

Field Service

**Integrating with Oracle HCM
Cloud Using an Oracle Integration
Accelerator**



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Preface

This preface introduces information sources that can help you use the application and this guide.

Using Oracle Applications

To find guides for Oracle Applications, go to the [Oracle Help Center](#).

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1 Oracle Field Service with Oracle HCM Cloud Accelerator

Overview of Oracle Field Service with Oracle HCM Cloud Accelerator

You can fetch the employee details from Oracle HCM Cloud and update the details in Oracle Field Service automatically, through Oracle Integration. The integration is available as an accelerator in Oracle Integration. You can download and use the 'Oracle HCM - Oracle Field Service | Create and manage OFS resources' accelerator as a quick start reference for your integrations.

Note:

- To integrate Oracle Field Service with Oracle HCM Cloud, you must have a valid license for Oracle Integration, Oracle HCM Cloud Release 13 or later, and Oracle Field Service Update 22D.
- The integration is only from Oracle HCM Cloud to Oracle Field Service. This means, you can only extract the details from Oracle HCM Cloud and update it in Oracle Field Service. **If you change the resource details in Oracle Field Service, it will not be updated in Oracle HCM Cloud automatically.**

The accelerator uses the 'partyID' to transfer the employee data from Oracle HCM Cloud to Oracle Field Service. The accelerator updates the resource's work availability from Oracle HCM Cloud to Oracle Field Service by considering the resource's work schedule, absences, work exceptions, and holidays.

The 'Oracle HCM - Oracle Field Service | Create and manage OFS resources' accelerator provides these key capabilities:

- Upload employee details from Oracle HCM Cloud to Oracle Field Service - Bulk Extract One Time.
- Transfer the details of new employees.
- Update the resource details in Oracle Field Service when employee details are updated in Oracle HCM Cloud.
- Suspend a resource in Oracle Field Service when an employee is terminated in Oracle HCM Cloud.
- Sync the work availability details of employees (full mode).

Install the Accelerator

An accelerator provides an end-to-end business process or use case (for example, marketing to lead, hire to retire, or concept to launch). It is an integration that you can configure and activate quickly.

1. Log in to Oracle Integration.
2. Search for the accelerator.
3. Click **Install**.

Employee Transfer Using 'partyID'

Oracle Fusion applications such as Fusion Service and Service Logistics use 'partyID' as a unique identifier for syncing employee information across the application. This accelerator updates the 'partyID' as the Oracle Field Service resource external identifier, so that the employee information is synchronized based on this ID.

Note:

- This accelerator syncs employee data only if the TCA 'partyID' is generated. The partyID is generated instantaneously for the employees with the current and past hire dates in the Oracle HCM Cloud New Hire page. For future-dated employees, the partyID is generated after the ESS job "Maintain Party and Location Current Record Information" is run. As such, it's very important that this job is scheduled.
- partyID is used as the external ID of the Oracle Field Service resource.

Prerequisites for the Accelerator

You must fulfil some prerequisites before you configure the accelerator.

Here are the prerequisites:

- Create a custom property for the Resource entity in Oracle Field Service. The property name must be "HCM_Person_Id". The Person Id from Oracle HCM Cloud is persisted in Oracle Field Service to map the data between Oracle HCM Cloud and Oracle Field Service.
- Create buckets in Oracle Field Service under the org unit in which you are planning to add the resources from Oracle HCM Cloud. Also, update the same bucket ID in the Oracle Integration lookup table - "Oracle_HCM_OFS_Resource_Bucket_Lookup". If there is no data in this lookup configuration, the accelerator creates all the employees under the business units configured as part of the integration.
- Make sure that the Oracle Enterprise Scheduler (ESS) job "Maintain Party and Location Current Record Information" is scheduled.

Details for Creating HCM_Person_Id in Oracle Field Service

You must create a String type of property from the **Configuration > Properties** page. Use these details:

Property Name	Property Label	Property Type	Entity	GUI
HCM Person Id	HCM_Person_Id	String	Resource	Text Element

Ensure that the property label and type match exactly. If they do not match, the integration flows show an error when trying to activate, as they try to map to a property that doesn't exist.

Configure the Connections for the Accelerator

You must configure the connections between Oracle Integration, Oracle HCM Cloud, and Oracle Field Service before you use the accelerator.

1. Log in to Oracle Integration.
2. On the Home page, click **Integrations > Connections**.

You can see the list of connections used by the accelerator and any other existing integrations in your Oracle Integration instance. This screenshot shows the Connections menu option:

The screenshot shows the Oracle Integration user interface. On the left, a dark sidebar contains a menu with options: Integrations, Connections (highlighted with a red box), Lookups, Packages, Agents, Adapters, and Libraries. The main content area has a header 'ORACLE Integration' and a blue banner for 'Connections'. Below the banner, there is a search icon, a filter icon, and the text '16 of 17 Connections'. A status bar indicates 'Updated By : icsadmin'. A table lists connections with columns for Name and tags. Two connections are visible: 'Oracle REST Trigger' with tags 'TRIGGER' and 'INVOI', and 'Oracle HCM Connection' with a 'TRIGGER' tag.

Name	Tags
Oracle REST Trigger	TRIGGER, INVOI
Oracle HCM Connection	TRIGGER

3. Click the Connection Name - Oracle REST Trigger and configure the connection by following the steps 1-5 shown in the screenshot:

4. Click the Connection Name - Oracle HCM Cloud Adapter Connection and configure the connection by following the steps 1-5 shown in the screenshot:

5. Click the Connection Name - Oracle Field Service Connection and configure the connection by following the steps 1-5 shown in the screenshot:

Oracle Field Service Connection CONFIGURED Test Save

Oracle Field Service Cloud

Configure connection details including connection properties and login credentials, then Test your connection to ensure it works.

Role(s)

Trigger and Invoke

Connection Properties

Connection to specify information to connect to your application/endpoint and process requests.

* Field Service Cloud API URL

https://sample-ofs-api-host.com **1. Enter API host of OFS instance**

* Instance ID

sample-instance-id **2. Enter the id of the OFS instance**

Security

Security to specify the login credentials to access your application/endpoint.

Security Policy

Client Credentials

* Client Id

sample-client-id **3. Enter the client id of the OFS API User**

* Client Secret

..... **4. Enter the client secret of the OFS API User** show

5. Test the Connection
6. Save the Connection

6. Click the Connection Name - Oracle Rest HCM Connection and configure the connection by following the steps 1-5 shown in the screenshot:

Oracle Rest HCM Connection CONFIGURED Test Save

REST API Base URL

TLS Version **OPTIONAL**

< Please select an item from the list >

* Connection URL

https://saml-dev-qa.usfcm.oracle.com/oa/oa.html **1. HCM instance from where the data is fetched**

Enable two way SSL for outbound connections (Optional) **OPTIONAL**

< Please select an item from the list >

Identity keystore alias name (Optional) **OPTIONAL**

Name of alias to use for establishing identity during two way SSL communication

Security

Security to specify the login credentials to access your application/endpoint.

Security Policy

Basic Authentication

* Username

JOHN.SUNDAR **2. User name of the HCM API User**

* Password

..... **3. Password of the HCM API User**

4. Test the connection
5. Save the conn

7. Click the Connection Name - Oracle Rest OFS Connection and configure the connection by following the steps 1-5 shown in the screenshot:

Oracle Rest OFS Connection CONFIGURED 4. Test the connection Test Save

Connection Type
REST API Base URL

TLS Version **OPTIONAL**
< Please select an item from the list >

* Connection URL
1. Enter API host of OFS instance

Enable two way SSL for outbound connections (Optional) **OPTIONAL**
< Please select an item from the list >

Identity keystore alias name (Optional) **OPTIONAL**
Name of alias to use for establishing identity during two way SSL communication

Security
Security to specify the login credentials to access your application/endpoint.

Security Policy
Basic Authentication

* Username
clientid@ofsinstanceid 2. Client Id @ OFS instance

* Password
3. Client Se

Configure the Integration Variables for the Accelerator

You must edit some of the integration variables lookup based on your instance configuration.

The "Oracle_HCM_OFS_IntegrationVariablesLookup" contains these variables:

Integration Variable	Sample Value	Purpose
HCM_BusinessUnitName	Supremo US Business Unit	The business unit used to filter out the employees. Supports multiple business units separated by commas.
HCM_JobCode	JOB0001	The job code used to filter out the technicians. Supports multiple job codes separated by commas.
OFS_Timezone	Eastern	TimeZone value from Oracle Field Service that needs to be associated with the resources. (for example, "America/New_York").
OFS_OrganisationTypeLabel	OU	The organization type.
OFS_OrganisationID	SUNRISE	Resource ID of the legal entity in Oracle Field Service.
OFS_DefaultLanguage	en	The default language for the resource.

Integration Variable	Sample Value	Purpose
OFS_DefaultActivityType	ResourceExceptions	A new activity type will be created if the value configured is not already present in Oracle Field Service. Resource exceptions and half-day leaves from Oracle HCM Cloud are created as internal activities of type mapped under OFS_DefaultActivityType.

Related Topics

- [Configure the Oracle HCM Cloud Instance Extract](#)
- [Submit an Extract](#)

Configure the Lookups for the Accelerator

Lookups help you map similar entities of Oracle Field Service and Oracle HCM Cloud that have different values, for example the job code with "Field tech" can be treated as a "Technician" in OFS. There are six lookups in the Oracle HCM Cloud-Oracle Field Service integration. Based on the nature of your businesses, the values can be different. You can configure these lookup tables according to your business needs and execute them in Oracle Integration.

1. Log in to Oracle Integration.
2. On the Home page, click **Integrations > Lookups**.
3. Click the name of the lookup that you want to configure and click the '+' icon to add more values.

These lookups are available in the accelerator:

Oracle Integration Lookup	Oracle HCM Cloud Value Example	Oracle Field Service Value Example	Description
Oracle_HCM_OFS_UserTypeLookup	Field Tech	Technician	Map the Oracle HCM Cloud job code with the Oracle Field Service user type.
Oracle_HCM_OFS_ResourceTypeLookup	Field Tech	PR	Map the Oracle HCM Cloud job code with the Oracle Field Service resource type.
Oracle_HCM_OFS_Nonworking_Reason	Sick	Illness	Map the Oracle HCM Cloud absence type such as Sick Leave, Earned Leave, Casual Leave with Oracle Field Service non-working reasons. For calendar events or holidays from Oracle HCM Cloud, the Oracle HCM Cloud value to be configured in the lookup is 'CAL' and the corresponding Oracle Field Service non-working reason can be mapped.

Oracle Integration Lookup	Oracle HCM Cloud Value Example	Oracle Field Service Value Example	Description
Oracle_HCM_OFS_ResourceRoleLookup	Field Tech	Field resource	Map the job code with the Oracle Field Service resource role. The current integration handles only the 'Field resource' resource type role.
Oracle_HCM_OFS_Resource_Bucket_Lookup	<p>Format</p> <p>BusinessUnit#DepartmentName</p> <p>Sample</p> <p>Supremo US Business Unit#JOB001</p>	<p>ServiceBucket</p> <p>[The OFS bucket Id]</p>	<p>Map the Oracle HCM Cloud BusinessUnit#DepartmentName [business unit name and the department name concatenated with a delimiter #] to the resource ID of the Oracle Field Service bucket.</p> <p>The prerequisite for this lookup is that the Oracle Field Service bucket mentioned in the lookup should be available in Oracle Field Service with the given resource ID.</p> <p>If there is no match available in the lookup then an organization unit will be created with the resource ID as the Oracle HCM Cloud business unit ID and name as Oracle HCM Cloud business unit name. And all resources will be placed under that organization unit.</p> <p>For example, the Oracle HCM Cloud business unit name is "Supremo Business Unit" and the job code for the technicians is "JOB0001". If those technicians need to be sync'd to an Oracle Field Service bucket with resource ID "ServiceBucket", then the configuration will look like:</p> <p>Oracle HCM Cloud Value → Supremo US Business Unit#JOB0001</p> <p>Oracle Field Service → ServiceBucket</p>
Oracle_HCM_OFS_IntegrationVariablesLookup			This lookup holds the criteria and default values used in Oracle HCM Cloud to Oracle Field Service integrations.

Mapping Table for the Accelerator

The mapping table given here lists the mapping between Oracle HCM Cloud entities and properties to their corresponding Oracle Field Service counterparts as configured in the accelerator.

For example, a business unit in Oracle HCM Cloud can be treated as an organization unit in Oracle Field Service since both are functionally designed to manage the resource reporting structure.

Oracle HCM Cloud Property	Oracle Field Service Property	Comments
Business Unit	Organization Unit	Organization unit is a resource type in Oracle Field Service.
Department	Bucket	Bucket is a resource type in Oracle Field Service.
Person Id	HCM_Person_Id	Custom property which holds the Person ID of the resource.
User Name	Login	
Person Address	Resource Location	
Person Assignment address	Resource Location	
partyID	External ID	It is the External ID of the resource.
Absence Type	Non-Working Reason	Absence Types such as 'sick leave' and 'earned leave' are mapped to Oracle Field Service non-working reasons such as 'illness' and 'vacation'. In case of holidays, the Oracle HCM Cloud absence type expected to be configured in the lookup is 'CAL' and the corresponding Oracle Field Service non-working reason such as 'Holiday' can be mapped.

In the Accelerator, a business unit from Oracle HCM Cloud is mapped as an organizational unit in Oracle Field Service. You can configure the Oracle_HCM_OFS_Resource_Bucket_Lookup to define the bucket under which the technician resource must be created. The lookup expects the source value in the format 'Business Unit#Department'. If there is no match found in the lookup, the technicians are created under the business unit.

Integration Properties

Integration	Property Name	Default Value	Purpose
Oracle HCM OFS Party Sync	noOfPastDays	2	New hires with start date >= current date - 'noOfPastDays' are synced to OFS.
Oracle HCM OFS Worker Availability Helper	noOfDays	10	Resource availability from current date to current date + 'noOfDays' is synced to OFS.

You can modify the integration properties by following the navigation shown in these screenshots:

The screenshot displays the Oracle Integration Cloud interface. At the top, there's a blue header with 'Integrations' and an 'Import' button. Below the header, there's a search bar containing 'Oracle HCM OFS Party' and a filter for '2 Integrations'. A sub-filter shows 'Updated By : oac_ofs'. The main area is a table with the following columns: Name, Version, Style, Last Updated, and Status. Two integrations are listed:

Name	Version	Style	Last Updated	Status
Oracle HCM OFS Party Sync Helper ACCELERATOR	2.0.0	App Driven Orchestrat...	Dec 21st, 2022 02:49:38 P	
Oracle HCM OFS Party Sync ACCELERATOR OFS INT	2.0.0	Scheduled Orchestrat...		

A context menu is open over the second integration, listing the following actions: View, Edit, Clone, Create New Version, Update Property Values (highlighted), Export, API Management, Insight Designer, Tracing, Asserter Recordings, Enable Asserter Recording, Submit Asserter Recordings, and Configure.

The screenshot shows the Oracle Integrations page. At the top, there are 'Import' and 'Create' buttons. Below the header, there's a search bar with 'Oracle HCM OFS Party' and a filter for '2 Integrations'. A dropdown shows 'Updated By : oac_ofs'. The main table lists two integrations:

Name	Version	Sty
Oracle HCM OFS Party Sync ACCELERATOR OFS INT	2.0.0	Sci
Oracle HCM OFS Party Sync Helper ACCELERATOR	2.0.0	Ap

A modal titled 'Update Property Values' is open for 'Oracle HCM OFS Party Sync (2.0)'. It contains the following text:

Click to view and configure integration properties for **Oracle HCM OFS Party Sync (2.0)**. **New Value** replaces the currently stored value and will be used for the new run. **Current Value** indicates the currently stored value. Any **minor** integration having same integration property will also refer the current value. [Learn More](#)

The modal includes a form for the property 'noOfPastDays':

- Property Name: noOfPastDays
- Default Value: 2
- Current Value: (empty field)
- New Value:

Buttons for 'Cancel' and 'Submit' are at the bottom right of the modal.

Functional Flows for the Accelerator

Oracle Integration includes five functional flows or use cases in the accelerator.

Here are the functional flows available for the accelerator:

Use Case	Input	Scheduled Integration	Recommended Scheduling Frequency
Upload employee details from Oracle HCM Cloud to Oracle Field Service - Bulk Extract One Time	HCM Extract	Oracle HCM OFS Employee Extract Child integrations: <ul style="list-style-type: none"> Oracle HCM OFS Extract Helper Oracle HCM OFS Employee Sync Helper 	RUN ONLY ONCE* It will sync all matching technicians to Oracle Field Service for the first time
Data transfer of newly-hired employees	Public Worker Rest API	Oracle HCM OFS Party Sync Child integrations:	Every Hour*

Use Case	Input	Scheduled Integration	Recommended Scheduling Frequency
		<ul style="list-style-type: none"> Oracle HCM OFS Party Sync Helper Oracle HCM OFS Employee Sync Helper 	To be scheduled more frequently to sync the new hires to Oracle Field Service
Updating resource details in Oracle Field Service when employee details are updated in Oracle HCM Cloud	ATOM feed	Oracle HCM OFS Employee Update Child integrations: <ul style="list-style-type: none"> Oracle HCM OFS AtomFeed Helper Oracle HCM OFS Employee Sync Helper 	Twice a day* Can be scheduled twice per day
Suspending resource in Oracle Field Service when an employee is terminated in Oracle HCM Cloud	ATOM feed	Oracle HCM OFS Employee Terminate Child integrations: <ul style="list-style-type: none"> Oracle HCM OFS AtonFeed Helper 	Every Hour* To be scheduled more frequently to sync the terminations in Oracle Field Service
Sync worker availability - full mode	Public Worker Rest API, Worker Availability REST API	Oracle HCM OFS Worker Availability Child integrations: <ul style="list-style-type: none"> Oracle HCM OFS Worker Availability Activity Type Oracle HCM OFS Worker Availability Helper Oracle HCM OFS Worker Availability Activity Delete Oracle HCM OFS Worker Availability WS Delete Oracle HCM OFS Worker Availability Sync Helper Oracle HCM OFS Worker Availability WS Creator Oracle HCM OFS Worker Availability Activity Create 	Once in a day* Can be scheduled once per day

The scheduling frequency is just a recommendation and you can change it based on your requirement.

Fusion APIs Used in the Accelerator

These APIs are used to get data from Oracle HCM Cloud:

API Name	Security Role	Fields Used from API	Integrations Using this API
<i>hubSourceSystemReferences</i>	HZ_VIEW_TRADING_COMMUNITY_PERSON_PRIV HZ_VIEW_TRADING_COMMUNITY_ORGANIZATION_PRIV	OwnerEntityId	Oracle HCM OFS Party Sync Oracle HCM OFS Extract Helper Oracle HCM OFS AtomFeed Helper Oracle HCM OFS Worker Availability Helper
<i>publicWorker</i>	ORA_PER_REST_SERVICE_ACCESS_PUBLIC_WORKERS_RO	BusinessUnitName BusinessUnitId DepartmentName JobCode DisplayName Username WorkEmail CountryCodeNumber AreaCode PhoneNumber LocationName LocationAddressLine1 LocationAddressLine2 LocationRegion2 LocationTownOrCity LocationPostalCode	Oracle HCM OFS Party Sync Oracle HCM OFS Extract Helper Oracle HCM OFS AtomFeed Helper Oracle HCM OFS Worker Availability

API Name	Security Role	Fields Used from API	Integrations Using this API
		LocationCountry	
<i>worker</i>	PER_REST_SERVICE_ACCESS_WORKERS_RO_PRIV	AddressId AddressLine1 AddressLine2 TownOrCity Region2 PostalCode Country	Oracle HCM OFS Party Sync Oracle HCM OFS AtomFeed Helper
workerAvailability	function privilege - Use REST Service - Worker Availability Read Only - ANC_REST_SERVICE_ACCESS_WOR Data privilege - View Worker Availability Data - ANC_VIEW_WORKER_AVAILABILITY New role 'Use REST Service - Worker Availability Read Only' - this will get a new DSP and privilege grant - at ASSIGNMENT level The role is granted to Human Capital Management Integration Specialist	ShiftName ShiftType AvailabilityCode StartDateTime EndDateTime	Oracle HCM OFS Worker Availability Helper

Oracle HCM OFS Employee Extract Integration

"Oracle HCM OFS Employee Extract" integration is used to upload employee details from Oracle HCM Cloud to Oracle Field Service using HCM extract.

The accelerator uses the HCM extract to upload employee details from HCM to OFS. Details about the employee extract and setup configurations are explained here.

The accelerator extracts the following employee information as part of the "Oracle HCM OFS Employee Extract integration flow":

- Employee basic details: These are basic details of the employee such as person number, first name, last name, person email address, phone number, and home address.
- Employee assignment details: These are employee assignment details such as assigned business unit, job code, department, user details, and location.

Extract Flow

- The extract process will filter all employee with a job code corresponding to field technician, business unit and assignment status as "active".
- The extracted employee details will be created in OFS if a corresponding resource is not available in OFS. Otherwise it will update the resource details in OFS based on the mapping and lookup configurations in OIC.
- The "Oracle HCM OFS Employee Extract" scheduled integration reads the extract files and filters out the employees with a given business units, given job codes and status as "active". Then it triggers the child integration "Oracle HCM OFS Extract Helper" for each person.
- The "Oracle HCM OFS Extract Helper" checks if the partyID is generated or not. If the partyID is not available, it terminates the integration. Otherwise, it will prepare the data required for the OFS resource creation and trigger the helper integration "Oracle HCM OFS Employee Sync Helper".
- The Oracle HCM OFS Employee Sync Helper is a common helper integration that will take care of the resource creation, user creation, resource locations and assignment location creations.
- The resource and user are mapped under a bucket (the bucket is defined in the lookup; if there is no mapping available, then the resources are placed under the organization unit that has the same name as the business unit). The resource is also populated with resource locations which correspond to the employees home address and employee assignment locations.

If any OFS resource is available with the same external ID as the HCM Person Number, then the external ID is updated with 'partyID'.

Verify the Oracle HCM OFS Employee Extract Integration

You can use the "Oracle HCM OFS Employee Extract" integration to upload employee details from Oracle HCM Cloud to Oracle Field Service. Use this procedure to verify the integration.

