

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

(Also applicable to Oracle Utilities Customer To Meter)

Release Notes

Release 20A

**F28289-01**

April 2020

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud, Release 20A Release Notes

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

<b>Preface</b> .....	<b>i</b>
Audience .....	i
Documentation and Resources .....	i
Documentation Accessibility .....	ii
Conventions.....	ii
Abbreviations .....	iii
<b>Release Notes</b> .....	<b>1-1</b>
Overview .....	1-2
Supported Applications .....	1-2
New Features Summary.....	1-3
Changes to Connection and Plugin Names .....	1-3
Additional Information from Oracle Utilities Customer Cloud Service to Oracle Field Service Cloud.....	1-3
App Cache Removal Changes .....	1-3
Support for Attachments .....	1-3
Support for Customer Signature.....	1-4
Known Issues .....	1-4

---

---

# Preface

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

## Audience

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

- Oracle Utilities Customer Cloud Service
- Oracle Field Service Cloud

## Documentation and Resources

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

### Product Documentation

Topic	Description
<b>Integration documentation:</b>	
Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Release Notes	Refer to the Oracle Utilities applications documentation page: <a href="http://docs.oracle.com/cd/E72219_01/documentation.html">http://docs.oracle.com/cd/E72219_01/documentation.html</a>
Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Configuration Guide	
<b>Edge application documentation:</b>	
Oracle Utilities Customer Cloud Service	
Oracle Field Service Cloud	

## Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: <a href="https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html">https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html</a>
Oracle Support	Visit My Oracle Support at <a href="https://support.oracle.com">https://support.oracle.com</a> 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 <a href="http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm">http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</a>
Oracle Technology Network (OTN) Latest versions of documents	<a href="http://www.oracle.com/technetwork/index.html">http://www.oracle.com/technetwork/index.html</a>
Oracle University for training opportunities	<a href="http://education.oracle.com/">http://education.oracle.com/</a>

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

---

## Abbreviations

This document includes the following abbreviations:

<b>Term</b>	<b>Expanded Form</b>
OUCCS	Oracle Utilities Customer Cloud Service
OFSC	Oracle Field Service Cloud
OIC	Oracle Integration Cloud
OUC2M	Oracle Utilities Customer To Meter

---

---

# Release Notes

This release notes outlines the information about new and improved functionality in integrating Oracle Utilities Customer Cloud Service with Oracle Field Service Cloud (Release 20A). Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations to consider.

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

The release notes focuses on the following:

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

# Overview

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

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

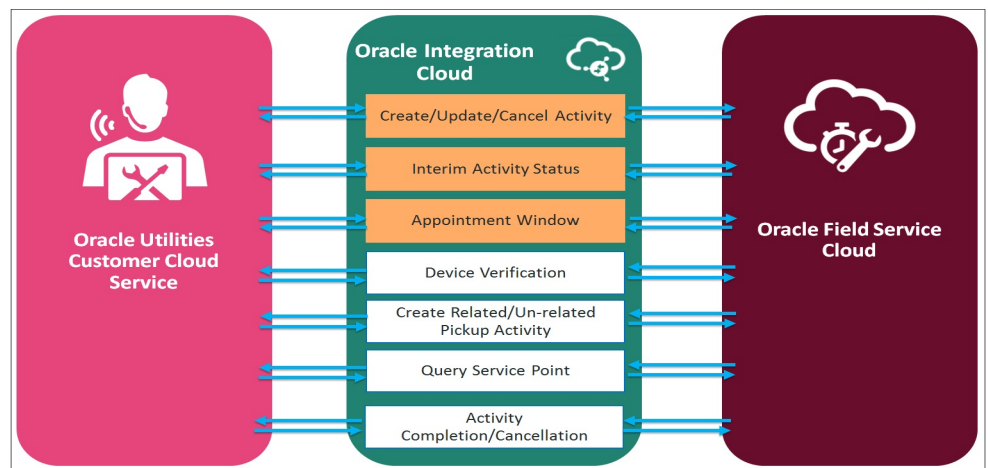
For more information about the functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud v20A Configuration Guide* at:

[https://docs.oracle.com/cd/F30917\\_01/index.htm](https://docs.oracle.com/cd/F30917_01/index.htm)

The integration supports the following flows:

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

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



## Supported Applications

The supported application versions in this integration are:

- Oracle Utilities Customer Cloud Service - 20A or higher
- Oracle Integration Cloud - v20.1.3.0.0 or higher



- Oracle Field Service Cloud - 20A Service Update 3 or higher
- Oracle Utilities Customer To Meter - v2.7.0.3.1 and higher (on-premises)

## New Features Summary

For the list of existing features, see Oracle Utilities Customer Cloud Service to Oracle Field Service Cloud v19.1 Release Notes at:

[https://docs.oracle.com/cd/F20963\\_01/index.htm](https://docs.oracle.com/cd/F20963_01/index.htm)

The following enhancements are included in this integration release:

- [Changes to Connections and Plugin Name](#)
- [Additional Information from Oracle Utilities Customer Cloud Service to Oracle Field Service Cloud](#)
- [App Cache Removal Changes](#)
- [Support for Attachments](#)
- [Support for Customer Signature](#)

### Changes to Connections and Plugin Name

Two connection names are changed from UAC\_SOM to SOM\_SOMOFSC and OFSC to OFSC\_SOMOFSC. However, the endpoints in Oracle Integration Cloud remain the same. The Device Verification plugin is changed from VerifyDevice to CCSVerifyDevice in Oracle Field Service Cloud.

### Additional Information from Oracle Utilities Customer Cloud Service to Oracle Field Service Cloud

Service point details, customer information details, general information details, item data details have been enhanced to send more fields from Oracle Utilities Customer Cloud Service to Oracle Field Service Cloud. In addition a support for user defined fields is added to each collection.

Additional information that includes device status, device location, device location details and SP warning can be passed from Oracle Field Service Cloud to Oracle Customer Cloud Service.

### App Cache Removal Changes

The app cache support will be removed from Chrome starting version 82. The dependencies in the Device Verification and Unrelated Pickup custom plugins will be removed.

## Support for Attachments

A mobile worker has the provision to send the attachments part of activity completion; the information is sent from Oracle Field Service Cloud to Oracle Utilities Customer Cloud Service.

Note that the integration changes are available as of this release and the Oracle Utilities Customer Cloud Service changes will be available in its 20C release. The attachment information is not viewed on the **Activity** page on completion.

## Support for Customer Signature

After the fieldwork completion, customers can sign to acknowledge the activity completion by a mobile worker. This information is sent from Oracle Field Service Cloud to Oracle Utilities Customer Cloud Service.

Note that the integration changes are available as of this release and the Oracle Utilities Customer Cloud Service changes will be available in its 20C release. The signature information is not viewed on the **Activity** page on completion.

## Known Issues

This table lists the known issues in the integration.

Bug Number	Description
29994108	OVERRIDE READING OPTION NOT ACCEPTING NEGATIVE READING VALUES
28900569	WHEN THE ACTIVITY IS IN STATUS "STARTED" IN OFSC THE APPOINTMENT TIME SLOT SHOULD NOT BE ALLOWED TO CHANGE
31186370	ODM ERROR THROWN WHILE COMPLETING FIELD ACTIVITY IN CCS-OFSC
31035948	SOME ELEMENTS IN METER DATA DETAILS ARE NOT POPULATED IN OUTBOUND COMMUNICATION
31191148	DEVICE LOCATION DETAILS TO BE DISPLAYED IN FIELD ACTIVITY COMPLETION EVENT UI
31211683	UNABLE TO COMPLETE THE ACTIVITY WHEN AN INCORRECT FORMAT FILE IS ATTACHED