

**Oracle® Functional Testing Suite Advanced Pack for  
Oracle E-Business Suite – Service**

Reference Guide

Release 12.2.8

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Oracle Functional Testing Suite Advanced Pack for Oracle E-Business Suite – Service Reference Guide,  
Release 12.2.8

Part No. E56965-05

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Primary Author: Madhusmita Mahapatro

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## **Oracle Functional Testing Suite Advanced Pack for Oracle E-Business Suite ? ServiceReference Guide, Release 12.2.8**

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# Preface

## Intended Audience

Welcome to Release 12.2.8 of the *Oracle Functional Testing Suite Advanced Pack for Oracle E-Business Suite – Service Reference Guide*.

This guide is meant for implementers and testers of Oracle E-Business Suite applications. The document can also be referenced by end users to get information about the test flows.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Computer desktop application usage and terminology.

See Related Information Sources on page x for more Oracle E-Business Suite product information.

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## Structure

- 1 Introduction
- 2 Oracle Advanced Scheduler Flows
- 3 Oracle Field Service Flows
- 4 Oracle Service Contracts Flows
- 5 Oracle Spares Management Flows
- 6 Oracle TeleService Flows
- A Components in Oracle Service

## Related Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle Application Testing Suite.

### Online Documentation

All Oracle Application Testing Suite documentation is available online (HTML or PDF).

- **PDF** - See the Oracle E-Business Suite Documentation Library for current PDF documentation for your product with each release. The Oracle E-Business Suite Documentation Library is also available on My Oracle Support and is updated frequently
- **Release Notes** - For information about changes in this release, including new features, known issues, and other details, see the release notes for the relevant product, available on My Oracle Support.

## Guides Related to This Product

### Oracle E-Business Suite User's Guide

This guide explains how to navigate, enter and query data, and run concurrent requests using the user interface (UI) of Oracle E-Business Suite. It includes information on setting preferences and customizing the UI. In addition, this guide describes accessibility features and keyboard shortcuts for Oracle E-Business Suite.

### Oracle Functional Testing Flow Builder Starter Pack Reference Guide for E-Business Suite Release 12.2

This guide describes each flow, thereby providing an insight about the purpose of the flow and the core setups required to execute the flow. These test flows are built using Oracle E-Business Suite of applications on Release 12.2 with a sample database, which is required to run these flows.

## **Oracle Functional Testing Flow Builder User's Guide**

Oracle Flow Builder (OFB) is a keyword-driven testing application that business analysts and Quality Assurance engineers use to build business test automation flows. The test automation flows can be translated into executable OpenScript scripts. Technical QA engineers or IT users define or update components by making use of the keywords for Oracle E-Business Suite of applications. Functional QA engineers or business analysts then assemble the components together to define a business process, or "flow" and generate OpenScript scripts to automate testing of the application

## **Training and Support**

### **Training**

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## **Do Not Use Database Tools to Modify Oracle E-Business Suite Data**

Oracle **STRONGLY RECOMMENDS** that you never use SQL\*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL\*Plus to modify Oracle E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify

Oracle E-Business Suite data using anything other than Oracle E-Business Suite, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL\*Plus and other database tools do not keep a record of changes.

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# Introduction

## Overview

Oracle's integrated Customer Relationship Management (CRM) solution is a set of applications that offer information-driven sales, service, and marketing services. Oracle CRM activities range from precisely measuring marketing campaigns to automatically dispatching field technicians to remote locations.

The Oracle Functional Testing Suite Advanced Pack for Oracle E-Business Suite, referred to as advanced pack in this guide, provides components for testing features of different products delivered as part of the Oracle E-Business Suite Release 12.2. The components delivered in the advanced pack for the following Oracle Service products are documented cumulatively in this guide:

- Oracle Advanced Scheduler
- Oracle Field Service
- Oracle Service Contracts
- Oracle Spares Management
- Oracle TeleService

These flows are available over the Oracle Flow Builder Starter Pack in Release 12.4.0.2 of the Oracle Application Testing Suite for Oracle E-Business Suite.

For information about the components delivered in the Oracle Flow Builder Starter Pack, see the Oracle Functional Testing Flow Builder Starter Pack Reference Guide for E-Business Suite Release 12.2.

## Oracle Service Attributes

This section provides information on the common prerequisites, profile options, and

data setups required for using the flows in Oracle Service products. Flow specific requirements are documented along with the flow in subsequent chapters.

### **Prerequisites**

None.

### **Profile Options**

Not applicable.

### **Predefined Data**

Not applicable.

### **Setup Data**

Not applicable.

---

# Oracle Advanced Scheduler Flows

This chapter covers the following topics:

- Oracle Advanced Scheduler Overview
- Oracle Advanced Scheduler Attributes
- Reschedule Child Task
- Scheduling Task with Third Party Resource

## Oracle Advanced Scheduler Overview

Oracle Advanced Scheduler provides comprehensive scheduling functionality for assigning activities to field service technicians. Oracle Advanced Scheduler uses predefined constraints and associated costs for creating highly optimized and cost-effective schedules for field service representatives.

## Oracle Advanced Scheduler Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Oracle Advanced Scheduler flows. Flow specific requirements are documented along with each flow in the subsequent sections.

### Prerequisites

None.

### Profile Options

Not applicable.

## Predefined Data

Not applicable.

## Setup Data

Not applicable.

## Reschedule Child Task

In a scenario where the effort for a task takes longer than a standard work shift, for scheduling purposes, Advanced Scheduler automatically splits the parent task and creates multiple child tasks with durations that are equal to, or shorter than, a standard shift. If the parent task or one or more of the child tasks needs to be rescheduled, you can right click the tasks in Dispatch Center and then select Reschedule starting from Task option. The Reschedule Child Task flow performs the following actions:

- Creates a service request and task with planned efforts more than the shift duration.
- Launches the Dispatch Center.
- Schedules the task by assigning it to an eligible technician.
- Reschedules child tasks by assigning these to another technician.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Reschedule Child Task flow.

## Technical Name

Reschedule\_Child\_Task

## Prerequisites

The following are the prerequisites for executing this flow:

- The task has planned effort greater than or equal to the default shift duration.
- Task is scheduled.

## Profile Options

The following profile options must be set:



Profile Option Name	Profile Option Value	Level
CSF: Default Time Zone Source - Schedule Advice	Incident Time Zone	Site
CSF: Update planned/scheduled times allowed	Yes	Site

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab	Type	Dispatch
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

## Setup Data

Not applicable.

## Scheduling Task with Third Party Resource

Often field service tasks are assigned to third party resources or groups due to overflow of work in a territory. Using Dispatch Center, dispatchers can monitor, commit, and release tasks scheduled to third party organizations and their technicians. The Scheduling Task with Third Party Resource flow schedules field service tasks to third party resources from Dispatch Center.

Scheduling Task with Third Party Resource flow performs the following actions:

- Creates a service request and a task.
- Launches Dispatch Center.

- Schedules the task by assigning it to an eligible third party technician.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Scheduling Task with Third Party Resource flow.

## Technical Name

Third\_Party\_Scheduling

## Prerequisites

The following is a prerequisite for executing this flow:

- Third party resource is assigned to a territory.

## Profile Options

Not applicable.

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab	Type	Dispatch
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

## Setup Data

The following data must be set up:

---

<b>Page Name</b>	<b>Field Name</b>	<b>Field Value</b>
Schedule Task Preferences tab	Resource Suggestion	FS_Third_Party

---



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# Oracle Field Service Flows

## Field Service Dispatch Center Flows

### Field Service Dispatch Center Overview

The Field Service Dispatch Center feature assists dispatcher to schedule tasks and monitor the schedules for service representatives. Dispatch Center is a dashboard for handling all the dispatching functions. It provides many features, such as, Plan Board, Interactive Gantt Chart, and Map and Schedule Management.

### Field Service Dispatch Center Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Field Service Dispatch Center flows. Flow specific requirements are documented along with each flow in the subsequent sections.

#### Prerequisites

None.

#### Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value
CSF: Scheduler Active	Yes
CSF: Dispatch Center Auto Refresh Period	0

**Predefined Data**

Not applicable.

**Setup Data**

Not applicable.

**Scheduling a Task with Access Hours**

The Scheduling a Task with Access Hours flow schedules field service tasks from the Dispatch Center with access hours constraints. Access hours constraints can be set up for a customer, customer site, or location, and can be set up for different time slots (ranges) that apply to different days of the week.

This flow verifies the following:

- Creation of a service request and a task.
- Assignment of access hours to the task.
- Launching of Field Service Dispatch Center.
- Scheduling of the task to an eligible technician in the time slot of the access hour.

**Attributes**

This section provides information on prerequisites, profile options, and data setups required to execute the Scheduling a Task with Access Hours flow.

**Technical Name**

Task\_With\_Access\_Hours

**Prerequisites**

None.

**Profile Options**

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Default "In planning" task status	In Planning	Site

Profile Option Name	Profile Option Value	Level
CSF: Default Accepted Task Status	Accepted	Site
CSF: Default Scheduling Type	Assisted	Site
CSF: Default Effort	2	Site
CSF: Default Effort UOM	Hour	Site
CSF: Default commit task status	Assigned	Site
CSF: Default Working task status	Working	Site
CSF: Default Planned Task Status for Planned Task	Assigned	User

### Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab tab	Type	Dispatch
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

### Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Schedule Task Preferences tab	Resource Suggestion	Avery, Ms. Felicia

## Update Task with Customer Confirmation

Oracle Field Service provides a process for the dispatcher to record the customer confirmation prior to scheduling the task. Confirmation must be received before the task can be committed. A customer-confirmed visit cannot be modified without the approval of the customer, although the dispatcher can change the task confirmation status from Received to Required. When the task status is set to Required, the task cannot directly be rescheduled, canceled, or removed from a plan. The dispatcher must first undo the customer confirmation.

The Update Task with Customer Confirmation flow performs the following actions:

- Creates a service request and a task.
- Launches the Dispatch Center.
- Enables customer confirmation on a task.

### Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Update Task with Customer Confirmation flow.

### Technical Name

Task\_With\_Customer\_Confirmation

### Prerequisites

The following are the prerequisites for executing this flow:

- Task assignment statuses are defined in the Task Assignment module.
- Transition mapping is done for the task assignment statuses, from In Planning to Assigned to Accepted.

### Profile Options

The following profile options must be set:



Profile Option Name	Profile Option Value	Level
CSF: Default Unscheduled task status	In Planning	Site

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab	Type	Dispatch
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

## Setup Data

Not applicable.

## Scheduling Task with Skills

Field Service tasks are often associated with required skills, such as, language and operating system. Field Service technician is also associated with a set of skills and proficiency level.

While scheduling a task in the Dispatch Center, a field service task requiring a specific skill is matched against technicians with corresponding skill and degree of expertise.

The Scheduling Task with Skills flow performs the following actions:

- Creates a service request and a task.
- Assigns skills to a task.
- Launches Dispatch Center.
- Schedules the task for an eligible technician.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Scheduling Task with Skills flow.

## Technical Name

Schedule\_Task\_With\_Skills\_Criteria

## Prerequisites

None.

## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Skill Level Match	Equal to	Site
CSF: Override Task Skill Requirement for rescheduling in Scheduling Chart	No	Site
CSF: Default Skill Level Copy for Service Request Item	Standard	Site
CSF: Copy Service Request Item to Task Skill Requirements	No	Site
CSF: Copy Service Request Item Category to Task Skill Requirements	No	Site

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab	Type	Dispatch

Page Name	Field Name	Field Value
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Skill Management Resource tab	Type	Employee Resource
Skill Management Resource tab	Name	Avery, Ms. Felicia
Skill Management Resource tab skills	Language	Language
Skill Management Resource tab skills	Name	Spanish
Skill Management Resource tab skills	Level	Trainee (1)

## Optimizing Technician Trips

Oracle Advanced Scheduler is equipped with an optimization engine to refine technician schedules after the initial schedule has been created. The optimization engine searches for tasks, and reschedules or reassigns tasks to optimize or reduce the cost in the schedule or trip.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Optimizing Technician Trips flow.

**Technical Name**

Optimization\_Across\_Trips

**Prerequisites**

None.

**Profile Options**

Not applicable.

**Predefined Data**

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request Task tab	Type	Dispatch
Create Service Request Task tab	Status	In Planning
Create Service Request	Name	Total Internet
Create Service Request	Number	1008

**Setup Data**

The following data must be set up:

Page Name	Field Name	Field Value
Scheduler Rule Configurator Scheduler Parameters	Optimizer Minimum Success Percentage	20

**Field Service Portal Flows****Field Service Portal Overview**

The Field Service Portal feature has a full range of debrief capabilities to support call

closure and reporting time, parts, and expenses associated with task execution.

## Field Service Portal Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Field Service Portal flows. Flow specific requirements are documented along with each flow in the subsequent sections.

### Prerequisites

The following are the prerequisites for executing the Field Service Portal flows:

- A resource with Field Service Technician role and Field Service Technician Portal responsibility.
- A resource associated with the user ID and added to the calendar and territory.

### Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value
MO: Default Operating Unit	Vision Operations
MO: Operating Unit	Vision Operations

### Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Field Service Technician Dashboard	Task Status	Accepted

### Setup Data

Not applicable.

## Restrict Service Request Creation to the Sites Where the Technician is Scheduled to Work

Technicians can log a new service request to address a customer issue that was not addressed in the original service request. The Field Service Technician Portal Dashboard provides a direct link to create a service request by using existing service request identifiers, such as, account name, customer number, item serial number, or instance address.

The Restrict Service Request Creation to the Sites where the Technician is Scheduled to Work flow verifies that a technician can create a service request for the sites where the technician is scheduled to work based on a profile setting in the Field Service Technician Portal.

### Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Restrict Service Request Creation to the Sites Where the Technician is Scheduled to Work flow.

### Technical Name

Restrict\_Service\_Request\_Creation\_Site

### Prerequisites

None.

### Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Restrict Service Request Creation to Scheduled Sites	Yes	User

### Predefined Data

Not applicable.

### Setup Data

Not applicable.

## Mandatory Resolution Code

Resolution codes provide a uniform way for technicians to specify how a service request is resolved. A technician can specify a resolution code for a service request using the Resolution Code list of values.

The Mandatory Resolution Code flow checks if the resolution code is added to a service request when technicians change the assignment status to Completed or Closed.

### Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Mandatory Resolution Code flow.

### Technical Name

Mandatory\_Resolution\_Code

### Prerequisites

The following are the prerequisites for executing this flow:

- Task assignment statuses are defined in the Task Assignment module.
- Transition mapping is done for the task assignment statuses from In Planning to Assigned to Accepted.

### Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Mandatory Resolution Code	Yes	User
CSF: Mandatory Labor Debrief	No	User

### Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Field Service Technician Dashboard	Assignment Status	Accepted

### Setup Data

Not applicable.

### Creation of Mandatory Debrief Labor Lines

At times technicians may skip entering debrief data and try to change the task status to Completed or Closed in the Field Service application, which leads to charge lines not being created and a loss in revenue. This can be avoided by setting the value of the CSF: Mandatory Labor Debrief profile option to Yes so that technicians cannot complete or close a task until a labor line is added in debrief.

The Creation of Mandatory Debrief Labor Lines flow checks if the debrief data is added when technicians change the task status to Completed or Closed.

### Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Creation of Mandatory Debrief Labor Lines flow.

### Technical Name

Debrief\_Mandatory\_Labor\_Debrief\_Lines

### Prerequisites

The following is the prerequisites for executing this flow:

- Business process is defined with a service activity code in the Charges module.

### Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Mandatory Labor Debrief	Yes	User



## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Update Task Debrief tab	Assignment Status	Accepted

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Update Task Debrief tab	Business Process	Field Service
Update Task Debrief tab	Service Activity	Calibrate
Update Task Debrief tab	Item	FSLabor

## Creation and Posting of Debrief Return Lines

Reporting recovered items is necessary to plan supply of service parts, maintain the installed base, and create invoice for the material used. Material information is entered at line level which updates Oracle Inventory, Install Base, and Charges for that specific line when it is posted.

The Creation and Posting of Debrief Return Lines flow performs the following:

- Creates a service request and a task.
- Assigns the task to a field service technician.
- Launches the Field Service Technician Portal responsibility.
- Creates a debrief return line.
- Changes the assignment status to Completed to post the debrief return line.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Creation and Posting of Debrief Return Lines flow.

## Technical Name

Post\_Debrief\_Return\_Lines

## Prerequisites

The following are the prerequisites for executing this flow:

- The logged in user is assigned to a valid subinventory.
- A finished good item exists. The item must be Transactable, Billable, with on hand quantity, instances and is associated with a price list.
- A business process with a service activity code.
- Open inventory accounting periods.

## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Disable debrief HTML	No	Site
CSF: Default Business Process	Field Service	User
CSF: Default Debrief Service Activity Code	Install	User
CSF: Inventory Validation Org	Vision Operations	Site
CSF: Mandatory Labor Debrief	No	User

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Update Task Debrief tab	Assignment Status	Accepted

Page Name	Field Name	Field Value
Update Task Debrief tab	Debrief Status	Completed
Update Task Debrief tab	Subinventory	D2.DF Truck1

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Update Task Debrief tab	Business Process	Field Service
Update Task Debrief tab	Service Activity	Return
Update Task Debrief tab	Item	FS54888
Update Task Debrief tab	UOM	Ea

## Follow-up Task Scheduling Using the Window To Promise (WTP) Option

A follow-up task is created in the Field Service Technician Portal when the technician finds missing parts in the trunk stock, when the task in hand requires a different skill set, or when a new issue is found at the customer site. When the task is assigned to a technician, a time slot is reserved for the customer using the Window to Promise option with the planned start and end dates. However, the task can be reassigned to another resource.

### Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Follow-up Task Scheduling Using the Window to Promise (WTP) Option flow.

### Technical Name

Scheduling\_FollowUp\_WTP

### Prerequisites

None.

## Profile Options

Not applicable.

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Follow-Up Task	Priority	High
Create Follow-Up Task	Type	Dispatch
Create Follow-Up Task	Status	In Planning

## Setup Data

Not applicable.

## Create Personal Task in Technician Portal

Personal time for appointments, meetings, training, and vacations can be reserved to prevent task assignments to the Technician during that time. A Technician can create Personal task from Field Service Technician Portal.

The Flow Create Personal Task in Technician Portal creates a personal task against a technician Address. The Flow later searches for the task and updates the task priority.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Create Personal Task in Technician Portal flow.

## Technical Name

Create\_Personal\_task

## Prerequisites

None.

## Profile Options

Not applicable.

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Personal Task	Type	Personal
Create Personal Task	Status	Assigned
Create Personal Task	Priority	Medium

## Setup Data

The following data must be set up.

Page Name	Field Name	Field Value
Create Personal Task	Technician Address	275 Bonita Ln1, Primary addr, FOSTER CITY, CA 94404.

## Receive Parts from Purchase Orders

Receive Parts feature enables Technicians to receive parts ordered using Parts Order UI and orders created from Replenishment plans.

The flow Receive Parts from Purchase Orders creates a purchase requisition and an Order from it. The Flow searches for the Purchase Order in the receive parts page and receives the ordered parts.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Receive Parts from Purchase Orders flow .

## Technical Name

Receive\_Purchase\_Orders

## Prerequisites

None.

### Profile Options

Not applicable.

### Predefined Data

Not applicable.

### Setup Data

The following data must be set up.

Page Name	Field Name	Field Value
Requisition	Organization	Field Service Technician
Requisition	Location	CSP10001
Requisition	Supplier	Advanced Network Devices
Requisition	Site	Chicago
Requisition	Sub Inventory	FS_Truck_1

## Receive Parts from Internal Sales Orders

Receive Parts feature enables Technicians to receive parts ordered using Parts Order UI and orders created from Replenishment plans.

The flow Receive Parts from Internal Sales Orders creates a Internal requisition and an Order from it. The Order is later imported pick released and ship confirmed . The Flow searches for the Internal sales Order in the receive parts page and receives the ordered parts.

### Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Receive Parts from Purchase Orders flow .

### Technical Name

Receive\_Internal\_Sales\_Orders

### Prerequisites

None.

### Profile Options

Not applicable.

### Predefined Data

Not applicable.

### Setup Data

The following data must be set up.

Page Name	Field Name	Field Value
Requisition	Organization	Field Service Technician
Requisition	Location	CSP10001
Requisition	Supplier	Advanced Network Devices
Requisition	Site	Chicago
Requisition	Sub Inventory	FS_Truck_1

## Field Service Wireless Flows

### Field Service Wireless Overview

The Field Service Wireless feature is used by field service representatives using mobile devices that are continuously connected to the CRM enterprise applications. The field service representatives connect to this application by specifying a URL on their mobile device's web browser. Once connected to the database, users interact with the application on the mobile device.

### Field Service Wireless Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Field Service Wireless flows. Flow specific requirements are documented along with each flow in the subsequent sections.

### Prerequisites

None.

**Profile Options**

Not applicable.

**Predefined Data**

Not applicable.

**Setup Data**

Not applicable.

**Creating Internal Order Manually**

Using the Field Service Wireless feature, a technician can order parts to replenish the trunk stock or to meet a specific need for a particular customer. The ordering process is closely integrated with the search process, and automates the creation of the order.

Technicians can create an internal order if their parts search includes warehouses that are located within the same organization as their default subinventory.

Technicians can also include substitute and superseded parts in the search by selecting the Alternate Parts check box.

Creating Internal Order Manually flow verifies the creation of an internal order for a required item through Parts Search using the Wireless feature.

**Attributes**

This section provides information on prerequisites, profile options, and data setups required to execute the Creating Internal Order Manually flow.

**Technical Name**

Create\_Internal\_Order\_Manual

**Prerequisites**

The following are the prerequisites for executing this flow:

- Source is a manned warehouse.
- A technician is assigned to a subinventory and a primary address.
- A shipping network is defined between source and destination organization.
- An item is assigned in both source and destination organizations.



## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSP: Initial Status of Internal Order for Parts Requirement	Booked	User
CSP: Parts Requirement Default Ship To Address	Technician Address	User
CSP: Part Search Method	Inventory	Site

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Parts Search	Item	FS54888

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Parts Search	Item	FS54888
Planning	Organization	Seattle Manufacturing (Manned Warehouse)
Planning	Stocking Site Type	Manned warehouse
Resource Addresses and Subinventories	Address	275 Bonita Ln1, Primary addr, FOSTER CITY, CA 94404
Resource Addresses and Subinventories	Organization	FST (Field Service Technician Warehouse)

Page Name	Field Name	Field Value
Resource Addresses and Subinventories	Subinventory	FS_Truck6(Usable Subinventory in FST)

## Creation and Posting of Debrief Install Lines

Reporting installed items is necessary to plan the supply of service parts, to maintain the installed base, and to create invoices for the material used. Material information is entered at the line level to update Oracle Inventory, Install Base, and Charges for the specific line.

The Creation and Posting of Debrief Install Lines flow performs the following actions:

- Creates a service request and a task.
- Assigns the task to a field service technician.
- Launches the application.
- Creates a debrief install line.
- Changes the assignment status to Completed to post the debrief install line.

### Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Creation and Posting of Debrief Install Lines flow.

### Technical Name

Post\_Debrief\_Install\_Lines\_FSWL

### Prerequisites

The following are the prerequisites for executing this flow:

- User is assigned to a valid subinventory, which is provided with available on hand quantity for the item used in the flow.
- Business process is defined with a valid service activity code in the Charges module.
- Inventory accounting periods are open for the corresponding period of the flow.
- Below mentioned default item properties are set for the item used as part of the

flow in inventory module:

- The Service Billable attribute is set to Material.
- The Item Transactable check box is selected.
- If the item used in the flow is a trackable item, the instance number is already generated.
- Price lists are associated with the item.

## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSF: Default Business Process	Field Service	User
CSF: Default Debrief Service Activity Code	Install	User
CSF: Inventory Validation Org	Vision Operations	Site

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Task Details	Assignment Status	Accepted
Material Line	Subinventory	FST.FS_Truck7

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Material Line	Business Process	Field Service
Material Line	Service Activity	Return
Material Line	Item	FS54888

## Create Personal Task in Wireless

Personal time for appointments, meetings, training, and vacations can be reserved to prevent task assignments to the Technician during that time. A Technician can create Personal task from Field Service Wireless UI.

The Flow Create Personal Task in Wireless creates a personal task against a onetime Address. The Flow later searches for the task and updates the task Description.

### Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Create Personal Task in Technician Portal flow.

### Technical Name

Create\_Personal\_task\_Wireless

### Prerequisites

None.

### Profile Options

Not applicable.

### Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Personal Task	Status	Assigned
Create Personal Task	Priority	High

**Setup Data**

Not applicable.



---

# Oracle Service Contracts Flows

## Oracle Service Contracts Overview

Oracle Service Contracts provides a complete contract authoring solution to manage warranties, extended warranties, usage, subscription services, and complex service agreements.

With Oracle Service Contracts you can do the following:

- Sell multiple types of service
- Define pricing and billing schedules
- Ensure timely service entitlement checks
- Automate renewals for recurring revenue opportunities
- Simplify change management

This chapter describes the following flows in Oracle Service Contracts:

- Author a contract with multiple lines and different scheduling levels
- Generate invoices for contracts having multiple lines and different payment methods
- Create contracts with different partial period setups and verify the revenue recognition for different contract types
- Verify the impact of updating an item at Install Base
- Create mass change requests for Bill To or Ship To addresses and party or account contacts
- Create a warranty or extended warranty contract

- Verify the search and copy actions

## Oracle Service Contracts Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Oracle Service Contracts flows. Flow specific requirements are documented along with the flow in the subsequent sections.

### Prerequisites

None.

### Profile Options

The following profile options must be met:

Profile Option Name	Profile Option Value
MO: Operating Unit	Vision Operations

### Predefined Data

Not applicable.

### Setup Data

Not applicable.

### Responsibility Setup Data

The following responsibilities must be available and assigned to the users:

Window Name	Field Name	Field Value
Responsibility	Responsibility	Service Contracts Manager Vision Enterprises  Order Management Super User, Vision Operations  Oracle Install Base Agent User



# Creating a Service Contract With Different Variation in Service Billing Options

This flow covers the following:

- Create a contract with advance billing option with equal and covered levels, and verify the billing details
- Create a contract for the usage lines with price breaks and verify the invoice generation
- Verify the invoices details when the OKS: Transaction Summary profile option is set to Yes and No

## Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Creating a Service Contract With Different Variation in Service Billing Options flow.

## Technical Name

Service\_Billing\_Contracts

## Prerequisites

None.

## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value
OKS: Transaction Summary	Yes
OKS: Use QP for Manual Adjustment	No

## Predefined Data

Not applicable.

## Setup Data

Not applicable.

## Creating a Service Contract with Mass Change Request to Bill To, Ship To, and Party of the Contract

In this flow, the user can create a mass change request for Bill To and Ship To addresses and Party Account of a contact and verify the details in the contract which shows the mass changes.

## Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Creating a Service Contract with Mass Change Request to Bill To, Ship To, and Party of the Contract flow.

## Technical Name

Mass\_Change\_Request\_For\_BillTo\_And\_Shipto\_Address

## Prerequisites

None.

## Profile Options

Not applicable.

## Predefined Data

Not applicable.

## Setup Data

Not applicable.

## Create a Contract With Different Line Types And Different Partial Period Options to Generate the Invoice

## Attributes

This section provides information on the common prerequisites, profile options, and

data setups required for executing the Create a Contract With Different Line Types And Different Partial Period Options to Generate the Invoice flow.

### **Technical Name**

Partial\_Periods\_For\_Contract

### **Prerequisites**

None.

### **Profile Options**

Not applicable.

### **Predefined Data**

Not applicable.

### **Setup Data**

Not applicable.

## **Create a Service Contract With Different Accounting Rules, Lines With Usage of Partial Period Revenue Recognition Method**

In this flow, the user can create a service contract with different revenue recognition methods and verify the invoice based on the accounting rules.

### **Attributes**

This section provides information on the common prerequisites, profile options, and data setups required for executing the Create a Service Contract With Different Accounting Rules, Lines With Usage of Partial Period Revenue Recognition Method flow.

### **Technical Name**

Partial\_Period\_Revenue\_Recognition

### **Prerequisites**

None.

## Profile Options

Not applicable.

## Predefined Data

Not applicable.

## Setup Data

Not applicable.

# Create a Service Contract and Bill it With Tax Code Classification to Verifying It Form Account Receivables

In this flow, the user can create a service contract with different tax codes for multiple lines. The user can verify the invoice details in Account Receivables if all lines are having correct tax codes as defined in the contract.

## Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Create a Service Contract and Bill it With Tax Code Classification to Verifying It Form Account Receivables flow.

## Technical Name

Contract\_Billing\_With\_Tax\_Codes

## Prerequisites

None.

## Profile Options

Not applicable.

## Predefined Data

Not applicable.

## Setup Data

Not applicable.

## Perform Copy Operation on Different Service Contracts

In this flow, the user can copy different contracts like Service, Subscription, Warranty, and Extended Warranty contract. The user can verify that copy action for warranty contract is not allowed.

### Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Perform Copy Operation on Different Service Contracts flow.

### Technical Name

Copy\_Operation\_On\_Different\_Contracts

### Prerequisites

None.

### Profile Options

Not applicable.

### Predefined Data

Not applicable.

### Setup Data

Not applicable.

## Create a Extended Warranty or Warranty Service Contract From Order Management With Territory Sales Representative

In this flow, the user can create a warranty and extended warranty contract from Order Management, having the sales representative details.

### Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Create a Extended Warranty or Warranty Service Contract From Order Management With Territory Sales Representative flow.

## Technical Name

Create\_Contract\_From\_Order\_Management

## Prerequisites

None.

## Profile Options

The following profile option must be set:

Profile Option Name	Profile Option Value
OKS: Territory sales person for first year contracts	Retain

## Predefined Data

Not applicable.

## Setup Data

Not applicable.

## Create a Service Contract With Install Base Usability and Different Actions on the Instances and Verify in HTML Page

In this flow, the user can create a contract with different item instances and perform different actions in Install Base, such as, Splitting Quantity, Updating Quantity, and Terminating Instance. The user can verify the details in the contract.

## Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Create a Service Contract With Install Base Usability and Different Actions on the Instances and Verify in HTML Page flow.

## Technical Name

IB\_Usability

## Prerequisites

None.

## Profile Options

Not applicable.

## Predefined Data

Not applicable.

## Setup Data

Not applicable.

## Perform Counter Lock on the Usage Lines of Service Contract

In this flow, the user can create a contract with Usage Lines, add the counter reading to the item instance, and verify the locking for the counter readings.

## Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Perform Counter Lock on the Usage Lines of Service Contract flow.

## Technical Name

Counter\_Lock\_On\_Usage\_Contract

## Prerequisites

None.

## Profile Options

Not applicable.

## Predefined Data

Not applicable.

## Setup Data

Not applicable.

## Update the Coverage Duration Using Coverage Re-Architecture

### Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Update the Coverage Duration Using Coverage Re-Architecture flow.

### Technical Name

Coverage\_Re\_Architecture

### Prerequisites

None.

### Profile Options

Not applicable.

### Predefined Data

Not applicable.

## Setup Data

Not applicable.

## Perform Advance Search on Various Service Contracts

In this flow, the user can verify search options, such as, HTML, Entitlement, and Advance.

### Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Perform Advance Search on Various Service Contracts flow.



**Technical Name**

Advance\_Search\_Operation\_On\_Different\_Contracts

**Prerequisites**

None.

**Profile Options**

Not applicable.

**Predefined Data**

Not applicable.

**Setup Data**

Not applicable.

**Perform HTML Search on Various Service Contracts**

In this flow, the user can verify search options, such as, HTML. The user can view the results and use them for specific operations.

**Attributes**

This section provides information on the common prerequisites, profile options, and data setups required for executing the Perform HTML Search on Various Service Contracts flow.

**Technical Name**

HTML\_Enquiries

**Prerequisites**

None.

**Profile Options**

Not applicable.

## **Predefined Data**

Not applicable.

## **Setup Data**

Not applicable.

## **Perform Entitlement Search on Various Service Contracts**

In this flow, the user can verify search options, such as, Entitlement. User can view the result and use them for specific operations.

## **Attributes**

This section provides information on the common prerequisites, profile options, and data setups required for executing the Perform Entitlement Search on Various Service Contracts flow.

## **Technical Name**

Entitlement\_Search\_For\_Service\_Contract

## **Prerequisites**

None.

## **Profile Options**

Not applicable.

## **Predefined Data**

Not applicable.

## **Setup Data**

Not applicable.

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# Oracle Spares Management Flows

This chapter covers the following topics:

- Oracle Spares Management Overview
- Oracle Spares Management Attributes
- Adding Manned Warehouse to Planner's Desktop and Creating an Internal Order
- Search and Update Delivery Time
- Run All Concurrent Programs for Spares
- Process a Spares Move Order Without Auto Receipt

## Oracle Spares Management Overview

Oracle Spares Management provides both logistics and inventory planning functionality to manage service parts inventory. The Oracle Spares Management functionality is based on distributed closed-loop inventory process wherein the application maintains certain quantities of inventories at locations such as repair depots, warehouses, and trunk stocks. The Logistics module is responsible for movement of parts from field service warehouses to the technician, and return of excess and defective parts from technician to field service warehouses.