1. Log in to Oracle Integration.
 2. Open the **Integrations** page.
 3. Activate the Oracle HCM OFS Employee Extract, Oracle HCM OFS Extract Helper and Oracle HCM OFS Employee Sync Helper integrations, if they are not activated.
 4. Submit the extract from Oracle HCM Cloud. Make sure there is at least one submitted extract result available for the HCM_EmployeeExtract extract.
 5. Submit the integration from Oracle Integration. Click **Submit**.
- These screenshots show the steps for submitting the schedule:

Integrations

Oracle HCM OFS Employee 3 Integrations

Name	Version	Style	Last Updated	Status
Oracle HCM OFS Employee Sync Hel per	2.0.0	App Driven Orchestrat...	Dec 21st, 2022 02:58:52 PM IST	Active TRACE WITH PAYLOAD
Oracle HCM OFS Employee Extract	2.0.0	Scheduled Orchestrati...	Dec 21st, 2022 12:46:19 PM IST	Active TRACE WITH PAYLOAD
Oracle HCM OFS Employee Update	2.0.0	Scheduled Orchestrati...	Dec 21st, 2022 12:46:19 PM IST	Active TRACE WITH PAYLOAD

Submit Now <https://sample-url>
Link:

How to run Submit Now Track Instances

Schedule Parameters - Oracle HCM OFS Employee Extract (2.0)

Refresh Submit

Configure values for Schedule Parameters. **New Value** replaces the currently stored value and will be used for the new run. **Current Value** indicates the currently stored value.

Run as part of schedule

Parameter Name	Default Value	Current Value	New Value
schedule_parameter_1	0		Enter new value

6. To verify the integration flow:

- a. Log in to Oracle HCM Cloud and open **My Client Groups > Person Management** and filter the data to view field technicians. This screenshot shows the employee details that are to be extracted to Oracle Field Service:

Person Management: Search

Advanced Search Basic Saved Search

** Name

** Person Number

** National ID

** Keywords

** Location

** Department

** Job

** Assignment Number

Include terminated work relationships

* Effective As-of Date

Search Reset Save...

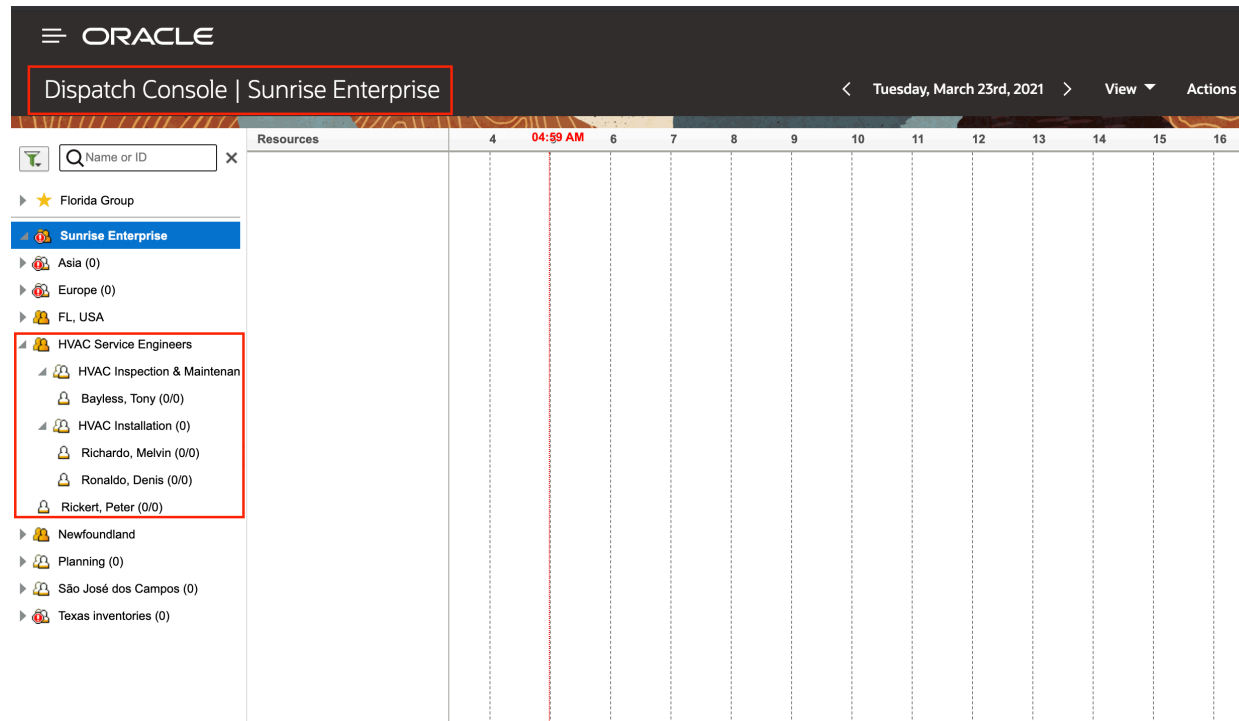
Search Results

Actions

Name	Person Number	Department	Location	User Person Type	Job	Business Unit
Bayless, Tony	443344	HVAC Inspection & Maintenance		Employee	Field Engineer	HVAC Service Engineers
Richardo, Melvin	ADPOFSUS0121	HVAC Installation	California	Employee	Field Engineer	HVAC Service Engineers
Rickert, Peter	6666777			Employee	Field Engineer	HVAC Service Engineers
Ronaldo, Denis	ADPOFSUS9011	HVAC Installation	California	Employee	Field Engineer	HVAC Service Engineers
Terri, Terri	7733312			Employee	Field Engineer	ADP_AU_Payroll_BU

Columns Hidden 11

- b. Log in to Oracle Field Service and open the Dispatch Console. The matching field technicians from Oracle HCM Cloud are available in the resource tree under the selected bucket as resources. This screenshot shows the employee details extracted to Oracle Field Service:



Related Topics

- [Submit an Extract](#)

Oracle HCM OFS Party Sync Integration

"Oracle HCM OFS Party Sync" integration transfers data for newly-hired employees from HCM to OFS.

When a new employee is added to HCM, a corresponding resource can be created in OFS. Whenever a new employee is hired, and if the partyID is created, then those resources will be sync'd to OFS.

Whenever a new employee is hired with a current or past hire date, then the TCA partyID is created. And for any future hires, the partyID is created after the ESS job "Maintain Party and Location Current Record Information" has been run. The latest versions of HCM integrations will create the employees in OFS only if a partyID is generated for the employee.

Extract Flow

- The Oracle HCM OFS Party Sync calls the Public Worker API to fetch all the ACTIVE employees in the given business units, given job codes and whose effective date is \geq the current date - 2 days [the 'days' parameter is an integration property that can be modified]. And the sub integration, Oracle HCM OFS Party Sync Helper is triggered for each person.
- The Oracle HCM OFS Party Sync Helper checks if the partyID is available for the employee. If the partyID is not available, the integration terminates. If the partyID is available, it validates the resource bucket and prepares the data for resource creation in OFS and triggers the integration Oracle HCM OFS Employee Sync Helper.

- The Oracle HCM OFS Employee Sync Helper is a common helper integration that will take care of the resource creation, user creation, resource locations and assignment location creations.
- The resource and user are mapped under a bucket (the bucket is defined in the lookup; if there is no mapping available then the resources are placed under the organization unit with the name as the business unit name). The resource is also populated with locations that correspond to the employee's home address and assignment location.

Verify the Oracle HCM OFS Party Sync Integration


You can use the "Oracle HCM OFS Party Sync" integration to transfer the data of newly-hired employees. Whenever a new employee is hired, and if the partyID is created, then those employee details are synced with Oracle Field Service. Use this procedure to verify the integration.

1. Log in to Oracle Integration.
2. Open the **Integrations** page.
3. Activate the Oracle HCM OFS Employee Sync Helper, Oracle HCM OFS Party Sync Helper, and Oracle HCM OFS Party Sync integrations, if they are not activated.
4. Click the actions menu next to the Oracle HCM OFS Party Sync integration.
5. Click **Schedule** and specify the schedule details such as Frequency, Start Date, End Date, and TimeZone.

6. Click **Submit**. These screenshots show how to schedule the Oracle HCM OFS Party Sync integration:

The screenshot displays the Oracle Integration Cloud (OIC) 'Integrations' page. A search filter 'Oracle HCM OFS' is applied, showing 15 integrations. The 'Oracle HCM OFS Party Sync' integration is highlighted with a blue box. Its context menu is open, and the 'Schedule' option is highlighted with a blue box.

Name	Version	Style	Last Updated	Status
Oracle HCM OFS Worker Availability WS Delete	2.0.0	App Driven Orchestrat...	Dec 21st, 2022 03:27:21 PM IST	Active
Oracle HCM OFS Party Sync	2.0.0	Scheduled Orchestrati...		
Oracle HCM OFS Extract Helper	2.0.0	App Driven Orchestrat...		
Oracle HCM OFS Worker Availability Activity Create	2.0.0	App Driven Orchestrat...		
Oracle HCM OFS Employee Sync Helper	2.0.0	App Driven Orchestrat...		
Oracle HCM OFS Worker Availability Activity Delete	2.0.0	App Driven Orchestrat...		
Oracle HCM OFS AtomFeed Helper	2.0.0	App Driven Orchestrat...		

<  Schedule ORACL_HCM_OFS_PARTY_SYNC_CLONE_01_00_000

Schedule for "ORACLE-BA-HCM_OFS_PARTY_SYNC (2.0)"

Define recurrence

Simple iCal

Frequency Hours and Minutes

Every 0 hour(s) 10 Minute(s) ×

This schedule is effective:

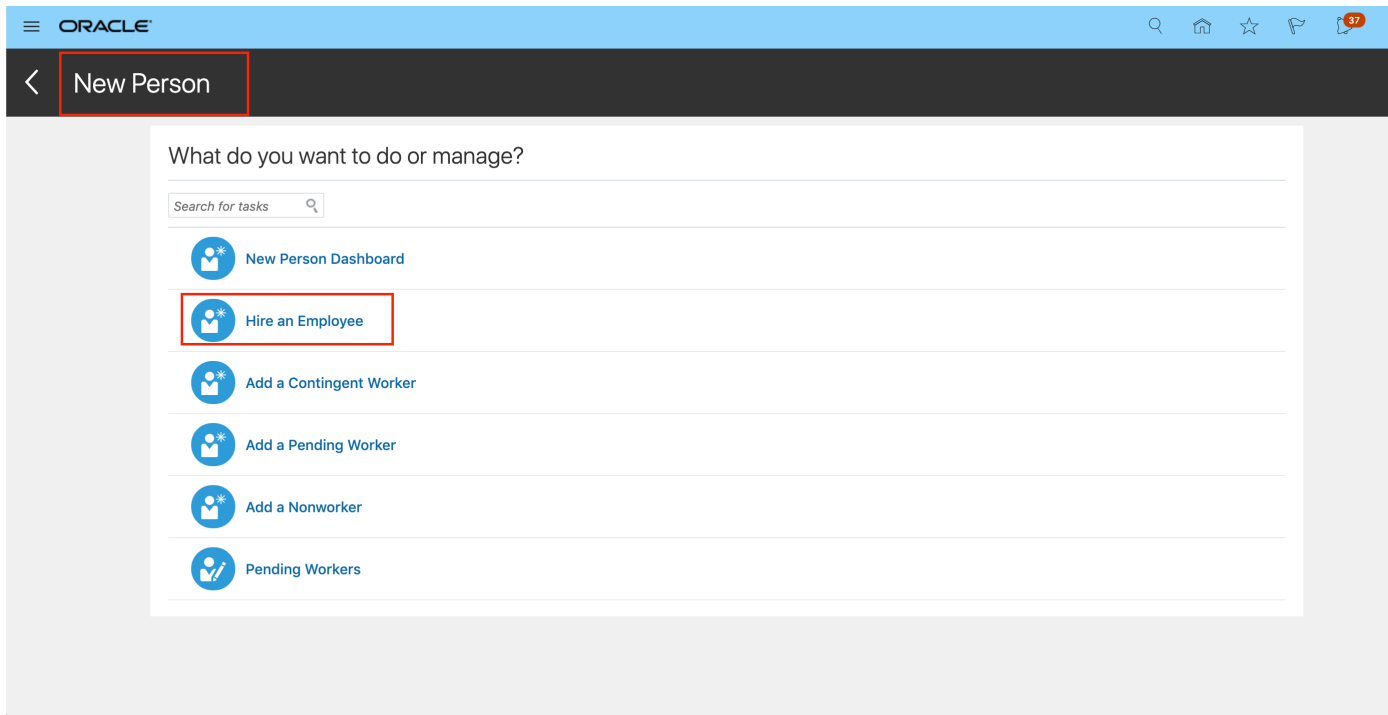
From Oct 20th, 2022 12:00 am

Until 21/12/22 04:00 PM ×

Time zone (UTC+05:30) Kolkata - India Standard Time

You must start up the schedule for these settings to take effect

7. To verify the integration flow:
 - a. Log in to Oracle HCM Cloud and open **My Client Groups > New Person** and fill in the details for a new employee.



Hire an Employee: Identification

1 Identification 2 Person Information 3 Employment Information 4 Compensation and Other Information 5 Review

Back Next Save Submit Cancel

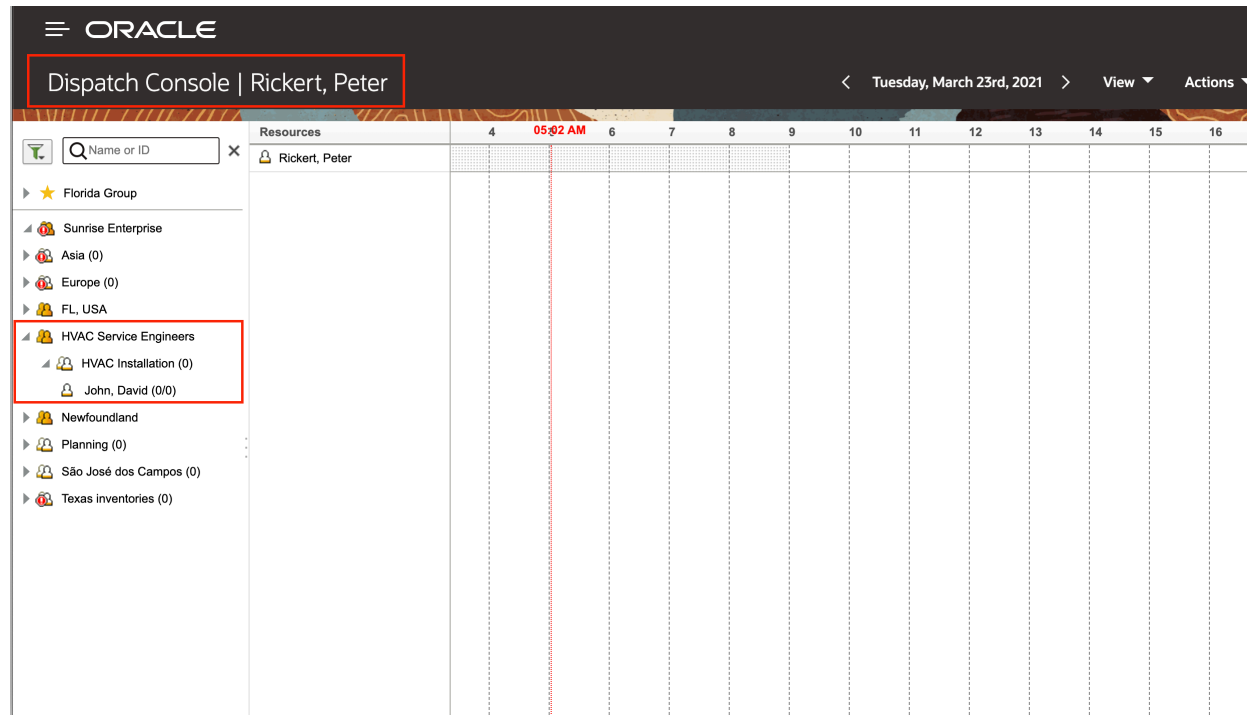
Basic Details

- *Hire Date: 3/23/21
- *Hire Action: Hire
- Hire Reason:
- *Legal Employer: ADP_US_AR
- Worker Type: Employee

Personal Details

- *Person Number: P0997564
- Global-Name Language: American English
- *Last Name: John
- First Name: David
- Title:
- Suffix:
- Middle Name:
- Enter local name
- Gender:
- Date of Birth: m/d/yy
- OFSResource: N

- b. Wait for the integration to run per the schedule.
- c. Log in to Oracle Field Service and open the Dispatch Console. The matching new field technician from Oracle HCM Cloud is available in the resource tree under the selected bucket as a resource. Verify the resource's basic information and location details.



Oracle HCM-OFS Employee Update Integration

"Oracle HCM OFS Employee Update" integration updates a resource in OFS when an employee details are updated in HCM.

Extract Flow

The "Oracle HCM OFS Employee Update" integration passes employees updates from HCM to OFS in near-real time. This accelerator uses the HCM Atom Feed - "*Employee Update*" to get the employee updates from HCM. The details about how to subscribe to the HCM Atom Feed is available here (<https://docs.oracle.com/en/cloud/paas/integration-cloud/hcm-adapter/index.html>).

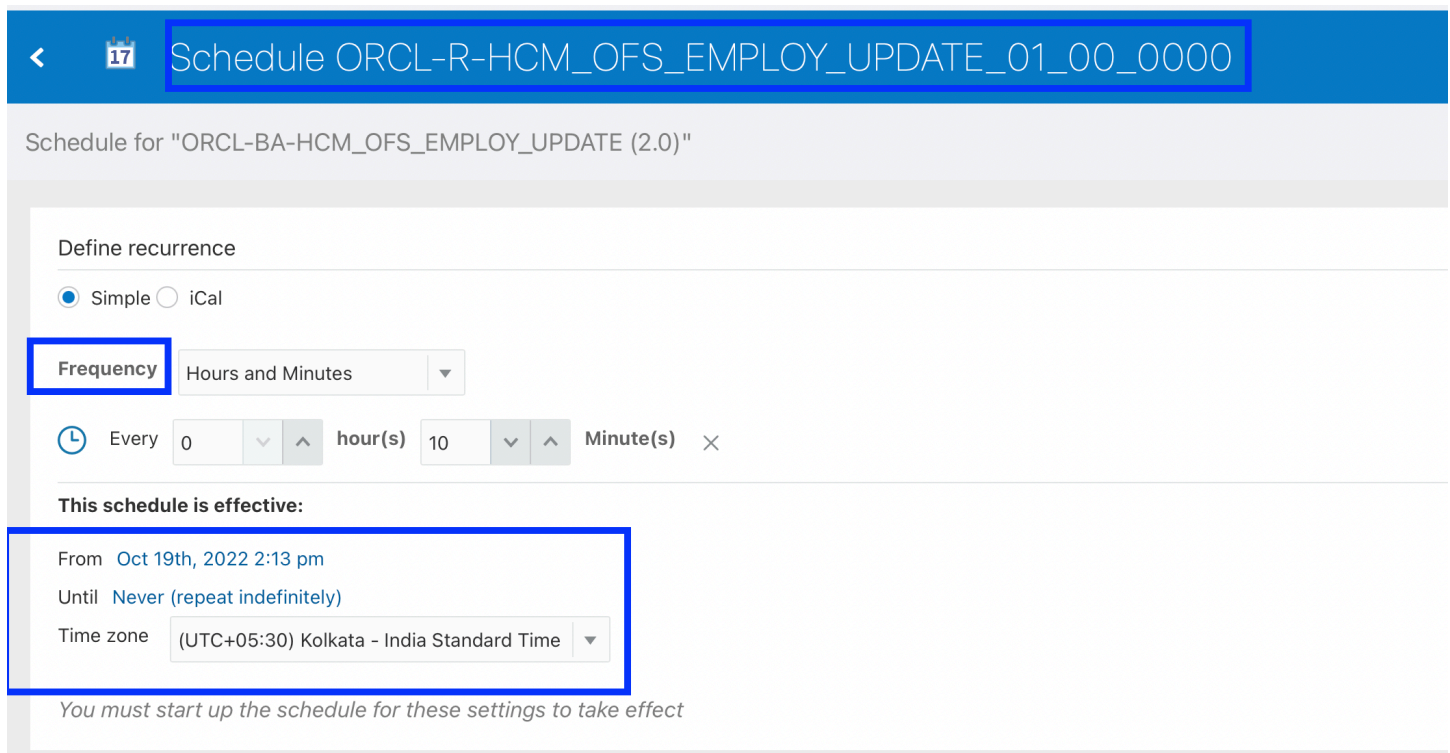
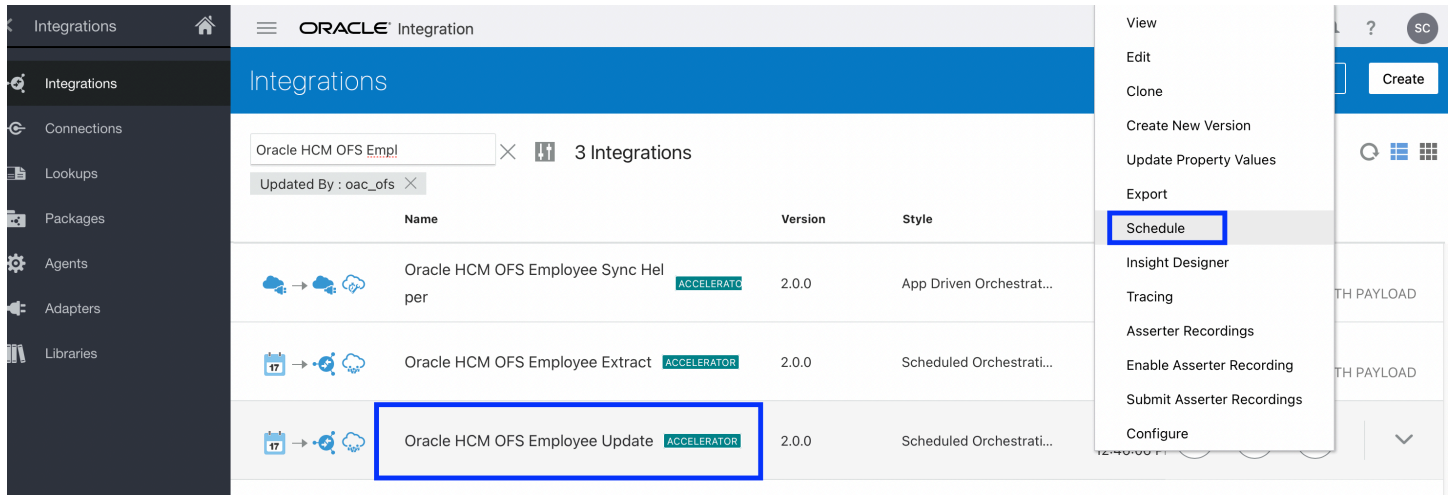
- The "Oracle HCM OFS Employee Update" scheduled integration filters out the required employee assignment according to the job code, business unit name and assignment status of "ACTIVE". For each employee, it triggers the "Oracle HCM OFS AtomFeed Helper" child integration.
- The "Oracle HCM OFS AtomFeed Helper" calls the Public Worker API to get the necessary details to create the resource and calls the "Oracle HCM OFS Employee Sync Helper" helper integration.
- The "Oracle HCM OFS Employee Sync Helper" integration maps the data passed from HCM to OFS as mentioned in the mapping table. Thus corresponding resource details will be updated in OFS.

