailsList				
			reading	readingDetailsList				
			newDevice	completionDetail				
			deviceCompletion Details	newDevice				
			deviceDataDetails	deviceCompletion Details				
			deviceConfiguration Type	deviceDataDetails				
			deviceLocation	deviceDataDetails				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			meterId	deviceDataDetails				
			badgeNumber	deviceDataDetails				
			manufacturer	deviceDataDetails				
			model	deviceDataDetails				
			readingCompletion Details					
			readingDateTime	readingCompletion Details				
			readingDetails	readingCompletion Details				
			readingDetailsList	readingDetails				
			seqNo	readingDetails				
			uom	readingDetails				
			tou	readingDetails				
			reading	readingDetails				
			itemCompletionDetails	newDevice				
			itemDataDetails	itemCompletionDe- tails				
			deviceConfiguration Type	itemDataDetails				
			deviceLocation	itemDataDetails				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			message		responseDetail			
			taskId		responseDetail			
apptNumber	activities.definitions.get ActivitySchema		hostExternalId		responseDetail			
activityType	activities.definitions.get ActivitySchema		taskType		responseDetail	SOMOFSC_ ActivityType. dvm	OFSC_ActivityType	SOM_TaskType
status	activities.definitions.get ActivitySchema		completionStatus		responseDetail	OFSCSOM_ ActionCode. dvm	OFSC_ ActivityStatus	SOM_ ActionCode
CANCEL_REASON	activities.definitions.get ActivitySchema		statusReason		responseDetail			
endTime	activities.definitions.get ActivitySchema		completionDateTime		responseDetail			
resourceId	activities.definitions.get ActivitySchema		completedByCrew		responseDetail			
			messageId		responseDetail			
			language		responseDetail			
			completionInformation		responseDetail			Group
ACTIVITY_NOTES	activities.definitions.get ActivitySchema		comments		completionInforma- tion			
			dispatchDateTime		completionInforma- tion			

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			enrouteDateTime		completionInformation			
			onsiteDateTime		completionInformation			
			arriveDateTime		completionInformation			
			customerContactDetails		completionInformation			
c2m_cust_contact_type	activities.definitions.getActivitySchema	String	customerContactType	customerContactDetails	customerContactDetails			
			customerContactComments		customerContactDetails			
			ToDoMessage					
			remarkTypes			Group		
			remarkTypesList	remarkTypes		List		
			remarkType	remarkTypesList				
			utilityCompletionInformation					
			servicePointCompletionDetails	utilityCompletionInformation				
			disconnectLocation					
			modifyButtonClicked					
			servicePointDataDetails					

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_disconnect_location	activities.definitions.getActivitySchema	String	disconnectLocation	servicePointDataDetails				
c2m_SP_warnings	activities.definitions.getActivitySchema	String	serviceWarnings	servicePointDataDetails				
c2m_SP_instructions	activities.definitions.getActivitySchema	String	serviceInstructions	servicePointDataDetails				
c2m_SP_instruction_details	activities.definitions.getActivitySchema	String	instructionDetails	servicePointDataDetails				
			serviceAgreementStatus	servicePointDataDetails				
c2m_service_pt_id	activities.definitions.getActivitySchema	String	servicePointId	servicePointDataDetails				
			serviceAgreementId	servicePointDataDetails				
			premiseId	servicePointDataDetails				
			existingDevice	utilityCompletionInformation				
			meterCompletionDetails	existingDevice	Group			
			verificationDetails	meterCompletionDetails				
			verificationOverride	verificationDetails				
			response	verificationDetails	Group			

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			verificationStatus	response				
			meterConfiguration Type	response				
			errorCode	response				
			errorText	response				
			readingDetails	response				
			readingDetailsList	readingDetails	List			
			readSequence	readingDetailsList				
			unitOfMeasure	readingDetailsList				
			timeOfUse	readingDetailsList				
			numberOfDials	readingDetailsList				
			numberOfDecimals	readingDetailsList				
			upperLimit	readingDetailsList				
			lowerLimit	readingDetailsList				
			overrideReading	readingDetailsList				
			meterDataDetails	meterCompletion Details				
c2m_meter1_number	activities.definitions.get ActivitySchema		badgeNumber	meterDataDetails				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_meter1_mfg	activities.definitions.getActivitySchema		deviceManufacturer	meterDataDetails		OFSCSOM_Manufacturer.dvm	OFSC_Manufacturer	SOM_Manufacturer
c2m_meter1_serial	activities.definitions.getActivitySchema		deviceId	meterDataDetails				
c2m_meter1_model	activities.definitions.getActivitySchema		deviceModel	meterDataDetails		SOMOFSC_Model.dvm	OFSC_Model	SOM_Model
c2m_meter1_type	activities.definitions.getActivitySchema		meterConfigurationType	meterDataDetails		OFSCSOM_MeterConfigurationType.dvm	OFSC_MeterConfigurationType	SOM_MeterConfigurationType
c2m_meter1_location	activities.definitions.getActivitySchema		meterLocation	meterDataDetails		OFSCSOM_MeterLocation.dvm	OFSC_MeterLocation	SOM_MeterLocation
c2m_Status_Found	activities.definitions.getActivitySchema		deviceStatusFound	meterCompletionDetails				
c2m_Status_Left	activities.definitions.getActivitySchema		deviceStatusLeft	meterCompletionDetails		OFSCSOM_MeterStatus.dvm	OFSC_MeterStatus	SOM_MeterStatus
			stockLocation					
			readingCompletionDetails	meterCompletionDetails				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
endTime	activities.definitions.getActivitySchema		readingDateTime	readingCompletionDetails	Use SOMOFS C_DateTimeZoneConversion extension library function time conversion.			
			readingDetails					
			readingDetailsList	readingDetails				
c2m_existing_meter_read_seq	activities.definitions.getActivitySchema		readSequence	readingDetailsList				
c2m_existing_meter_uom	activities.definitions.getActivitySchema		unitOfMeasure	readingDetailsList		OFSCSOM_UOM.dvm	OFSC_UOM	SOM_UOM
c2m_existing_meter_TOU			timeOfUse	readingDetailsList		SOMOFSC_TOU.dvm	OFSC_TOU	SOM_TOU
c2m_existing_meter_sqi	activities.definitions.getActivitySchema		sqi					
c2m_existing_meter_dials	activities.definitions.getActivitySchema		numberOfDials	readingDetailsList				
c2m_existing_meter_numberofDecimals	activities.definitions.getActivitySchema		numberOfDecimals	readingDetailsList				
c2m_existing_meter_current_index			reading	readingDetailsList				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_meter1_override_reading	activities.definitions.getActivitySchema		overrideReading	readingDetailsList				
			modifyButtonClicked					
			itemCompletionDetails					
			verificationDetails	itemCompletionDetails				
			verificationOverride	itemCompletionDetails				
			response	itemCompletionDetails				
			verificationStatus					
			meterConfigurationType					
			errorCode					
			errorText					
			readingDetails					
			readingDetailsList		List			
c2m_existing_meter_read_seq2	activities.definitions.getActivitySchema		readSequence	readingDetailsList				
c2m_existing_meter_uom2	activities.definitions.getActivitySchema		unitOfMeasure	readingDetailsList				
c2m_existing_meter_TOU2			timeOfUse	readingDetailsList				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_existing_meter_sqi2		sqi						
c2m_existing_meter_dials2	activities.definitions.getActivitySchema	numberOfDials	readingDetailsList					
c2m_existing_meter_numberofDecimals2	activities.definitions.getActivitySchema	numberOfDecimals	readingDetailsList					
		upperLimit	readingDetailsList					
		lowerLimit	readingDetailsList					
c2m_existing_meter_current_index2	activities.definitions.getActivitySchema	reading	readingDetailsList					
c2m_meter1_override_reading2	activities.definitions.getActivitySchema	overrideReading	readingDetailsList					
c2m_item_nbr	ctivities.definitions.getActivitySchema	badgeNumber	itemDataDetails					
c2m_item_manufacturer	ctivities.definitions.getActivitySchema	deviceManufacturer	itemDataDetails			SOMOFSC_Manufacturer	OFSC_Manufacturer	SOM_Manufacturer
c2m_item_id	ctivities.definitions.getActivitySchema	deviceId	itemDataDetails					
c2m_item_model	ctivities.definitions.getActivitySchema	deviceModel	itemDataDetails			SOMOFSC_Model	OFSC_Model	SOM_Model
c2m_Status_Found	ctivities.definitions.getActivitySchema	deviceStatusFound	itemDataDetails					
c2m_Status_Left	ctivities.definitions.getActivitySchema	deviceStatusLeft	itemDataDetails			OFSCSOM_MeterStatus		

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			stockLocation	itemDataDetails				
			modifyButtonClicked	itemDataDetails				
			newDevice					
			meterCompletion Details	newDevice				
			verificationDetails	newDevice				
			verificationOverride					
			response					
			verificationStatus	response				
			meterConfigura- tionType	response				
			errorCode	response				
			errorText	response				
			readingDetails	response				
			readingDetailsList		List			
c2m_existing_me- ter_read_seq3	activities.defini- tions.getActivitySchema		readSequence	readingDetailsList				
c2m_existing_meter_uom3	activities.defini- tions.getActivitySchema		unitOfMeasure	readingDetailsList				
c2m_existing_me- ter_TOU3			timeOfUse	readingDetailsList				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_existing_meter_sqi3			sqi					
c2m_existing_meter_dials3	activities.definitions.getActivitySchema		numberOfDials	readingDetailsList				
c2m_existing_meter_numberofDecimals3	activities.definitions.getActivitySchema		numberOfDecimals	readingDetailsList				
			upperLimit	readingDetailsList				
			lowerLimit	readingDetailsList				
c2m_existing_meter_current_index3	activities.definitions.getActivitySchema		reading	readingDetailsList				
c2m_meter1_override_reading3			overrideReading	readingDetailsList				
			readingCompletionDetails	meterCompletionDetails				
endTime	activities.definitions.getActivitySchema		readingDateTime	readingCompletionDetails		Use SOMOFS C_DateTimeZoneConversion Extension library for time conversion.		
			readingDetails	readingCompletionDetails				
			readingDetailsList	readingDetails	List			

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_existing_meter_read_seq4	activities.definitions.getActivitySchema		readSequence	readingDetailsList				
c2m_existing_meter_uom4	activities.definitions.getActivitySchema		unitOfMeasure	readingDetailsList		SOMOFSC_UOM.dvm	OFSC_UOM	SOM_UOM
c2m_existing_meter_TOU4			timeOfUse	readingDetailsList		SOMOFSC_TOU	OFSC_TOU	SOM_TOU
c2m_existing_meter_sqi4			sqi					
c2m_existing_meter_dials4			numberOfDials	readingDetailsList				
c2m_existing_meter_numberofDecimals4			numberOfDecimals	readingDetailsList				
c2m_existing_meter_current_index4	activities.definitions.getActivitySchema		reading	readingDetailsList				
c2m_meter1_override_reading4			overrideReading	readingDetailsList				
			modifyButtonClicked	readingDetailsList				
			itemCompletionDetails					
			verificationDetails					
			verificationOverride	verificationDetails				
			response	verificationDetails				
			verificationStatus	response				
			meterConfigurationType	response				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			errorCode		response			
			errorText		response			
			readingDetails		response			
			readingDetailsList		readingDetails			
c2m_existing_meter_read_seq5			readSequence		readingDetailsList			
c2m_existing_meter_uom5			unitOfMeasure		readingDetailsList			
c2m_existing_meter_TOU5			timeOfUse		readingDetailsList			
c2m_existing_meter_sqi5			sqi					
c2m_existing_meter_dials5			numberOfDials		readingDetailsList			
c2m_existing_meter_numberofDecimals5			numberOfDecimals		readingDetailsList			
			upperLimit		readingDetailsList			
			lowerLimit		readingDetailsList			
c2m_existing_meter_current_index5			reading		readingDetailsList			
c2m_meter1_override_reading5			overrideReading		readingDetailsList			
			modifyButtonClicked					
			statusReasonUsage					

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			statusReason	statusReasonUsage				
			statusReasonDescription	statusReasonUsage				
			fault					
			faultCode	fault				
			faultString	fault				
			faultActor	fault				
			detail	fault				
			customElements					
			dateTimeTagFormat					
			newDevice					
c2m_meter2_number	activities.definitions.getActivitySchema		badgeNumber	meterDataDetails				
c2m_newmeter_manufacturer	activities.definitions.getActivitySchema		deviceManufacturer	meterDataDetails		OFSCSOM_Manufacturer.dvm	OFSC_Manufacturer	SOM_Manufacturer
c2m_new_meter_serial	activities.definitions.getActivitySchema		deviceId	meterDataDetails				
c2m_newmeter_model	activities.definitions.getActivitySchema		deviceModel	meterDataDetails		SOMOFSC_Model.dvm	OFSC_Model	SOM_Model
c2m_new_meter_type	activities.definitions.getActivitySchema		meterConfigurationType	meterDataDetails		OFSCSOM_MeterConfigurationType.dvm	OFSC_MeterConfigurationType	SOM_MeterConfigurationType

