

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

Release Notes

Release 20C

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

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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/20d/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 20C). 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:

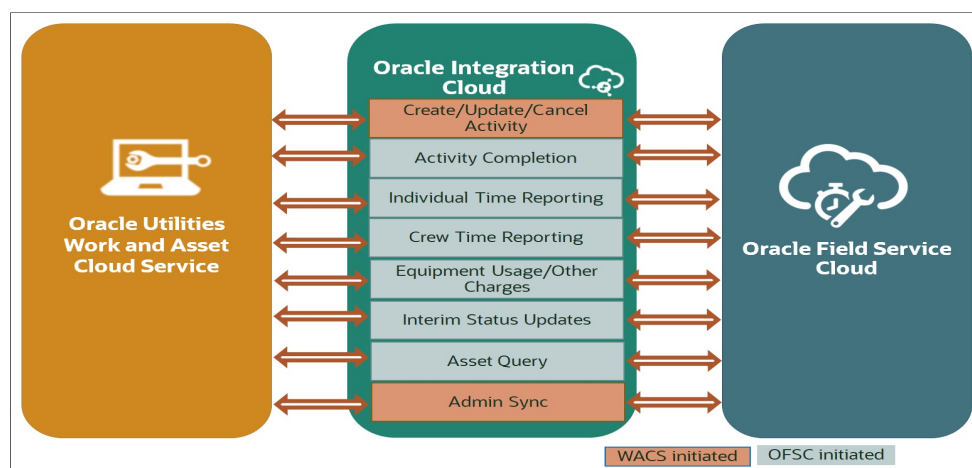
- [Integration Overview](#)
- [Supported Applications](#)
- [About Oracle Utilities Work and Asset Cloud Service](#)
- [About Oracle Field Service Cloud](#)
- [About Oracle Integration Cloud](#)
- [New Features Summary](#)
- [Known Issues](#)

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 - 20C
- Oracle Integration Cloud - v20.4.2 or higher
- Oracle Field Service Cloud - 20D 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:

- [Pick Up Orders](#)
- [Time Zones Support](#)
- [Activity Lock](#)
- [Barcode Scanner for Asset Installs and Removals](#)
- [UI Improvements](#)
- [Offline Support](#)
- [Admin Sync](#)

Pick Up Orders

Crew can create pick up work while working on an activity assigned to your crew directly from your mobile device.

The following types of pick up work are available:

- **Related work order:** Allows to create a new work order related to assets linked to the activity.
- **Related work request:** Allows to create a new work request related to assets linked to the activity.

- Unrelated work order: Allows to create a new work order related to assets not linked to the activity. You can search for an asset in Oracle Utilities Work and Asset Cloud Service and link it to a new work order.
- Unrelated work request: Allows to create a new work request related to assets not linked to the activity. You can search for an asset in Oracle Utilities Work and Asset Cloud Service and link it to a new work request.

Time Zones Support

Locations in the system could be in different time zones. Time zone plays an important role in some time sensitive processes such as scheduling work. A time zone field is added to Asset and Work location. When an activity is sent to Oracle Field Service Cloud, the time zone from activity location is sent as a part of activity message.

Activity Lock

Crew member can lock an activity for an exclusive ability to make changes, such as to enter service histories, measurements, perform assets installations and removal. This prevents an override of the changes by other crew members.

Barcode Scanner for Asset Installs and Removals

Crew member can scan a barcode associated with assets that should be installed or replaced. This eliminates a need to enter this information manually and optimizes an installation process.

UI Improvements

The UI improvements in this release are:

- The error messages are improved to provide good user experience.
- Redwood palette changes are applied for the screens that displays alerts.
- The attachment count is displayed
- The validations are available in save level along with **Complete** in all screens.
- The navigation buttons are added to ensure accessibility for mobile worker for asset or component installation.

Offline Support

Offline support is available for the attachments and validate completion in Oracle Field Service Cloud.

Admin Sync

Activity types are synced from Oracle Utilities Work and Asset Cloud Service to Oracle Field Service Cloud.

Known Issues

The known issues in the integration at the time of release 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.
- The attachments sent from Oracle Field Service Cloud are duplicated in Oracle Utilities Work and Asset Management due to the known issue on the Oracle Utilities Work and Asset Management side.
- Completion is not working once the install events are in place, this is because component removal/out of service.
- Error is not generated if single asset is set to asset skipped while completing the Activity.
- While filling the crew time sheet, Manager is not able to save the time sheet without selecting the Craft though it is not shown as mandatory in the UI.
- While filling the individual time sheet, the **Employee Information** drop-down list takes only first employee information in the list. For the other employees if selected, an error is generated as “Please select employee information” on clicking **Save**.
- Few mandatory field error messages for drop down lists can be modified to make it more appropriate.
- When a Manager is filling the crew time sheet, the field validations should be at **Save** level instead of checkbox of the Employee. When we save without providing proper details, it is first giving please select the crew member error and when the User tries to select the crew-member all other validations are triggered.
- On querying an asset in Pickups for creating Work Order or Work request of Asset related type Oracle Integration for Cloud instance is triggered for Asset query whose instance name is AssetID instead of Asset badge number.
- Quantity field in Equipment and Other resource fields in Resource Usage is allowing negative values and user is able to complete it without any validation error.
- Date time fields in pickup Works for Work Order and Work Activity are accepting more than 4 digits in year. Able to Create the work request without any error.