Verify the Oracle HCM-OFS Employee Update Integration

You can use the "Oracle HCM OFS Party Sync" integration to update a resource in Oracle Field Service when an employee details are updated in Oracle HCM Cloud.

1. Log in to Oracle Integration.
2. Open the **Integrations** page.
3. Activate the Oracle HCM OFS Employee Sync Helper, Oracle HCM OFS Extract Helper, and Oracle HCM OFS Employee Update, if they are not activated.
4. Click the actions menu next to the Oracle HCM OFS Employee Update integration.

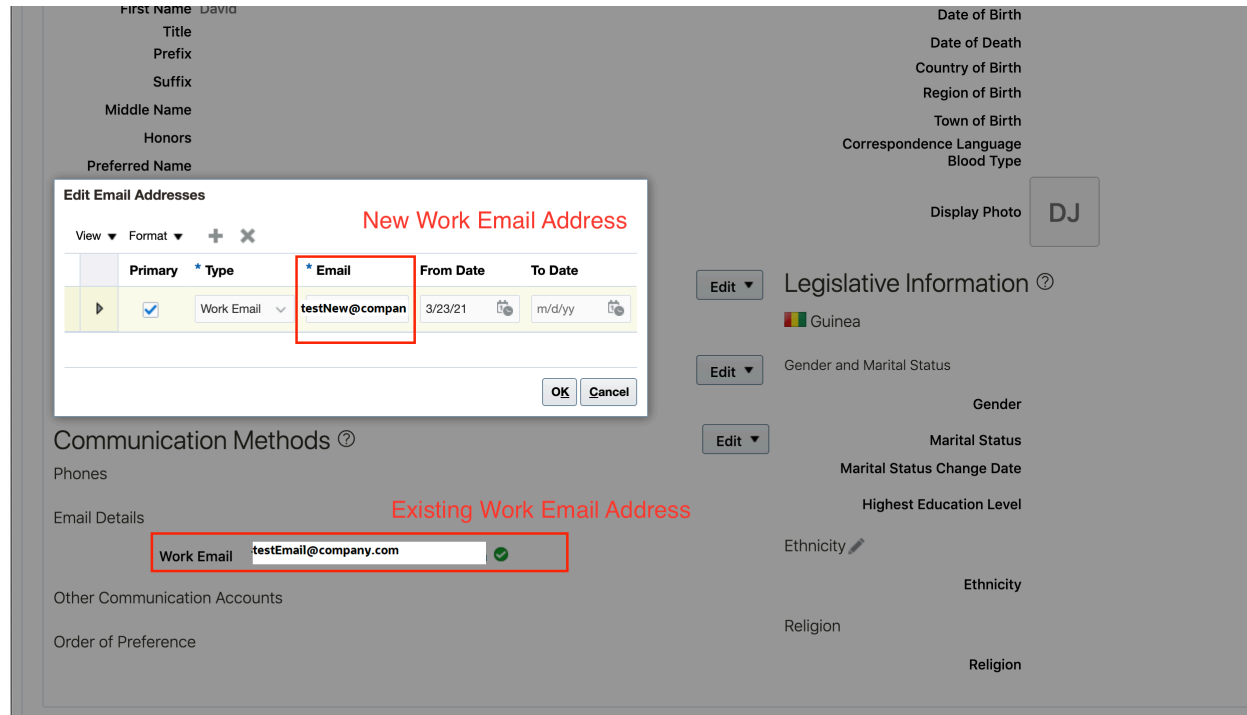
5. Click **Schedule** and specify the schedule details such as Frequency, Start Date, End Date, and TimeZone.



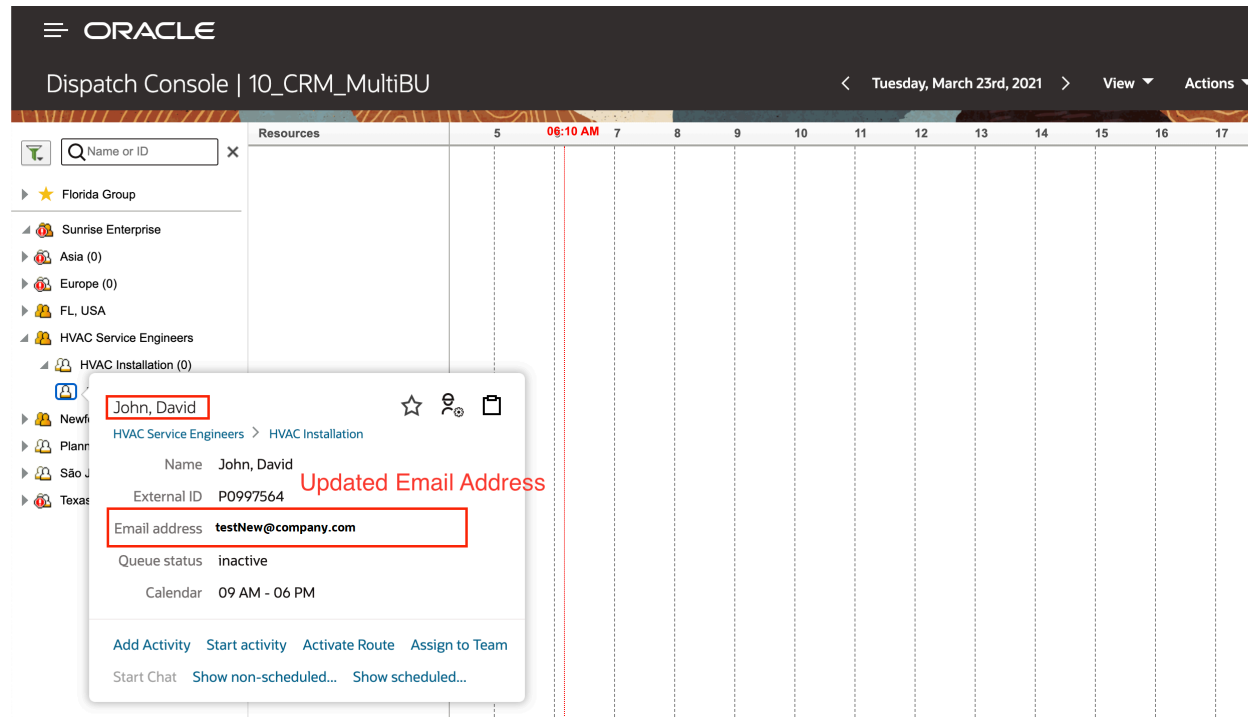
6. Click **Submit**.

7. To verify the integration flow:

- a. Log in to Oracle HCM Cloud and update the details of an employee. This screenshot shows the details of an employee being updated:



- b. Wait for the integration to run per the schedule.
- c. Log in to Oracle Field Service and open the Dispatch Console. The new details of the field technician from Oracle HCM Cloud are available for the corresponding resource in the resource tree. This screenshot shows the updated details of the resource in Oracle Field Service:



Oracle HCM OFS Terminate Employee Integration

"Oracle HCM OFS Employee Terminate" integration suspends a resource in OFS when an employee is terminated in HCM.

Extract Flow

- The Oracle HCM OFS Employee Terminate integration passes terminated employees details from HCM to OFS in a scheduled manner.
- This invokes the sub-integration "Oracle HCM OFS AtomFeed Helper" which updates the OFS user and set the resource status to 'inactive'.

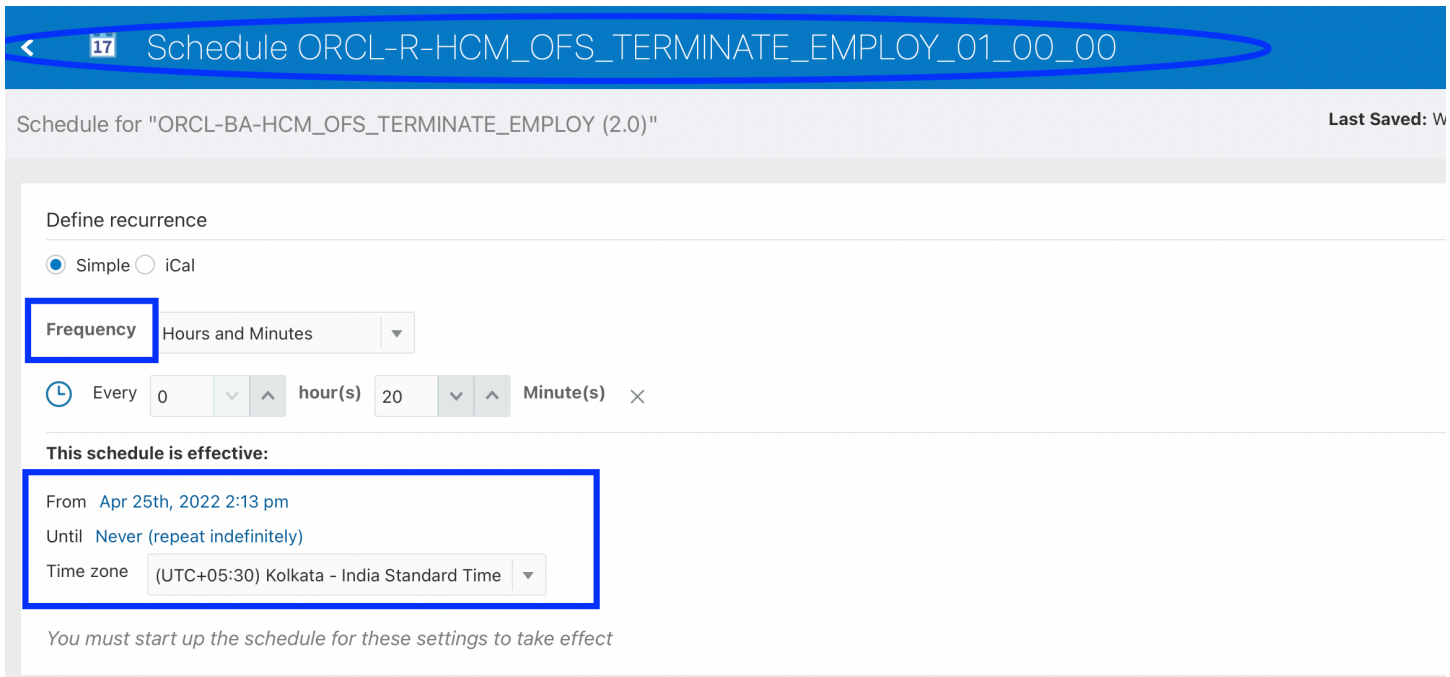
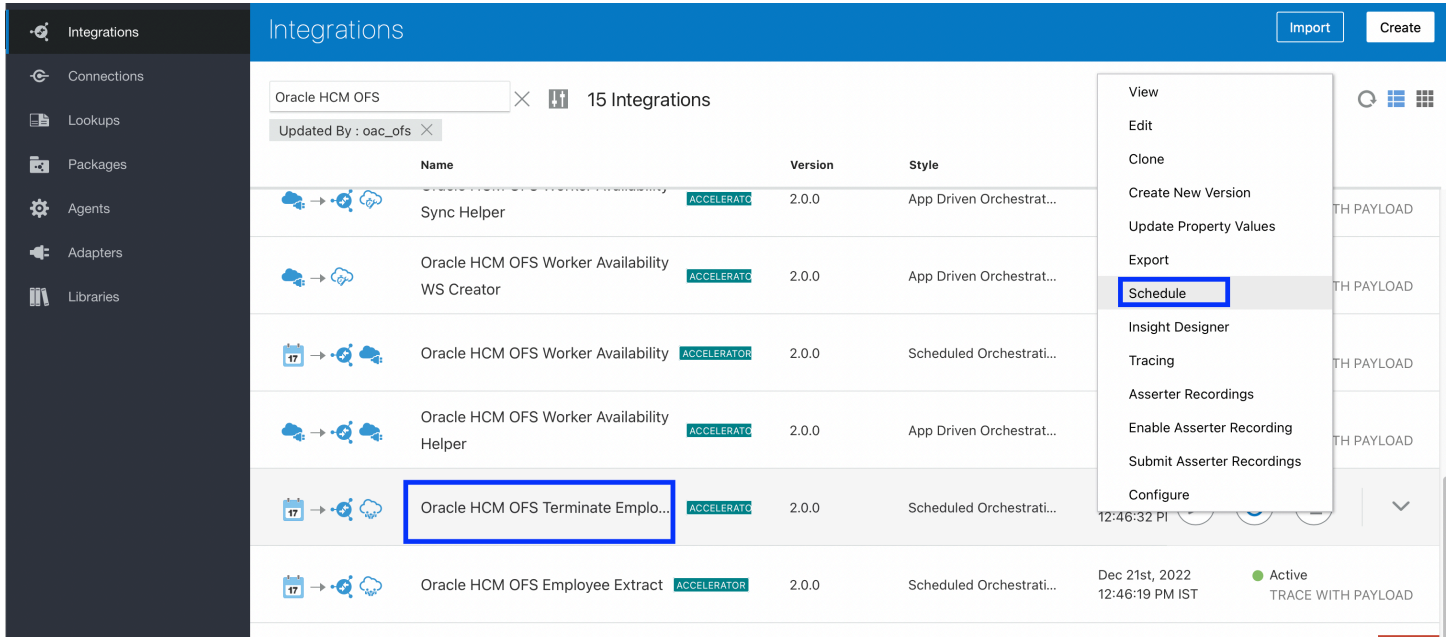
This integration subscribes to updates using the Atom Feed - "*Employee Terminate*". The details about how to subscribe to the HCM Atom Feeds is available here <https://docs.oracle.com/en/cloud/paas/integration-cloud/hcm-adapter/index.html>.

Verify the Oracle HCM OFS Terminate Employee Integration

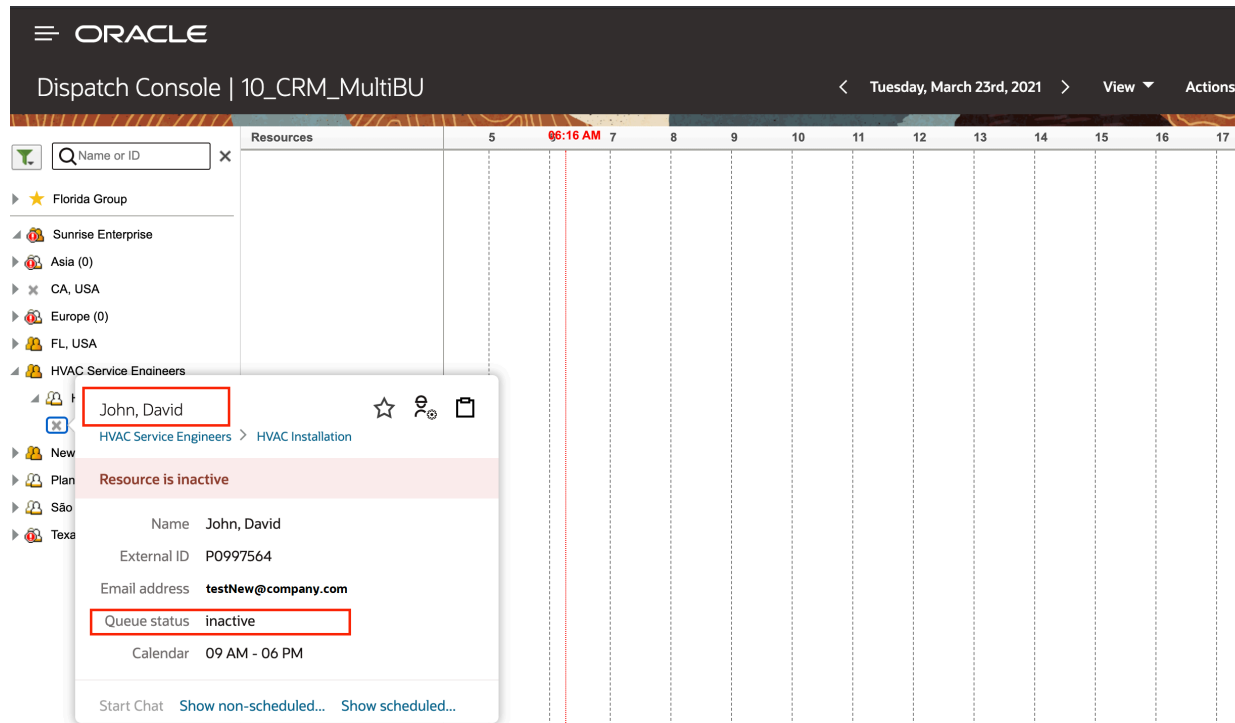
You can use the "Oracle HCM OFS Terminate Employee" integration to suspend a resource in Oracle Field Service when you terminate an employee in Oracle HCM Cloud.

1. Log in to Oracle Integration.
2. Open the **Integrations** page.
3. Activate the Oracle HCM OFS Extract Helper and Oracle HCM OFS Terminate Employee integrations, if they are not activated.
4. Click the actions menu next to the Oracle HCM OFS Terminate Employee integration.
5. Click **Schedule** and specify the schedule details such as Frequency, Start Date, End Date, and TimeZone.

6. Click **Submit**. These screenshots show how to schedule the Oracle HCM OFS Terminate Employee integration:



7. To verify the integration flow:
 - a. Log in to Oracle HCM Cloud and terminate an employee.
 - b. Wait for the integration to run per the schedule.
 - c. Log in to Oracle Field Service and open the Dispatch Console. The terminated field technician from Oracle HCM Cloud is shown as Inactive in the resource tree. This screenshot shows the terminated employee as Inactive in Oracle Field Service:



Employee Work Availability

The Employee Work Availability from Oracle HCM Cloud to Oracle Field Service integration extracts the resource availability per day including the resource work schedule, absences, holidays, and exceptions. This integration gets the availability of a resource for a period of time and syncs the record to Oracle Field Service.

This is a scheduled integration that is recommended to be run once per day. The availability of a resource is calculated by accounting for absences, exceptions, holidays, and work schedules. Some of the key use cases supported by the integration using resource availability are:

- **Handling resource work schedules:** A work schedule defines an employee's availability for work, which includes work patterns, shifts, and so on. You can configure work schedules in Oracle HCM Cloud by referring to this [link](#) for more information. The integration looks for all of the work schedule configurations and updates the availability of a resource as a custom work schedule in the Oracle Field Service resource's calendar.
- **Handling resource exceptions in between work schedules:** A 'resource exception' is a deviation in a resource's availability from a work schedule or schedule assignment. A resource exception defines when a resource is unavailable. For example, a worker may be attending a training or is on a lunch break, and therefore is unavailable within a specific time interval of a day. These examples describe resource exceptions:

- o Resource exception example #1: An employee is not available for working on activities within a particular time interval (for example, trainings or breaks). You can configure exceptions like these against a work schedule in Oracle HCM Cloud. The integration updates these exceptions as internal activities in Oracle Field Service.

Note: The internal activity type "ResourceExceptions" is used as the default activity type for all the internal activities. This activity type is created automatically as part of the scheduled data transfer from Oracle HCM Cloud to Oracle Field Service. The default activity type is configured in the lookup table, Oracle_HCM_OFS_IntegrationVariablesLookup as OFS_DefaultActivityType.

- o Resource exception example #2: An employee is working on a non-working day. You can configure an exception for an employee working on a non-working day under a work schedule in Oracle HCM Cloud. The integration updates these exceptions as custom work schedules, against the selected resource for the selected date and time in Oracle Field Service.
- **Handling holidays:** Holidays are created as calendar events in Oracle HCM Cloud. The integration will look for all the calendar events defined in Oracle HCM Cloud that will be transferred to Oracle Field Service. These will be created as non-working days at the resource level.
- **Handling absences:** Integration will support half day/full day absences of an employee in Oracle Field Service. The integration will look for all absences configured in Oracle HCM Cloud. All of the half-day absences will be defined as internal activities in Oracle Field Service. Full-day absences will be treated as non-working days at the resource level.

Oracle HCM-OFS Worker Availability Integration

"Oracle HCM OFS Worker Availability" integration updates the calendar availability of resources from HCM to OFS. The availability of the resource is calculated based on public holidays, resource exceptions in between the assigned work schedules, and absences.

Extract Flow

- The Oracle HCM OFS Worker Availability invokes the HCM Public Worker API to fetch all the ACTIVE employees in the given business units and given job codes.
- The Oracle HCM OFS Worker Availability Activity Type, sub integration, checks if the activity type configured in the lookup, Oracle_HCM_OFS_IntegrationVariablesLookup, is already present in OFS. If not present, it will create a new activity type with name and label as configured in the lookup table.
- The Oracle HCM OFS Worker Availability Helper invokes the API to fetch the partyID for all the eligible employees with valid job codes. If the partyID exist, then this integration will invoke the Worker Availability API to get the resource calendar availability from HCM. If the Worker Availability API returns the schedules, then Oracle HCM OFS Worker Availability Activity Delete and Oracle HCM OFS Worker Availability WS Delete are invoked to clear the activities and schedules in OFS.
- The Oracle HCM OFS Worker Availability Activity Delete, sub-integration, is invoked to clear all the existing internal activities with apptNumber equal to the Person ID, start date of the activity equal to or greater than the current date and end date of the activity is equal to current date + 'noOfDays' [Integration property in Oracle HCM OFS Worker Availability Helper].
- The Oracle HCM OFS Worker Availability WS Delete sub-integration is invoked to clear all the existing schedules for a resource in OFS for the date range for which the Worker Availability API is invoked.