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_newmeter_location	activities.definitions.getActivitySchema		meterLocation	meterDataDetails		OFSCSOM_MeterLocation.dvm	OFSC_MeterLocation	SOM_MeterLocation
			deviceStatusFound					
c2m_newMtr_status_left	activities.definitions.getActivitySchema		deviceStatusLeft					
endTime	activities.definitions.getActivitySchema		readingDateTime	readingCompletionDetails	Call template for time conversion			
			readingDetails					
			readingDetailsList	readingDetails				
c2m_meter1_read_seq	activities.definitions.getActivitySchema		readSequence	readingDetailsList				
c2m_meter1_uom	activities.definitions.getActivitySchema		unitOfMeasure	readingDetailsList		OFSCSOM_UOM.dvm	OFSC_UOM	SOM_UOM
c2m_meter1_TOU1	activities.definitions.getActivitySchema		timeOfUse	readingDetailsList		SOMOFSC_TOU	OFSC_TOU	SOM_TOU
c2m_meter1_sqi	activities.definitions.getActivitySchema		sqi					
c2m_meter1_dials	activities.definitions.getActivitySchema		numberOfDials	readingDetailsList				
c2m_meter1_decimals	activities.definitions.getActivitySchema		numberOfDecimals	readingDetailsList				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_meter1_current_index	activities.definitions.getActivitySchema		reading	readingDetailsList				
c2m_meter1_override_reading	activities.definitions.getActivitySchema		overrideReading	readingDetailsList				
c2m_meter1_read_seq2	activities.definitions.getActivitySchema		readSequence	readingDetailsList				
c2m_meter1_uom2	activities.definitions.getActivitySchema		unitOfMeasure	readingDetailsList		OFSCSOM_UOM.dvm	OFSC_UOM	SOM_UOM
c2m_meter1_TOU2	activities.definitions.getActivitySchema		timeOfUse	readingDetailsList		SOMOFSC_TOU	OFSC_TOU	SOM_TOU
c2m_meter1_sqi2	activities.definitions.getActivitySchema		sqi					
c2m_meter1_dials2	activities.definitions.getActivitySchema		numberOfDials	readingDetailsList				
c2m_meter1_decimals2	activities.definitions.getActivitySchema		numberOfDecimals	readingDetailsList				
c2m_meter1_current_index2			reading	readingDetailsList				
c2m_meter1_override_reading2			overrideReading	readingDetailsList				
c2m_meter1_read_seq3	activities.definitions.getActivitySchema		readSequence	readingDetailsList				
c2m_meter1_uom3	activities.definitions.getActivitySchema		unitOfMeasure	readingDetailsList		OFSCSOM_UOM.dvm	OFSC_UOM	SOM_UOM

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_meter1_TOU3	activities.definitions.getActivitySchema		timeOfUse	readingDetailsList		SOMOFSC_TOU	OFSC_TOU	SOM_TOU
c2m_meter1_sqi3	activities.definitions.getActivitySchema		sqi					
c2m_meter1_dials3	activities.definitions.getActivitySchema		numberOfDials	readingDetailsList				
c2m_meter1_decimals3	activities.definitions.getActivitySchema		numberOfDecimals	readingDetailsList				
c2m_meter1_current_index3	activities.definitions.getActivitySchema		reading	readingDetailsList				
c2m_meter1_override_reading3	activities.definitions.getActivitySchema		overrideReading	readingDetailsList				
c2m_meter1_read_seq4	activities.definitions.getActivitySchema		readSequence	readingDetailsList				
c2m_meter1_uom4	activities.definitions.getActivitySchema		unitOfMeasure	readingDetailsList		OFSCSOM_UOM.dvm	OFSC_UOM	SOM_UOM
c2m_meter1_TOU4	activities.definitions.getActivitySchema		timeOfUse	readingDetailsList		SOMOFSC_TOU	OFSC_TOU	SOM_TOU
c2m_meter1_sqi4	activities.definitions.getActivitySchema		sqi					
c2m_meter1_dials4	activities.definitions.getActivitySchema		numberOfDials	readingDetailsList				
c2m_meter1_decimals4	activities.definitions.getActivitySchema		numberOfDecimals	readingDetailsList				
c2m_meter1_current_index4	activities.definitions.getActivitySchema		reading	readingDetailsList				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_meter1_override_reading4	activities.definitions.getActivitySchema		overrideReading	readingDetailsList				
c2m_meter1_read_seq5	activities.definitions.getActivitySchema		readSequence	readingDetailsList				
c2m_meter1_uom5	activities.definitions.getActivitySchema		unitOfMeasure	readingDetailsList		OFSCSOM_UOM.dvm	OFSC_UOM	SOM_UOM
c2m_meter1_TOU5	activities.definitions.getActivitySchema		timeOfUse	readingDetailsList		SOMOFSC_TOU	OFSC_TOU	SOM_TOU
c2m_meter1_sqi5	activities.definitions.getActivitySchema		sqi					
c2m_meter1_dials5	activities.definitions.getActivitySchema		numberOfDials	readingDetailsList				
c2m_meter1_decimals5	activities.definitions.getActivitySchema		numberOfDecimals	readingDetailsList				
c2m_meter1_current_index5	activities.definitions.getActivitySchema		reading	readingDetailsList				
c2m_meter1_override_reading5	activities.definitions.getActivitySchema		overrideReading	readingDetailsList				
c2m_new_item_nbr	activities.definitions.getActivitySchema		badgeNumber	itemDataDetails				
c2m_newitem_manufacturer	activities.definitions.getActivitySchema		deviceManufacturer	itemDataDetails		SOMOFSC_Manufacturer	OFSC_Manufacturer	SOM_Manufacturer
c2m_new_item_id	activities.definitions.getActivitySchema		deviceId	itemDataDetails				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_newitem_model	activities.definitions.getActivitySchema		deviceModel	itemDataDetails		SOMOFSC_Model.dvm	OFSC_Model	SOM_Model
c2m_Status_Found	activities.definitions.getActivitySchema		deviceStatusFound					
c2m_newMtr_status_left	activities.definitions.getActivitySchema		deviceStatusLeft	itemCompletionDetails				
c2m_upload_attach1	activities.definitions.getActivitySchema		attachmentData	responseDetail/completionInformation/attachmentsGrp/attachmentsList				
			attachmentId	responseDetail/completionInformation/attachmentsGrp/attachmentsList				
c2m_upload_attach2	activities.definitions.getActivitySchema		attachmentData	responseDetail/completionInformation/attachmentsGrp/attachmentsList				
			attachmentId	responseDetail/completionInformation/attachmentsGrp/attachmentsList				
c2m_upload_attach3	activities.definitions.getActivitySchema		attachmentData	responseDetail/completionInformation/attachmentsGrp/attachmentsList				
			attachmentId	responseDetail/completionInformation/attachmentsGrp/attachmentsList				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
c2m_upload_attach4	activities.definitions.getActivitySchema		attachmentData	responseDetail/completionInformation/attachmentsGrp/attachmentsList				
			attachmentId	responseDetail/completionInformation/attachmentsGrp/attachmentsList				
c2m_upload_attach5	activities.definitions.getActivitySchema		attachmentData	responseDetail/completionInformation/attachmentsGrp/attachmentsList				
			attachmentId	responseDetail/completionInformation/attachmentsGrp/attachmentsList				
c2m_newmeter_devicetypedescription	activities.definitions.getActivitySchema		deviceTypeDescription	meterDataDetails				
c2m_newmeter_specificationdescription	activities.definitions.getActivitySchema		specificationDescription	meterDataDetails				
c2m_newmeter_headenddescription	activities.definitions.getActivitySchema		headEndSystemDescription	meterDataDetails				
c2m_dev_location	activities.definitions.getActivitySchema		deviceLocation	servicePointDataDetails		SOMOFSC_DeviceLocation	OFSC_DeviceLocation	SOM_DeviceLocation
c2m_device_location_details	activities.definitions.getActivitySchema		deviceLocationDetails	servicePointDataDetails				
c2m_newitem_deviceTypeDescription	activities.definitions.getActivitySchema		deviceTypeDescription	itemDataDetails				

Device Verification (Oracle Utilities Field Service Initiated)

This section describes data mapping for the following:

- [Meter Request Mappings](#)
- [Meter Response Mappings](#)
- [Item Request Mappings](#)
- [Item Response Mappings](#)

Meter Request Mappings

Request mapping for Meter details for each integration point are as shown in the table below.

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
QueryParameters		outer-mosttag	D1-DeviceVerificationService		outermo	sttag		
			requestMessage	D1-DeviceVerificationService				
c2m_meter2_number	QueryParameters	string	badgeNumber	requestMessage				
c2m_service_pt_id	QueryParameters	string	servicePointId	requestMessage				
c2m_SerialNumber	QueryParameters	string	serialNumber	requestMessage				

Meter Response Mappings

Response mapping for Meter details for each integration point are as shown in the table below.

Oracle Utilities Service Order Management Response Message			Oracle Field Service Cloud Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
D1-DeviceVerification-Service		outer-mosttag	response-wrapper		outer-mosttag			
responseMessage	D1-DeviceVerification-Service	Group						
verificationStatus								
meterConfigurationType	responseMessage	string	c2m_meter1_type	response-wrapper	Enumeration	SOMOFSC_MeterConfigurationType	SOM_MeterConfigurationType	OFSC_MeterConfigurationType
errorCode	responseMessage	string						
errorText	responseMessage	string	c2m_verifyStatusFlag	response-wrapper	String			
readingDetails	responseMessage	Group						
readingDetailsList	readingDetails	List						
meterConfigurationType	responseMessage	string	c2m_new_item_type	response-wrapper	Enumeration			
readSequence	readingDetailsList[1]	string	c2m_meter1_read_seq	response-wrapper	Enumeration	OFSCSOM_ReadSequence	SOM_ReadSequence	OFSC_ReadSequence
unitOfMeasure	readingDetailsList[1]	string	c2m_meter1_uom	response-wrapper	Enumeration	OFSCSOM_UOM	SOM_UOM	OFSC_UOM
numberOfDials	readingDetailsList[1]	string	c2m_meter1_dials	response-wrapper	Enumeration	OFSCSOM_Dials	SOM_Dials	OFSC_Dials
lowerLimit	readingDetailsList[1]	string	c2m_meter1_lower_limit	response-wrapper	Integer			
upperLimit	readingDetailsList[1]	string	c2m_meter1_upper_limit	response-wrapper	Integer			
timeOfUse	readingDetailsList[1]	string	c2m_meter1_TOU1	response-wrapper	Enumeration	OFSCSOM_TOU	SOM_TOU	OFSC_TOU
sqi	readingDetailsList[1]	string	c2m_meter1_sqi	response-wrapper	Enumeration	OFSCSOM_SQI	SOM_SQI	OFSC_SQI

Oracle Utilities Service Order Management Response Message			Oracle Field Service Cloud Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
numberOfDecimals	readingDetailsList[1]	string	c2m_meter1_numberofDecimals	response-wrapper	Enumeration	OFSCSOM_Decimals	SOM_Decimals	OFSC_Decimals
readSequence	readingDetailsList[2]	string	c2m_meter1_read_seq2	response-wrapper	Enumeration	OFSC-SOM_ReadSequence	SOM_ReadSequence	OFSC_ReadSequence
unitOfMeasure	readingDetailsList[2]	string	c2m_meter1_uom2	response-wrapper	Enumeration	OFSCSOM_UOM	SOM_UOM	OFSC_UOM
numberOfDials	readingDetailsList[2]	string	c2m_meter1_dials2	response-wrapper	Enumeration	OFSCSOM_Dials	SOM_Dials	OFSC_Dials
lowerLimit	readingDetailsList[2]	string	c2m_meter1_lower_limit2	response-wrapper	Integer			
upperLimit	readingDetailsList[2]	string	c2m_meter1_upper_limit2	response-wrapper	Integer			
timeOfUse	readingDetailsList[2]	string	c2m_meter1_TOU2	response-wrapper	Enumeration	OFSCSOM_TOU	SOM_TOU	OFSC_TOU
sqi	readingDetailsList[2]	string	c2m_meter1_sqi2	response-wrapper	Enumeration	OFSCSOM_SQI	SOM_SQI	OFSC_SQI
numberOfDecimals	readingDetailsList[2]	string	c2m_meter1_numberofDecimals2	response-wrapper	Enumeration	OFSCSOM_Decimals	SOM_Decimals	OFSC_Decimals
readSequence	readingDetailsList[3]	string	c2m_meter1_read_seq3	response-wrapper	Enumeration	OFSC-SOM_ReadSequence	SOM_ReadSequence	OFSC_ReadSequence
unitOfMeasure	readingDetailsList[3]	string	c2m_meter1_uom3	response-wrapper	Enumeration	OFSCSOM_UOM	SOM_UOM	OFSC_UOM
numberOfDials	readingDetailsList[3]	string	c2m_meter1_dials3	response-wrapper	Enumeration	OFSCSOM_Dials	SOM_Dials	OFSC_Dials
lowerLimit	readingDetailsList[3]	string	c2m_meter1_lower_limit3	response-wrapper	Integer			
upperLimit	readingDetailsList[3]	string	c2m_meter1_upper_limit3	response-wrapper	Integer			
timeOfUse	readingDetailsList[3]	string	c2m_meter1_TOU3	response-wrapper	Enumeration	OFSCSOM_TOU	SOM_TOU	OFSC_TOU
sqi	readingDetailsList[3]	string	c2m_meter1_sqi3	response-wrapper	Enumeration	OFSCSOM_SQI	SOM_SQI	OFSC_SQI

