Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud

(Also applicable to Oracle Utilities Customer To Meter)

Release Notes

Release 20B

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

Contents

Preface

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

Audience

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

- Oracle Utilities Customer Cloud Service
- Oracle Field Service Cloud

Documentation and Resources

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

Product Documentation

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

Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches. Access the support site for the Edge Application Certification Matrix for Oracle Utilities products (Doc ID 1454143.1).
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.

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Conventions

The following text conventions are used in this document:

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

Abbreviations

This document includes the following abbreviations:

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

Release Notes

This release notes outlines the information about new and improved functionality in integrating Oracle Utilities Customer Cloud Service with Oracle Field Service Cloud (Release 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.

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 v20B Configuration Guide* at:

https://docs.oracle.com/cd/F33063_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.
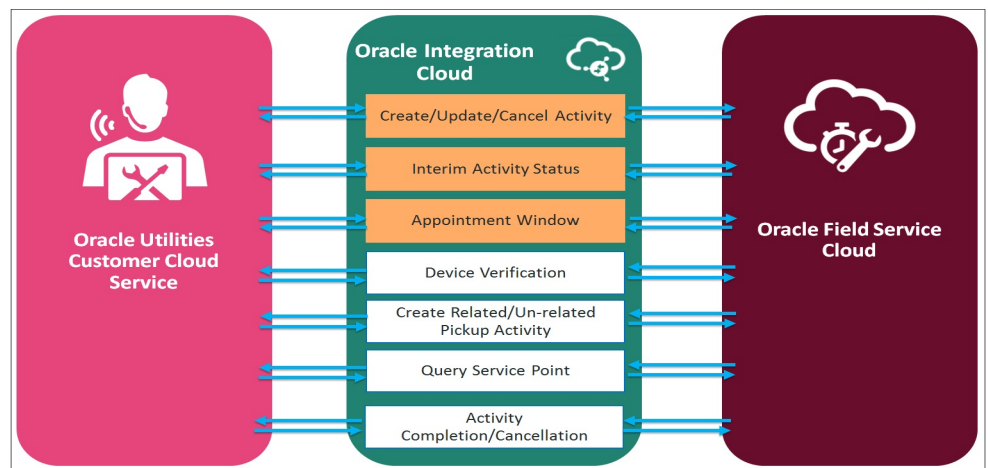
Supported Applications

The supported application versions in this integration are:

- Oracle Utilities Customer Cloud Service - 20B or higher
- Oracle Integration Cloud - v20.2.2.0.0 or higher

- Oracle Field Service Cloud - 20B Service Update 11 or higher
- Oracle Utilities Customer To Meter - v2.7.0.3 and higher (on-premises). The Integration works but the functionality will be limited.

New Features Summary

For the list of existing features, see Oracle Utilities Customer Cloud Service to Oracle Field Service Cloud v20A Release Notes at:

https://docs.oracle.com/cd/F30917_01/index.htm

The following enhancements are included in this integration release:

- Equipment Support
- Dynamic Support for Custom Activity Types in Plugins
- Changes in Date Time Handling Approach
- Configurable Option for Custom Values in Plugins
- UI Improvements

Equipment Support

Support for installing/removal/replacement of equipment on Meter, Service Point and Measuring Components. In the exchange meter scenario part of this release, mobile users can only move all equipment from the existing meter to new meter. Once all the equipments are moved to new meter, the mobile user cannot detach from the installed pool. This feature will be fully available in the future release.

Dynamic Support for Custom Activity Types in Plugins

Contains the support for identifying user defined custom activity types dynamically in plugins via the Oracle Field Service Cloud property instead of touching the plugin code.

Changes in Date Time Handling Approach

Earlier the Oracle Integration Cloud properties som.offset and ofsc.offset in Oracle Integration Cloud lookup SOMOFSC_ConfigProps are driving the date time handling changes. This dependency is removed and made dynamic to get the details from Oracle Utilities Customer Cloud Service and Oracle Field Service Cloud and convert the date times accordingly.

Configurable Option for Custom Values in Plugins

In the previous releases, plugin code was edited to configure bucket information or the API endpoint if it is changed. Two secure parameters ofsc_bucket and ofsc_api_url are newly introduced and ensure to configure them. This gives flexibility to users without touching the plugin code. The ofsc_api_url would be https://api.etadirect.com unless there is a change on the Oracle Field Service Cloud side. For more details, refer to the Oracle Field Service Cloud documentation and configure accordingly.

UI Improvements

The pages are realigned in Oracle Field Service Cloud to be displayed under the respective entities to increase user experience.

Known Issues

This table lists the known issues in the integration.

Bug Number	Description
31674353	SERVICE POINT DETAILS ARE NOT DISPLAYED IN OFSC MOBILE SCREEN FOR DISCONNECT WARNING ACTIVITY
31673322	CITY AND STATE DETAILS ARE SHOWN FOR UNRELATED PICKUP ACTIVITIES IN OFSC MOBILE SCREEN IN THE SITE ADDRESS
28900569	WHEN THE ACTIVITY IS IN STATUS "STARTED" IN OFSC THE APPOINMENT TIME SLOT SHOULD NOT BE ALLOWED TO CHANGE