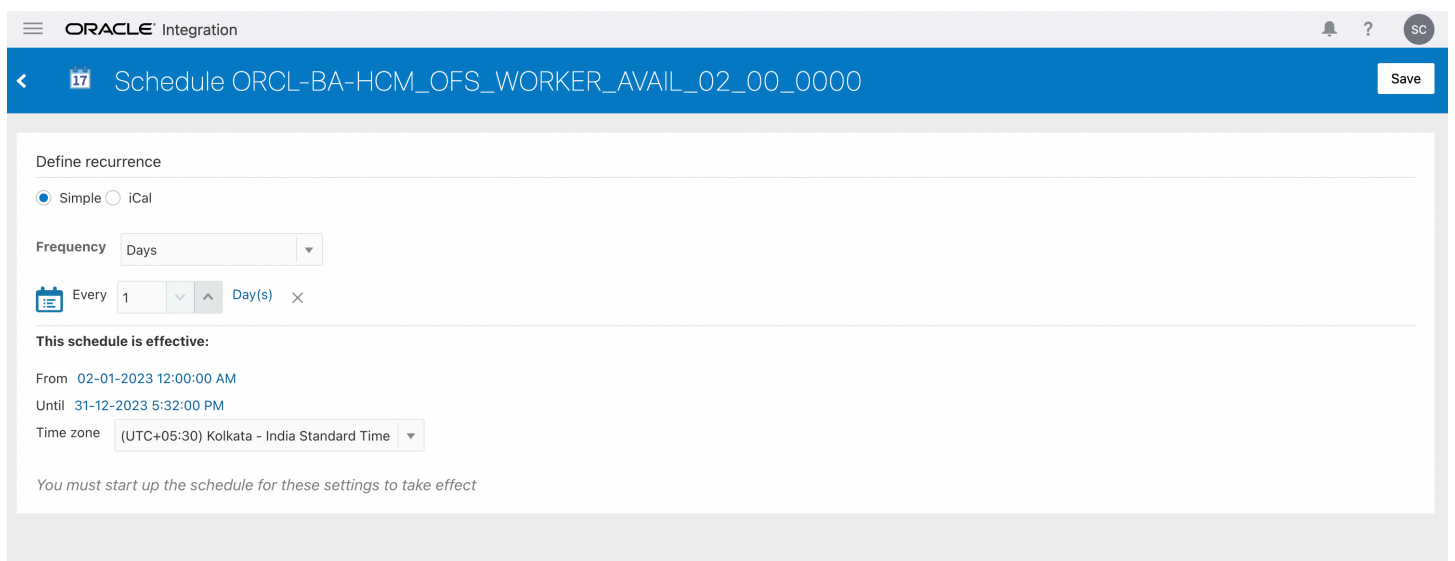
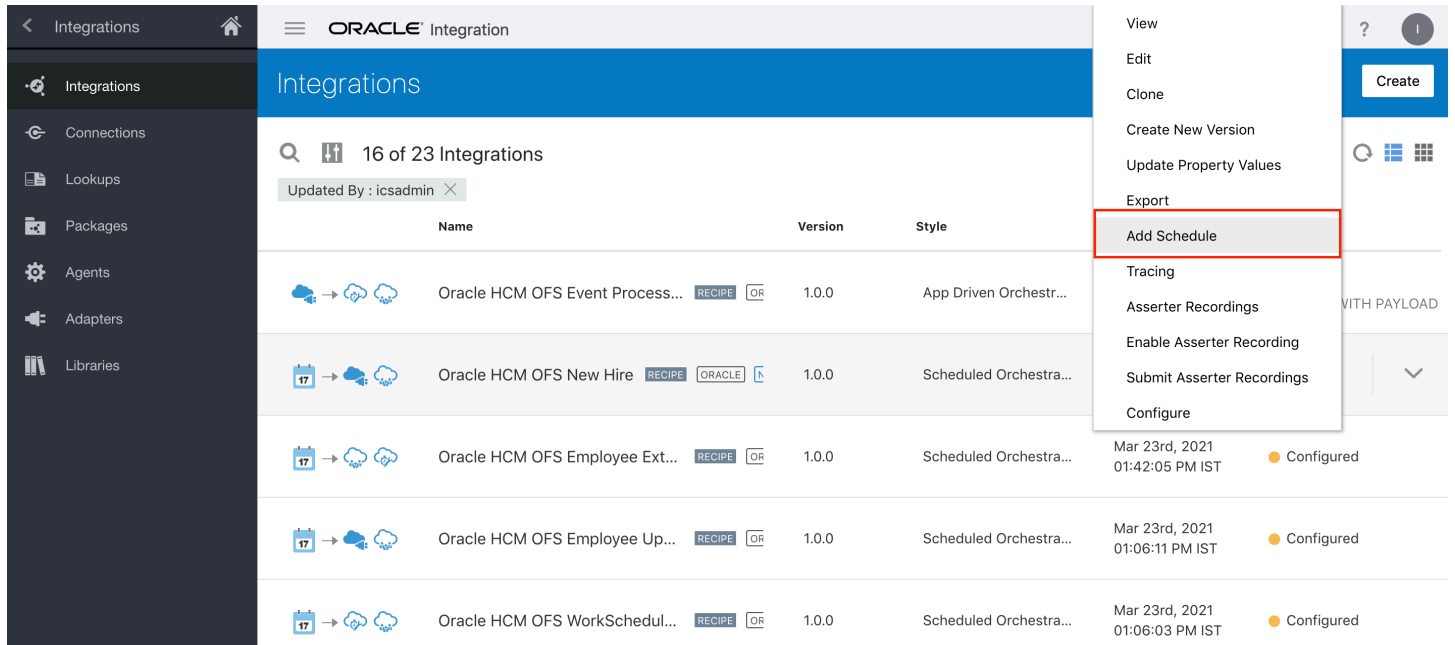
- The Oracle HCM OFS Worker Availability Sync Helper iterates and processes each record from the Worker Availability API.
- The Oracle HCM OFS Worker Availability WS Creator sub-integration is invoked to create custom work schedules in OFS.
- The Oracle HCM OFS Worker Availability Activity Create sub-integration is invoked to create internal activities in OFS for resource exceptions (breaks in between the work schedules) and half-day leaves from HCM.

Verify the Oracle HCM-OFS Worker Availability Integration

You can use the "Oracle HCM OFS Worker Availability" integration to update the calendar availability of an employee from Oracle HCM Cloud to Oracle Field Service. The availability of the employee is calculated based on public holidays, resource exceptions in between the assigned work schedules, and absences.

1. Log in to Oracle Integration.
2. Open the **Integrations** page.
3. Activate the Oracle HCM OFS Worker Availability, Oracle HCM OFS Worker Availability Activity Type, Oracle HCM OFS Worker Availability Helper, Oracle HCM OFS Worker Availability Activity Delete, Oracle HCM OFS Worker Availability WS Delete, Oracle HCM OFS Worker Availability Sync Helper, Oracle HCM OFS Worker Availability WS Creator, and Oracle HCM OFS Worker Availability Activity Create integrations, if they are not activated.
4. Click the actions menu next to the Oracle HCM OFS Worker Availability integration.
5. Click **Schedule** and specify the schedule details such as Frequency, Start Date, End Date, and TimeZone.

6. Click **Submit**. These screenshots show how to schedule the Oracle HCM-OFS Worker Availability integration:



7. To verify the integration flow:

- a. Log in to Oracle HCM Cloud and update the schedule of an employee on the Schedule Assignment page. This screenshot shows the Schedule Assignment page:

LA L Abraham: Person Management
Person Number 4935

Employment x Work Schedule Assignment x

Schedule Assignment ?

Actions Printable Page Review Save Submit

Hide
Assignment Number E4935 Job Field Service Technician
Department Supremo US Location Denver HQ

Schedules
View Format + X View Calendar

Start Date	End Date	Name	Effective from Date	Effective to Date	Category
12/21/22	12/31/23	Day Work Schedule1	12/21/22	12/31/23	

Day Work Schedule1: Exceptions ?
View Format + X

Type	Name	Start Date	End Date
Resource exception	Break_9thJan	1/9/23	1/9/23
Resource exception	ExtendedWorkingHours_5thJan	1/5/23	1/5/23

b. Wait for the integration to run per the schedule.

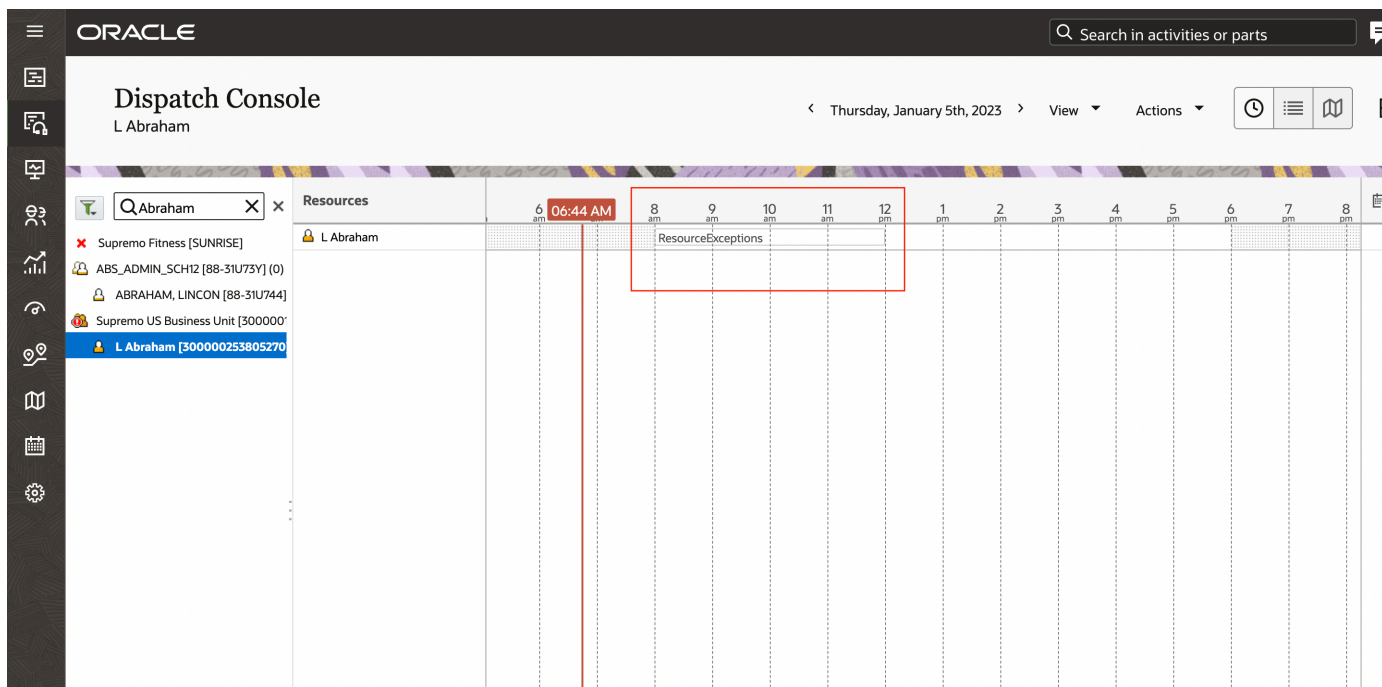
- c. Log in to Oracle Field Service and open the Resource Calendar. The calendar for the resource displays the updated details. Further, the resource exceptions (such as training) are displayed as internal activities in the Dispatch Console.

↑ Resource Info

LA Resource Calendar
L Abraham

< January 2023 >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1 8a - 5p Day Work Schedule1-Day Shift1
2	3 8a - 4p Day Work Schedule1-Day Shift1	4 8a - 4p	5 8a - 6p Day Work Schedule1-Day Shift1	6 8a - 4p Day Work Schedule1-Day Shift1	7 8a - 4p Day Work Schedule1-Day Shift1	8 8a - 4p Day Work Schedule1-Day Shift1
9 8a - 4p Day Work Schedule1-Day Shift1	10 Illness Sick	11 8a - 4p Day Work Schedule1-Day Shift1	12 8a - 4p Day Work Schedule1-Day Shift1	13 8a - 4p Day Work Schedule1-Day Shift1	14 8a - 4p Day Work Schedule1-Day Shift1	15 8a - 4p Day Work Schedule1-Day Shift1
16 Holiday HarvestFestival	17 Holiday HarvestFestival	18 Holiday HarvestFestival	19 Holiday HarvestFestival	20 Holiday HarvestFestival	21 Holiday HarvestFestival	22 Holiday HarvestFestival
23 Holiday HarvestFestival	24 8a - 4p Day Work Schedule1-Day Shift1	25 8a - 4p Day Work Schedule1-Day Shift1	26 Holiday RD	27 8a - 4p Day Work Schedule1-Day Shift1	28 8a - 4p Day Work Schedule1-Day Shift1	29 8a - 4p Day Work Schedule1-Day Shift1
30 8a - 4p Day Work Schedule1-Day Shift1	31 8a - 4p Day Work Schedule1-Day Shift1					



Error Messages

Here are some errors messages you may encounter with the accelerator.

Integration Error Message	Explanation	Remediation
Person Resource is not Found Or resource Id update is failed.	This means the attempt to update the External ID of the Oracle Field Service resource who has already been created by the previous version of the integration has failed. Or, there is no resource in Oracle Field Service with the person number as the resource ID.	
Party is not created for the person : <Person id>	No Person Party is generated for the technician in Oracle HCM Cloud. So, the technician won't be sync'd to Oracle Field Service.	Make sure the ESS job is scheduled to run in Oracle HCM Cloud.
A user is already Present for the Party <OFS resource Id> OR Unable to create a default User Account [Go to OFS UI to create a user account manually	This message is displayed in either of these scenarios: <ul style="list-style-type: none"> While syncing technician details, if there is already a user account available for the technician in Oracle Field Service, it wont be created again. 	Create or update the user account using Oracle Field Service user interface.

Integration Error Message	Explanation	Remediation
	<ul style="list-style-type: none"> There is no user account available for the technician in Oracle HCM Cloud and while trying to create a default user account with firstName.lastName, the first name is not available for the technician in Oracle HCM Cloud. 	

Limitations of the Accelerator

This topic lists the scenarios that are currently not handled in the accelerator.

Integration: Oracle HCM-OFS Worker Availability

Scenario 1

Multiple partial leaves on the same day within the work schedule is not supported. Only half-day leaves are supported in this release.

Example:

The work schedule of an employee for a day is from 8 AM to 5 PM. The employee goes to Oracle HCM Cloud and applies for partial leave from 10 AM to 11 AM and then from 3 PM to 4 PM on the same day.

When the integration runs, it syncs only the last partial leave applied for the day. In this example, an internal activity is created in Oracle Field Service from 3 PM to 4 PM.

A workaround to handle this scenario is to use resource exceptions, instead of absences to indicate multiple non-available time slots on the same day.

Scenario 2

Let's assume that the work schedule of an employee is from 8 AM to 5 PM. Now the employee decides to perform overtime work from 7 PM to 10 PM on the same day. This scenario is not handled in the current worker availability integration. This setup creates a single working schedule from 8 AM to 10 PM in Oracle Field Service. In the actual scenario, the employee is not available for work from 5 PM to 7 PM. This information is not tracked in Oracle Field Service.

Scenario 3

Schedules with more than one shift for a day with a time gap in between are represented as a single shift in Oracle Field Service.

Example:

In Oracle HCM Cloud, create a work schedule with two shifts for a day:

Shift 1: 7 AM to 11 AM

Shift 2: 12 PM to 3 PM

When the integration runs, this is represented as a single shift from 7 AM to 3 PM in Oracle Field Service. However, in the actual scenario, the employee is not available for work from 11 AM to 12 PM.

Scenario 4

Let's assume that an employee has an overnight work schedule from 7 PM to 3 AM on the next day and the employee is on this schedule from the Jan 1, 2023 to Dec 31, 2023. If we run the scheduled integration for ten days from the Jan 10, 2023 to Jan 20, 2023, we would see the schedule for each day being updated as 7 PM to 3 AM in Oracle Field Service. On the last day, that is Jan 20, the schedule is updated as 7 PM to 11:55 PM. The schedule for the next day, that is Jan 21, from 12 AM to 3 AM is not updated in Oracle Field Service. This is because, we have scheduled the integration to pull data from Oracle HCM Cloud only for 10 days, which in this example would be from the Jan 10 to Jan 20.

2 Oracle Field Service with Oracle HCM Cloud Recipe

Integration Basics

Overview of Oracle Field Service with Oracle HCM Cloud Recipe

You can fetch the employee details from Oracle HCM Cloud and update the details in Oracle Field Service automatically, through Oracle Integration. The integration is available as a sample recipe in Oracle Integration. You can download and use the 'Oracle HCM - Oracle Field Service | Create and manage OFS resources' recipe as a quick start reference for your integrations. You can also extend this recipe based on your specific business requirements.

Note:

- To integrate Oracle Field Service with Oracle HCM Cloud, you must have a valid license for Oracle Integration, Oracle HCM Cloud Release 13 or later, and Oracle Field Service Update 21A.
- The integration is only from Oracle HCM Cloud to Oracle Field Service. This means, you can only extract the details from Oracle HCM Cloud and update it in Oracle Field Service. **If you change the resource details in Oracle Field Service, it will not be updated in Oracle HCM Cloud automatically.**

The 'Oracle HCM - Oracle Field Service | Create and manage OFS resources' recipe provides these key capabilities:

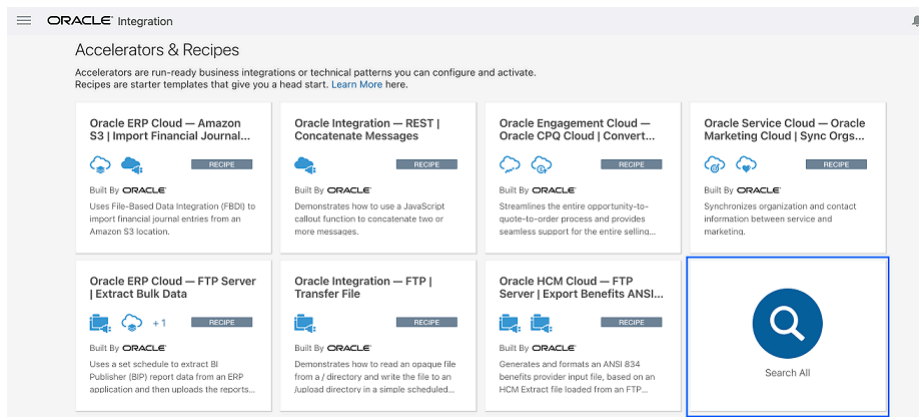
- Bulk-extract the field technician employee details from Oracle HCM Cloud to Oracle Field Service.
- Extract employee work schedule details from Oracle HCM Cloud and update them in Oracle Field Service in a scheduled manner.
- Create a resource in Oracle Field Service when a new employee is created in Oracle HCM Cloud.
- Update a resource in Oracle Field Service when an existing employee details are updated in Oracle HCM Cloud.
- Suspend a resource in Oracle Field Service when an employee is deleted in Oracle HCM Cloud.
- Fetch employee login details from Oracle HCM Cloud and update the details in Oracle Field Service. The integration fetches only the user's login name and not the password.

Install the Recipe from Oracle Integration

A recipe is a pre-assembled solution that bundles all the resources required by an integration, such as the connections and lookups, into one package. Use the 'Oracle HCM - Oracle Field Service | Create and manage OFS resources' recipe to start building your integration.

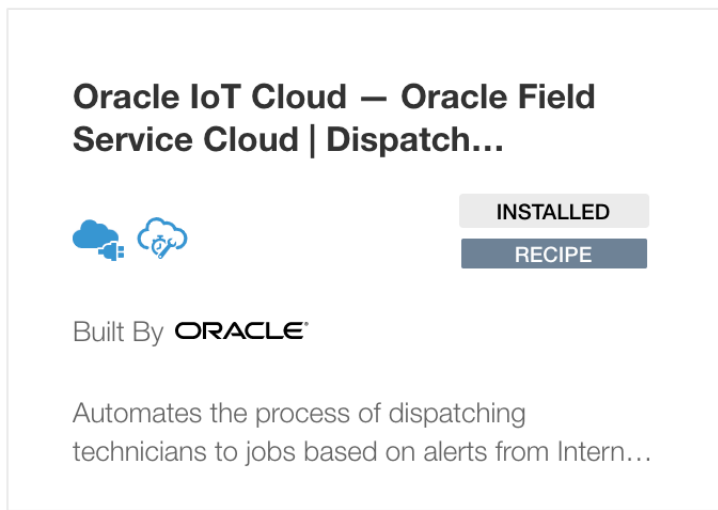
1. Log in to an Oracle Integration instance.
2. Click **Search All** and search for the 'Oracle HCM - Oracle Field Service | Create and manage OFS resources' recipe. Or, scroll down and locate the recipe on the **Home > Accelerators & Recipes** page.

This screenshot shows the **Accelerators & Recipes** page:



3. Click "+" to install the recipe.

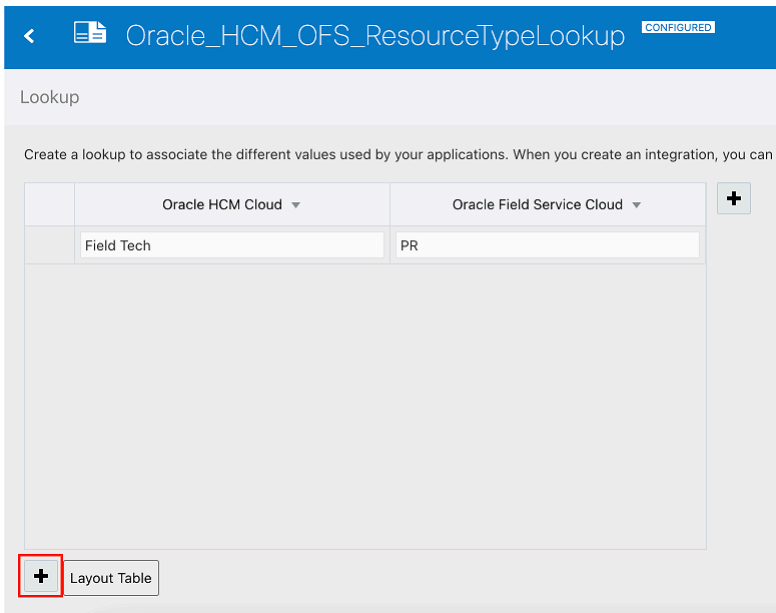
After you install a recipe, the **Installed** label appears. This screenshot shows the Installed label for a sample recipe:



Configure the Lookups

A lookup associates values used by one application for a specific field to the values used by other applications for the same field. For example, you can create a lookup for the job code "Field tech" in Oracle HCM Cloud and "Technician" in Oracle Field Service. You must configure lookups to map similar entities of Oracle Field Service and Oracle HCM Cloud that have different values.

This recipe includes four lookups. Based on the nature of your business, the values can be different, so you can configure these lookup tables according to your business and use the integration. The lookups used in this recipe are available under **Home > Integrations > Lookups** in Oracle Integration. This screenshot shows the **Lookups** page in Oracle Integration:



This table lists the lookups available in the recipe and the values in Oracle HCM Cloud and Oracle Field Service.