Oracle Utilities Service Order Management Response Message			Oracle Field Service Cloud Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
numberOfDecimals	readingDetailsList[3]	string	c2m_meter1_numberofDecimals3	response-wrapper	Enumeration	OFSCSOM_Decimals	SOM_Decimals	OFSC_Decimals
readSequence	readingDetailsList[4]	string	c2m_meter1_read_seq4	response-wrapper	Enumeration	OFSC-SOM_ReadSequence	SOM_ReadSequence	OFSC_ReadSequence
unitOfMeasure	readingDetailsList[4]	string	c2m_meter1_uom4	response-wrapper	Enumeration	OFSCSOM_UOM	SOM_UOM	OFSC_UOM
numberOfDials	readingDetailsList[4]	string	c2m_meter1_dials4	response-wrapper	Enumeration	OFSCSOM_Dials	SOM_Dials	SOM_Dials
lowerLimit	readingDetailsList[4]	string	c2m_meter1_lower_limit4	response-wrapper	Integer			
upperLimit	readingDetailsList[4]	string	c2m_meter1_upper_limit4	response-wrapper	Integer			
timeOfUse	readingDetailsList[4]	string	c2m_meter1_TOU4	response-wrapper	Enumeration	OFSCSOM_TOU	SOM_TOU	OFSC_TOU
sqi	readingDetailsList[4]	string	c2m_meter1_sqi4	response-wrapper	Enumeration	OFSCSOM_SQI	SOM_SQI	OFSC_SQI
numberOfDecimals	readingDetailsList[4]	string	c2m_meter1_numberofDecimals4	response-wrapper	Enumeration	OFSCSOM_Decimals	SOM_Decimals	OFSC_Decimals
readSequence	readingDetailsList[5]	string	c2m_meter1_read_seq5	response-wrapper	Enumeration	OFSC-SOM_ReadSequence	SOM_ReadSequence	OFSC_ReadSequence
unitOfMeasure	readingDetailsList[5]	string	c2m_meter1_uom5	response-wrapper	Enumeration	OFSCSOM_UOM	SOM_UOM	OFSC_UOM
numberOfDials	readingDetailsList[5]	string	c2m_meter1_dials5	response-wrapper	Enumeration	OFSCSOM_Dials	SOM_Dials	SOM_Dials
lowerLimit	readingDetailsList[5]	string	c2m_meter1_lower_limit5	response-wrapper	Integer			
upperLimit	readingDetailsList[5]	string	c2m_meter1_upper_limit5	response-wrapper	Integer			
timeOfUse	readingDetailsList[5]	string	c2m_meter1_TOU5	response-wrapper	Enumeration	OFSCSOM_TOU	SOM_TOU	OFSC_TOU
sqi	readingDetailsList[5]	string	c2m_meter1_sqi5	response-wrapper	Enumeration	OFSCSOM_SQI	SOM_SQI	OFSC_SQI

Oracle Utilities Service Order Management Response Message			Oracle Field Service Cloud Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
numberOfDecimals	readingDetailsList[5]	string	c2m_meter1_numberofDecimals5	response-wrapper	Enumeration	OFSCSOM_Decimals	SOM_Decimals	OFSC_Decimals
manufacturer	responseMessage	string	c2m_newmeter_manufacturer	response-wrapper	Enumeration			
model	responseMessage	string	c2m_newmeter_model	response-wrapper	Enumeration			

Item Request Mappings

Request mapping for Item details for each integration point are as shown in the table below:

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Request			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
QueryParameters		outer-mosttag	D1-ItemVerificationService		outer-mosttag			
			requestMessage	D1-ItemVerificationService				
c2m_new_item_nbr	QueryParameters	string	badgeNumber	requestMessage	string			
c2m_service_pt_id	QueryParameters	string	servicePointId	requestMessage	string			
c2m_SerialNumber	QueryParameters	string	serialNumber	requestMessage	string			

Item Response Mappings

Response mapping for Item details for each integration point are as shown in the table below:

Oracle Utilities Service Order Management Response Message			Oracle Field Service Cloud Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Column	Oracle Field Service Cloud Column
D1-ItemVerification Service		outer-mosttag	response-wrapper		outer-mosttag			
responseMessage	D1-ItemVerification Service	Group						
verificationStatus								
errorCode								
errorText	responseMessage	string	c2m_verifyStatusFlag	response-wrapper	string			
manufacturer	responseMessage	string	c2m_newitem_manufacturer		string	SOMOFSC_Manufacturer	SOM_Manufacturer	OFSC_Manufacturer
model	responseMessage	string	c2m_newitem_model		string	SOMOFSC_Model	SOM_Model	OFSC_Model

Create Pickup Orders (Oracle Field Service Cloud Initiated)

This section describes data mapping for the following:

- [Request Mapping](#)
- [Response Mapping](#)

Request Mapping

Mapping details regarding pickup orders are shown in the table below.

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
notify_POST		Outer-mostTag	D1-FARequestSynchronous		Outer-mostTag			
			request		Group			
events.definitions.activityEvent	notify_POST	Group						
applicationId	events.definitions.activityEvent	string						
time	events.definitions.activityEvent	string						
eventType	events.definitions.activityEvent	string						
activityDetails	events.definitions.activityEvent	Group						
resourceId	activityDetails	string						
date	activityDetails	string						
apptNumber	activityDetails	string						
customerNumber	activityDetails	string						
activityChanges	events.definitions.activityEvent	Group						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			sourceSystem	request	string	SOMOFSC_ConfigProps.dvm	Propertyname=som.externalsystem	value= OFSC
			externalActTypeIdentifier	request	string			
			fieldTaskType	request	string			
activityType	activityChanges	string	taskType	request	string	SOMOFSC_ActivityType.dvm	OFSC_ActivityType	SOM_TaskType
c2m_service_pt_id	activityChanges	string	spId	request	string			
			somStatus	request	string			
activityId	activityDetails	integer	relatedActivityId	request	string			
			externalReferenceId	request	string			
			externalSPType	request	string			
			custDvcCompatibilityOverride	request	string			
			externalActivityElement	request	List			
activityId	activityDetails	integer	requesterTransactionId	externalActivityElement	string			
			faType	externalActivityElement	string			
			faStatus	externalActivityElement	string			
			servicePointExternalId	externalActivityElement	string			
timeOfBooking	activityChanges	string	startDateTime	externalActivityElement	string	"SOMOFSC_-ConfigProp.dvm	Propertyname=som.offset	Value=true
user	events.definitions.activityEvent	string	requesterUserId	externalActivityElement	string			
ACTIVITY_NOTES	activityChanges	string	comments	externalActivityElement	string	OFSCSOM_TimeZone		
			instructions	externalActivityElement	string	"		
			customElements	externalActivityElement	anytype			

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			addressConstituents	request	group			
country_code	activityChanges	string	country	addressConstituents	string		OFSC_Country-Code	SOM_Country-Code
postalCode	activityChanges	string	postal	addressConstituents	string			
streetAddress	activityChanges	string	address1	addressConstituents	string			
			address2	addressConstituents	string	OFSC-SOM_Country_code.dvm		
			address3	addressConstituents	string			
			address4	addressConstituents	string			
city	activityChanges	string	city	addressConstituents	string			
			number1	addressConstituents	string			
			number2	addressConstituents	string			
			county	addressConstituents	string			
			houseType	addressConstituents	string			
			geographic	addressConstituents	string			
			inCityLimit	addressConstituents	string			
stateProvince	activityChanges	string	state	addressConstituents	string			
latitude	activityChanges	double	geocodeLatitude	addressConstituents	string			
longitude	activityChanges	double	geocodeLongitude	addressConstituents	string			
			saList	request	list			
			eventType	saList	string			
			saId	saList	string			
			contactDetails	request	group			
			customerInformation	contactDetails	group			
customerName	activityChanges	string	customerName	customerInformation	string			