## Oracle Spares Management Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Oracle Spares Management flows. Flow specific requirements are documented along with each flow in the subsequent sections.

### Prerequisites

The following is a prerequisite for executing the Oracle Spares Management flows:

- Inventory accounting and GL periods are open.

## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
MO: Operating Unit	Vision Operations	Site
MO: Default Operating Unit	Vision Operations	User
MO: Security Profile	Global Vision	Site
CSP: Order Type	Order Only	Site

## Predefined Data

Not applicable.

## Setup Data

Not applicable.

## Adding Manned Warehouse to Planner's Desktop and Creating an Internal Order

Stock is transferred from the warehouse to a technician through an internal order. To create an internal order it is necessary to define a warehouse as a manned warehouse in the Planner's Desktop.

The Adding Manned Warehouse to Planner's Desktop and Creating an Internal Order flow performs the following actions:

- Defines a warehouse as a manned warehouse in the Planner's Desktop.
- Executes the Create Part Availability Data concurrent program.
- Creates a part requirement for an item.
- Creates an internal order from the manned warehouse to the technician through part search.
- Deletes the manned warehouse from the Planner's Desktop.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Adding Manned Warehouse to Planner's Desktop And Creating An Internal Order flow.

## Technical Name

Add\_Manned\_Warehouse\_PD\_Create\_IO

## Prerequisites

The following are the prerequisites for executing this flow:

- A planning node under Spares Planning node in Planner's Desktop.
- The user is assigned to a subinventory and has a primary address specified in the Resource Address and Subinventories window.
- On hand quantity for the item FS54888 in the warehouse is greater than 10.
- A shipping network between source and destination organizations.
- Delivery time set up for the source organization and the shipping method.
- Item is assigned to the source and destination organizations.

## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSP: Part Search Method	Spares Supply Chain	Site
CSP: Part Requirement Default Ship to Address	Technician Address	Site

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Parts Requirement	Resource	Karmer,Ralph
Parts Requirement	Item Required	FS54888

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Planning	Organization	Seattle Manufacturing
Planning	Stocking Site Type	Manned Warehouse
Planning	Calendar	FS Regular Calendar
Planning	Time Zone	America/Los_Angeles
Resource Address and Subinventories	Address	460 Navaro Way, SAN JOSE, CA 95134
Resource Address and Subinventories	Organization	FST(Field Service Technician Warehouse)
Resource Address and Subinventories	Subinventory	FS_Truck6(Usable subinventory in FST)
Define Delivery Time	Organization	M1-Manned warehouse
Define Delivery Time	Lead Time	1
Define Delivery Time	Lead Time UOM	Day

## Search and Update Delivery Time

Delivery time is required to ship the goods from the source to the destination organization and calculate the expected arrival time based on the lead time setup.

The Search and Update Delivery Time flow performs the following actions:

- Searches and updates the delivery and lead times for the source org and subinventory.
- Creates parts requirement for an item.
- Verifies if the correct manned warehouse is displayed while searching for parts with the correct shipping method and expected arrival date.
- Creates an internal order for the item using the Parts Search option.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Search and Update Delivery Time flow.

## Technical Name

Search\_And\_Update\_Delivery\_Time

## Prerequisites

The following are the prerequisites for executing this flow:

- The user is assigned to a subinventory and has a primary address specified in the Resource Address and Sub inventories window.
- On hand quantity for the item FS54888 in the warehouse.
- A shipping network between source and destination organizations.
- Delivery time set up for the source organization and the shipping method.
- Item is assigned to the source and destination organizations.

## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
CSP: Part Search Method	Spares Supply Chain	Site
CSP: Part Requirement Default Ship to Address	Technician	Site

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Parts Requirement	Resource	Karmer,Ralph
Parts Requirement	Item Required	FS54888

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Planning	Organization	Seattle Manufacturing
Planning	Stocking Site Type	Manned Warehouse
Planning	Calendar	FS Regular Calendar
Planning	Time Zone	America/Los_Angeles
Resource Address and Subinventories	Address	460 Navaro Way, SAN JOSE, CA 95134
Resource Address and Subinventories	Organization	FST(Field Service Technician Warehouse)
Resource Address and Subinventories	Subinventory	FS_Truck6(Usable subinventory in FST)
Define Delivery Time	Organization	M1-Manned warehouse
Define Delivery Time	Lead Time	1
Define Delivery Time	Lead Time UOM	Day
Define Delivery Time	Delivery Time	11:30:00 AM



Page Name	Field Name	Field Value
Define Delivery Time	Cutoff Time	06:30:00 PM
Define Delivery Time	Time Zone	America/Los_Angeles

## Run All Concurrent Programs for Spares

Concurrent programs are run to process background jobs and update inventory transactions.

The Run All Concurrent Programs for Spares flow performs the following actions:

- Creates Min Max data for the items.
- Creates excess lists for all items.
- Creates warehouse replenishment data for warehouse.
- Creates parts availability data for items in warehouses and subinventory.
- Verifies each program is completed successfully without any error.

### Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Run all Concurrent Programs for Spares flow.

### Technical Name

Run\_All\_Concurrent\_Program\_Spares

### Prerequisites

None.

### Profile Options

Not applicable.

### Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Concurrent Request Spares	Planning Node	Spares Planning
Concurrent Request Spares	Organization ID	FST
Concurrent Request Spares	Subinventory	FS_Truck6
Concurrent Request Spares	Organization	M1

## Setup Data

Not applicable.

## Process a Spares Move Order Without Auto Receipt

Move orders are created to transfer stock from one subinventory to another subinventory. A move order is processed in two ways, with and without an auto receipt. When a move order is processed automatically, the parts are automatically received after shipment is confirmed.

The Process a Spares Move Order Without Auto Receipt flow performs following actions:

- Creates and approves a move order.
- Processes the move order.
- Receives parts as these are not received automatically.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to use the Process a Spares Move Order Without Auto Receipt flow.

## Technical Name

Create\_Process\_Spares\_MO\_Without\_AutoReceipt

## Prerequisites

The following is a prerequisite for executing this flow:

- On hand quantity is available in the source subinventory.

## Profile Options

Not applicable.

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Move Orders	Item	AS54888

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Move Orders	Shipment Method	DHL-Parcel-Express
Move Orders	Carrier	DHL
Move Orders	Subinventory	FGI
Move Orders	Subinventory	Stores



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# Oracle TeleService Flows

This chapter covers the following topics:

- Oracle TeleService Overview
- Oracle TeleService Attributes
- Setups
- Automatic Task Generation
- Defaulting of Bill To and Ship To Addresses Based on Customer or Item Instance
- Defaulting the Planned End Date for a Task
- Duplicate Check for Service Requests
- Integration with Service Contracts
- Mass Service Request Update
- Customer Management
- Integration of Oracle TeleService with Oracle iSupport
- Integration with Knowledge Management

## Oracle TeleService Overview

Oracle TeleService automates the call center and the whole problem resolution process from the time a customer calls, sends an email, or enters a service request on the web. Agents can use Oracle TeleService to update customer records, validate product ownership and contract coverage, provide proactive and personalized customer service, and resolve problems during the initial contact using a knowledge base.

## Oracle TeleService Attributes

This section provides information on the common prerequisites, profile options, and data setups required for executing the Oracle TeleService flows. Flow specific

requirements are documented along with each flow in the subsequent sections.

## **Prerequisites**

None.

## **Profile Options**

Not applicable.

## **Predefined Data**

Not applicable.

## **Setup Data**

Not applicable.

## **Setups**

The Setups flow creates major setups required for creating a service request in Oracle TeleService.

This flow performs the following actions:

- Creates Normal and Dispatch task types.
- Creates a business process.
- Creates a service activity code for material-order and return, labor and expense billing types.
- Associates a service activity code with the business process.
- Creates coverage templates.
- Creates service item.
- Creates contracts at party, product, item, site and system level.

## **Attributes**

This section provides information on prerequisites, profile options, and data setups required to execute the Setup flows.

## Technical Name

Setups

## Prerequisites

The following are the prerequisites for executing this flow:

- User is assigned the Service Contracts Manager, Vision Enterprises responsibility, to create service contracts.
- User is assigned the Service responsibility to create setups required for creating a service request.

## Profile Options

Not applicable.

## Predefined Data

Not applicable.

## Setup Data

Not applicable.

## Automatic Task Generation

When an agent creates a service request, the application automatically generates tasks that are used in the resolution of the customer problem. This enables an agent to schedule a repair on the first call rather than having the dispatcher to call the customer back.

Automatic task generation is useful for known problems that have standard resolutions. If agents need to research the problem by using the knowledge base and other methods, then the tasks required to resolve the problem will vary.

The generated tasks appear in the Task tab of the Service Request window.

The Automatic Task Generation flow creates automatic tasks for service request based on the following:

- Task template mapping for the service request type
- Task Type Attribute Configuration: Enables automatic creation of tasks based on the information entered in the attributes.

- Verifies the subject of the auto task generated.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Automatic Task Generation flow.

## Technical Name

Automatic\_Task\_Generation

## Prerequisites

The following are the prerequisites for executing this flow:

- User is logged in with the Service responsibility.
- Task template mapping is defined for the service request type.
- Extended attribute mapping is defined for the service request type.
- Task type attribute configuration is defined for the service request type.

## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
Service: Auto Generate Tasks on SR Create	Task Template Mapping	Responsibility
Service: Auto Generate Tasks on SR Create	Task Type Attribute Configuration	Responsibility

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608



Page Name	Field Name	Field Value
Create Service Request	Type	Activate Service
Create Service Request	Type	Abandoned Vehicle
Create Service Request	Is vehicle blocking traffic?	Yes
Create Service Request	Hazardous material?	Yes
Create Service Request	What color is the vehicle?	Black
Create Service Request	What make is the vehicle?	Acura Cars
Create Service Request	Severity	High
Create Service Request	Status	Open

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Create Task Template mapping	Request Type	Activate Service
Create Task Template mapping	Task Template	Activate Service
Service Request Attributes Configuration	Type	Abandoned Vehicle
Service Request Attributes Configuration	Name	Is vehicle blocking traffic?
Service Request Attributes Configuration	Name	What color is the vehicle?
Service Request Attributes Configuration	Name	What make is the vehicle?

Page Name	Field Name	Field Value
Service Request Attributes Configuration	Name	Hazardous material?
Service Request Attributes Configuration	Task Type	Dispatch Tow Truck
Service Request Attributes Configuration	Name	Is vehicle blocking traffic?
Service Request Attributes Configuration	Value	Yes
Service Request Attributes Configuration	Task Type	Dispatch Fire Truck
Service Request Attributes Configuration	Name	Hazardous material?
Service Request Attributes Configuration	Value	Yes

## Defaulting of Bill To and Ship To Addresses Based on Customer or Item Instance

The Bill To and Ship To addresses become the primary addresses for any shipment or billing for a service request. Use the Service: Default Bill To and Ship To Address Options profile option to set the Bill To and Ship To addresses.

The Defaulting of Bill To and Ship To Addresses Based on Customer or Item Instance flow performs the following actions:

- Sets the Service: Default Bill To and Ship To Address Options profile option to Default from Installed Base or Default from Customer.
- Creates a service request with an instance associated with the bill to and ship to address.
- Creates a service request with an instance not associated with the bill to and ship to address.
- Creates a service request without an instance.