Oracle Integration Look Up	Oracle HCM Cloud Value	Oracle Field Service Value	Description
Oracle_HCM_OFS_UserTypeLookup	Field Tech	Technician	Map the HCM Job code with OFS User type
Oracle_HCM_OFS_ResourceTypeLookup	Field Tech	PR	Map the HCM Job code with OFS Resource type
Oracle_HCM_OFS_LanguageLookup	US	en	Map the HCM Language with OFS Language type
Oracle_HCM_OFS_WSLookUp	US Day Shift	9-18	Map the HCM Work Schedule label with OFS Work Schedule label

To add more values to a lookup, click its name and then click the "+" icon.

Mapping Table

You can use the mapping table to configure entities of Oracle Field Service and Oracle HCM Cloud that have similar functional roles. For example, a "Business unit" in Oracle HCM Cloud can be considered as an "Organization unit" in Oracle Field Service, as both are designed to manage the resource reporting structure.

This table lists the mapping between Oracle HCM Cloud entities and properties to their corresponding Oracle Field Service counterparts as configured in the recipe.

Oracle HCM Cloud Property	Oracle Field Service Property	Comments
Business Unit	Organization Unit	Organization Unit is a resource type in Oracle Field Service.
Department	Bucket	Bucket is a resource type in Oracle Field Service.
Person Number	Resource ID	--
User Name	Login	--
Person Address	Resource Location	--
Person Assignment address	Resource Location	--

Note: In the recipe, a business unit from Oracle HCM Cloud is mapped as an organizational unit in Oracle Field Service. Similarly, a department is mapped as a bucket. If an employee is configured without a department under a business unit in Oracle HCM Cloud, the employee is configured as a child resource under the corresponding organizational unit in Oracle Field Service.

This is a sample configuration. You can modify this and update the lookup table and mapping table based on your business requirements.

Functional Flows

The 'Oracle HCM - Oracle Field Service | Create and manage OFS resources' recipe includes some functional flows by default.

You can use these functional flows configured in the integration:

- Bulk-upload existing employee details from Oracle HCM Cloud to Oracle Field Service.
- Extract the employee work schedule details from Oracle HCM Cloud and create or update it in Oracle Field Service.
- Create new hire details in Oracle Field Service when a new employee is created in Oracle HCM Cloud.
- Update employee details in Oracle Field Service when an employee details are updated in Oracle HCM Cloud.

- Suspend a resource in Oracle Field Service when an employee is terminated from Oracle HCM Cloud.

Bulk-Upload Employee Details from Oracle HCM Cloud to Oracle Field Service

You can use HCM Extracts to extract the configuration and data from Oracle HCM Cloud in bulk. For more information about the tool, see the HCM Extracts guide. When you extract the data, you get the existing employee details. Oracle Integration creates the corresponding resources, users, resource locations, and Work Schedules in Oracle Field Service.

You can use this integration as a one-time process to extract the existing employee details from Oracle HCM Cloud and upload it into Oracle Field Service, after you have configured all the Oracle Field Service employee details.

This screenshot shows the **Edit Extract Definition** page in Oracle HCM Cloud:

The screenshot displays the 'Edit Extract Definition' interface for 'HCM_EmployeeExtract'. It includes a left-hand navigation pane with a hierarchy tree, a main configuration area with various input fields and dropdowns, and a 'Parameters' table at the bottom.

Sequence	Name	Tag Name	Data Type	Display Format	Lookup	Display	Default Value	Description
80	Baseline Only	baseline_only	Text			Yes		Baseline Only
90	Changes Only	changes_only	Text	Lookup CH	PER_EXT_CH	Yes		Changes Only

To view the details that you have configured to extract, click **HCM home page > My Client Groups > Data Exchange > Extract Definitions (Under HCM Extracts)**.

You can extract this information:

- **Basic employee details:** Basic details of the employee such as Person Number, First Name, Last Name, Person Email Address, Phone Number, and Home Address
- **Employee assignment details:** Employee assignment details such as assigned Business Unit, Job, Department, user details, and Location
- **Work Schedule details assigned to employees:** Work schedule details such as assigned Work Schedule name, start date, and end date

Flow of the Extraction

1. The extraction process filters all the employees with the Job code "Field Technician", "business unit", and "assignment status as "active".
2. The extracted employee details are created in Oracle Field Service, if a corresponding resource is not available. If the employee details exist in Oracle Field Service, the details are updated. The resource details in Oracle Field Service are updated based on the mapping and lookup configurations you have created in Oracle Integration.

Create and Update the Employee Work Schedule Details

You can use HCM Extracts to get the Work Schedule details from Oracle HCM Cloud and then create or update the Work Schedule in Oracle Field Service. If the resource details are not available in Oracle Field Service when adding or updating the Work Schedule, then Oracle Integration adds the resource and user details as well. The Oracle HCM OFS Employee Work Schedule integration fetches the Work Schedule changes in a scheduled manner. You can use the Oracle HCM OFS Employee Extract integration to extract the data in bulk. You can schedule the extraction and integration. This integration fetches only the work schedule associated with the employee assignment from Oracle HCM Cloud "Work Schedule Assignment of type ASSIGN".

Tip: When you configure the work schedule extraction in Oracle HCM Cloud, you must submit an extraction with Extract Modes-All attributes to get the all the details initially. Later, you can configure a scheduled extraction with the required frequency, and can use Extract Modes-Changed attributes to fetch the data.

Create a Resource in Oracle Field Service When a New Employee is Created in Oracle HCM Cloud

When you create a new employee in Oracle HCM Cloud, a new resource can be created in near-real time in Oracle Field Service. For this, you can use these integrations defined in the Oracle Integration recipe:

- Oracle HCM OFS New Hire
- Oracle HCM OFS Event Processor

New Hire Flow

The Oracle HCM-OFS New Hire integration gets the new employee details from Oracle HCM Cloud in near-real time in a scheduled manner. This integration subscribes to updates through the "*Employee New Hire*" Atom Feed. For more information on how to use the Oracle HCM Cloud Adaptor, see the *Using the Oracle HCM Cloud Adapter with Oracle Integration* guide. The flow is as follows:

1. The integration filters the required Employee Assignment according to the Job Code, Business Unit Name, and assignment status "active".
2. The data (employee Information and the filtered assignment information) is passed on to Oracle HCM OFS Event Processor Integration.
3. Oracle HCM OFS Event Processor Integration maps the data fetched from Oracle HCM Cloud with Oracle Field Service as defined in the mapping table. Thus, a corresponding Resource and a User is created in Oracle Field Service for the new employee.
4. The Resource and User are mapped under a bucket (Department from Oracle HCM Cloud) and Organizational Unit (Business Unit from Oracle HCM Cloud). The Resource is also populated with Resource Locations, which correspond to the Employee Home Address and Employee Assignment Location.

Update Resource Details in Oracle Field Service when Employee Details are Updated in Oracle HCM Cloud

You can update the details of an existing resource in Oracle Field Service automatically in near-real time, when an employee details are updated in Oracle HCM Cloud.

This automation is configured using these integrations:

- Oracle HCM OFS Employee Update
- Oracle HCM OFS Event Processor

Employee Update Flow

The Oracle HCM OFS Employee Update integration gets the details of employee updates in Oracle HCM Cloud in near-real time in a scheduled manner. This integration subscribes to the Atom Feed “*Employee Update*”. For more information on how to use the Oracle HCM Cloud Adaptor, see the *Using the Oracle HCM Cloud Adapter with Oracle Integration* guide. The flow is as follows:

1. The integration filters the required Employee Assignment according the Job Code, Business Unit Name, and assignment status "active".
2. The data (employee Information and the filtered assignment Information) is passed on to Oracle HCM OFS Event Processor Integration.
3. Oracle HCM OFS Event Processor Integration maps the data received from Oracle HCM Cloud to Oracle Field Service as defined in the mapping table. Thus, the corresponding resource details are updated in Oracle Field Service.

Suspend a Resource in Oracle Field Service when an Employee is Terminated in Oracle HCM Cloud

You can suspend an existing resource in Oracle Field Service automatically in near-real time, when an employee is terminated in Oracle HCM Cloud.

This automation is achieved using two integrations:

- Oracle HCM OFS Terminate Employee
- Oracle HCM OFS Event Processor

Employee Termination Flow

The Oracle HCM OFS Employee Terminate integration get the details of the terminated employees in Oracle HCM Cloud in near-real time in a scheduled manner. This integration subscribes to the Atom Feed “*Employee Terminate*”. For more information on how to use the Oracle HCM Cloud Adaptor, see the *Using the Oracle HCM Cloud Adapter with Oracle Integration* guide. The flow is as follows:

1. The integration filters the required Employee Assignment according the Job Code, Business Unit Name, and assignment status "active".
2. The data (employee information) is passed on to Oracle HCM OFS Event Processor Integration.

3. Oracle HCM OFS Event Processor Integration maps the data received from Oracle HCM Cloud and changes the status of the resource in Oracle Field Service to inactive. It also deletes the corresponding user from Oracle Field Service.

Configure the Recipe

High-Level Steps

This section lists the high-level steps required to configure the 'Oracle HCM - Oracle Field Service | Create and manage OFS resources' recipe.

Follow these steps to configure the recipe:

1. Configure the Oracle HCM Cloud Instance Extraction.
2. Create a Custom Frequency for the Extraction Schedule.
3. Submit an Extract.
4. Schedule Extract Submission.
5. Configure the Connection.
6. Configure the Integration Variables.
7. Change the Extract Configuration.
8. Configure the Filter Conditions in the Integration.

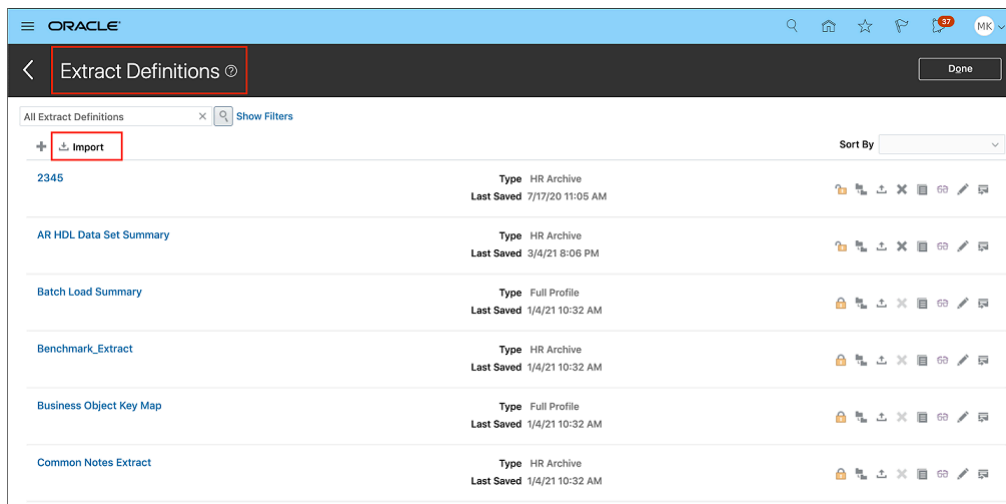
Configure the Oracle HCM Cloud Instance Extract

To configure the HCM Instance Extract, you can either create an extract for Oracle HCM OFS Employee Extract and Oracle HCM OFS WorkSchedule Extract or upload the existing extract in the Oracle HCM Cloud instance and configure the required changes.

1. Create an HCM Extract: Follow the HCM Extract document to create a new extract.

2. Upload the Pre-built extract to the Oracle HCM Cloud Instance, update it (if required) and configure it. This is a recommended step. Follow these steps to upload and configure extract:
 - a. Log in to the Oracle HCM Cloud Instance and navigate to **Manage HCM Extract Definitions**. Follow this path: **My Client Groups > Data Exchange > Extract Definitions (Under HCM Extracts) or Setup and Maintenance > Manage HCM Extract Definitions**.
 - b. On the **Extract Definitions** page, click **Import**.

This screenshot shows the **Extract Definitions** page where **Import** is highlighted:



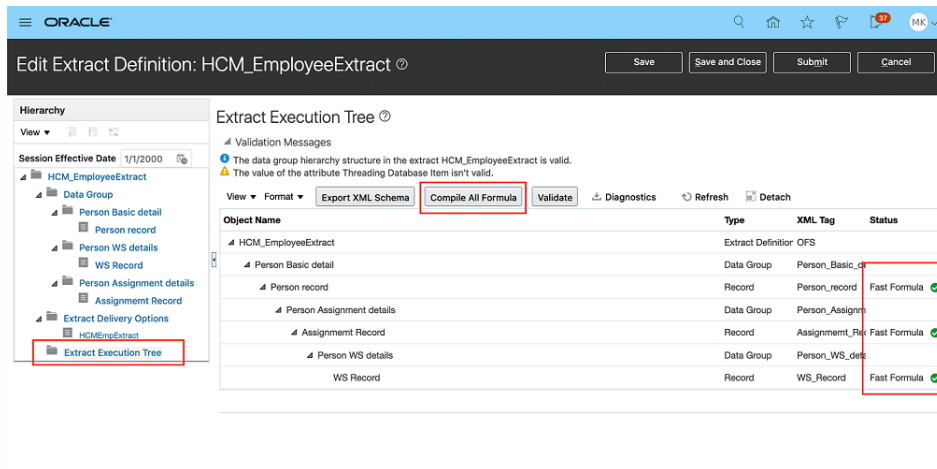
- c. Enter the extract name, select the **Changes Only** check box and upload the extract file. The following sample files are available for download [here](#).
 - HCM_EmployeeExtract.xml
 - HCM_WorkScheduleExtract.xml
- d. Click **OK**.
- e. Click **OK**.
- f. Click **Edit** next to the newly created extract.

This screenshot shows the **Edit** button for the newly created extract:



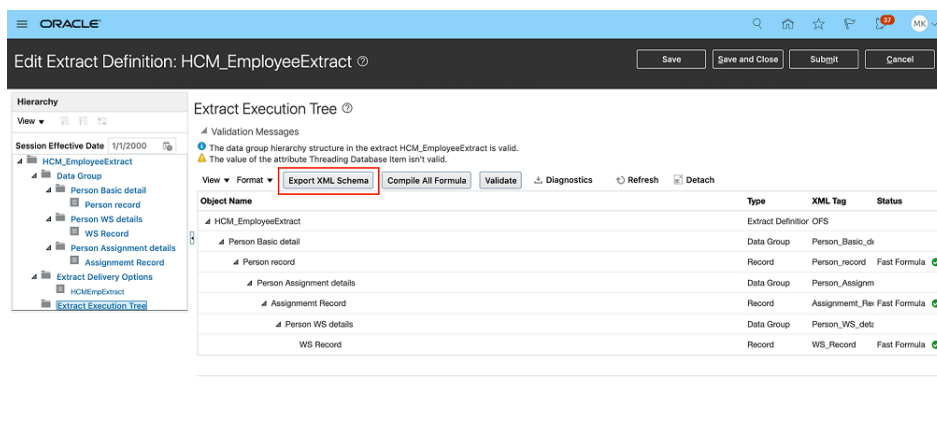
- g. Select **Extract Execution Tree** and click **Compile All Formula**.
- h. Refresh the screen and make sure all the fast formula status show passed status.

This screenshot shows the **Extract Execution Tree** where **Fast Formula** shows the passed status:



- i. Click **Export XML Schema** to download the .xsd file.

This screenshot shows the **Extract Execution Tree**, where **Export XML Schema** is highlighted:



- j. Click **Save and Close**.

Create a Custom Frequency for the Extraction Schedule

Oracle HCM OFS WorkSchedule Extract Integration fetches the Person's Assigned work schedule details from Oracle HCM Cloud and creates or updates the Work Schedule details in Oracle Field Service for the corresponding Resource.

Use these tips to receive the newly updated Work Schedule changes from Oracle HCM Cloud as an extract report:

1. You can schedule an Extract Submission with the required frequency and use Extract Modes - Changed attributes to fetch the changed details. If you process the modified details instead of the full details from the extract, you will get a better performance.
2. Schedule an extract submission. You can configure custom frequencies and use these frequencies while scheduling extract. For more information about how to create a custom frequency, see the HCM Extracts guide.

Note: Always convert the required frequency time to days. For example: 10 Minutes = 0.0069 Days.

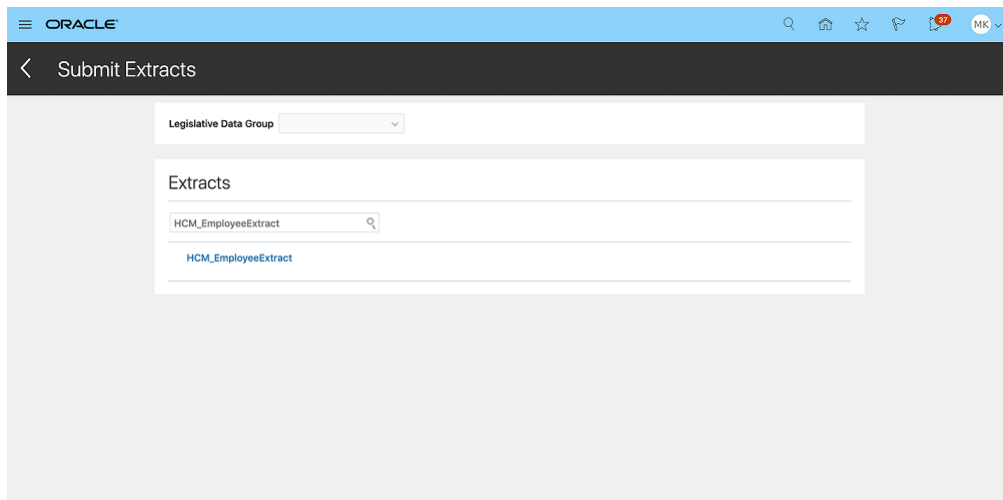
Here is the formula text:

```
FORMULA NAME: Daily
FORMULA TYPE: Flow Schedule
DESCRIPTION: Formula to return a date time.
Returns NEXT_SCHEDULED_DATE;
Formula Results :
NEXT_SCHEDULED_DATE This will be a date time value with yyyy-MM-dd HH:mm:ss format.
Input: SUBMISSION_DATE (DATE), SCHEDULED_DATE (DATE)
Calculation: NEXT_SCHEDULED_DATE = ADD_DAYS (SCHEDULED_DATE,0.0069)
Returns: RETURN NEXT_SCHEDULED_DATE
```

Submit an Extract

For Oracle HCM OFS Employee Update and Oracle HCM OFS WorkSchedule Extract Integrations, you must submit an extract before submitting the Integration. Integration will use this submitted extraction for fetching data while running.

1. Log in to the Oracle HCM Cloud instance and navigate to **Manage HCM Extract Definitions**. Follow this path: **My Client Groups > Data Exchange > Submit Extract (Under HCM Extracts)** and search the extract with its name. This screenshot shows the **Submit Extract** page with the search result:



2. Click the extract.
3. Enter the extract name and select the effective date.

4. Select the **Extract Mode** as All Attributes and then click **Submit**.

This screenshot shows the **Submit Extract Instance** page:

The screenshot shows the 'Submit Extract Instance' page in Oracle HCM Cloud. The page title is 'Submit Extract Instance' with the breadcrumb 'HCM_EmployeeExtract'. A red box highlights the 'Submit' button. The form is divided into three sections: 'General Information', 'Criteria', and 'Schedule'. 'General Information' includes 'Extract Name' (HCM_EmployeeExtract) and '*Extract Instance Name'. 'Criteria' includes 'Effective Date' (m/d/yy), 'Start Date' (m/d/yy), 'Process Configuration Group', 'Baseline Only', and 'Changes Only'. 'Schedule' includes 'Timetable'.

Schedule an Extract Submission

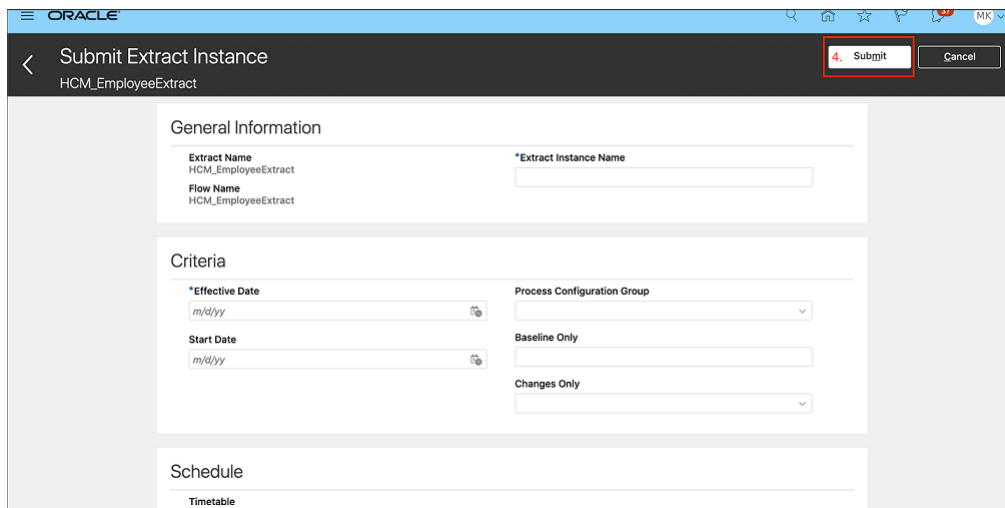
For Oracle HCM OFS WorkSchedule Extract Integration, you must schedule an extract submission to fetch the new data per the required frequency.

1. Log in to the Oracle HCM Cloud instance and navigate to **Manage HCM Extract Definitions**. Follow this path: **My Client Groups > Data Exchange > Submit Extract (Under HCM Extracts)**.
2. Search for the extract with its name.
3. Click the extract.
4. Enter the extract Name and Effective Date.
5. Select the **Extraction Mode** as Changed attributes to fetch the changes from each extract submission.
6. Select the required frequency for extract submission, select start date and end date.

Note: Although you can set any value as minimum frequency, the best practice is to use the Extract Submission frequency as greater than or equal to 10 minutes. The recommended value is 15 minutes.

