

**Oracle Utilities Work and Asset Cloud
Service Integration to Oracle Field
Service Cloud**

Release Notes

Release 20B

F32688-01

September 2020

Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud, Release 20B 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

Preface	i
Audience	ii
Documentation and Resources	ii
Documentation Accessibility	iii
Conventions.....	iii
Abbreviations	iii
Release Notes	1-1
Integration Overview	1-2
Supported Applications	1-2
About Oracle Utilities Work and Asset Cloud Service.....	1-2
About Oracle Field Service Cloud	1-3
About Oracle Integration Cloud	1-3
New Features Summary.....	1-3
Support for Asset Installs and Removals	1-3
Interim Status Update.....	1-4
Planned Service Histories.....	1-4
Save or Complete for Supervisor on Add Crew Time	1-4
Multiday Support.....	1-4
Support for More Attachments.....	1-4
Complete All Option	1-4
UI Improvements.....	1-4
Improved Error Handling in Plugins.....	1-5
Known Issues	1-5

Preface

Welcome to the Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud Release Notes.

This preface includes the following:

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

Audience

This document is intended for anyone implementing the Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud using Oracle Integration Cloud as the middle layer.

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 Work and Asset Cloud Service Integration to Oracle Field Service Cloud documentation	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Utilities Work and Asset Cloud Service documentation	
Oracle Field Service Cloud documentation	https://docs.oracle.com/en/cloud/saas/field-service/20c/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches.
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

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

Conventions

The following text conventions are used in this document:

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

Abbreviations

This document includes the following abbreviations:

Term	Expanded Form
WACS	Oracle Utilities Work and Asset Cloud Service
OFSC	Oracle Field Service Cloud
OIC	Oracle Integration Cloud

Release Notes

This release notes outlines the information about new and improved functionality in integrating Oracle Utilities Work and Asset Cloud Service with Oracle Field Service Cloud (Release 20B). 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.

The release notes focuses on the following:

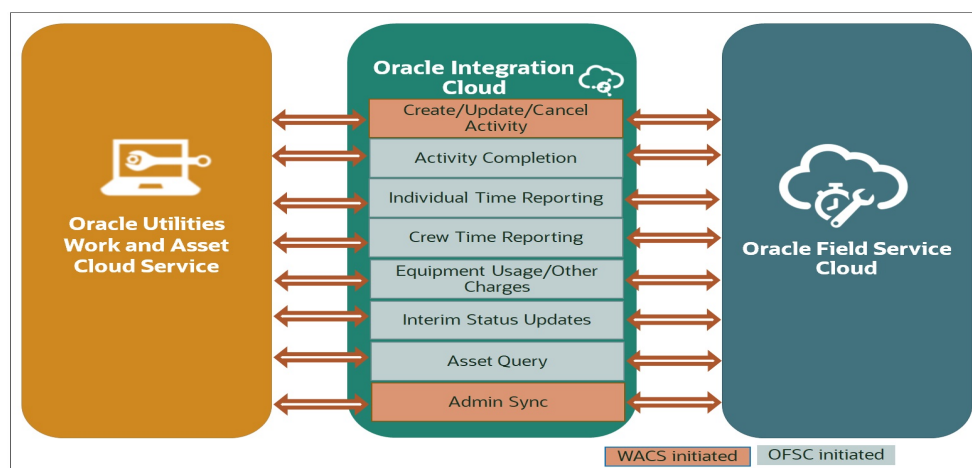
- [Integration Overview](#)
- [Supported Applications](#)
- [About Oracle Utilities Work and Asset Cloud Service](#)
- [About Oracle Field Service Cloud](#)
- [About Oracle Integration Cloud](#)
- [New Features Summary](#)
- [Known Issues](#)

Integration Overview

Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud helps to manage a fieldwork originated in Oracle Utilities Work and Asset Cloud Service using Oracle Field Service Cloud. The integration can be leveraged to create/update/cancel/complete activities in the field using the Oracle Field Service Cloud solution.

The major business flows revolve around activities and usage reporting. The activities are created in Oracle Utilities Work and Asset Cloud Service and sent to Oracle Field Service Cloud so that the mobile worker performs the activity. The field activity completion information is sent from Oracle Field Service Cloud to Oracle Utilities Work and Asset Cloud Service. In addition, the integration supports admin sync from Oracle Utilities Work and Asset Cloud Service to Oracle Field Service Cloud.

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



In this integration Oracle Integration Cloud is used as a middleware to connect the applications.

Supported Applications

The supported application versions in this integration are:

- Oracle Utilities Work and Asset Cloud Service - 20B
- Oracle Integration Cloud - v20.2.3 or higher
- Oracle Field Service Cloud - 20C or higher

About Oracle Utilities Work and Asset Cloud Service

Oracle Utilities Work and Asset Cloud Service maintains information about assets and features and functions around managing those assets. The solution provides a means of recording asset acquisition, maintenance, procurement, installation and removal.