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			contactName	customerInformation	string			
customerPhone	activityChanges	string	mainPhone	customerInformation	string			
customerCell	activityChanges	string	cellPhone	customerInformation	string			
			accountId	customerInformation	string			
			personId	customerInformation	string			
			isAppointmentNecessary	customerInformation	string		Property Name=pick-uporder.apptneeded	Value=N
			cancelReasonCode	customerInformation	string			
			cancelReasonDesc	customerInformation	string			
activityId	activityChanges	integer				SOMOFSC_ConfigProps.dvm		
masterActivityId	activityChanges	integer						
resourceId	activityChanges	string						
accessSchedule	activityChanges	string						
resourceInternalId	activityChanges	integer						
date	activityChanges	string						
apptNumber	activityChanges	string						
recordType	activityChanges	string						
status	activityChanges	string						
workZone	activityChanges	string						
duration	activityChanges	integer						
timeDeliveredStart	activityChanges	string						
timeDeliveredEnd	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
travelTime	activityChanges	integer						
timeSlot	activityChanges	string						
customerNumber	activityChanges	string						
customerEmail	activityChanges	string						
language	activityChanges	string						
languageISO	activityChanges	string						
reminderTime	activityChanges	integer						
timeZone	activityChanges	string						
timeZoneIANA	activityChanges	string						
slaWindowStart	activityChanges	string						
slaWindowEnd	activityChanges	string						
deliveryWindowStart	activityChanges	string						
deliveryWindowEnd	activityChanges	string						
serviceWindowStart	activityChanges	string						
serviceWindowEnd	activityChanges	string						
endTime	activityChanges	string						
positionInRoute	activityChanges	integer						
teamResourceId	activityChanges	string						
points	activityChanges	integer						
timeOfAssignment	activityChanges	string						
firstManualOperation	activityChanges	string						
firstManualOperationUser	activityChanges	string						
resourceTimeZone	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
resourceTimeZoneIANA	activityChanges	string						
resourceTimeZoneDiff	activityChanges	integer						
multidayTimeToComplete	activityChanges	integer						
ACTIVITY_TYPE	activityChanges	string						
WO_TYPE	activityChanges	string						
WO_CLASS	activityChanges	string						
JOB_NUMBER	activityChanges	string						
COD	activityChanges	string						
WO_COMMENTS	activityChanges	string						
DISPATCHER_COMMENTS	activityChanges	string						
PROBLEM_CODE	activityChanges	string						
MAP_GRID	activityChanges	string						
NODE_ID	activityChanges	string						
TAG_NUMBER	activityChanges	string						
SERVICES	activityChanges	string						
ICOMS_ETA_STATUS	activityChanges	string						
ICOMS_MANUAL_ETA_STATUS	activityChanges	string						
FINDING_CODE	activityChanges	string						
SOLUTION_CODE	activityChanges	string						
FAULT_CODE	activityChanges	string						
CLOSURE_NOTES	activityChanges	string						
CANCEL_REASON	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
CANCEL_HOUSING_-TYPE	activityChanges	string						
CANCEL_HOUSE_-COLOR	activityChanges	string						
CANCEL_DOOR_-COLOR	activityChanges	string						
ASRO_REPLACE_OUTLET	activityChanges	string						
ASRO_DEDICATE_R-R_OUTLET	activityChanges	string						
ASRO_REPLACE_BURY_FOOTAGE	activityChanges	string						
ASRO_REPLACE_CABLE	activityChanges	string						
ASRO_REPLACE_AERIAL_FOOTAGE	activityChanges	string						
ASRO_REPLACE_AERIAL_CABLE	activityChanges	string						
ASRO_REPLACE_HR_2_SPLITTER	activityChanges	string						
ASRO_DRIVEWAY_BORE_NEEDED	activityChanges	integer						
ASRO_SIDEWALK_BORE_NEEDED	activityChanges	integer						
ASRO_TMP_CABLE_4_CONTRACT	activityChanges	integer						
ASRO_DROP_BOND_TO_POWER	activityChanges	integer						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
ASRO_COMMENTS	activityChanges	string						
NOT_DONE_CODE	activityChanges	string						
Points	activityChanges	integer						
cdaybefore_flag	activityChanges	integer						
cconfirmed	activityChanges	integer						
csign	activityChanges	events.de fini- tions.acti- vity- Changes. csign						
PAS1	activityChanges	string						
PAS2	activityChanges	string						
PAS3a	activityChanges	string						
PAS4	activityChanges	string						
PAS5	activityChanges	string						
PAS6	activityChanges	string						
PAS_Recorded_Message	activityChanges	events.de fini- tions.acti- vity- Changes. PAS_Re- cord- ed_Mess- age						
PAS3b	activityChanges	string						
PAS_Recording_CS- R_Notes	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
pricer	activityChanges	string						
service_codes	activityChanges	string						
work_agreement_sign	activityChanges	events.definitions.activityChanges.work_agreement_sign						
notification_email	activityChanges	string						
notifications_phone	activityChanges	string						
Place_of_activity	activityChanges	string						
I_wear_special_safety_belt	activityChanges	integer						
I_used_colleague_assistance	activityChanges	integer						
Made_sure_the_electricity_is_off	activityChanges	integer						
Authorized_for_high_altitude_work	activityChanges	integer						
The_weather_is_suitable	activityChanges	integer						
I_know_the_risks	activityChanges	integer						
House_or_Door_photo	activityChanges	events.definitions.activityChanges.House_or_Door_photo						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
Dog_photo	activityChanges	events.definitions.activityChanges.Dog_photo						
Equipment_description	activityChanges	string						
Issue_reason	activityChanges	string						
Installation_failures	activityChanges	string						
Source_of_damage	activityChanges	string						
Damaged_equipment_description	activityChanges	string						
What_was_done	activityChanges	string						
Cable_length	activityChanges	string						
email_notifications_status	activityChanges	integer						
phone_notifications_status	activityChanges	integer						
job_hazards	activityChanges	string						
hazard_1	activityChanges	string						
hazard_2	activityChanges	string						
hazard_3	activityChanges	string						
complete_code	activityChanges	string						
plant_code	activityChanges	string						
snr	activityChanges	string						
low_ch	activityChanges	string						
mid_ch	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
upper_ch	activityChanges	string						
no_ports	activityChanges	integer						
tap_value	activityChanges	integer						
find_code_1	activityChanges	string						
find_code_2	activityChanges	string						
find_code_3	activityChanges	string						
solution_code_1a	activityChanges	string						
solution_code_1b	activityChanges	string						
solution_code_1c	activityChanges	string						
solution_code_1d	activityChanges	string						
solution_code_1e	activityChanges	string						
solution_code_2a	activityChanges	string						
solution_code_2b	activityChanges	string						
solution_code_2c	activityChanges	string						
solution_code_2d	activityChanges	string						
solution_code_2e	activityChanges	string						
solution_code_3a	activityChanges	string						
solution_code_3b	activityChanges	string						
solution_code_3c	activityChanges	string						
solution_code_3d	activityChanges	string						
solution_code_3e	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
tech_signature	activityChanges	events.definitions.activityChanges.tech_signature						
Animal_secured	activityChanges	integer						
High_winds	activityChanges	integer						
Ladder_secured	activityChanges	integer						
Safety_gear	activityChanges	integer						
Ventillation	activityChanges	integer						
Electric_line	activityChanges	integer						
Alternative_route	activityChanges	integer						
sub_type	activityChanges	string						
last_tech_out	activityChanges	string						
XA_CAND_NAME	activityChanges	string						
XA_MODEL_SITE_TYPE	activityChanges	string						
XA_SHARING_ID	activityChanges	string						
XA_COLLOCATION	activityChanges	string						
XA_CN	activityChanges	string						
XA_NOMINAL_PLAN	activityChanges	string						
XA_SALES_REP	activityChanges	string						
XA_UNIT_MODEL	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
XA_BRAND	activityChanges	string						
XA_SERIAL_NUMBER	activityChanges	string						
XA_CONTRACT_COVER- ERAGE	activityChanges	string						
XA_PROBLEM_SUM- MARY	activityChanges	string						
XA_ODOMETER	activityChanges	string						
XA_GAS_PRESSURE	activityChanges	string						
XA_PHYSICAL_DAM- AGE	activityChanges	integer						
XA_SAFETY_CHECK	activityChanges	string						
XA_WORK_ORDER	activityChanges	string						
XA_SERVICE_LEVEL	activityChanges	string						
XA_RE- STOCK_NEEDED	activityChanges	integer						
XA_PART_NUMBER	activityChanges	string						
XA_PART_QUANTITY	activityChanges	string						
XA_SHIPPING_ - METHOD	activityChanges	string						
XA_PART_COST	activityChanges	string						
XA_LABOR_COST	activityChanges	string						
XA_TAX	activityChanges	string						
XA_TOTAL_COST	activityChanges	string						
XA_TASK_TYPE	activityChanges	string						
XA_CASE_CONTACT	activityChanges	string						
XA_CASE_TYPE	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
XA_CASE_ACCOUNT	activityChanges	string						
XA_CASE_REASON	activityChanges	string						
XA_CASE_PRIORITY	activityChanges	string						
XA_CASE_SUBJECT	activityChanges	string						
XA_PRODUCT	activityChanges	string						
XA_CASE_DESCRIPTION	activityChanges	string						
XA_CASE_NOTES	activityChanges	string						
XA_OPPORTUNITY_NAME	activityChanges	string						
XA_OPPORTUNITY_OWNER	activityChanges	string						
XA_OPPORTUNITY_AMOUNT	activityChanges	string						
XA_OPPORTUNITY_STAGE	activityChanges	string						
XA_OPPORTUNITY_TYPE	activityChanges	string						
XA_OPPORTUNITY_LEAD_SOURCE	activityChanges	string						
XA_OPPORTUNITY_NEXT_STEP	activityChanges	string						
XA_OPPORTUNITY_DESCRIPTION	activityChanges	string						
XA_LIQUID_PRESURE	activityChanges	string						
XA_TEMPERATURE	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
XA_RESTOCK_SHIP-PING	activityChanges	string						
XA_RE-STOCK_PART_NUMBER	activityChanges	string						
XA_PART_NEEDED	activityChanges	integer						
XA_MISC_PART_TYPE	activityChanges	string						
XA_PART_ORDER_BRAND	activityChanges	string						
XA_PART_ORDER_NOTES	activityChanges	string						
XA_DMG_ACK	activityChanges	events.definitions.activityChanges.XA_DMG_ACK						
XA_DMG_PIC	activityChanges	events.definitions.activityChanges.XA_DMG_PIC						
XA_ACKNOWLEDGEMENT	activityChanges	integer						
XA_SAFETY_NOTES	activityChanges	string						
XA_PART_TYPE	activityChanges	string						
XA_AC_BRAND	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
XA_AH_BRAND	activityChanges	string						
XA_FURN_BRAND	activityChanges	string						
XA_TANK_WH_BRAND	activityChanges	string						
XA_COMP_BRAND	activityChanges	string						
XA_WH_TYPE	activityChanges	string						
XA_TNKL_WH_BRAND	activityChanges	string						
XA_CPL_COMP	activityChanges	string						
XA_GOODMAN_COMP	activityChanges	string						
XA_RHM_COMP	activityChanges	string						
XA_GDM_AH	activityChanges	string						
XA_LENNOX_AH	activityChanges	string						
XA_RHM_AH	activityChanges	string						
XA_TRANE_AH	activityChanges	string						
XA_GE_TANK_WH	activityChanges	string						
XA_KEN-MORE_TNK_WH	activityChanges	string						
XA_RHM_TNK_WH	activityChanges	string						
XA_BOSCH_TL_WH	activityChanges	string						
XA_MAX_TL_WH	activityChanges	string						
XA_RHM_TL_WH	activityChanges	string						
XA_GDM_AC	activityChanges	string						
XA_RHM_AC	activityChanges	string						
XA_TRANE_AC	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
XA_GDM_FURN	activityChanges	string						
XA_RHM_FURN	activityChanges	string						
XA_WIL_FURN	activityChanges	string						
XA_YORK_FURN	activityChanges	string						
XA_SAFETY_SIG	activityChanges	events.definitions.activityChanges.XA_SAFETY_SIG						
XA_SAFE_DEBRIS	activityChanges	integer						
XA_SAFE_WIRES	activityChanges	integer						
XA_SAFE_WATER	activityChanges	integer						
XA_SAFE_EQUIP	activityChanges	integer						
XA_CASE_NUMBER	activityChanges	string						
XA_CASE_ASSET	activityChanges	string						
XA_OPPORTUNITY_PROBABILITY	activityChanges	string						
XA_OPPORTUNITY_EXPECTED_REVENUE	activityChanges	string						
XA_OPPORTUNITY_CLOSE_DATE	activityChanges	string						
Junk5	activityChanges	string						
Impacted	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
Site_Plan	activityChanges	events.definitions.activityChanges.Site_Plan						
Attachment	activityChanges	events.definitions.activityChanges.Attachment						
Work_Status	activityChanges	string						
Finish_Date	activityChanges	string						
Failure_Code	activityChanges	string						
Failure_Mode	activityChanges	string						
Root_Cause	activityChanges	string						
Repair_Code	activityChanges	string						
Component_Code	activityChanges	string						
Next_Action	activityChanges	string						
Emp_Name	activityChanges	string						
Regular_Shift	activityChanges	string						
Craft	activityChanges	string						
Regular_Type	activityChanges	string						
Regular_Hours_HHMM	activityChanges	integer						
Followup_Description	activityChanges	string						
WAM_Priority	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
Due_Date	activityChanges	string						
Start_Date	activityChanges	string						
xa_link	activityChanges	string						
xa_Adequate_rear-view_mirrors_sw	activityChanges	string						
xa_Safety_belts_sw	activityChanges	string						
xa_Windshield_wiper_blades_and_fluid_sw	activityChanges	string						
xa_Is_all_seating_in_the_vehicle_secured	activityChanges	string						
xa_knowledgelibrary	activityChanges	string						
xa_field_assessment	activityChanges	string						
on_hold	activityChanges	integer						
on_hold_comments	activityChanges	string						
Activity_Priority	activityChanges	string						
material_not_ready	activityChanges	integer						
indoor	activityChanges	integer						
Materials_Quantity	activityChanges	string						
Materials_Cost	activityChanges	string						
Person	activityChanges	string						
Material_Date_-_Checked_Out	activityChanges	string						
Transformer_Number	activityChanges	string						
Buss	activityChanges	string						
Relay_Number	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
Outage_Cause	activityChanges	string						
Snake_Fence_Operating	activityChanges	string						
xa_Did_you_complete_-vehicle_checklist_sw	activityChanges	string						
xa_materials_list	activityChanges	string						
xa_materials_taken	activityChanges	string						
A_MATERIAL_TRACKING	activityChanges	string						
xa_incidentinformation	activityChanges	string						
xa_assign_to_Routing_-Bucket_sw	activityChanges	integer						
Transformer	activityChanges	string						
Schedule_Lock	activityChanges	integer						
Entrance_Requirements	activityChanges	string						
prem_warning	activityChanges	string						
Unit_of_Measure	activityChanges	string						
UOM	activityChanges	string						
row4	activityChanges	integer						
Add_Row_sw	activityChanges	integer						
readHistory	activityChanges	string						
payHistory	activityChanges	string						
orderHistory	activityChanges	string						
payOffAmount	activityChanges	string						
currentAmount	activityChanges	string						
lessThan30	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
thirtyDaysAmount	activityChanges	string						
over60DaysAmt	activityChanges	string						
actionTaken	activityChanges	string						
payment	activityChanges	string						
trComments	activityChanges	string						
trEventId	activityChanges	string						
tr_outageBeginDateTime	activityChanges	string						
tr_firstCallDateTime	activityChanges	string						
tr_estimatedRestorationDateTime	activityChanges	string						
tr_caseNotes	activityChanges	string						
tr_clues	activityChanges	string						
tr_numberOfCalls	activityChanges	string						
tr_numberOfCustomersOut	activityChanges	string						
tr_numberOfKeyCustomers	activityChanges	string						
tr_numberOfEmergencyCustomers	activityChanges	string						
tr_numberOfMedicalCustomers	activityChanges	string						
tr_deviceId	activityChanges	string						
tr_phase	activityChanges	string						
tr_feeder	activityChanges	string						
tr_deviceLocation	activityChanges	string						
tr_callList	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
tr_outageType	activityChanges	string						
tr_eventNotes	activityChanges	string						
tr_deviceConfirm	activityChanges	string						
tr_eventOutcome	activityChanges	string						
tr_actualRestoration	activityChanges	string						
tr_excludeFromOutage	activityChanges	integer						
tr_reasonForExclusion	activityChanges	string						
tr_cancelationReason	activityChanges	string						
tr_system	activityChanges	string						
tr_subsystem	activityChanges	string						
tr_failure	activityChanges	string						
tr_weather	activityChanges	string						
tr_frInterference	activityChanges	string						
tr_remedy	activityChanges	string						
tr_failedEquipment	activityChanges	integer						
tr_serialNumber	activityChanges	string						
tr_primaryVoltage	activityChanges	string						
tr_secondaryVoltage	activityChanges	string						
tr_rating	activityChanges	string						
tr_units	activityChanges	string						
tr_phase2	activityChanges	string						
Status_Found	activityChanges	string						
Status_Left	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
FA_Comments	activityChanges	string						
w_requestedBy	activityChanges	string						
w_meetingPlace	activityChanges	string						
w_flowHydMainSize	activityChanges	string						
w_maintType	activityChanges	string						
w_PressHydMainSize	activityChanges	string						
w_mainType	activityChanges	string						
w_hydrantLocation	activityChanges	string						
w_flowHydrantNumber	activityChanges	string						
w_nozzles	activityChanges	string						
w_size	activityChanges	string						
w_testTimeStart	activityChanges	string						
w_testTimeEnd	activityChanges	string						
w_totalTime	activityChanges	string						
w_pitotPressure	activityChanges	integer						
w_flowRate	activityChanges	integer						
w_flowTotal	activityChanges	integer						
w_staticPressue	activityChanges	integer						
w_residualPressue	activityChanges	integer						
w_estFlowRate	activityChanges	integer						
Boroughs	activityChanges	string						
Block	activityChanges	string						
Lot	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
BBL	activityChanges	string						
Add2	activityChanges	string						
City2	activityChanges	string						
State2	activityChanges	string						
Zip2	activityChanges	string						
NYC2	activityChanges	integer						
g_APTYPE1	activityChanges	string						
GL_APTYPE2	activityChanges	string						
GL_LeakDet	activityChanges	integer						
GL_RedTag1	activityChanges	integer						
GL_TagApl_Pic_2	activityChanges	events.definitions.activityChanges.GL_TagApl_Pic_2						
GL_Location	activityChanges	string						
Outside_Leak_Causes	activityChanges	string						
GL_OUT_LEAK_TYPE	activityChanges	string						
GL_OUT_Source	activityChanges	string						
GL_OUT_LEL-ARRIVAL	activityChanges	integer						
GL_CGI_DEV_NO	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
GL_tag_appl_Pic1	activityChanges	events.definitions.activityChanges. GL_tag_appl_Pic1						
GL_OUT_PIC_1	activityChanges	events.definitions.activityChanges. GL_OUT_PIC_1						
Reason_Tag_1	activityChanges	string						
GL_RE_TAG2_Reason	activityChanges	string						
GL_ACTION_TAKEN	activityChanges	string						
Leak_Log_Nbr	activityChanges	string						
Time_Made_Safe	activityChanges	string						
OUTSIDE_EQUIPMENT	activityChanges	string						
Building_Evacuated	activityChanges	string						
Time_made_safe_HHMM	activityChanges	string						
GL_LEAK_DETECTED	activityChanges	string						
GL_IN_COMMENTS	activityChanges	string						
GL_OUT_COMMENTS	activityChanges	string						
GL_IN_REPAIRS	activityChanges	string						
GL_IN_REPAIR1	activityChanges	string						
GL_IN_REPAIR2	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
GL_RED_TAGS	activityChanges	string						
GL_IN_REPAIRS2	activityChanges	integer						
GL_RECHECK_IND	activityChanges	string						
GL_RECHECK_DATE	activityChanges	string						
GL_METER_STATUS	activityChanges	string						
GL_BILLABLE_IND	activityChanges	string						
GL_BILLABLE_PARTY	activityChanges	string						
GL_BILLABLE_ADDR_IND	activityChanges	string						
GL_BILLABLE_ADDR	activityChanges	string						
GL_GAS_STATUS	activityChanges	string						
GL_COMPLETION_COMMENTS	activityChanges	string						
GL_PPM_ARRIVAL	activityChanges	integer						
GL_FLAME_PACK_NO	activityChanges	string						
GL_BAR_HOLE_1	activityChanges	integer						
GL_BAR_CODE_2	activityChanges	integer						
GL_BAR_HOLE_2	activityChanges	integer						
GL_BAR_HOLE_3	activityChanges	integer						
v_tires	activityChanges	integer						
v_water	activityChanges	integer						
v_lights	activityChanges	integer						
v_comments	activityChanges	string						
Order_Type	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
GL_BUILDING_EVAC_- TIME2	activityChanges	string						
GL_PX_SIZE_FRAC- TIONS	activityChanges	string						
GL_PX_SIZE_INCH	activityChanges	string						
GL_PX_MATERIAL	activityChanges	string						
GL_PX_EXPOSED	activityChanges	string						
GL_PX_ANNODE	activityChanges	string						
GL_ANNODE_SIZE	activityChanges	string						
GL_PX_SEDIMENT	activityChanges	string						
GL_PX_COATING_- TYPE	activityChanges	string						
GL_PX_COAT- ING_COND	activityChanges	string						
GL_PX_CORR_EXT	activityChanges	string						
GL_PX_EXT_COR- R_EXTENT	activityChanges	string						
GL_IN_PPM_ARRV	activityChanges	string						
GL_LEL_PCT_ARRV	activityChanges	string						
GL_BAR1_PCT	activityChanges	string						
GL_BAR2_PCT	activityChanges	string						
GL_BAR3_PCT	activityChanges	string						
Surface	activityChanges	string						
Probable_Pressure	activityChanges	string						
Repair_Type	activityChanges	string						
Leak_Cause	activityChanges	string						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
Actual_Pipe_Material	activityChanges	string						
Actual_Pressure	activityChanges	string						
Odorant_Detected	activityChanges	string						
Test_Medium	activityChanges	string						
Test_Device	activityChanges	string						
Pressure_Test_PSIG	activityChanges	string						
Test_Duration_Hours	activityChanges	string						
Test_Duration_Mins	activityChanges	string						
Test_Duration_Secs	activityChanges	string						
Repaired_By	activityChanges	events.definitions.activity-Changes.Repaired_By						
Technician_Name	activityChanges	string						
Leak_Class	activityChanges	string						
GL_CaseReviewed	activityChanges	integer						
GLR_RepairPhoto	activityChanges	events.definitions.activity-Changes.GLR_RepairPhoto						
GLR_ReferCM	activityChanges	integer						
Appointment	activityChanges	integer						