- Verifies the bill to and ship to address for the service request.

## Attributes

This section provides information on prerequisites, profile options, and data setups required for executing the Defaulting of Bill To and Ship To Addresses Based on Customer or Item Instance flow.

## Technical Name

Creation\_Optimization\_Bill\_To\_And\_Ship\_To

## Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
Service: Default Bill To and Ship To Address Options	Default from Customer	User
Service: Default Bill To and Ship To Address Options	Default from Installed Base	User

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Instance	100227
Create Service Request	Instance	99651

Page Name	Field Name	Field Value
Create Service Request	Type	Customer Call
Create Service Request	Severity	High
Create Service Request	Status	Open

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Update Item instance	Address (Bill To and Ship To Section)	Riverside
Update Item instance	Address (Bill To and Ship To Section)	Mönkegasse 23
Contact Center :Address tab	Address	2391 L Street
Contact Center :Address tab	Usage	Bill-To/Ship-To
Contact Center :Address tab	Status	Active

## Defaulting the Planned End Date for a Task

The Defaulting the Planned End Date for a Task flow verifies the planned end date for a task based on the Service: Options to Default the Task Planned End Date profile option.

This flow performs the following actions:

- Sets the Service: Options to Default the Task Planned End Date profile to Respond by or Resolve by.
- Creates a service request with the Respond by and Resolve by dates.
- Verifies the planned end date of tasks with different planned start dates.

## Attributes

This section provides information on prerequisites, profile options, and data setups required for executing the Defaulting the Planned End Date for a Task flow.

## Technical Name

Defaulting\_Of\_Planned\_End\_Date\_For\_A\_Task

## Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

## Profile Options

The following profile options must be set:

Profile Option Name	Profile Option Value	Level
Service: Options to default the Task planned end date	Respond by	User
Service: Options to default the Task planned end date	Resolve by	User

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Customer	Business World
Create Service Request	Severity	High
Create Service Request	Status	Open

Page Name	Field Name	Field Value
Create Service Request: Task tab	Task type	Follow up action
Create Service Request: Task tab	Task type	Dispatch

## Setup Data

Not applicable.

## Duplicate Check for Service Requests

When a service request is created by an agent or a customer, the application automatically checks for potential duplicates of the service request.

The Duplicate Check for Service Requests flow checks for service requests with same items, item instances, customers, and serial numbers.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Duplicate Check for Service Requests flow.

## Technical Name

Duplicate\_Check\_For\_Service\_Request

## Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

## Profile Options

The following profile options must be set:

<b>Profile Option Name</b>	<b>Profile Option Value</b>	<b>Level</b>
Service: Service Request Duplicate Timeframe	1	Responsibility
Service: Service Request Duplicate Timeframe UOM	Minute	Responsibility
Services: Check for Duplicate Service Requests	Yes	Responsibility
Services: Service Request Duplicate Criteria	Item Instance or Customer and Item	Responsibility
Services: Service Request Duplicate Criteria	All with Serial Number	Responsibility
Services: Service Request Duplicate Criteria	All without Serial Number	Responsibility
Services: Service Request Duplicate Criteria	Item Instance/ Customer, Item, Serial Number	Responsibility
Services: Check for Similar Service Requests	No	Responsibility

## Predefined Data

The following predefined data must be used:

<b>Page Name</b>	<b>Field Name</b>	<b>Field Value</b>
Create Service Request	Account	1608
Create Service Request	Customer	Business World
Create Service Request	Type	Customer Call
Create Service Request	Status	Open
Create Service Request	Severity	High

## Setup Data

Not applicable.

## Integration with Service Contracts

Oracle Service Contracts provides a complete contract authoring execution solution to manage warranties, extended warranties, usage, and subscription services, as well as complex service agreements.

The Integration with Service Contracts flow performs the following actions:

- Views the entitled contracts for the service request.
- Views all contracts available for the service request.
- Verifies whether contracts are displayed pertaining to setup with following:
  - Item
  - Instance
  - Customer Number
  - Customer Site
- Manually selects and assign the contract for the service request.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Integration with Service Contracts flow.

## Technical Name

Service\_Contracts

## Prerequisites

The following are the prerequisites for executing this flow:

- User is logged in with the Service responsibility.
- Service contracts are created at the following levels: item instance, customer, customer site and system.



## Profile Options

Not applicable.

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Customer	Business World
Create Service Request	Type	Activate Service
Create Service Request	Status	Open
Create Service Request	Severity	High
Create Service Request	Instance	100227
Create Service Request	Party	Business World
Create Service Request	System	2813
Create Service Request	Site Number	2227

## Setup Data

The following data must be set up:

Page Name	Field Name	Field Value
Create Service Request	Contract	22131
Create Service Request	Contract	22167
Create Service Request	Contract	21555

Page Name	Field Name	Field Value
Create Service Request	Contract	22173

## Mass Service Request Update

The Mass Service Request Update feature enables you to update more than one service request in a single operation.

The Mass Service Request Update flow performs the following actions:

- Searches all the service requests that belong to a search criteria.
- Selects the relevant service requests
- Updates notes, status, group owner, individual owner for the service requests
- Verifies confirmation message for the update

## Attributes

This section provides information on prerequisites, profile options, and data setups required for executing the Mass Service Request Update flow.

## Technical Name

Mass\_Service\_Request\_Update

## Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

## Profile Options

Not applicable.

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Mass Service Requests Update: Search	Customer	Business World
Mass Service Requests Update: Update	Note type	Cause
Mass Service Requests Update: Update	Visibility	Public
Mass Service Requests Update: Update	Group	CSS Group
Mass Service Requests Update: Update	Owner	Any owner can be selected
Mass Service Requests Update: Update	Status	Accepted
Mass Service Requests Update: Update	Resolution Code	Client Upgraded (any resolution code can be used)

## Setup Data

Not applicable.

## Customer Management

User can access the Contact Center form from the Customer Management menu of the Service application.

The Contact Center window is designed to allow Tier-1 customer service agents to manage customer information and quickly enter service requests in high-volume call centers. It provides a central place to view and update customer information that is collected by the entire Oracle E-Business Suite of applications. Agents can access not only addresses and contacts but also all past interactions with a customer, including emails, phone calls, and site visits. Agents can read notes posted by the entire organization about a customer, and know which products the customer has purchased, their service history, and any contractual agreements that apply.

The Customer Management flow performs the following actions:

- Creates a service request from the Service Request tab in the Contact Center.

- Creates quick tasks from the Service Request tab.
- Verifies the addresses of task and updates the address.
- Creates a field service task and audits the task.
- Creates debrief lines for the field service task.

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Customer Management flow.

## Technical Name

Customer\_Management

## Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

## Profile Options

Not applicable.

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Contact Center – Header	Account	1608
Contact Center – Service Request tab	Type	Activate Service
Contact Center – Service Request tab	Status	Open
Contact Center – Service Request tab	Severity	High

## Setup Data

Not applicable.

## Integration of Oracle TeleService with Oracle iSupport

Oracle iSupport is an Internet-based customer support application that enables service organizations to provide online self-service customer support. Oracle iSupport drives service profitability by decreasing the number of calls coming into the Contact Center.

The Integration of Oracle TeleService with Oracle iSupport flow performs the following actions:

- Views the service request charge lines created from Oracle TeleService in Oracle iSupport.
- Performs the following actions on the service request in Oracle iSupport:
  - Updates the service request.
  - Attaches a product to the service request.
  - Escalates the service request.
  - Adds contacts to service request.
  - Closes and reopens the service request.
- Verifies the status of service request in Oracle TeleService after performing each action in Oracle iSupport.

## Attributes

This section provides information on prerequisites, profile options, and data setups required for executing the Integration of Oracle TeleService with Oracle iSupport flow.

## Technical Name

Integration\_With\_Isupport

## Prerequisites

The following are the prerequisites for executing this flow:

- User is assigned the iSupport Primary User, Vision Operations responsibility to act on the service request in Oracle iSupport.

- User is assigned the Service responsibility to verify the status of the service request in Oracle TeleService after performing each action in Oracle iSupport.

## Profile Options

Not applicable.

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Customer	Business World
Create Service Request	Type	Billing Problem
Create Service Request - Contact Information	Contact	Amy Miller
Create Service Request	Severity	High
Create Service Request	Status	Open

## Setup Data

Not applicable.

## Integration with Knowledge Management

Oracle Knowledge Management is an information management system that uses Oracle's knowledge capture, storage, and distribution tools. Oracle Knowledge Management provides the features of solution search, creation, and organization, and access to new solutions. The integration with Oracle Knowledge Management makes it possible for agents using Oracle TeleService to search for solutions to customer problems.

The Integration with Knowledge Management flow performs the following actions:

- Searches for solutions by problem summary in the service request header

- Searches solution by any word
- Searches solution by all words
- Verifies the results displayed in the following tabs:
  - Solutions
  - Service Requests
  - Categories

## Attributes

This section provides information on prerequisites, profile options, and data setups required to execute the Integration of with Knowledge Management flow.

## Technical Name

Integration\_With\_Knowledge\_Management

## Prerequisites

The following is a prerequisite for executing this flow:

- User is logged in with the Service responsibility.

## Profile Options

Not applicable.

## Predefined Data

The following predefined data must be used:

Page Name	Field Name	Field Value
Create Service Request	Account	1608
Create Service Request	Customer	Business World
Create Service Request	Type	Activate Service

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<b>Page Name</b>	<b>Field Name</b>	<b>Field Value</b>
Create Service Request	Status	Open
Create Service Request	Severity	High

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## Setup Data

Not applicable.



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## Components in Oracle Service

This appendix covers the following topics:

- Overview
- Components in Oracle Service

### Overview

This appendix describes the components in Oracle Service.

### Components in Oracle Service

Product	Feature	Component	Tags	Description
Oracle Advanced Scheduler	Scheduler Rules	Create_Update _Scheduler_Ru le	Scheduler Rule Configurat or	Creates/Updates a scheduler rule
Oracle Advanced Scheduler	Scheduler Rules	Search_Schedu ler_Rules	Scheduler Rules Search	Component for searching the scheduler rules.
Oracle Advanced Scheduler	Scheduler Rules	Select_CSR_Qu ick_Links	Scheduler Rules Dashboard	Selecting any of the link in Quicklinks
Oracle Advanced Scheduler	Scheduler Rules	View_CSR_Rul es_Dashboard	Scheduler Rules Dashboard	Verifies the search results of a scheduler rule and performs the actions available for a rule.

Product	Feature	Component	Tags	Description
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Auto_Commit_Tasks	Parameter	Concurrent request to Auto commit scheduled tasks
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Autonomous_Scheduler	Autonomous Scheduler	To run the concurrent request of autonomous scheduler.
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Find_Invalid_Addresses	Concurrent request, Invalid Address	Concurrent Request for finding tasks with Invalid address.
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Generate_Trips	Generate Field Service Trips	To run the concurrent request for generating field service trips
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Optimize_Across_Trips	Concurrent program, Optimize Across Trips	Concurrent request to optimize across trips
Oracle Field Service - Dispatch Center	Concurrent Requests	Run_DC_Purge_Gps_Feeds	WORK_ORDER	Concurrent request to delete all the data from the GPS
Oracle Field Service - Dispatch Center	Dispatch center	Create_Query	Field Service Dispatch Center	Component to enter details for creating a task list query
Oracle Field Service - Dispatch Center	Dispatch center	Create_Task_Dependencies_DC	TASK_DEPEND_WIN	This component creates task dependencies.
Oracle Field Service - Dispatch Center	Dispatch center	Find_Dc_Task	Advanced Find Tasks, Field Service Dispatch Center	To search for a task in Dispatch Center form.