7. Click **Submit**.

This screenshot shows the **Submit Extract Instance** page:

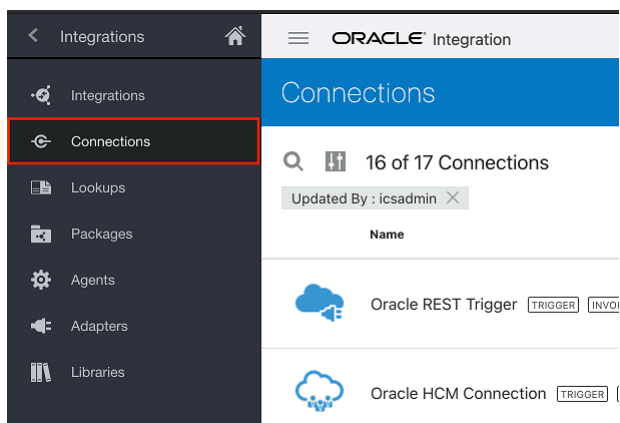


Configure the Connection

You must configure the connections between Oracle Integration, Oracle HCM Cloud, and Oracle Field Service. The recipe uses these connections to fetch data.

1. Navigate to the **Connections** page. Click **Integrations > Connections** from the home page through the navigation side bar.

The **Connections** page displays the list of connections used by the recipe and other existing integrations in your Oracle Integration instance:



2. Click the Connection Name - Oracle REST Trigger and configure the connection:
 - a. Enter the hostname of the existing Oracle Integration instance.
 - b. Enter the username that is used to log into the Oracle Integration instance.
 - c. Enter the password to log into the Oracle Integration instance.
 - d. Click **Test** to test the connection.
 - e. Click **Save** to save the connection. This screenshot shows the **Oracle REST Trigger** page:

Oracle REST Trigger CONFIGURED 4. Test the connection Test Save

REST API Base URL

TLS Version **OPTIONAL**

< Please select an item from the list >

* Connection URL

https://sample_oic_hostname.com **1. Enter the hostname of the current OIC instance**

Enable two way SSL for outbound connections (Optional) **OPTIONAL**

< Please select an item from the list >

Identity keystore alias name (Optional) **OPTIONAL**

Name of alias to use for establishing identity during two way SSL communication

Security

Security to specify the login credentials to access your application/endpoint.

Security Policy

Basic Authentication

* Username

username **2. Enter the username used to login to the OIC Instance**

* Password

..... **3. Enter the password used to login to the OIC Instance**

5. Save the connection

3. Click the Connection Name - Oracle HCM Connection and configure the connection:
 - a. Enter the hostname of the existing HCM instance to fetch data from.
 - b. Enter the username of the HCM API user.
 - c. Enter the password for the HCM API user.
 - d. Click **Test** to test the connection.
 - e. Click **Save** to save the connection. This screenshot shows the **Oracle HCM Connection** page:

Oracle HCM Connection CONFIGURED 4. Test the connection Test Save

Oracle HCM Cloud

Configure connection details including connection properties and login credentials, then Test your connection to ensure it works.

Role(s)

Trigger and Invoke

Connection Properties

Connection to specify information to connect to your application/endpoint and process requests.

* HCM Cloud Host

https://sample-hcm-hostname.com **1. Enter the hostname of the HCM instance from which the data is fetched**

Security

Security to specify the login credentials to access your application/endpoint.

Security Policy

Username Password Token

* Username

hcm.user@oracle.com **2. Enter the username of the HCM API user**

* Password

..... **3. Enter the password of the HCM API user**

4. Test the connection

5. Save the connection

4. Click the Connection Name - Oracle Field Service Connection and and configure the connection:
 - a. Enter the API host of the OFS instance.
 - b. Enter the ID of the OFS instance.
 - c. Enter the client ID of the OFS API user.
 - d. Enter the client secret of the OFS API user.
 - e. Click **Test** to test the connection.
 - f. Click **Save** to save the connection. This screenshot shows the **Oracle Field Service Connection** page:

Oracle Field Service Connection CONFIGURED Test Save

Oracle Field Service Cloud

Configure connection details including connection properties and login credentials, then Test your connection to ensure it works.

5. Test the Connection
6. Save the Connection

Role(s)

Trigger and Invoke

Connection Properties
Connection to specify information to connect to your application/endpoint and process requests.

* Field Service Cloud API URL
https://sample-ofs-api-host.com **1. Enter API host of OFS instance**

* Instance ID
sample-instance-id **2. Enter the id of the OFS instance**

Security
Security to specify the login credentials to access your application/endpoint.

Security Policy

Client Credentials

* Client Id
sample-client-id **3. Enter the client id of the OFS API User**

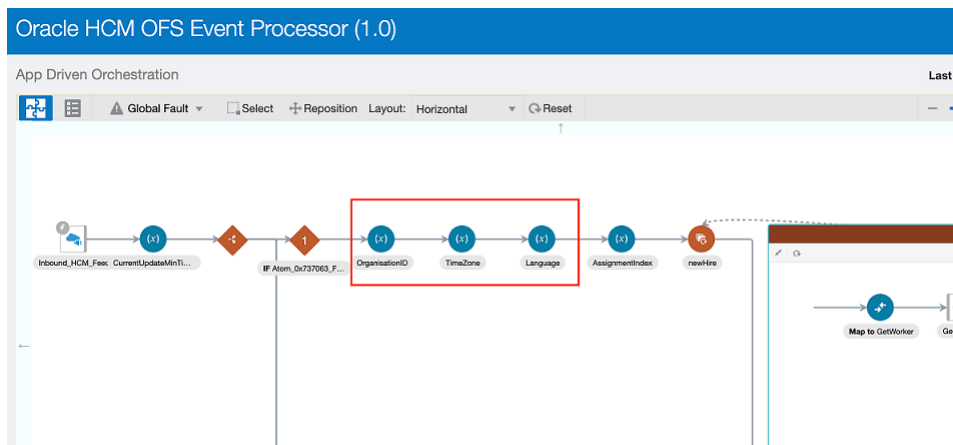
* Client Secret
..... **4. Enter the client secret of the OFS API User** show

Configure the Integration Variables

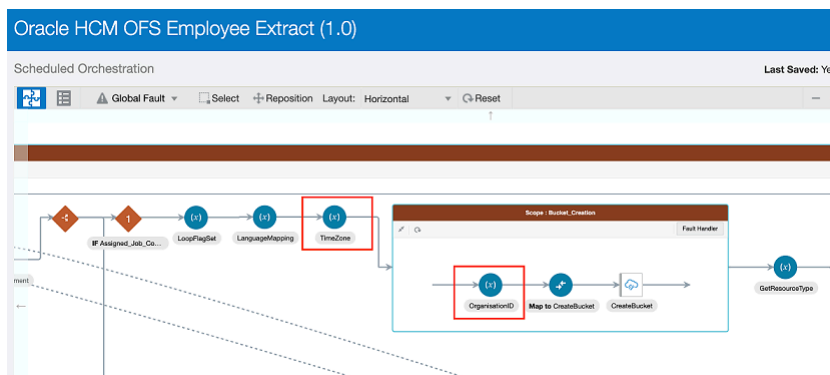
You must edit some variables per the Instance Configuration for these Integrations: Oracle HCM OFS Event Processor, Oracle HCM OFS Employee Extract, and Oracle HCMOFSWorkScheduleExtract.

1. Edit the integration and configure these variables:

- **OrganisationID:** Resource Id of the Legal Entity in Oracle Field Service (In Oracle HCM OFS Event Processor, Oracle HCM OFS Employee Extract and Oracle HCMOFSWorkScheduleExtract).
- **TimeZone:** TimeZone value from Oracle Field Service that must be associated with the Resources. For example, "America/New_York" (In Oracle HCM OFS Event Processor, Oracle HCM OFS Employee Extract and Oracle HCMOFSWorkScheduleExtract).
- **Language:** Language value from Oracle Field Service that must be associated with the Resources. For example, en (In Oracle HCM OFS Event Processor). This screenshot shows the App Driven Orchestration page where the variables are highlighted:



This image shows the **Scheduled orchestration** page with the TimeZone variable:



2. Click a variable.

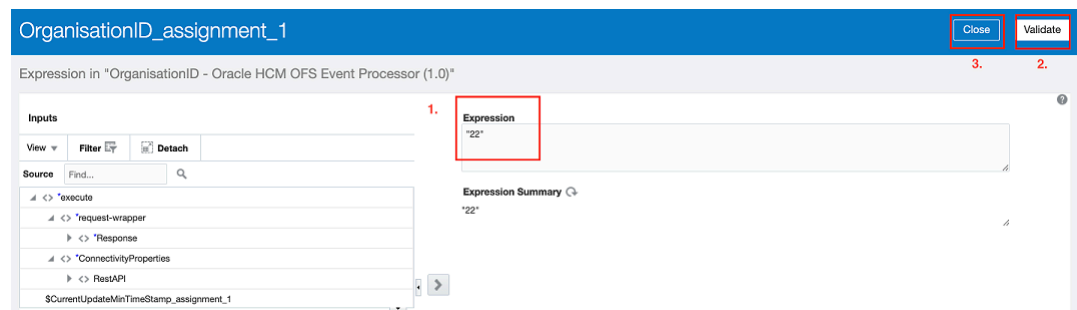
- a. Click the pencil icon to assign a value to the variable. This screenshot shows the pencil icon:



- b. On the **Assign** page, click the pencil icon to change the existing value. This screenshot shows the pencil icon on the **Assign** page:

Variable	Data Type	Description	Operation	Value
(x) OrganisationID_assignment_1	string	Type a description		"22"

- c. Enter the value in the Expression field and click **Validate** and then click **Close**. This screenshot shows the Expression label for the variable:



- d. On the **Assign** page, click **Validate** and then click **Close** to confirm the value.

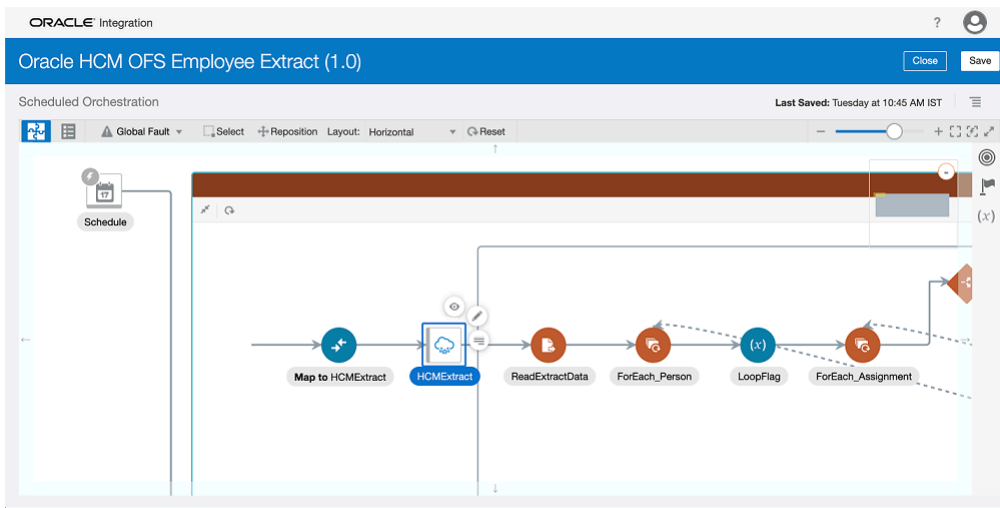
3. Complete step 2 for all the three variables.

Change the Extract Configuration

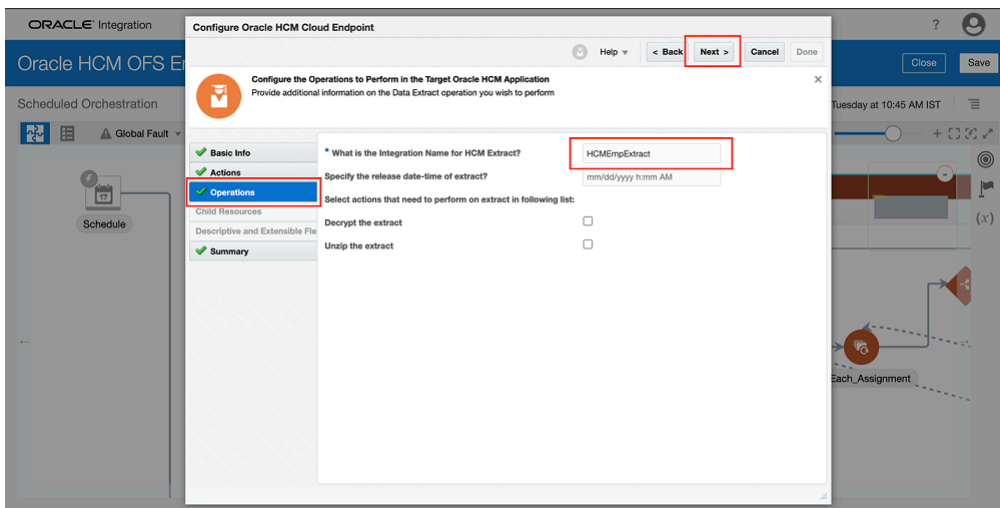
This is applicable for Oracle HCM OFS Employee Extract and Oracle HCM OFS WorkSchedule Extract (Required only for updating the extract details in Integration).

Note: The Integrations have been configured with the HCM extract details already. You can update these details when you update the extract or replace the existing Extract file with another extract file. You can skip the Extract Configuration section if needed. Follow these steps to upload a new or updated Extract for both Extract Integrations for Oracle HCM OFS Employee Extract or Oracle HCM OFS WorkSchedule Extract:

1. Open the Integration. Hover over **HCMExtract** and click **Edit**.
This screenshot shows the pencil icon for HCMExtract:



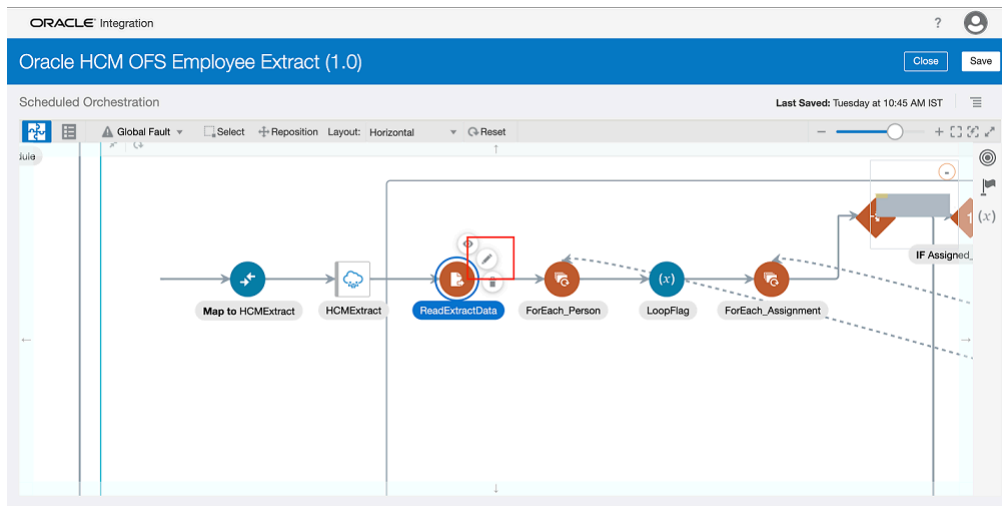
2. Click **Operations** and update the Integration name.
You must use the same Integration name added in the Extract. This screenshot shows Configure Oracle HCM Cloud Endpoint page:



3. Click **Next**.
4. Click **Done**.
5. In the **Update configuration** dialog box, click **Update**.

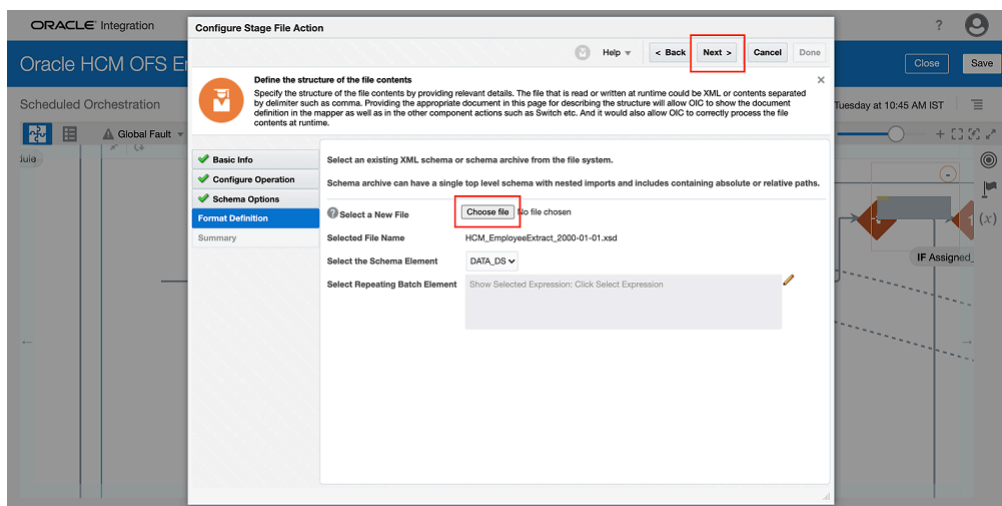
6. Click **Edit** next to the ReadExtractData stage file from the Integration.

This screenshot shows the ReadExtractData stage file icon:



7. In the **Configure Stage File** dialog box, click **Next**.
8. Click **Next**.
9. Click **Next** and navigate to the **Format Definition** screen menu.
10. Upload the Extract .xsd file.
11. Click **Next**.

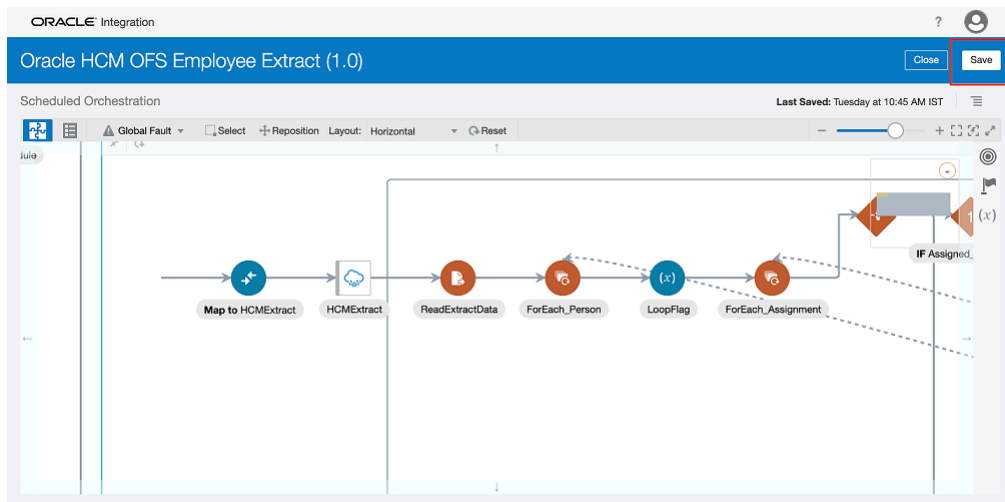
This screenshot shows the **Configure Stage File Action** page:



12. Click **Done**.
13. In the **Update configuration** dialog box, click **Update**.

14. Save the Integration.

This screenshot shows **Save** on the **Scheduled Orchestration** page:



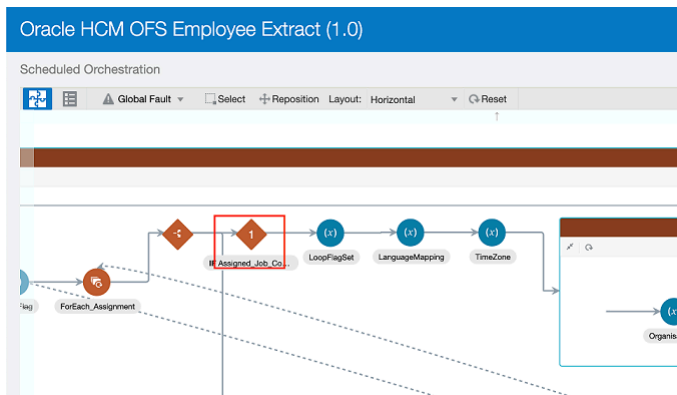
Configure the Filter Condition in the Integration

The Conditions currently configured to filter the required HCM Workers are as follows:

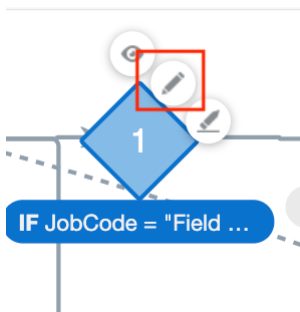
- Job Code = "Field Tech"
- Business Unit Name = "HVAC Service Engineers"
- Assignment Status Type = "ACTIVE"

The filters are applied in the Oracle HCM OFS New Hire, Oracle HCM OFS Employee Update, Oracle HCM OFS Employee Extract, and Oracle HCM OFS WorkSchedule Extract.

1. Navigate to the integration in edit mode and the find the filter. This screenshot shows the edit mode of the integration and a filter:



2. Click the filter and then click the pencil icon to edit it. This screenshot shows the pencil icon on the filter:



3. Click any of the expressions and edit it. This screenshot shows the filter expression in edit mode:

Expression Name
Provide a name or short description for the expression.

Match All of ▾

JobCode = "Field Tech" + >>

`$Assignments/nsmpr2:assignments
/nsmpr5:JobCode`

= ▾

"Field Tech"

BusinessUnitName = "HVAC Service Engineers"

All of

`$FlowControl_assignment_1 = 0.0`

`AssignmentStatusType = "ACTIVE"`

4. Click **Validate** and then click **Close** to confirm the changes made to the expression.

Receive Additional Information From GET workers API

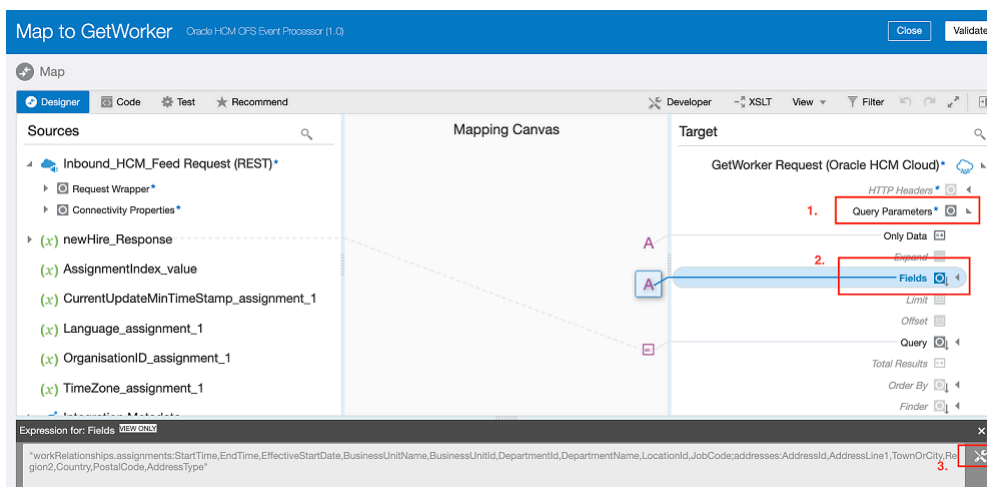
For the GET Worker API in HCM, you can choose to specify which fields are required for your use.