Oracle Utilities Work and Asset Cloud Service provides functionality to manage the receipt, installation, maintenance, tracking and removal of assets. The application also manages approval processing, tracks purchasing transactions, manages inventory and resources, and tracks costs, accounting and financial transactions.

About Oracle Field Service Cloud

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

About Oracle Integration Cloud

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

Using Process Builder the business processes can be rapidly designed, automated, and managed in the cloud. Using integrations connect the applications into a continuous business flow. The integrations can be quickly developed and activated between both the applications that live in the cloud; and the applications still live on premises. The lookups help to match application specific codes between the two applications.

Integration Insights and Stream Analytics helps to simplify and extract business metrics and create custom dashboards.

New Features Summary

The following enhancements are included in this integration:

- [Support for Asset Installs and Removals](#)
- [Interim Status Update](#)
- [Planned Service Histories](#)
- [Save or Complete for Supervisor on Add Crew Time](#)
- [Multiday Support](#)
- [Support for More Attachments](#)
- [Complete All Option](#)
- [UI Improvements](#)
- [Improved Error Handling in Plugins](#)

Support for Asset Installs and Removals

Oracle Field Service Cloud integration enables the following on tracked and non-tracked assets:

- Install into the asset location defined on the Work Order Activity.
- Remove from the asset location defined on the Work Order Activity.
- Replace (remove and install) from and into the asset location defined on the Work Order Activity.

In addition, query an asset installed in Oracle Utilities Work and Asset Cloud Service from the Oracle Field Service Cloud mobile application, select a proper asset, perform installation, and enter measurements and service histories for the asset within a single closeout user interface.

Interim Status Update

Oracle Field Service Cloud integration enables you to receive notifications when an Oracle Field Service Cloud crew starts working on an activity or when the work activity status transitions from 'Sent' to 'In Progress'.

Planned Service Histories

Oracle Field Service Cloud enables you to specify planned service histories to an Oracle Utilities Work and Asset Cloud Service activity, make the service histories available in the Oracle Field Service Cloud mobile application, and link the applicable assets upon completion of the planned service histories.

Save or Complete for Supervisor on Add Crew Time

On the **Add Crew Time** page, **Save** or **Complete for Supervisor** options are available.

Multiday Support

Support for activities that span for multiple days is available.

Support for More Attachments

Support for multiple attachments is available. Upto 15 are supported for each Asset.

Complete All Option

The **Complete All** option enables you to complete service histories, timesheets, equipment usage entries, and other charges that are in 'Pending' state.

UI Improvements

The UI improvements in this integration release are:

- Oracle Field Service Cloud screens are modified to show radio button instead of drop-down list for fewer number of values.
- All the plugins are enhanced to throw user friendly alerts to provide good user experience.
- Delete functionality provides the inline alert messages in all plugins.
- Drop-down list is available for employee on Resource Usage.
- Icons and alignment are added to ensure good mobility experience.

Improved Error Handling in Plugins

The error handling capability is improved for all the plugins.

Known Issues

This table lists the known issues in the integration at the time of release.

Bug Number	Description
30630453	ATTACHMENTS ARE BEING DUPLICATED WHEN SENT FROM OFSC
31663340	PROVIDE FLAGS TO OFSC TO INDICATE IF LOCATION IS AN ASSET LOCATION AND IF ASSET IS A COMPONENT
31649840	COMPLETION ERROR ON COMPONENT REMOVAL
31826232	EFFECTIVE DATE TIME FORMAT ISSUE IN MOBILE APP ON ASSET OPERATIONS
31809543	ADD CREW TIME: ABLE TO SELECT CREW MEMBER WITH OUT SELECTING MANDATORY FIELDS IN OVERTIME TYPE FOR TIMESHEET
30927642	ERROR SHOULD BE THROWN IF SINGLE ASSET IS SET TO ASSET SKIPPED WHILE COMPLETING THE ACTIVITY

The other issues are:

- A plugin updated at the activity level does not carry the updates to other pending segments in Multiday scenario. Oracle Field Service Cloud does not update the parent activity after start; hence all the future segments will not be able to see the updates made on the current segment as we do not have access to the parent Activity ID. This limits the Planned Service History and Resource Usage plugins for multiday.
- Resource usage details cannot be completed in Offline as it needs connectivity with Oracle Integration Cloud. After the crew is connected, details can be submitted.
- Crews cannot perform cross combinations of Offline and Online due to the lack of Oracle Field Service Cloud lock functionality. This will be taken care in later releases.