Product	Feature	Component	Tags	Description
Oracle Field Service - Dispatch Center	Dispatch center	Handle_Warning_DC	MSG_WIN	This component handles warning message.
Oracle Field Service - Dispatch Center	Dispatch center	Update_DC_Header	Field Service Dispatch Center	To update task details in the dispatch center task details form.
Oracle Field Service - Dispatch Center	Dispatch center	Update_DC_Task_Grid	Field Service Dispatch Center	Component to perform any action on dispatch center task grid.
Oracle Field Service - Dispatch Center	Dispatch center	Update_Dc_Parent_Child_Tasks	Field Service Dispatch Center	Component for updating the parent and child tasks.
Oracle Field Service - Dispatch Center	GPS	Run_DC_Geo_Tester	Geo Tester	Component to fetch latitude and longitude information of an address
Oracle Field Service - Dispatch Center	Other Forms	Add_DC_Access_Hours	Access Hours	Component to add access hours to a task..
Oracle Field Service - Dispatch Center	Other Forms	Modify_DC_Customer_Confirmation	Field Service Dispatch Center	Component to update customer confirmation of a task
Oracle Field Service - Dispatch Center	Other Forms	Select_DC_Territories	Field Service Dispatch Center	Component to add territories to the dispatcher view.
Oracle Field Service - Dispatch Center	Other Forms	Setup_DC_Gantt_Tool_Tip	Scheduling Chart Tooltip Setup	This component schedules chart tooltip setup.

Product	Feature	Component	Tags	Description
Oracle Field Service - Dispatch Center	Schedule Advise	Schedule_DC_Task_Advice	Schedule Task	Performs the actions in Advice tab while scheduling a task
Oracle Field Service - Dispatch Center	Schedule Advise	Schedule_DC_Task_Preferences	Schedule Task	Performs the actions in Preferences tab while scheduling a task
Oracle Field Service - Dispatch Center	Schedule Advise	Schedule_Task_Select_Resource	Schedule Task	This component selects the resource on schedule task form.
Oracle Field Service - Dispatch Center	Skills	Add_DC_New_Skill	Skill Management	Component to create a new skill
Oracle Field Service - Dispatch Center	Skills	Add_DC_New_Skill_Level	Skill Management	This component is for skill management in dispatch center.
Oracle Field Service - Dispatch Center	Skills	Add_DC_Skill_Resource	Skill Management	This component is for handling skill management if dispatch center
Oracle Field Service - Dispatch Center	Skills	Add_DC_Skill_Task	Skill Assignment	This components transacts on skill management in dispatch center
Oracle Field Service - Dispatch Center	Skills	Find_Basic_DC_Task	Basic Find Tasks	This component is to find dc tasks
Oracle Field Service - Portal	Admin Portal	Select_Customer_Confirmation	Customer Confirmation, Update Task	Customer Confirmation status in task update UI
Oracle Field Service - Portal	Admin Portal	Update_Debrief_Task	Update Task, Debrief Task	To click on Update/Debrief image in the table

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Admin Portal	Update_Task_Dashboard	Third party portal, Schedule	Update Task Schedule Dates/Times in third party portal
Oracle Field Service - Portal	Admin Portal	Verify_Access_Hours	Admin, Access Hours	To verify access hours
Oracle Field Service - Portal	Create Debrief	Add_Install_Line_Dbrf_Return	Update Task:*	This component adds debrief install return line
Oracle Field Service - Portal	Create Debrief	Add_Item_ABScieX		
Oracle Field Service - Portal	Create Debrief	Create_FSTP_Dbrf_ExpenseLine	Update Task: *	Debrief expense line creation
Oracle Field Service - Portal	Create Debrief	Create_FSTP_Dbrf_LaborLine	Update Task	Creates a debrief labor line
Oracle Field Service - Portal	Create Debrief	Create_FSTP_Dbrf_MtrlDOALine	Update Task: *	Debrief Material install line_DOA
Oracle Field Service - Portal	Create Debrief	Create_FSTP_Dbrf_MtrlRtrnLine	Update Task: *	Creating debrief material install line
Oracle Field Service - Portal	Create Debrief	Crt_FSTP_Dbrf_MtrlInstLine	Update Task, Debrief, Material Install Line	Creates a debrief material install line
Oracle Field Service - Portal	Create Debrief	Search_FSTP_SearchTask	Field Service Technician Dashboard	Search for a task in technician dashboard page

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Other	Adding_Source_FSTP_Parts_Rqmt	Parts Requirement	Adding source to the item in Parts Requirement page
Oracle Field Service - Portal	Other	Apply_FSTP_CreateSRHeader	Update Task, Create Service Request	Creating SR using FSTP
Oracle Field Service - Portal	Other	Change_Task_Assignment_FSTP	Task Assignment, Task Status, Update Task	To change task assignment status
Oracle Field Service - Portal	Other	Create_FSTP_CreateSRHeader_Task	Create Follow-UP Task	Creating task using SR in FSTP
Oracle Field Service - Portal	Other	Create_FSTP_Parts_Return	Parts Return	Return parts using Technician Portal
Oracle Field Service - Portal	Other	Create_personal_task	Personal task, portal	This component creates Personal task on create personal task page in technician Portal.
Oracle Field Service - Portal	Other	FSTP_Create_Followup_Task	Field Service Technician Dashboard	Creating a follow-up task
Oracle Field Service - Portal	Other	FSTP_Parts_Transfer		
Oracle Field Service - Portal	Other	ManualSource_FSTP_SrchPartRqmt	Parts Requirement Find	Creating IO using manual sourcing
Oracle Field Service - Portal	Other	Search_Task_Filter	Field Service *	Searching task using task filter

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Other	Self_Schedule	Update Task:*	Task scheduling using FSTP
Oracle Field Service - Portal	Other	Task_Assignmnt_Chng_Vrfy_FSTP	Update Task:*	Verification comp for task assignment change
Oracle Field Service - Portal	Other	Upgrade_SR_Severity	Update Task:*	This component updates SR severity
Oracle Field Service - Portal	Other	Verify_Debrief_Task_Notes	Update Task:*	This component verifies debrief task notes
Oracle Field Service - Portal	Other	Verify_Debrief_Trvl_Line_FSTP	Update Task:*	Verification component for Debrief travel line
Oracle Field Service - Portal	Other	Verify_FSTP_Trunk_Stock_Management	Field Service Technician Dashboard	Component for Trunk Stock Management
Oracle Field Service - Portal	Part Requirements	Create_Item_Information	Parts Requirement	Creates item information in Parts Requirement page
Oracle Field Service - Portal	Part Requirements	Create_Order_SrchPartsRqmt	Parts Search, Spares, Portal	Create Internal Order/reservation using search parts
Oracle Field Service - Portal	Part Requirements	Create_Requirement_Information	Parts Requirement	Creates requirement information in Parts Requirement page
Oracle Field Service - Portal	Part Requirements	FSTP_PR_Navigation	Update Task:*	This components transacts with navigation for Parts requirement

Product	Feature	Component	Tags	Description
Oracle Field Service - Portal	Part Requirements	Search_FSTP_PartsRqmt	Parts Requirement, Parts requirement Find	To Search for Parts Requirement
Oracle Field Service - Portal	Part Requirements	Select_Part_Requirement_FSTP	Update Task:*	This component is to select part requirement
Oracle Field Service - Portal	Part Requirements	Verify_FSTP_CreatePR	Parts Requirement	Verifying the item status in Parts Requirement page
Oracle Field Service - Portal	Post Debrief	Get_last_Parent_Item_Details	Debrief	
Oracle Field Service - Portal	Post Debrief	Post_FSTP_DbrfLaborLine	Update Task	Clicking on Post Debrief button for labor line
Oracle Field Service - Portal	Post Debrief	Post_FSTP_DbrfMtrlInstallLine	Update Task	Clicking on Post Debrief button for material install line
Oracle Field Service - Portal	Post Debrief	Post_FSTP_DbrfMtrlReturnLine	Update Task: *	Posting debrief material return line
Oracle Field Service - Portal	Post Debrief	Verify_FSTP_PostDebrief	Update Task	Verifying task and debrief status in Update task page
Oracle Field Service Wireless	Create Debrief	Create_FSWL_DbrfLaborLine	Labor Line, Debrief, Wireless	To Create Wireless Debrief labor line
Oracle Field Service Wireless	Create Debrief	Create_FSWL_DbrfMtrlLine	Wireless	To create a debrief material line
Oracle Field Service Wireless	Create Debrief	Create_FSWL_DbrfExpenseLine	Wireless	Debrief expense line creation



Product	Feature	Component	Tags	Description
Oracle Field Service Wireless	Create Debrief	Create_FSWL_Dbrf_MtrlReturn	Wireless	Creating debrief material return line
Oracle Field Service Wireless	Create Debrief	Search_Task_Advanced_Wireless	Wireless	This component searches for task in wireless
Oracle Field Service Wireless	Create Debrief	Srch_FSWL_TaskSrch	Wireless	To search for a task in Wireless UI
Oracle Field Service Wireless	Other	CSFW_Parts_Transfer		
Oracle Field Service Wireless	Other	Change_Task_Assignment_Status	Task Assignment, Task Status, Wireless	To change Task Assignment Status in Wireless
Oracle Field Service Wireless	Other	Create_FSWL_ServiceRequest	Wireless	Creating SR using wireless
Oracle Field Service Wireless	Other	Create_FSWL_SrchPartsOrdering	Wireless	To search an item and creating Internal Order for that item using parts search in Wireless UI.
Oracle Field Service Wireless	Other	Create_FSWL_Task	Wireless	Creating task using wireless
Oracle Field Service Wireless	Other	Create_Personal_task_wl	Personal task, Wireless	This component creates Personal task on create personal task page in wireless.
Oracle Field Service Wireless	Other	Login_Wireless	login, wireless	login to wireless application
Oracle Field Service Wireless	Other	Logout_Wireless	Logout, wireless	Logout from wireless application

Product	Feature	Component	Tags	Description
Oracle Field Service Wireless	Other	Navigate_To_Home_Wireless	Field Service Wireless	Navigating to home page
Oracle Field Service Wireless	Other	ReceiveParts_CSFW	Wireless	Parts receiving using wireless
Oracle Field Service Wireless	Other	Run_Debrief_Posting_Program	Debrief Posting Program	To run the concurrent request for 'Debrief Posting Program'
Oracle Field Service Wireless	Other	Set_FSWL_Preferences	Wireless	Setting up preferences in wireless
Oracle Field Service Wireless	Other	Verify_Debrief_Labor_Line	Labor Line, Debrief, Wireless	To verify Debrief Labor line status in Wireless
Oracle Field Service Wireless	Other	Verify_FSWL_ChangePassword	Field Service Wireless	Component for changing password
Oracle Field Service Wireless	Other	Verify_FSWL_PartsReturn	Wireless	Component for parts return
Oracle Field Service Wireless	Other	Verify_FSWL_TrunkStock_Qty	Wireless	Verifying Qty using trunk stock in wireless
Oracle Field Service Wireless	Other	Verify_FSWL_TrunkStock_Trans	Wireless	Verifying material transaction using trunk stock
Oracle Field Service Wireless	Part Requirements	Create_Fstp_PartsRqmt	Wireless	Creating PR using FSTP
Oracle Field Service Wireless	Part Requirements	Verify_CSFW_CreatePR	Wireless	To verify the order status of an item in Wireless UI