Currently, the Oracle HCM OFS Event Processor makes use of these fields under workRelationships.assignments:

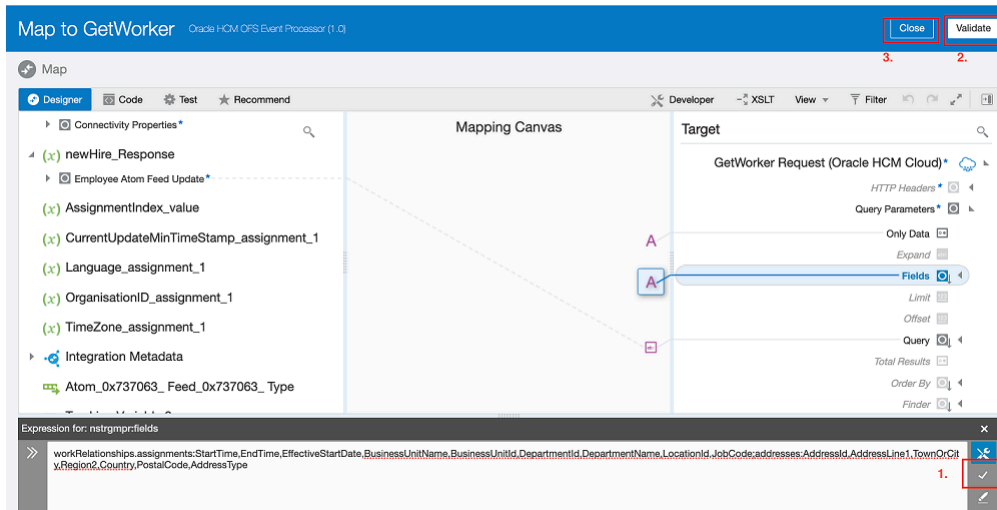
- StartTime
- EndTime
- EffectiveStartDate
- BusinessUnitName

- BusinessUnitId
- DepartmentId
- DepartmentName
- LocationId
- JobCode
- addresses
 - AddressId
 - AddressLine1
 - TownOrCity,
 - Region2,
 - Country,
 - PostalCode,
 - AddressType

1. Open Oracle HCM OFS Event Processor in edit mode.
2. Click the pencil icon above the mapping towards Get Worker. This screenshot shows the Query Parameters:



3. Expand **Query Parameters** and click **Fields**.
4. Click the config icon.
5. Add the fields you need, save, validate and close the mapping page. This screenshot shows the **Close** and **Validate** buttons on the **Map to GETworker** page:

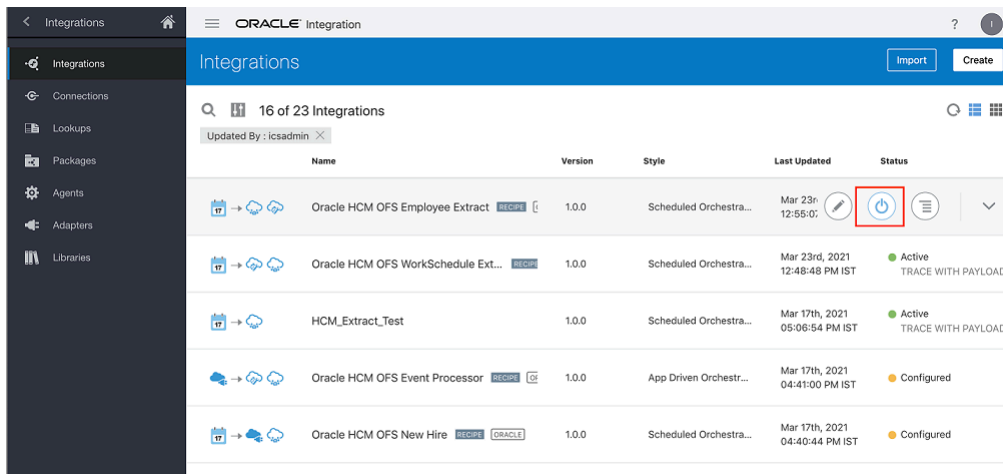


View the Extracted Details

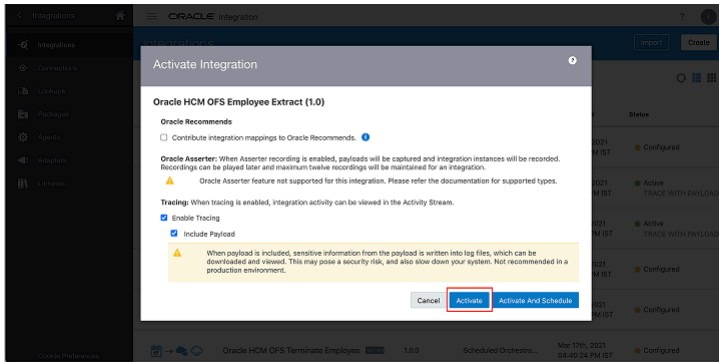
Activate the Integrations

You must activate the integrations before you can submit the extracts.

1. Click the **Activate** (power icon) next to the HCM OFS Employee Extract to activate. This screenshot shows the Integrations page with the power icon:



2. Click **Activate**. This screenshot shows the Activate Integration page:



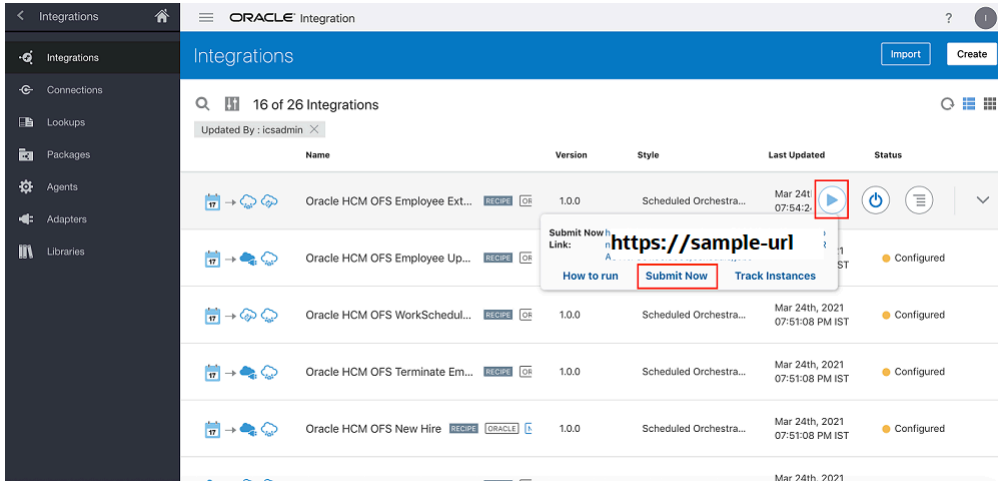
Submit the Oracle HCM OFS Employee Extract

1. Submit the extract from HCM.

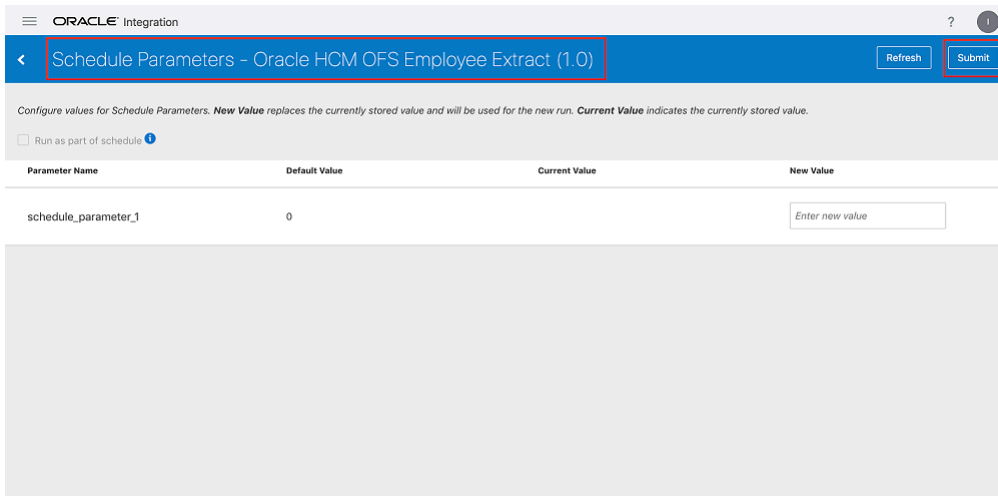
Make sure there is at-least one submitted extract Result available for the Extract - HCM_EmployeeExtract. See the Submit extract details section for more details.

2. Submit the Integration from OIC.

This screenshot shows the **Submit Now** button for Oracle HCM OFS Employee Extract:

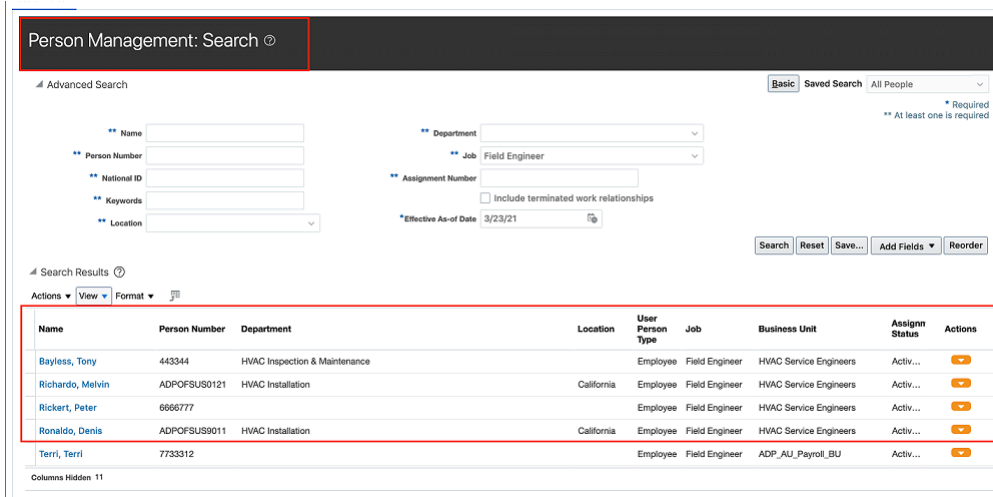


This screenshot shows the Schedule Parameters page:

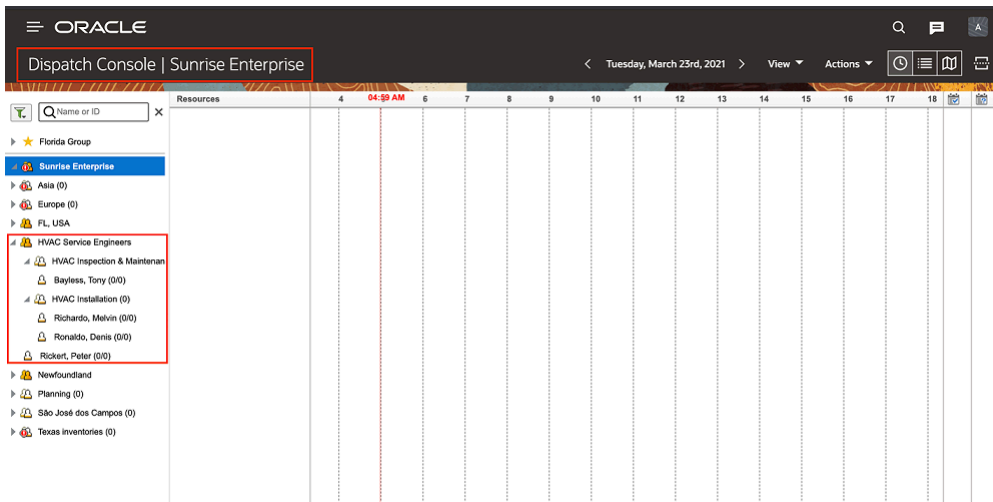


3. Click **Submit**.

The Employee with matching filter criteria from the Extract is created in Oracle Field Service under the corresponding Organization Unit and Department. This screenshot shows the **Person Management Search** page:



This screenshot shows the **Dispatch Console**, where the employee names shown on the Person Management Search page are displayed:

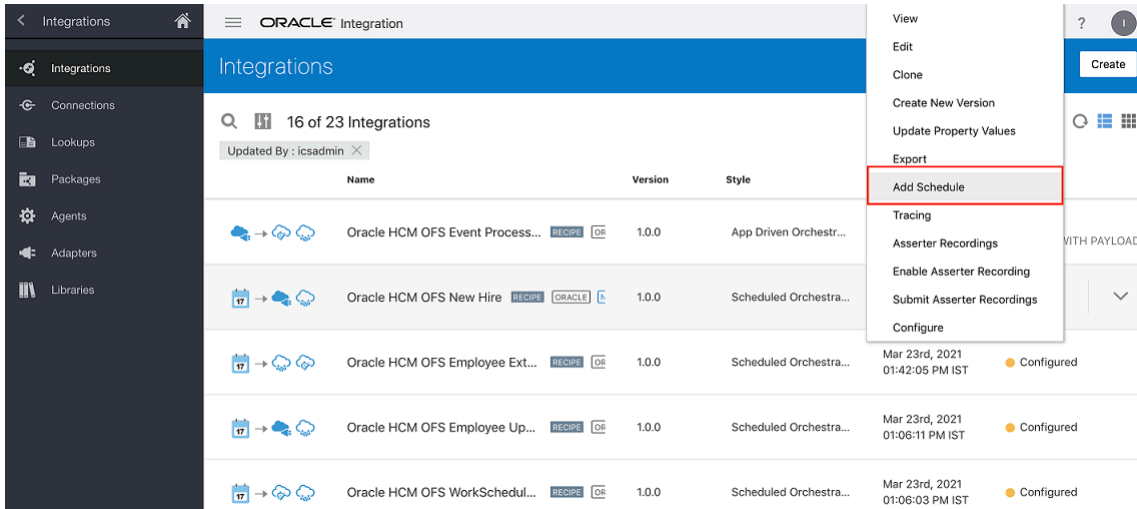


View the Oracle HCM OFS New Hire Details

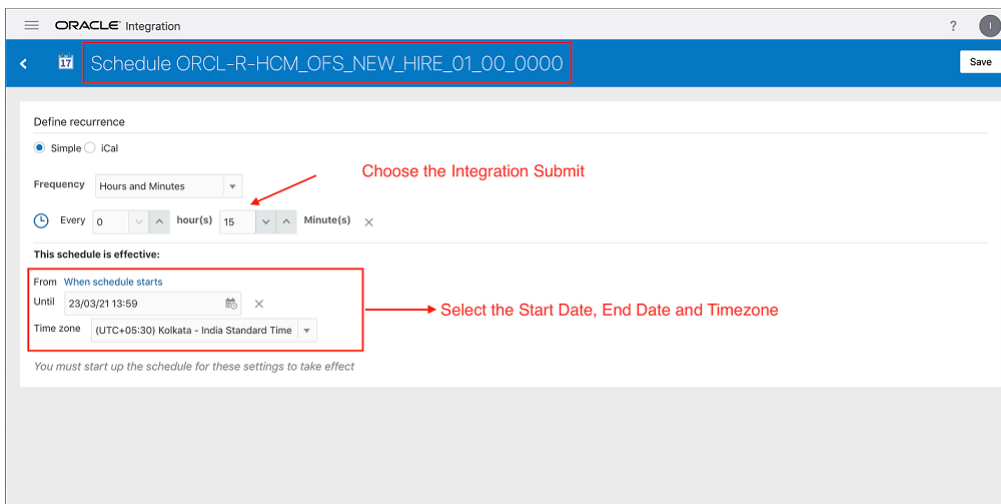
You can view the Dispatch Console to see the new resources that are created when a new employee is added in Oracle HCM Cloud.

1. Make sure that the Oracle HCM OFS Event Processor and Oracle HCM OFS New Hire Integrations are activated.

- Schedule the Integration.
 - Click **Integrations** > **Actions** next to the Integration for Oracle HCM OFS Employee Update.
 - Click **Add Schedule** and enter the schedule details such as frequency, Start Date, End date and Timezone.
- This screenshot shows the **Add Schedule** option on the **Integrations** page:

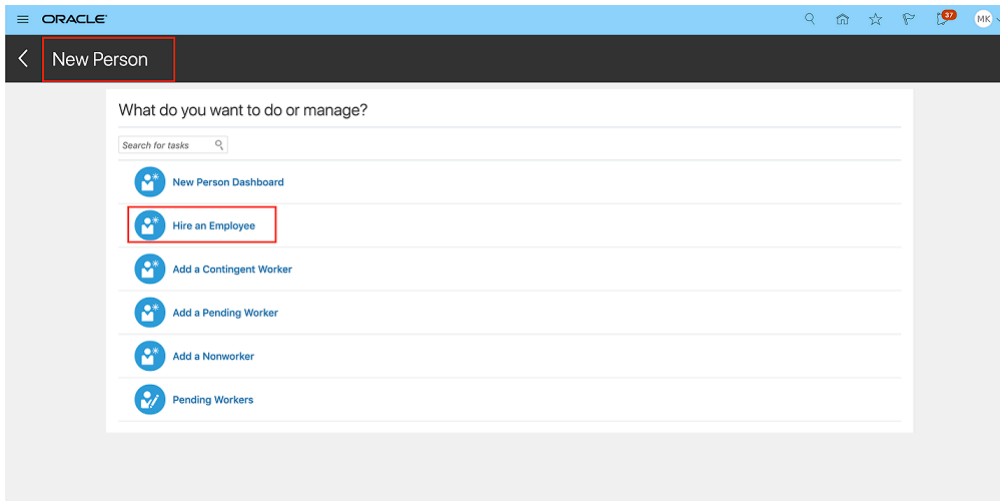


This screenshot shows how you can configure the new hire schedule:



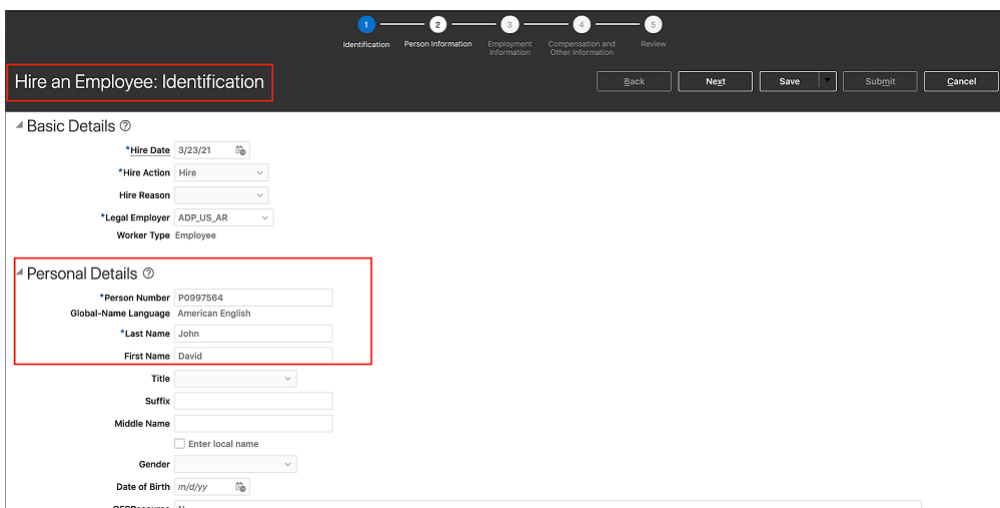
5. Create a new hire in Oracle HCM Cloud. Log in to Oracle HCM Cloud, navigate to **My Client Groups > New Person** and click **Hire an Employee**.

This screenshot shows the **New Person** page that highlights the **Hire an Employee** option:



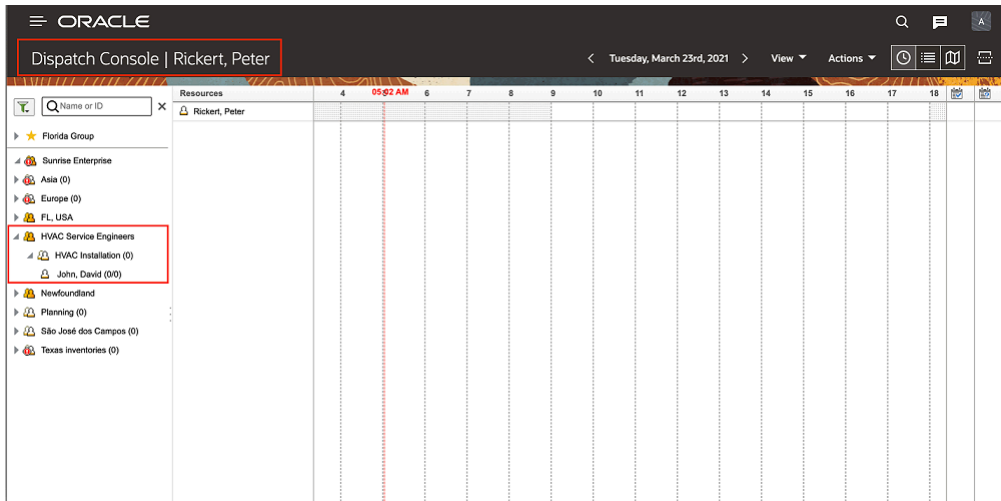
6. Complete all the required fields in each page and click **Submit**. Make sure that the newly created employee is listed on the **Person Management** page.