Oracle Field Service Cloud Activity Created Event Message			Oracle Utilities Service Order Management Inbound Field Activity Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
newMtr_status_left	activityChanges	string						
lessThirtyDaysAmount	activityChanges	string						
disputedAmount	activityChanges	string						
sixtyDaysAmount	activityChanges	string						

Response Mapping

Response mapping details are as shown in the table below.

Oracle Utilities Service Order Management Inbound Field Activity Response Message			Oracle Field Service Cloud Activity Completed Event Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
D1-FAResponseSynchronous		outer-mosttag	update_PATCH		outer-mosttag			
D1-FAResponseSynchronous	D1-FAResponseSynchronous		TemplateParameters	update_PATCH	Group			
			activities.definitions.updateActivitySchema	update_PATCH	Group			
request	D1-FAResponseSynchronous	Group						
relatedActivityId	request	string	activityId	TemplateParameters	string			
response	D1-FAResponseSynchronous	Group						
referenceId	response	string	apptNumber	activities.definitions.updateActivitySchema	string			

Oracle Utilities Service Order Management Inbound Field Activity Response Message			Oracle Field Service Cloud Activity Completed Event Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM Name	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			c2m_xa_product	activities.definitions.update-ActivitySchema	string			

Query Service Point (Oracle Field Service Cloud Initiated)

This section describes data mapping for the following:

- [Request Mappings](#)
- [Response Mappings](#)
- [Fault Mappings](#)

Request Mappings

The request mapping details for Query Service Point integration point are shown in the table below.

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
QueryParameters		outerm osttag	D1-FieldWorkSPQuery		outerm osttag			
			input	D1-FieldWorkSPQuery				
			maximumRowsToReturn	input		SOMOFSC _Config Props	PropertyName=sp. maximumrow storeturn	Value = 15
			lastSPIDReturned	input				
streetAddress	QueryParameters		address1	input				
city	QueryParameters		city	input				
postalCode	QueryParameters		postal	input				
			customerName	input				

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			badgeNumber	input				
acoord_x	QueryParameters		latitude	input				
acoord_y	QueryParameters		longitude	input				
			includeAbolishFlag	input		SOMOFSC _Config Props	PropertyName=so m.includeabolishflag	Value=D1YS

Response Mappings

The response mapping details for Query Service Point integration point are shown in the table below.

Oracle Utilities Service Order Management Response Message			Oracle Field Service Cloud Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
D1-FieldWorkSPQuery			response-wrapper					
output	D1-FieldWorkSPQuery							
servicePoints	output	group						
servicePointsList	servicePoints	List	resultSet	response-wrapper	List			
servicePointQueryData	servicePointsList	group						
customerInformation	servicePointQueryData	group						
customerName	customerInformation	field	customer_name	resultSet				

Oracle Utilities Service Order Management Response Message			Oracle Field Service Cloud Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
location	servicePointQueryData	group						
siteAddress	location	group						
address1	siteAddress	field	address	resultSet				
address2	siteAddress	field	address	resultSet				
address3	siteAddress	field	address	resultSet				
address4	siteAddress	field	address	resultSet				
city	siteAddress	field	city	resultSet				
suburb	siteAddress	field						
crossStreet	siteAddress	field						
state	siteAddress	field	state_province	resultSet				
county	siteAddress	field						
country	siteAddress	field	country_code	resultSet		SOMOFSC_CountryCode	SOM_CountryCode	OFSC_CountryCode
postal	siteAddress	field	postal_code	resultSet				
serviceArea	location	field						
timeZone	location	field	timeZone	resultSet		SOMOFSC_TimeZone.dvm	SOM_TimeZone	OFSC_TimeZone
servicePointDataDetails	servicePointQueryData	group						
servicePointId	servicePointDataDetails	field	service_point_id	resultSet				

Oracle Utilities Service Order Management Response Message			Oracle Field Service Cloud Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
meterDataDetails	servicePointQueryData	group						
badgeNumber	meterDataDetails	field	meter1_number	resultSet				
meterConfigurationType	meterDataDetails	field	meter1_type	resultSet		SOMOFSC_MeterConfigurationType	SOM_MeterConfigurationType	OFSC_MeterConfigurationType
itemDataDetails	servicePointQueryData	group						
badgeNumber	itemDataDetails	field	item_nbr	resultSet				
servicePointTypeCode	servicePointQueryData	field	service_pt_type	resultSet				
servicePointType Description	servicePointQueryData	field	sp_type_desc					
servicePointStatusCode	servicePointQueryData	field	sp_status_code					
servicePointStatus Description	servicePointQueryData	field	sp_status_desc					
servicePointSourceStatus-Code	servicePointQueryData	field	sp_src_status_code					
servicePointSourceStatus-Description	servicePointQueryData	field	sp_src_status_desc					
moreRowsAvailable	output	field	moreRowsAvailable	response-wrapper				
errorCode	output	field						
errorText	output	field	errorText	response-wrapper				

Fault Mappings

The fault mapping details for Query Service Point integration point are shown in the table below.

Oracle Integration for Cloud Global Fault			Oracle Field Service Cloud API Invocation Error		
Element Name	Parent Element	Type	Element Name	Parent Element	Type
fault		OutermostTag	APIInvocationError		OutermostTag
			type	APIInvocationError	String
			title	APIInvocationError	String
details	fault	String	detail	APIInvocationError	String
errorCode	fault	String	errorCode	APIInvocationError	String
reason	fault	String			
			errorDetails	APIInvocationError	List
			type	errorDetails	String
			instance	errorDetails	String
			title	errorDetails	String
			errorPath	errorDetails	String
			errorCode	errorDetails	String

Activity Status (Oracle Utilities Service Order Management Initiated)

This section describes data mapping for the following:

- [FindActivity Mappings](#)
- [If not Found or Complete Mappings](#)
- [Get Activity Mappings](#)
- [Activity Status Response Mappings](#)
- [Remote Fault](#)
- [Sub Language Fault](#)

FindActivity Mappings

The mapping details to find an activity in the Activity Status integration point are shown in the table below.