Product	Feature	Component	Tags	Description
Oracle Field Service Wireless	Post Debrief	Post_FSWL_Db rf_LaborLine	Wireless	Component for posting debrief labor line
Oracle Field Service Wireless	Post Debrief	Post_FSWL_Db rf_MaterialLine	Wireless	To click on Post Debrief button for material line in Wireless UI
Oracle Field Service Wireless	Post Debrief	Posting Debrief Expense Line	Wireless	Component for posting debrief expense line
Oracle Field Service Wireless	Post Debrief	Verify_CSFW_PostDebreif	Wireless	To verify the debrief status in Wireless UI
Oracle Spares Management	Move Order	Add_MO_Dest_Line_Details	Move Order	To add destination subinventory details for a Move Order
Oracle Spares Management	Move Order	Add_MO_Item_Line_Details	Move Order	To add item lines for a Move Order
Oracle Spares Management	Move Order	Add_MO_Service_Control_Line_Details	Move Order	To add Service Control details (SR and Task) for a Move Order
Oracle Spares Management	Move Order	Add_MO_Source_Line_Details	Move Order	To add source subinventory details for a Move Order
Oracle Spares Management	Move Order	Approve_Spares_Move_Order	Move Order	To approve the move order created which was in Incomplete status.
Oracle Spares Management	Move Order	Assign_Picklist_To_Packlist	Move Order	To Add item/assign picklist to the box created for a packlist
Oracle Spares Management	Move Order	Confirm_Picklists	Move Order	To confirm the picked quantity before packing and shipping the parts. Confirming the pick list changes the Move Order Line status to "Confirmed"
Oracle Spares Management	Move Order	Create_New_Box_Packlist	Move Order	To Create new box for a Packlist

Product	Feature	Component	Tags	Description
Oracle Spares Management	Move Order	Create_Packlists_For_Picklists	Move Order	To Create an Open Packlist for the picklist. Box 001 is created automatically.
Oracle Spares Management	Move Order	Create_Reservations	Move Order	To reserve parts in a specific subinventory location for a move order. This allocation or reservation ties the inventory to the move order.
Oracle Spares Management	Move Order	Create_Spares_Move_Order_Hdr	Move Order	To create Move Orders with header details for transferring parts between subinventories within the same inventory organization
Oracle Spares Management	Move Order	Find_MO_Line_Reservation	Move Order	To find MO line while creating Reservations for that MO
Oracle Spares Management	Move Order	Print_Packlist	Move Order	To Print Pack List for MO
Oracle Spares Management	Move Order	Receive_Shipments	Move Order	To Receive Shipments for the MO. This component is used if Auto Receipt checkbox is disabled while creating MO.
Oracle Spares Management	Move Order	Run_Print_Pick_Lists	Move Order	To Print the Pick List and produce a report that specifies the parts to be picked from their location in the warehouses. Printing the pick list changes the Move Order status to Printed.
Oracle Spares Management	Move Order	Ship_Confirm_Packlist	Move Order	To Ship Confirm Pack List for MO
Oracle Spares Management	Move Order	Update_Allocations	Move Order	To update allocations created for a MO

Product	Feature	Component	Tags	Description
Oracle Spares Management	Move Order	Verify_Packlist_Status	Move Order	To verify if ship confirmed packlist is moved from Open to Received list with Received status
Oracle Spares Management	Move Order	Verify_Status_Move_Order	Move Order	This component can be used at any stage of move order. If its used after Print Picklist, then the Move Order Line status should be "Printed".
Oracle Spares Management	Parts	Define_MinMaxQty_StockList_PD	SETUPCO MP	To define values for Min and Max qty for an Item in Stock List tab in Planner's Desktop
Oracle Spares Management	Parts	Get_Default_Source_Inventor y		To get the default source for a dest. Org setup in Inventory
Oracle Spares Management	Parts	Receive_Parts	Inbound Reservations and Orders, Receive Parts, Part Receipt	To Receive Parts
Oracle Spares management	Parts	Receive_Parts_Internal_Order	receive, internal sales order	This component is used to Receive parts for a technician for internal sales order
Oracle Spares management	Parts	Receive_Parts_Part_Rqrmt	Inbound Reservations and Orders, receive, part requirement	This component is used to Receive parts for a technician from a part requirement
Oracle Spares management	Parts	Receive_Parts_Purchase_Order	receive, purchase order	This component is used to Receive parts for a technician from purchase order

Product	Feature	Component	Tags	Description
Oracle Spares management	Parts	Receive_Parts_Search	Search, Part order	This component Searches for part requirement/purchase order/internal order to receive parts in technician portal.
Oracle Spares management	Parts	Verify_Error_Message		
Oracle Spares management	Parts	Verify_Order_Type_PR	Parts, Parts Search, Order	To verify different order types created for different combinations of Source Org, Destination Org and Transfer type (Intransit, Direct).
Oracle Spares management	Parts	Verify_Resource_Details_PR	Parts, Task Reassignment, Task Rescheduling, Resource	To verify resource details like Resource Name, Destination Org, Dest. SubInventory, Default Ship to Address in Parts Requirement Header section after Task Reassignment.
Oracle Spares Management	Parts	Verify_Ship_to_Address_Type	Verify, Ship to Address	To verify default ship to address type in Parts Requirement page as per the setup done through profile "CSP: Parts Requirement Default Ship To Address"
Oracle Spares Management	Requests	Run_CSPCalculate_Failure_Rates	CR, Concurrent Request	To Run the Concurrent request 'Calculate Failure Rates'
Oracle Spares Management	Requests	Run_CSPWarehouse_Notifications	CR, Concurrent Request	To Run the Concurrent request 'Warehouse Notifications'
Oracle Spares Management	Requests	Run_CSP_Create_Excess_Lists	CR, Concurrent Request	To Run the Concurrent request 'Create Excess Lists'
Oracle Spares Management	Requests	Run_CSP_Create_Part_Avl_Data	CR, Concurrent Request	To Run the Concurrent request 'Create Part Availability Data'

Product	Feature	Component	Tags	Description
Oracle Spares Management	Requests	Run_CSP_Print_Excess_Lists	CR, Concurrent Request	To Run the Concurrent request 'Print Excess Lists'
Oracle Spares Management	Requests	Run_Create_Asl_Recommendations	CR, Concurrent Request	To Run the Concurrent request 'Create ASL Recommendations'
Oracle Spares Management	Requests	Run_Create_Min_Max_Planning_Rpt	CR, Concurrent Request	To Run the Concurrent request 'Create Min-Max Planning Report'
Oracle Spares Management	Requests	Run_Create_Warehouse_Replenishment_Data	CR, Concurrent Request	To Run the Concurrent request 'Create Warehouse Replenishment Data'
Oracle Spares Management	Setup	Add_Attachment_Notes_SparesUI	Adding attachment/Notes in Spares UI	Adding attachment/Notes in Spares UI
Oracle Spares Management	Setup	Add_CSP_Subinventory_PD	SETUPCOMP	Add Subinventory to Planner's Desktop
Oracle Spares Management	Setup	Add_CSP_Warehouse_PD	SETUPCOMP	Add Warehouse to Planner's Desktop
Oracle Spares Management	Setup	Add_Planning_Node_PD	Planners Desktop, Planning Node	To add Planning Node in Planner Desktop under Spares Planning node
Oracle Spares Management	Setup	Assgn_Oper_Unit_Rsrc_Addr_HTML		
Oracle Spares Management	Setup	Assign_Resource_Address	SETUPCOMP	To assign/add ship to address to the Resource in Resource Addresses and Subinventories form

Product	Feature	Component	Tags	Description
Oracle Spares Management	Setup	Assign_Resource_Subinventories	SETUPCO MP	To assign defective and usable subinventories for the Resource in Resource Addresses and Subinventories form.
Oracle Spares Management	Setup	Create_CSP_Part_Avl_Request_PD	SETUPCO MP	To Run the request 'Create Part Availability Data' for the Warehouse/Subinventory setup in Planner's desktop. This component needs to be called after adding and setting up Site attributes for a Warehouse/Subinventory to the Planner's desktop.
Oracle Spares Management	Setup	Create_CSP_Supersession	SETUPCO MP	To create supersession relation for an item in Define Supersessions UI
Oracle Spares Management	Setup	Create_Rsrc_Address_HTML		
Oracle Spares Management	Setup	Create_Rtn_Routing_Rules	Return Routing Rules, RRR, Setup	To create Return Routing Rules for a warehouse, item etc
Oracle Spares Management	Setup	Create_Supersession_Forms	SETUPCO MP	To create supersession relation for an item in Supersessions forms
Oracle Spares Management	Setup	Create_Update_Rsrc_Address_HTML		
Oracle Spares Management	Setup	Define_MinMaxQty_StockList_PD	SETUPCO MP	To define values for Min and Max qty for an Item in Stock List tab in Planner's Desktop



Product	Feature	Component	Tags	Description
Oracle Spares Management	Setup	Define_PD_Planning_Parameters	SETUPCO MP	To specify planning parameters for a warehouse organization in Planner's Desktop Precondition: "Warehouse Organization to be added in Planner's Desktop. Search_CSP_PlanningNodes_PD"
Oracle Spares Management	Setup	Delete_Attachments_From_Inventory	Supersession, Substitution, Inventory	To delete already added attachments from Inventory
Oracle Spares Management	Setup	Delete_Attachments_From_Spares	Supersession, Substitution	To delete already added attachments from Spares
Oracle Spares Management	Setup	Delete_CSP_Item_Relationship	Supersession, Substitution, Notes, Setup	To delete the relationship between 2 items.
Oracle Spares Management	Setup	Delete_CSP_Warehouse_SubInventory_PD	PD, Planner Desktop	Add Subinventory to Planner's Desktop To delete the existing or already added warehouses or subinventories in the Planner's Desktop.  PreCondition: Use Search_CSP_Nodes_PD component before using this component.
Oracle Spares Management	Setup	Delete_Supersession_Forms	Supersession, Substitution, Notes, Setup	To delete the relationship between 2 items in Supersessions form.
Oracle Spares Management	Setup	Find_Item_Relationship		To find item relationship