This screenshot shows the **Personal Details** section on the **Hire an Employee** page:



7. Wait for the next submit per the schedule.

A corresponding resource is created in Oracle Field Service with the new hire's basic and location information. This screenshot shows the newly added employee details in the **Dispatch Console**:

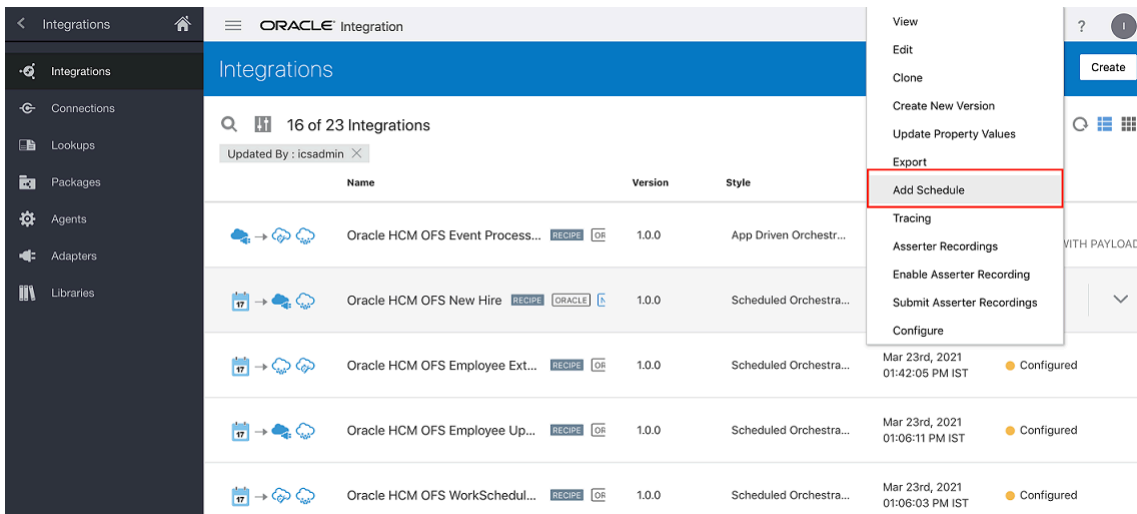


View Oracle HCM OFS Employee Update

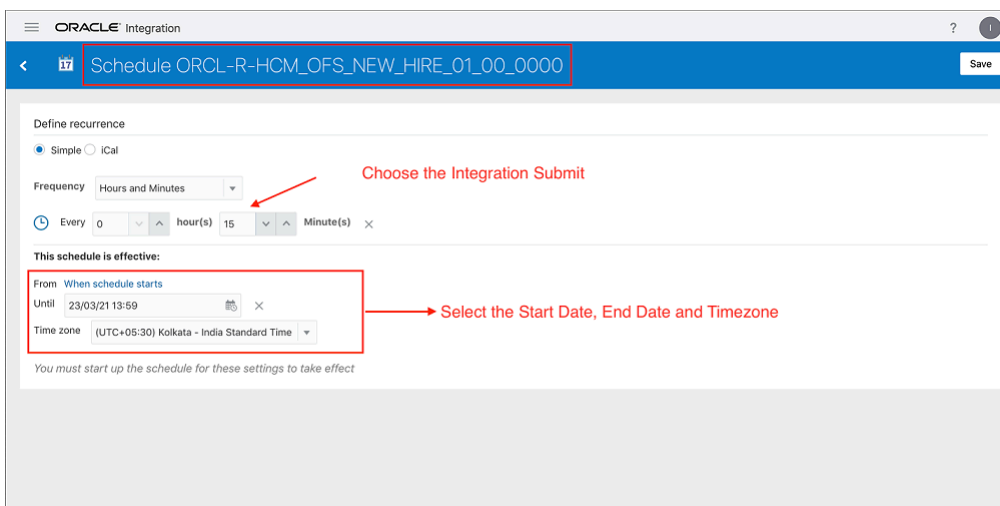
You can see the details of the resources that are updated in Oracle Field Service, when an employee details are updated in Oracle HCM Cloud.

1. Make sure that the Oracle HCM OFS Event Processor and Oracle HCM OFS Employee Update Integrations are activated.
2. Schedule the Integration.
3. Click **Integrations** > **Actions** next to the Integration for Oracle HCM OFS Employee Update.

4. Click **Add Schedule** and enter the schedule details such as frequency, Start Date, End date, and Timezone.
This screenshot shows the **Add Schedule** option on the Integrations page:



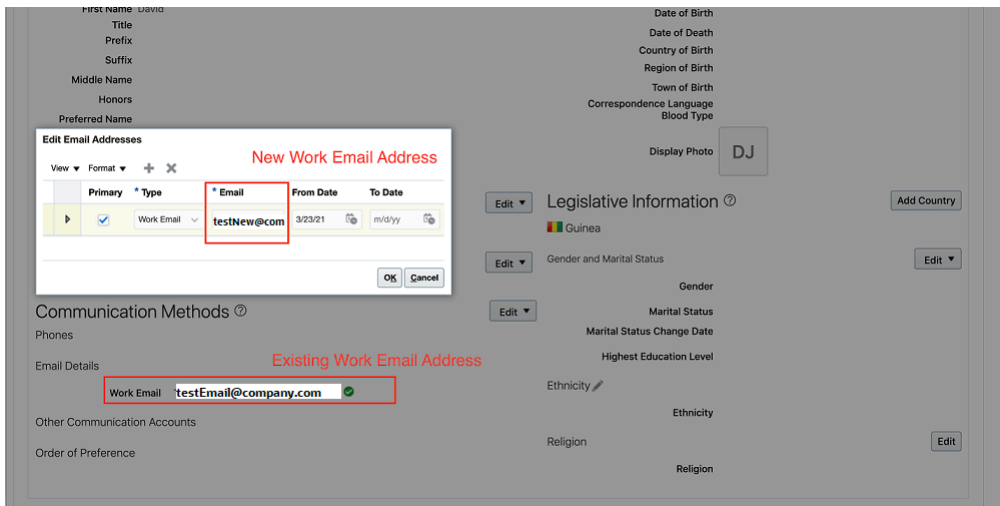
This screenshot shows how you can configure the employee update schedule:



5. Complete all the required fields on each page and click **Submit**.
Make sure that the updated employee is listed on the **Person Management** page.

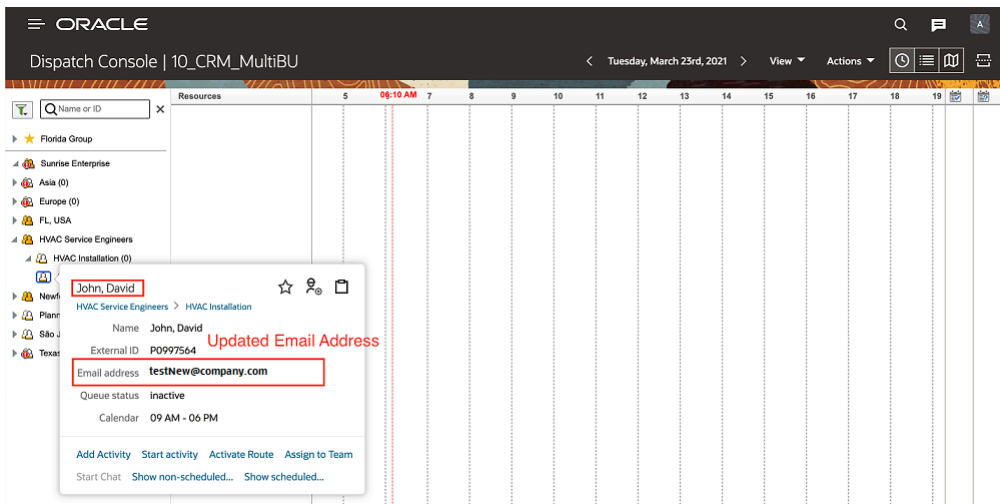
6. Update an employee or worker in Oracle HCM Cloud.

This screenshot shows the employee details being updated in Oracle HCM Cloud:



7. Wait for the next submit per the schedule.

The corresponding resource in Oracle Field Service is updated with the information. This screenshot shows the updated employee details in the **Dispatch Console**:



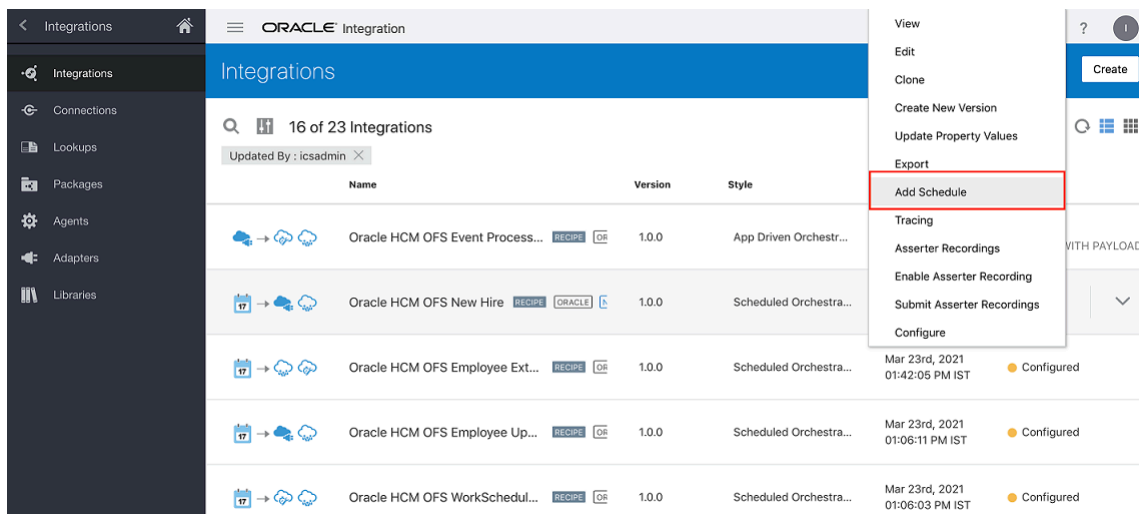
View the Oracle HCM OFS Terminated Employee Details

You can see the resources that are updated when an employee is terminated in Oracle HCM Cloud.

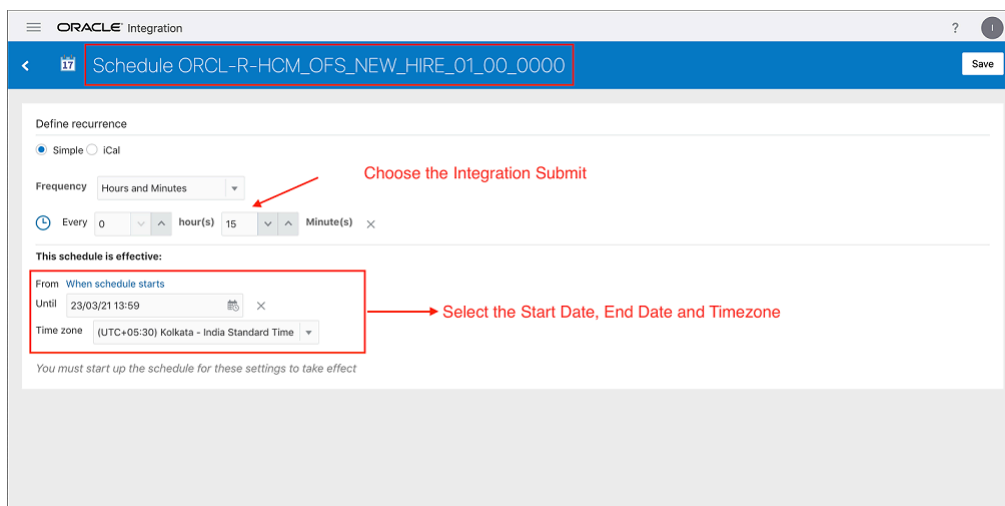
1. Make sure that the Oracle HCM OFS Event Processor and Oracle HCM OFS Terminate Employee Integrations are activated.
2. Schedule the Integration.

3. Click **Integrations** > **Actions** next to the Integration for Oracle HCM OFS Terminate Employee.
4. Click **Add Schedule** and enter the schedule details such as frequency, Start Date, End date, and Timezone.

This screenshot shows the **Add Schedule** option on the Integrations page:



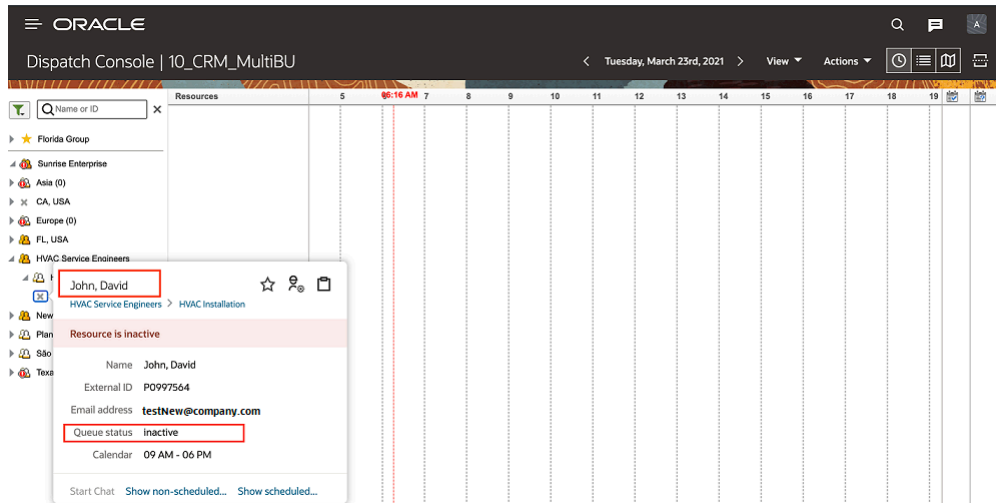
This screenshot shows how you can configure the terminated employee schedule:



5. Complete all the required fields in each page and click **Submit**.
6. Terminate an employee in Oracle HCM Cloud.

7. Wait for the next submit per the schedule.

The corresponding resource becomes inactive in Oracle Field Service. Its status is marked as "Inactive" and the resource is deleted from Oracle Field Service. This screenshot shows the employee as 'Inactive' in the **Dispatch Console**:

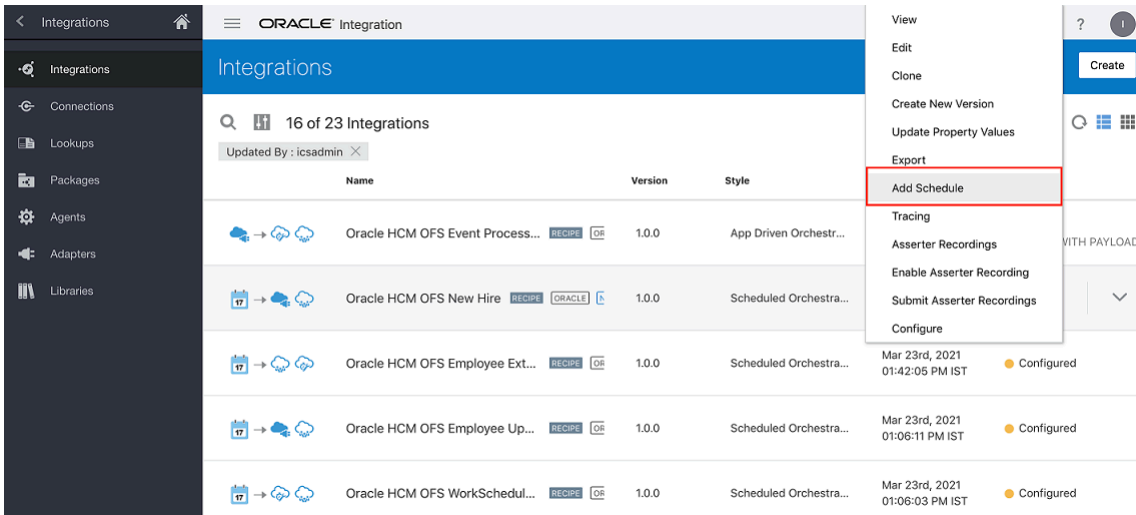


View the Oracle HCM OFS Workschedule Extract

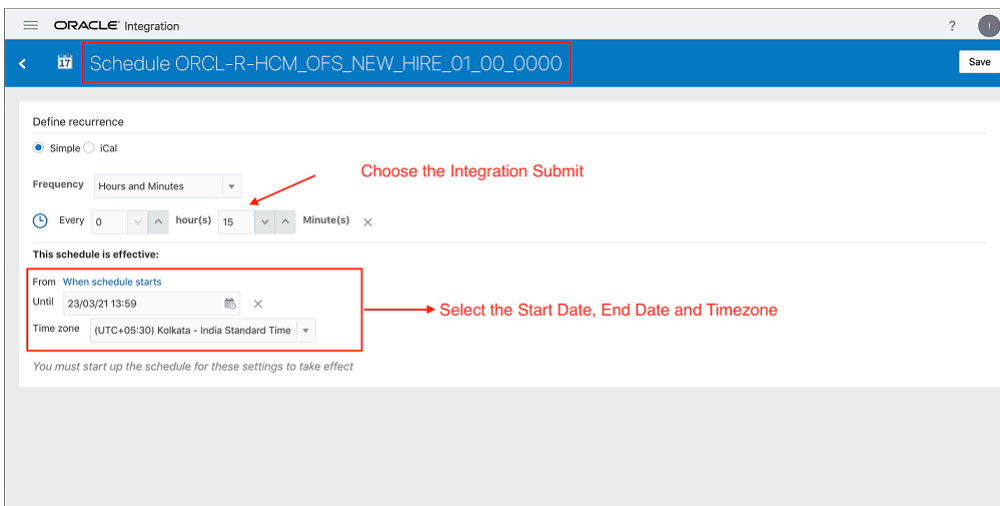
You can view the resources that are updated when an employee workschedule is added or updated in Oracle HCM Cloud.

1. Verify that the Oracle HCM OFS WorkSchedule Extract Integrations are activated.
2. Make sure that at least one extract submission result is available with **Extract Mode** as All Attributes.
3. Schedule the extract Submission with Extract Modes - Changed attributes. See the Schedule the Integration section for more details.
4. Click **Integrations** > **Actions** next to the Integration for Oracle HCM OFS WorkSchedule Extract.

5. Click **Add Schedule** and enter the schedule details such as frequency, Start Date, End date, and Timezone. This screenshot shows the **Add Schedule** option on the Integrations page:



This screenshot shows how you can configure the work schedule extract schedule:

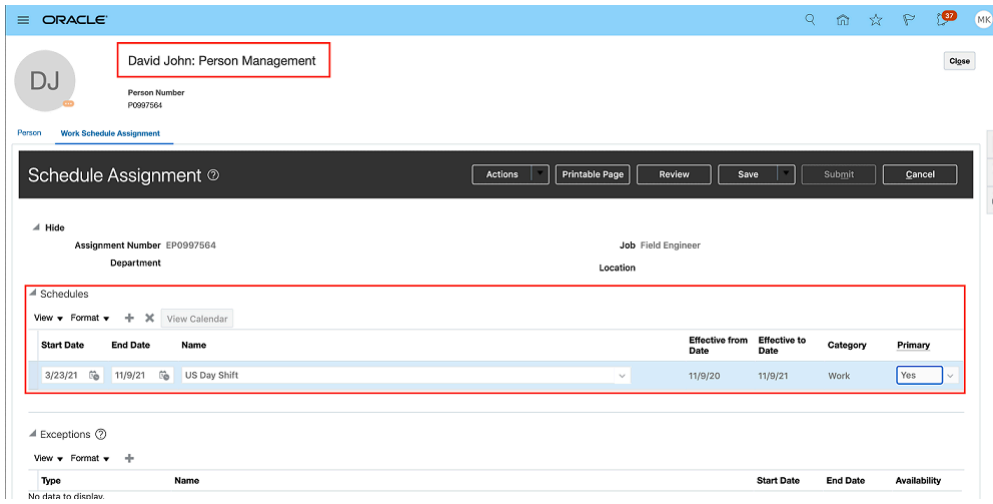


6. Complete all the required fields in each page and click **Submit**.

The Extract Submission may require some time to complete. Always set the frequency of the schedule Integration higher than the frequency of the HCM Extract submission.

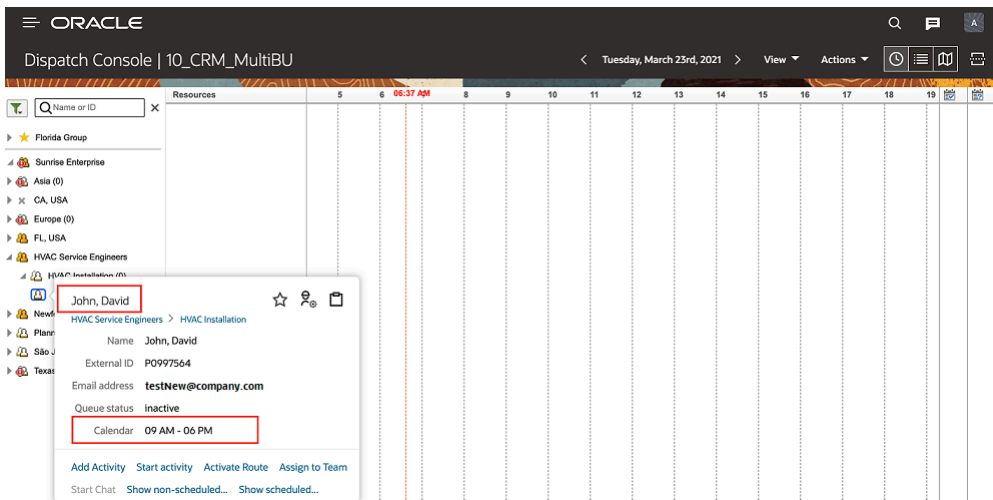
7. Update the work schedule details of the employee in Oracle HCM Cloud.

This screenshot shows the work schedule details of an employee in Oracle HCM Cloud:



8. Wait for the next Integration Submit per the schedule.

The corresponding resource in Oracle Field Service is updated with the work schedule updates. This screenshot shows the work schedule details of an employee in **Dispatch Console**:



Revision History

This document will continue to evolve as existing sections change and new information is added.

Revision History

Date	What's Changed	Notes
February 2023	These topics are added: <ul style="list-style-type: none"> • Overview of Oracle Field Service with Oracle HCM Cloud Accelerator • Install the Accelerator • Employee Transfer Using 'partyID' • Prerequisites for the Accelerator • Configure the Connections for the Accelerator • Configure the Integration Variables for the Accelerator • Configure the Lookups for the Accelerator • Mapping Table for the Accelerator • Functional Flows for the Accelerator • Fusion APIs Used in the Accelerator • Oracle HCM OFS Employee Extract Integration • Verify the Oracle HCM OFS Employee Extract Integration • Oracle HCM OFS Party Sync Integration • Verify the Oracle HCM OFS Party Sync Integration • Oracle HCM-OFS Employee Update Integration • Verify the Oracle HCM-OFS Employee Update Integration • Oracle HCM OFS Terminate Employee Integration • Verify the Oracle HCM OFS Terminate Employee Integration • Employee Work Availability • Oracle HCM-OFS Worker Availability Integration • Verify the Oracle HCM-OFS Worker Availability Integration • Error Messages • Limitations of the Accelerator 	
April 2021	Initial release	