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message (Bulk Update)			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
sendDetails		outerm osttag	bulkUpdate_POST		outer- mosttag			
			activities.defini- tions.customActionAc- tivityBulkUpdate Schema	bulkUpdate_POST	Group			
			updateParameters	activities.defini- tions.customActionAc- tivityBulkUpdate Schema	Group			
			identifyActivityBy	updateParameters	String			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message (Bulk Update)			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			ifInFinalStatusThen	updateParameters	String			
			activities	activities.definitions.customActionActivityBulkUpdateSchema	List			
hostExternalId	sendDetails	String	apptNumber	bulkUpdateActivityItemSchema	String			

If not Found or Complete Mappings

The mapping details to find if an activity is complete in the Activity Status integration point are shown in the table below.

Oracle Field Service Cloud Request Message (Bulk Update)			Oracle Utilities Service Order Management Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			responseDetails		Outer-mosttag			
			statusDetails	responseDetails	Group			
			statusForHostDesc	statusDetails	String			

Get Activity Mappings

The mapping details to get an activity in the Activity Status integration point are shown in the table below.

Oracle Field Service Cloud Request Message (Bulk Update Post Response)			Oracle Field Service Cloud Request Message (Get Activity)			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
bulkUpdate_POST-Response		OutermostTag	canonical_GET		OutermostTag			
activities.definitions.customActionActivityBulkUpdateSchemaResponse	bulkUpdate_POST-Response							
results	activities.definitions.customActionActivityBulkUpdateSchemaResponse							
activityKeys	results	Group	TemplateParameters	canonical_GET	Group			
activityId	activityKeys	String	activityId	TemplateParameters	String			

Activity Status Response Mappings

The response mapping details of the activity status in the Activity Status integration point are shown in the table below.

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
canonical_GETResponse	canonical_GETResponse	OutermostTag	responseDetails		OutermostTag			

Oracle Field Service Cloud Request Message			Oracle Utilities Service Order Management Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
activities.definitions.getActivitySchema	canonical_GETResponse		statusDetails	responseDetails				
status	activities.definitions.getActivitySchema		statusForHostDesc	statusDetails		SOMOFSC_InterimStatus	SOM_InterimStatus	OFSC_InterimStatus
startTime	activities.definitions.getActivitySchema							

Remote Fault

The remote fault mapping details in the Activity Status integration point are shown in the table below.

Oracle Integration for Cloud Global Fault			Oracle Utilities Service Order Management Request Message			
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
fault		OutermostTag				
errorCode	fault	String				
details	fault	String				
			responseDetails			responseDetails
			statusDetails			responseDetails
reason	fault	String	statusForHostDesc			statusDetails

Sub Language Fault

The sub language fault mapping details in the Activity Status integration point are shown in the table below.

Oracle Integration for Cloud Global Fault			Oracle Utilities Service Order Management Request Message		
Element Name	Parent Element	Type	Element Name	Parent Element	Type
fault		OutermostTag			
errorCode	fault	String			
details	fault	String			
			responseDetails	responseDetails	
			statusDetails	responseDetails	
reason	fault	String	statusForHostDesc	statusDetails	

Appointment Request (Oracle Utilities Service Order Management Initiated)

This section describes data mapping for the following:

- [Request Mappings](#)
- [Response Mappings](#)
- [Remote Fault](#)
- [Sub Language Fault](#)

Request Mappings

The request mapping details in the Appointment Request integration point are shown in the table below.

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message (Activity Booking Options)			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
sendDetail	sendDetail	outerm osttag	QueryParameters		outer- mosttag			
startDateTime	sendDetail		dates	QueryParameters	string			
endTime	sendDetail		dates	QueryParameters				
criteria	sendDetail							
appointmentBookingGroup	sendDetail							
maxAppointmentWindow- Count	sendDetail							
maxCostUnits	sendDetail							
timeZone	sendDetail							

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message (Activity Booking Options)			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
taskType	sendDetail		activityType	QueryParameters	string	SOMOFSC_ActivityType.dvm	SOM_ActivityType	OFSC_ActivityType
serviceArea	sendDetail							
geocodeLatitude	sendDetail							
geocodeLongitude	sendDetail							
duration	sendDetail							
address1	sendDetail							
address2	sendDetail							
address3	sendDetail							
address4	sendDetail							
crossStreet	sendDetail							
city	sendDetail							
stateProvince	sendDetail							
suburb	sendDetail							
postal	sendDetail		postalCode	QueryParameters	string			
country	sendDetail							
matchQuality	sendDetail							
siteDelay	sendDetail							
hostExternalId	sendDetail							

Response Mappings

The response mapping details in the Appointment Request integration point are shown in the table below.

Oracle Field Service Cloud Response Message (Activity Booking Options)			Oracle Utilities Service Order Management Response			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
activityBookingOptions			responseDetail		outer-mosttag			
dates	activityBookingOptions	List						
areas	dates	List						
timeslots	areas	List	appointmentBookingsList	responseDetail	list			
label	timeslots	string	shiftId	appointmentBookingsList	string			
date	dates		arrivalDateTime	appointmentBookingsList		OFSC-SOM_Appt_Timeslots	SOM_TimeSlots	OFSC_TimeSlots
date	dates		completionDateTime	appointmentBookingsList		OFSC-SOM_Appt_Timeslots	SOM_TimeSlots	OFSC_TimeSlots
			rank	appointmentBookingsList				
remainingQuota	timeslots		units	appointmentBookingsList				
date	dates		appointmentWindowDateTime	appointmentBookingsList				

Oracle Field Service Cloud Response Message (Activity Booking Options)			Oracle Utilities Service Order Management Response			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
date	dates		appointmentWindow-Duration	appointmentBookingsList		OFSC-SOM_Appt-Timeslots	SOM_TimeSlots	OFSC_TimeSlots
			action	appointmentBookingsList		OFSC-SOM_Appt-Timeslots	OFSC_TimeSlots	Duration_InSeconds
			messageText	responseDetail				
			messageCategory	responseDetail				
			messageNumber	responseDetail				
			messageParameters	responseDetail				

Remote Fault

The remote fault mapping details in the Appointment Request integration point are shown in the table below.

Oracle Integration for Cloud Global Fault			Oracle Utilities Service Order Management Response Message			
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
fault		OutermostTag	responseDetail		OutermostTag	
details	fault	String				
			appointmentBookingsList	responseDetail		
			shiftId	appointmentBookingsList		
			arrivalDateTime	appointmentBookingsList		

Oracle Integration for Cloud Global Fault			Oracle Utilities Service Order Management Response Message		
Element Name	Parent Element	Type	Element Name	Parent Element	Type
			completionDateTime	appointmentBookingsList	
			rank	appointmentBookingsList	
			units	appointmentBookingsList	
			appointmentWindowDateTime	appointmentBookingsList	
			appointmentWindowDuration	appointmentBookingsList	
			action	appointmentBookingsList	
reason	fault	String	messageText	responseDetail	
			messageCategory	responseDetail	
			messageNumber	responseDetail	
			messageParameters	responseDetail	
			fault	responseDetail	
errorCode	fault	String	faultCode	fault	
			faultString	fault	
			faultActor	fault	

Sub Language Fault

The sub language fault mapping details in the Appointment Request integration point are shown in the table below.

Oracle Integration for Cloud Global Fault			Oracle Utilities Service Order Management Request Message		
Element Name	Parent Element	Type	Element Name	Parent Element	Type
fault		OutermostTag	responseDetail		

Oracle Integration for Cloud Global Fault			Oracle Utilities Service Order Management Request Message		
Element Name	Parent Element	Type	Element Name	Parent Element	Type
details	fault	String			
			appointmentBookingsList	responseDetail	List
			shiftId	appointmentBookingsList	
			arrivalDateTime	appointmentBookingsList	
			completionDateTime	appointmentBookingsList	
			rank	appointmentBookingsList	
			units	appointmentBookingsList	
			appointmentWindowDateTime	appointmentBookingsList	
			appointmentWindowDuration	appointmentBookingsList	
			action	appointmentBookingsList	
reason	fault	String	messageText	responseDetail	
			messageCategory	responseDetail	
			messageNumber	responseDetail	
			messageParameters	responseDetail	
			fault	responseDetail	
errorCode	fault	String	faultCode	fault	
			faultString	fault	
			faultActor	fault	
			details		

Process Activity (Oracle Utilities Service Order Management Initiated)

This section describes data mapping for the following:

- [Request Mappings](#)
- [Response Mappings](#)
- [Cancel Activity Mappings](#)
- [Cancel Response](#)
- [Remote Fault](#)
- [Technical Fault](#)

Request Mappings

The request mapping details in the Process Activity integration point are shown in the table below.

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
sendDetail	D1-FieldActivityOBComm	Outer-mostTag	bulkUpdate_POST		Outer-mostTag			
			activities.definitions.customActionActivityBulkUpdateSchema	bulkUpdate_POST	Group			
			updateParameters	activities.definitions.customActionActivityBulkUpdateSchema	Group			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			activities	activities.definitions.customActionActivityBulkUpdateSchema	List			
			identifyActivityBy	updateParameters	string			
			ifInFinalStatusThen	updateParameters	string			
			ifExistsThenDoNotUpdateFields	updateParameters	string			
			resourceId	activities	string	SOMOFSC_-ConfigProps	PropertyName=ofsc.bucket	Value
			accessSchedule	activities	string			
			resourceInternalId	activities	integer			
startDateTime	D1-FieldActivityOB-Comm/sendDetail/activities/activity/timeWindows/timeWindowsList		date	activities	string	SOMOFSC_-ConfigProps	PropertyName	Value
hostExternalId	D1-FieldActivityOB-Comm/sendDetail/activities/activity	Field	apptNumber	activities	string			
taskType	D1-FieldActivityOB-Comm/sendDetail/activities/activity		activityType	activities	string	SOMOFSC_Activity-Type.dvm	SOM_ActivityType	OFSC_ActivityType
estimatedDuration	D1-FieldActivityOB-Comm/sendDetail/activities/activity	Field	duration	activities	integer			
			timeDeliveredStart	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			timeDeliveredEnd	activities	string			
			timeSlot	activities	string	OFSC-SOM_Appt_Timeslots	SOM_Timeslots	OFSC_Timeslots;Duration_InSeconds
customerName	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation	Field	customerName	activities	string			
accountId	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation	Field	customerNumber	activities	string			
mainPhone	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation	Field	customerPhone	activities	string			
			customerEmail	activities	string			
cellPhone	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation	Field	customerCell	activities	string			
address1	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location/siteAddress	Field	streetAddress					
address2	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location/siteAddress	Field	streetAddress					

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
address3	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location/siteAddress	Field	streetAddress					
address4	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location/siteAddress	Field	streetAddress					
			streetAddress	activities	string			
city	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location/siteAddress	Field	city	activities	string			
postal	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location/siteAddress	Field	postalCode	activities	string			
state	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location/siteAddress	Field	stateProvince	activities	string			
timeZone	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location	Field	timeZone	activities	string	SOMOFSC_-Time-Zone.dvm	SOM_TimeZone	OFSC_TimeZone
geocodeLongitude	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location/siteAddress	Field	longitude	activities	double			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
geocodeLatitude	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location/siteAddress	Field	latitude	activities	double			
country	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location/serviceAddress	Field	country_code	activities	string	SOMOFSC_Country_code.dvm	SOM_CountryCode	OFSC_CountryCode
deviceId	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails	Field	c2m_meter1_serial	activities	string			
badgeNumber	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails	Field	c2m_meter1_number	activities	string			
meterLocation	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails	Field	c2m_meter1_location	activities	string	SOMOFSC_MeterLocation.dvm	SOM_MeterLocation	OFSC_MeterLocation
meterConfigurationType	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails	Field	c2m_meter1_type	activities	string	SOMOFSC_MeterConfigurationType.dvm	SOM_MeterConfigurationType	OFSC_MeterConfigurationType
unitOfMeasure	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_uom	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
payoffAmount	D1-FieldActivityOB-Comm/sendDetail/activities/activity/collectionDataDetails	Field	payOffAmount	activities	string			
currentAmount	D1-FieldActivityOB-Comm/sendDetail/activities/activity/collectionDataDetails	Field	currentAmount	activities	string			
lessThanThirtyDaysAmount	D1-FieldActivityOB-Comm/sendDetail/activities/activity/collectionDataDetails/arrearsDataDetails	Field	lessThan30	activities	string			
thirtyDaysAmount	D1-FieldActivityOB-Comm/sendDetail/activities/activity/collectionDataDetails/arrearsDataDetails	Field	thirtyDaysAmount	activities	string			
overSixtyDaysAmount	D1-FieldActivityOB-Comm/sendDetail/activities/activity/collectionDataDetails/arrearsDataDetails	Field	over60DaysAmt	activities	string			
			actionTaken	activities	string			
			payment	activities	string			
			trComments	activities	string			
			trEventId	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			tr_outageBeginDate-Time	activities	string			
			tr_firstCallDateTime	activities	string			
			tr_estimatedRestorationDateTime	activities	string			
			tr_caseNotes	activities	string			
			tr_clues	activities	string			
			tr_numberOfCalls	activities	string			
			tr_numberOfCustomersOut	activities	string			
			tr_numberOfKeyCustomers	activities	string			
			tr_numberOfEmergencyCustomers	activities	string			
			tr_numberOfMedicalCustomers	activities	string			
			tr_deviceId	activities	string			
			tr_phase	activities	string			
			tr_feeder	activities	string			
			tr_deviceLocation	activities	string			
			tr_callList	activities	string			
			tr_outageType	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			tr_eventNotes	activities	string			
			tr_deviceConfirm	activities	string			
			tr_eventOutcome	activities	string			
			tr_actualRestoration	activities	string			
			tr_excludeFromOutage	activities	integer			
			tr_reasonForExclusion	activities	string			
			tr_cancellationReason	activities	string			
			tr_system	activities	string			
			tr_subsystem	activities	string			
			tr_failure	activities	string			
			tr_weather	activities	string			
			tr_frInterference	activities	string			
			tr_remedy	activities	string			
			tr_failedEquipment	activities	integer			
			tr_serialNumber	activities	string			
			tr_primaryVoltage	activities	string			
			tr_secondaryVoltage	activities	string			
			tr_rating	activities	string			
			tr_units	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			tr_phase2	activities	string			
			Status_Found	activities	string			
			Status_Left	activities	string			
			FA_Comments	activities	string			
			w_requestedBy	activities	string			
			w_meetingPlace	activities	string			
			w_flowHydMainSize	activities	string			
			w_maintType	activities	string			
			w_PressHydMainSize	activities	string			
			w_mainType	activities	string			
			w_hydrantLocation	activities	string			
			w_flowHydrantNumber	activities	string			
			w_nozzles	activities	string			
			w_size	activities	string			
			w_testTimeStart	activities	string			
			w_testTimeEnd	activities	string			
			w_totalTime	activities	string			
			w_pitotPressure	activities	integer			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			w_flowRate	activities	integer			
			w_flowTotal	activities	integer			
			w_staticPressue	activities	integer			
			w_residualPressue	activities	integer			
			w_estFlowRate	activities	integer			
			Boroughs	activities	string			
			Block	activities	string			
			Lot	activities	string			
			BBL	activities	string			
			Add2	activities	string			
			City2	activities	string			
			State2	activities	string			
			Zip2	activities	string			
			NYC2	activities	integer			
			g_APTYPE1	activities	string			
			GL_APTYPE2	activities	string			
			GL_LeakDet	activities	integer			
			GL_RedTag1	activities	integer			
			GL_Location	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			Outside_Leak_Causes	activities	string			
			GL_OUT_LEAK_-TYPE	activities	string			
			GL_OUT_Source	activities	string			
			GL_OUT_LEL-ARRIVAL	activities	integer			
			GL_CGI_DEV_NO	activities	string			
			Reason_Tag_1	activities	string			
			GL_RE_TAG2_Reason	activities	string			
			GL_ACTION_TAKEN	activities	string			
			Leak_Log_Nbr	activities	string			
			Time_Made_Safe	activities	string			
			OUTSIDE_EQUIPMENT	activities	string			
			Building_Evacuated	activities	string			
			Time_made_safe_HHMM	activities	string			
			GL_LEAK_DETECTED	activities	string			
			GL_IN_COMMENTS	activities	string			
			GL_OUT_COMMENTS	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			GL_IN_REPAIRS	activities	string			
			GL_IN_REPAIR1	activities	string			
			GL_IN_REPAIR2	activities	string			
			GL_RED_TAGS	activities	string			
			GL_IN_REPAIRS2	activities	integer			
			GL_RECHECK_IND	activities	string			
			GL_RECHECK_DATE	activities	string			
			GL_METER_STATUS	activities	string			
			GL_BILLABLE_IND	activities	string			
			GL_BILLABLE_PARTY	activities	string			
			GL_BILLABLE_ADDR_IND	activities	string			
			GL_BILLABLE_ADDR	activities	string			
			GL_GAS_STATUS	activities	string			
			GL_COMPLETION_COMMENTS	activities	string			
			GL_PPM_ARRIVAL	activities	integer			
			GL_FLAME_PACK_NO	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			GL_BAR_HOLE_1	activities	integer			
			GL_BAR_CODE_2	activities	integer			
			GL_BAR_HOLE_2	activities	integer			
			GL_BAR_HOLE_3	activities	integer			
			v_tires	activities	integer			
			v_water	activities	integer			
			v_lights	activities	integer			
			v_comments	activities	string			
			Order_Type	activities	string			
			GL_BUILD- ING_EVAC_TIME2	activities	string			
			GL_PX_SIZE_FRAC- TIONS	activities	string			
			GL_PX_SIZE_INCH	activities	string			
			GL_PX_MATERIAL	activities	string			
			GL_PX_EXPOSED	activities	string			
			GL_PX_ANNODE	activities	string			
			GL_ANNODE_SIZE	activities	string			
			GL_PX_SEDIMENT	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			GL_PX_COATING_-TYPE	activities	string			
			GL_PX_COATING_COND	activities	string			
			GL_PX_CORR_EXT	activities	string			
			GL_PX_EXT_CORR_EXTENT	activities	string			
			GL_IN_PPM_ARRV	activities	string			
			GL_LEL_PCT_ARRV	activities	string			
			GL_BAR1_PCT	activities	string			
			GL_BAR2_PCT	activities	string			
			GL_BAR3_PCT	activities	string			
			Surface	activities	string			
			Probable_Pressure	activities	string			
			Repair_Type	activities	string			
			Leak_Cause	activities	string			
			Actual_Pipe_Material	activities	string			
			Actual_Pressure	activities	string			
			Odorant_Detected	activities	string			
			Test_Medium	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			Test_Device	activities	string			
			Pressure_Test_PSIG	activities	string			
			Test_Duration_Hours	activities	string			
			Test_Duration_Mins	activities	string			
			Test_Duration_Secs	activities	string			
			Technician_Name	activities	string			
			Leak_Class	activities	string			
			GL_CaseReviewed	activities	integer			
			GLR_ReferCM	activities	integer			
			Appointment	activities	integer			
criteria	D1-FieldActivityOB-Comm/sendDetail/activities/activity	Field	c2m_service_pt_type	activities	string			
servicePointId	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails	Field	c2m_service_pt_id	activities	string			
disconnectLocation	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails	Field	c2m_disconnect_location	activities	string	SOMOFSC_Disconnect Location	SOM_DiscLoc	OFSC_DiscLoc
			newMtr_status_left	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
newCharges	D1-FieldActivityOB-Comm/sendDetail/activities/activity/collectionDataDetails/arrearsDataDetails	Field	c2m_new_charges	activities	string			
badgeNumber	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails	Field	c2m_item_nbr	activities	string			
deviceId	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails	Field	c2m_item_id	activities	string	SOMOFSC_Manufacturer.dvm		
deviceManufacturer	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails	Field	c2m_item_manufacturer	activities	string	SOMOFSC_Manufacturer	SOM_Manufacturer	OFSC_Manufacturer
deviceModel	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails	Field	c2m_item_model	activities	string	SOMOFSC_Model	SOM_Model	OFSC_Model
			lessThirtyDaysAmount	activities	string			
disputedAmount	D1-FieldActivityOB-Comm/sendDetail/activities/activity/collectionDataDetails/arrearsDataDetails	Field	disputedAmount	activities	string			
			sixtyDaysAmount	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
activityComments	D1-FieldActivityOB-Comm/sendDetail/activities/activity	Field	c2m_activity_comments	activities	string			
siteInstructions	D1-FieldActivityOB-Comm/sendDetail/activities/activity/location	Field	c2m_site_instructions	activities	string			
instructionDetails	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails	Field	c2m_SP_instruction_details	activities	string			
serviceWarnings	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails	Field	c2m_SP_warnings	activities	string	SOMOFSC_ServiceWarnings.dvm	SOM_ServiceWarnings	OFSC_ServiceWarnings
premiseId	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails	Field	c2m_premise_id	activities	string			
serviceInstructions	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails	Field	c2m_SP_instructions	activities	string	SOMOFSC_ServiceInstructions.dvm	SOM_ServiceInstructions	OFSC_ServiceInstructions
deviceManufacturer	D1-FieldActivityOB-Comm//sendDetail/activities/activity/meterDataDetails	Field	c2m_meter1_mfg	activities	string	SOMOFSC_Manufacturer	SOM_Manufacturer	OFSC_Manufacturer
meterLocation	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails	Field	c2m_meter1_loc	activities	string	SOMOFSC_MeterLocation	SOM_MeterLocation	OFSC_MeterLocation

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
deviceModel	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails	Field	c2m_meter1_model	activities	string	SOMOFSC_-Model	SOM_Model	OFSC_Model
numberOfDecimals	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_numberofDecimals	activities	integer			
upperLimit	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_upper_limit	activities	string			
lowerLimit	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_lower_limit	activities	string			
unitOfMeasure	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_uom	activities	string			
timeOfUse	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_TOU	activities	string			
overrideReading	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_override_reading	activities	enum			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
numberOfDials	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_dials	activities	Integer			
reading	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_current_index	activities	string			
sqi	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_sqi	activities	string			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_read_seq	activities	integer			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_read_seq2		integer			
timeOfUse	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_TOU2		string			
overrideReading	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_override_reading2	activities	enum			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
unitOfMeasure	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_uom2	activities	string			
numberOfDials	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_dials2	activities	integer			
lowerLimit	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_lower_limit2	activities	string			
upperLimit	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_upper_limit2	activities	string			
reading	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_current_index2	activities	string			
sqi	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_sqi2	activities	string			
timeOfUse	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_TOU2	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
numberOfDecimals	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_numberofDecimals2	activities	integer			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_read_seq3	activities	integer			
unitOfMeasure	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_uom3	activities	string			
numberOfDials	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_dials3	activities	integer			
sqi	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_sqi3	activities	string			
lowerLimit	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_lower_limit3	activities	string			
upperLimit	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_upper_limit3	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
reading	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_current_index3	activities	string			
timeOfUse	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_TOU3	activities	string			
numberOfDecimals	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_numberofDecimals3	activities	integer			
overrideReading	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_override_reading3	activities	enum			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_read_seq4	activities	integer			
unitOfMeasure	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_uom4	activities	string			
numberOfDials	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_dials4	activities	integer			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
sqi	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_sqi4	activities	string			
lowerLimit	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_lower_limit4	activities	string			
upperLimit	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_upper_limit4	activities	string			
reading	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_current_index4	activities	string			
timeOfUse	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_TOU4	activities	string			
numberOfDecimals	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_numberofDecimals4	activities	integer			
overrideReading	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_override_reading4	activities	enum			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_read_seq5	activities	integer			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_uom5	activities	string			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_dials5	activities	integer			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_lower_limit5	activities	string			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_upper_limit5	activities	string			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_current_index5	activities	string			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_TOU5	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
sqi	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_sqi5	activities	string			
overrideReading	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_override_reading5	activities	enum			
readSequence	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_existing_meter_numberofDecimals5	activities	integer			
lifeSupport	D1-FieldActivityOB-Comm/sendDetail/activities/activityutilityCommonActivityDetails	Field	c2m_life_support	SOMOFSC_LifeSupport	SOM_LifeSupport	OFSC_LifeSupport		
hostExternalSystem	D1-FieldActivityOB-Comm/sendDetail/hostExternalSystem	Field	c2m_xa_product	SOMOFSC_ConfigProps	SOM_ConfigProps	OFSC_ConfigProps		
servicePointTypeCode	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_SP_type_code	activities	string			
servicePointTypeDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_SP_type_description	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
servicePointStatus	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_SP_status	activities	string			
serviceType	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_Service_type	activities	string			
serviceTypeDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_Service_type_description	activities	string			
deviceLocation	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_dev_location	SOMOFSC_DeviceLocation	SOM_Device Location	OFSC_Device Location		
deviceLocationDetails	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_device_location_details	activities	string			
measurementCycle	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_measurement_cycle	activities	string			
measurementCycleRoute	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_measurement_cycle_route	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
key	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_key	activities	string			
keyId	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_key_id	activities	string			
servicePointUDF1	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_SP_UDF1	activities	string			
servicePointUDF2	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_SP_UDF2	activities	string			
servicePointUDF3	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_SP_UDF3	activities	string			
servicePointUDF4	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_SP_UDF4	activities	string			
servicePointUDF5	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_SP_UDF5	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
premiseType	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_premise_type	activities	string			
premiseTypeDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_premise_type_description	activities	string			
premiseUDF1	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_premise_UDF1	activities	string			
premiseUDF2	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_premise_UDF2	activities	string			
premiseUDF3	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_premise_UDF3	activities	string			
premiseUDF4	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_premise_UDF4	activities	string			
premiseUDF5	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_premise_UDF5	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
serviceAgreementId	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_id	activities	string			
serviceAgreementStatus	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_status	activities	string			
cisDivision	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_cis_division	activities	string			
serviceAgreementType	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_type	activities	string			
serviceAgreementType-Description	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_type_description	activities	string			
serviceAgreementStartDate	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_start_date	activities	string			
serviceAgreementEndDate	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_end_date	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
rateSchedule	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_rate_schedule	activities	string			
rateScheduleDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_rate_schedule_description	activities	string			
serviceAgreementUDF1	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_UDF1	activities	string			
serviceAgreementUDF2	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_UDF2	activities	string			
serviceAgreementUDF3	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_UDF3	activities	string			
serviceAgreementUDF4	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_UDF4	activities	string			
serviceAgreementUDF5	D1-FieldActivityOB-Comm/sendDetail/activities/activity/servicePointDataDetails/	Field	c2m_service_agreement_UDF5	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
email	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_email	activities	string			
personUDF1	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_personUDF1	activities	string			
personUDF2	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_personUDF2	activities	string			
personUDF3	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_personUDF3	activities	string			
personUDF4	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_personUDF4	activities	string			
personUDF5	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_personUDF5	activities	string			
billCycle	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_billCycle	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
collectionClass	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_collectionClass	activities	string			
billAmount	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_billAmount	activities	string			
billDate	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_billDate	activities	string			
accountUDF1	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_accountUDF1	activities	string			
accountUDF2	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_accountUDF2	activities	string			
accountUDF3	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_accountUDF3	activities	string			
accountUDF4	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_accountUDF4	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
accountUDF5	D1-FieldActivityOB-Comm/sendDetail/activities/activity/customerInformation/	Field	c2m_accountUDF5	activities	string			
measurementCondition	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_measurement_condition_1	SOMOFSC_MeasurementCondition	SOM_Measurement-Condition	OFSC_Measurement-Condition		
measurementConditionDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_measurement_condition_description	activities	string			
measurementCondition	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_measurement_condition_2	SOMOFSC_MeasurementCondition	SOM_Measurement-Condition	OFSC_Measurement-Condition		
measurementConditionDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_measurement_condition_description2	activities	string			
measurementCondition	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_measurement_condition_3	SOMOFSC_MeasurementCondition	SOM_Measurement-Condition	OFSC_Measurement-Condition		
measurementConditionDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_measurement_condition_description3	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
measurementCondition	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_measurement_condition_4	SOMOFSC_MeasurementCondition	SOM_Measurement-Condition	OFSC_Measurement-Condition		
measurementConditionDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_measurement_condition_description4	activities	string			
measurementCondition	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_measurement_condition_5	SOMOFSC_MeasurementCondition	SOM_Measurement-Condition	OFSC_Measurement-Condition		
measurementConditionDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/readingDetails/readingDetailsList	Field	c2m_measurement_condition_description5	activities	string			
deviceType	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_deviceType	activities	string			
deviceTypeDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_deviceTypeDescription	activities	string			
specification	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_specification	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
specificationDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_specificationDescription	activities	string			
configuration	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_configuration	activities	string			
headendSystem	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_headendSystem	activities	string			
headendSystemDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_headendSystem-Description	activities	string			
deviceUDF1	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_deviceUDF1	activities	string			
deviceUDF2	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_deviceUDF2	activities	string			
deviceUDF3	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_deviceUDF3	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
deviceUDF4	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_deviceUDF4	activities	string			
deviceUDF5	D1-FieldActivityOB-Comm/sendDetail/activities/activity/meterDataDetails/	Field	c2m_deviceUDF5	activities	string			
deviceType	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails/	Field	c2m_item_device_type	activities	string			
deviceTypeDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails/	Field	c2m_item_device_type_description	activities	string			
specification	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails/	Field	c2m_item_specification	activities	string			
specificationDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails/	Field	c2m_item_specification_description	activities	string			
configuration	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails/	Field	c2m_item_configuration	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
headendSystem	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails/	Field	c2m_item_headendsystem	activities	string			
headendSystemDescription	D1-FieldActivityOB-Comm/sendDetail/activities/activity/itemDataDetails/	Field	c2m_item_headendsystem_description	activities	string			
lifeSupportSensitiveLoad-Description	D1-FieldActivityOB-Comm/sendDetail/activities/activity/utilityCommonActivityDetails/	Field	c2m_life_support_description	activities	string			

Response Mappings

The response mapping details in the Process Activity integration point are shown in the table below.

Oracle Field Service Cloud Process Activity Response Message			Oracle Utilities Service Order Management Activity Response			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
bulkUpdate_POST-Response		OutermostTag	responseDetail		OutermostTag			
			dispatcherNotified	responseDetail				
			failedCancellation	responseDetail	Group			

Oracle Field Service Cloud Process Activity Response Message			Oracle Utilities Service Order Management Activity Response			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			tasks	responseDetail/failed-Cancellation	List			
			messageId	responseDetail	Field			
operationsPerformed	results	String	messageStatus	responseDetail	Field			
activityId	results	String	messageText	responseDetail	Field			
			messageData	responseDetail	Group			
			messageCategory	responseDetail/messageData	Field			
			messageNumber	responseDetail/messageData	Field			
			messageParameters	responseDetail/messageData	Group			
			parameters	responseDetail/messageData/messageParameters	List			
			parameterType	responseDetail/messageData/messageParameters/parameters	Field			
			parameterValue	responseDetail/messageData/messageParameters/parameters	Field			
			fault	responseDetail				
operationsFailed	results	String	faultCode	responseDetail/fault				
errorDetail	errors	String	faultString	responseDetail/fault				

Oracle Field Service Cloud Process Activity Response Message			Oracle Utilities Service Order Management Activity Response			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			faultActor	responseDetail/fault				
			detail	responseDetail/fault	RAW			
activities.definitions.customActionActivityBulkUpdateSchemaResponse	bulkUpdate_POST-Response	Group						
results	activities.definitions.customActionActivityBulkUpdateSchemaResponse	List						
errors	results	List						
activityKeys	results	Group						
operation	errors	String						
apptNumber	activityKeys	String						
customerNumber	activityKeys	String						

Cancel Activity Mappings

The cancel activity mapping details in the Process Activity integration point are shown in the table below.

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
sendDetail	D1-FieldActivityOBComm	Outer-mostTag	bulkUpdate_POST		Outer-mostTag			
			activities.definitions.customActionActivityBulkUpdateSchema	bulkUpdate_POST	Group			
			updateParameters	activities.definitions.customActionActivityBulkUpdateSchema	Group			
			activities	activities.definitions.customActionActivityBulkUpdateSchema	List			
			identifyActivityBy	updateParameters	string			
			ifInFinalStatusThen	updateParameters	string			
			ifExistsThenDoNotUpdateFields	updateParameters	string			
			resourceId	activities	string			
			accessSchedule	activities	string			
			resourceInternalId	activities	integer			
			date	activities	string			
			apptNumber	activities	string			

Oracle Utilities Service Order Management Request Message			Oracle Field Service Cloud Request Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Service Order Management Column	Oracle Field Service Cloud Column
			status	activities	string			
			c2m_xa_cn	activities	string			

Cancel Response

The cancel activity mapping details in the Process Activity integration point are shown in the table below.

Oracle Field Service Cloud Process Activity Response Message			Oracle Utilities Service Order Management Activity Response Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
bulkUpdate_POST-Response		Outer-mostTag	responseDetail		Outer-mostTag			
operationsPerformed	results	String	dispatcherNotified	responseDetail				
			failedCancellation	responseDetail	Group			
			tasks	responseDetail/failed-Cancellation	List			
			messageId	responseDetail	Field			
operationsPerformed	results	String	messageStatus	responseDetail	Field			
operationsPerformed	results	String	messageText	responseDetail	Field			
			messageData	responseDetail	Group			
			messageCategory	responseDetail/messageData	Field			

Oracle Field Service Cloud Process Activity Response Message			Oracle Utilities Service Order Management Activity Response Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
			messageNumber	responseDetail/messageData	Field			
			messageParameters	responseDetail/messageData	Group			
			parameters	responseDetail/messageData/messageParameters	List			
			parameterType	responseDetail/messageData/messageParameters/parameters	Field			
			parameterValue	responseDetail/messageData/messageParameters/parameters	Field			
			fault	responseDetail				
operationsFailed	results	String	faultCode	responseDetail/fault				
errorDetail	errors	String	faultString	responseDetail/fault				
			faultActor	responseDetail/fault				
			detail	responseDetail/fault	RAW			
activities.definitions.customActionActivityBulkUpdateSchemaResponse	bulkUpdate_POST-Response	Group						
results	activities.definitions.customActionActivityBulkUpdateSchemaResponse	List						
errors	results	List						

Oracle Field Service Cloud Process Activity Response Message			Oracle Utilities Service Order Management Activity Response Message			DVM Mapping		
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Field Service Cloud Column	Oracle Utilities Service Order Management Column
activityKeys	results	Group						
operation	errors	String						
apptNumber	activityKeys	String						
customerNumber	activityKeys	String						

Remote Fault

The remote fault mapping details in the Process Activity integration point are shown in the table below.

Oracle Integration for Cloud Global Fault			Oracle Utilities Service Order Management Response Message		
Element Name	Parent Element	Type	Element Name	Parent Element	Type
fault		OutermostTag	responseDetail		OutermostTag
			dispatcherNotified	responseDetail	
details	fault	String			
			failedCancellation	responseDetail	Group
			tasks	responseDetail/failedCancellation	List
			taskId	responseDetail/failedCancellation/tasks	Field
			messageId	responseDetail	Field
			messageStatus	responseDetail	Field

Oracle Integration for Cloud Global Fault			Oracle Utilities Service Order Management Response Message		
Element Name	Parent Element	Type	Element Name	Parent Element	Type
reason	fault	String	messageText	responseDetail	Field
			messageData	responseDetail	Group
			messageCategory	responseDetail/messageData	Field
			messageNumber	responseDetail/messageData	Field
			messageParameters	responseDetail/messageData	Group
details	fault	String	parameters	responseDetail/messageData/messageParameters	List
			parameterType	responseDetail/messageData/messageParameters/parameters	Field
			parameterValue	responseDetail/messageData/messageParameters/parameters	Field
			fault	responseDetail	
errorCode	fault	String	faultCode	responseDetail/fault	
			faultString	responseDetail/fault	
			faultActor	responseDetail/fault	
			detail	responseDetail/fault	RAW

Technical Fault

The technical fault mapping details in the Process Activity integration point are shown in the table below.

Oracle Integration for Cloud Global Fault			Oracle Utilities Service Order Management Activity Response Message		
Element Name	Parent Element	Type	Element Name	Parent Element	Type
fault		OutermostTag	responseDetail		OutermostTag
			dispatcherNotified	responseDetail	

Oracle Integration for Cloud Global Fault			Oracle Utilities Service Order Management Activity Response Message		
Element Name	Parent Element	Type	Element Name	Parent Element	Type
details	fault	String			
			failedCancellation	responseDetail	Group
			tasks	responseDetail/failedCancellation	List
			taskId	responseDetail/failedCancellation/tasks	Field
			messageId	responseDetail	Field
			messageStatus	responseDetail	Field
reason	fault	String	messageText	responseDetail	Field
			messageData	responseDetail	Group
			messageCategory	responseDetail/messageData	Field
			messageNumber	responseDetail/messageData	Field
			messageParameters	responseDetail/messageData	Group
details	fault	String	parameters	responseDetail/messageData/messageParameters	List
			parameterType	responseDetail/messageData/messageParameters/parameters	Field
			parameterValue	responseDetail/messageData/messageParameters/parameters	Field
			fault	responseDetail	
errorCode	fault	String	faultCode	responseDetail/fault	