Product	Feature	Component	Tags	Description
Oracle Spares Management	Setup	Mass_Update_Delivery_Time	SETUPCO MP	To mass update delivery time fields like Lead Time, UOM, Distance etc in the Delivery Time UI.
Oracle Spares Management	Setup	Navigate_Attachments	Supersession, Substitutes	To add new attachment, to view existing attachments for Spares Supersession or Substitutions
Oracle Spares Management	Setup	Query_Rsrc_Address_Subinv	SETUPCO MP	To query the existing resource in the Addresses and Subinventories form
Oracle Spares Management	Setup	Query_Rsrc_Address_Subinv_HTML		
Oracle Spares Management	Setup	Search_CSP_Delivery_Time_UI	SETUPCO MP	To query/search shipping methods to view delivery time defined for warehouse/subinv
Oracle Spares Management	Setup	Search_CSP_PlanningNodes_PD	SETUPCO MP	To search or query for already added planning nodes like Warehouses/Subinventories in the Planner's Desktop PreCondition: The Planning Node to be deleted should already be existing or added in the Planner's Desktop
Oracle Spares Management	Setup	Search_Delete_CSP_RRR	Return Routing Rules, RRR, Setup, Supersession, Substitution	To search and delete the Return Routing Rule for an item
Oracle Spares Management	Setup	Search_Supersession_Forms	SETUPCO MP	To search for a relationship between 2 items in Supersessions form

Product	Feature	Component	Tags	Description
Oracle Spares Management	Setup	Search_Supersession_Substitute	SETUPCO MP	To search existing Supersession or Substitutes for an item
Oracle Spares Management	Setup	Setup_CSP_Site_Attributes_PD	SETUPCO MP	To setup site attributes for a warehouse/subinv in PD..
Oracle Spares Management	Setup	Upd_Supersession_Substitute	SETUPCO MP	To update existing supersession or substitute for an item
Oracle Spares Management	Setup	Update_CSP_Delivery_Time_UI	SETUPCO MP	To update details like Lead Time etc in the delivery time UI
Oracle Spares Management	Setup	Verify_Super_Sub_Attachments	Item Relationships	To verify the attachments added to an item relationship either from Inventory.
Oracle Spares Management	Setup	Verify_Super_Sub_Notes	Supersession, Substitutes	To verify the notes added to an item relationship either from Inventory->Item Relationship UI or from Spares Supersession Substitute UI
Oracle Spares Management	Warehouse Replenishment Plan	Add_Notes_WRP	WRP, Warehouse Replenishment Planning, Notes	To add new note to the searched WRP
Oracle Spares Management	Warehouse Replenishment Plan	Create_Manual_Forecast_WRP	WRP, Warehouse Replenishment Planning	To create manual forecast for a WRP

Product	Feature	Component	Tags	Description
Oracle Spares Management	Warehouse Replenishment Plan	Create_Planned_Orders_WRP	WRP, Warehouse Replenishment Planning	To create new planned orders for a WRP
Oracle Spares Management	Warehouse Replenishment Plan	Def_Plan_Params_Regen_Plan_WRP	WRP, Warehouse Replenishment Planning	To define Planning Parameters for a selected WRP
Oracle Spares Management	Warehouse Replenishment Plan	Delete_Manual_Forecast_WRP	WRP, Warehouse Replenishment Planning	To delete existing manual forecast for a WRP
Oracle Spares Management	Warehouse Replenishment Plan	Find_Wrh_Replenishment_Plans	WRP, Warehouse Replenishment Planning	To Search for Warehouse Replenishment plans which are generated by running concurrent request 'Create Warehouse Replenishment Data'
Oracle Spares Management	Warehouse Replenishment Plan	Remove_Planned_Orders_WRP	WRP, Warehouse Replenishment Planning	To remove existing planned orders in a WRP
Oracle Spares Management	Warehouse Replenishment Plan	Update_Notes_WRP	WRP, Warehouse Replenishment Planning, Notes	To update an existing note for a WRP

Product	Feature	Component	Tags	Description
Oracle TeleService	Charges creation	Auto_Gen_SR_ Charges	Service Request	This is to generate charges lines automatically from debrief lines.
Oracle TeleService	Charges creation	Copy_SR_Esti_ Actual_Charge _OA	Charges	To Copy estimate charge line to actual charge line
Oracle TeleService	Charges creation	Create_SR_ Charges_Action	Service Request, Charges, Action	Perform the operations in Action tab of charge line
Oracle TeleService	Charges creation	Create_SR_ Charges_BillTo	Service Request	Bill to tab of charges
Oracle TeleService	Charges creation	Create_SR_ Charges_Details	Service Request	order status tab of charges
Oracle TeleService	Charges creation	Create_SR_ Charges_OrdStatus	Service Request	This component transacts on the Order Status tab of service request charges.
Oracle TeleService	Charges creation	Create_SR_ Charges_Order	Service Request Report	Order tab of charge lines
Oracle TeleService	Charges creation	Create_SR_ Charges_Pricing	Service Request, Charges, Pricing	Perform the operations in Pricing tab of charge line
Oracle TeleService	Charges creation	Create_SR_ Charges_ShipTo	Service Request	Ship to tab of charges
Oracle TeleService	Charges creation	Create_SR_ Charges_Source	Service Request	Source tab of charges
Oracle TeleService	Charges creation	Create_SR_ Charges_Pricing_Rules	Service Request	Pricing rules tab of charges.

Product	Feature	Component	Tags	Description
Oracle TeleService	Charges creation	Create_charges _OA	Charges	Create charge line in OAHTML page
Oracle TeleService	Charges creation	Crt_SR_Charge s_Estimate_OA	Charges	Create estimate charge line in OA page (Service and charges logistics)
Oracle TeleService	Charges creation	Submit_SR_Ch arges	Service Request	Submit the charge lines to OM in forms
Oracle TeleService	Charges creation	Submit_SR_Ch arges_OA	Charges	Submit the charge line to OM through OA page ( service and charges logistics)
Oracle TeleService	Charges creation	Verify_Chargel ines	Service Request, Charges, Action	Verify the fields in Action tab of charge line.
Oracle TeleService	Charges creation	Verify_Projectfi eld_Charges	Charges	Enter the projects related fields in Charges
Oracle TeleService	Charges creation	Verify_SR_Cha rges_Action	Service Request, Charges, Action	Verify all the fields under Actions Tab
Oracle TeleService	Charges creation	Verify_SR_Cha rges_BillTo	Service Request	Bill to tab of charges
Oracle TeleService	Charges creation	Verify_SR_Cha rges_OrdStatus	Service Request	Order status tab of charges
Oracle TeleService	Charges creation	Verify_SR_Cha rges_Pricing	Service Request, Charges, Pricing	Perform the operations in Pricing tab of charge line
Oracle TeleService	Charges creation	Verify_SR_Cha rges_Pricing_R ules	Service Request	Pricing rules tab of charges

Product	Feature	Component	Tags	Description
Oracle TeleService	Charges creation	Verify_SR_Charges_ShipTo	Service Request	Ship to tab of charges
Oracle TeleService	Charges creation	Verify_SR_Charges_Source	Service Request	Source tab of charges
Oracle TeleService	Debrief tasks	Add_SR_Debrief_Lines_1	Service Request	Invoke the debrief page
Oracle TeleService	Debrief tasks	Add_SR_Debrief_Lines_2	Update Task: *	Adding the debrief lines in debrief page
Oracle TeleService	Debrief tasks	Add_SR_Debrief_Lines_Quicktasks	Quick Task	Quick tasks of debrief lines
Oracle TeleService	Reports	Generate_SR_Chargesreport	Service Request Report	Generate charges report
Oracle TeleService	Service Request Creation	Add_SR_Confirm_Ship_Address	Service Request	Adding Bill to and ship to address
Oracle TeleService	Service Request Creation	Add_SR_Relations	Service Request	Add relations to SR
Oracle TeleService	Service Request Creation	Audit_SR_history	Service Request	Audit history of a Service Request
Oracle TeleService	Service Request Creation	Call_information_SR	Service Request, Call information	Call information for telephony inbound and outbound
Oracle TeleService	Service Request Creation	Check_Duplicate_SR_Popup	Duplicate Service Request Popup	Duplicate Service Request Popup while creating a new service request

Product	Feature	Component	Tags	Description
Oracle TeleService	Service Request Creation	Check_SR_Inst _Creat_Ctracts	Service Request	Subject tab of SR
Oracle TeleService	Service Request Creation	Check_SR_Inst _Creat_Ctracts _1	Service Request	Subject tab of Service Request
Oracle TeleService	Service Request Creation	Check_SR_Log _Note_Sol_Src h	Service Request, Workbenc h	Perform the operations in the Workbench tab of SR form
Oracle TeleService	Service Request Creation	Check_Similar _SR	Service Request Creation	This is a pop checking for similar service request.
Oracle TeleService	Service Request Creation	Copy_SR	Copy Service Request	Copy the service request
Oracle TeleService	Service Request Creation	Create_SR_Con tact_center	Customer Relationsh ip Actions	Create service request in contact center SR tab
Oracle TeleService	Service Request Creation	Create_SR_Hea der	Service Request	Create service request header details like customer,account, SR type,SR status etc
Oracle TeleService	Service Request Creation	Enter_Projects_ Fields_SR	Service Request	Enter the projects related fields in SR
Oracle TeleService	Service Request Creation	Escalate_SR	Escalation s	Escalate SR
Oracle TeleService	Service Request Creation	Escalate_SRTas k	Escalation s	Service Request escalated and task created



Product	Feature	Component	Tags	Description
Oracle TeleService	Service Request Creation	Query_SR_for m	Service Request	Query the service request created
Oracle TeleService	Service Request Creation	Run_Para_Inte rf_servcost_pro j	Service Request creation	Interfacing the service cost to projects
Oracle TeleService	Service Request Creation	Run_Parameter s_CC_PurgeSR	Service Request Data Purge CC	Parameters for Service Request data purge program
Oracle TeleService	Service Request Creation	Run_SR_Print_ Request	Service Request Report	Run the print request
Oracle TeleService	Service Request Creation	Run_SR_Profit _Margin_Repo rt	Profit Margin Report	Profit margin report
Oracle TeleService	Service Request Creation	Run_parameter _Cost_create_S R	Service Request, Concurren t program	Parameters cost creation for an SR
Oracle TeleService	Service Request Creation	Search_Advanc ed_SR	Find Service Request	Search service request using the advanced tab of Find service request form
Oracle TeleService	Service Request Creation	Search_Basic_S R	Find Service Request	Searching service request through basic tab of Find Service Request form
Oracle TeleService	Service Request Creation	Search_Sr_Tabl es	Find Service Request	Searching service request through basic tab tables in find SR form
Oracle TeleService	Service Request Creation	Send_Message _SR	Service Request	Sending message to contacts from service request

Product	Feature	Component	Tags	Description
Oracle TeleService	Service Request Creation	Serach_SR_It m_Instance	Search Installed Base	Search page of item instance
Oracle TeleService	Service Request Creation	Service_Charge s_Tab	Service Request	Charges tab header of SR
Oracle TeleService	Service Request Creation	Service_Interac tion_Tab	Service Request	Interactions of service request
Oracle TeleService	Service Request Creation	Service_Task_T ab	Service Request, Task	Create the task for a service request
Oracle TeleService	Service Request Creation	Submit_Fullfill ment_Req_SR	Service Request, Fulfillment	Service request fulfillment like sending emails and Fax can be done
Oracle TeleService	Service Request Creation	System_param eters_1225MO AC		
Oracle TeleService	Service Request Creation	Update_SR	Service Request	Service Request update page
Oracle TeleService	Service Request Creation	Update_SR_Co ntactCenter	Service Request	Update the Service Request from contact center
Oracle TeleService	Service Request Creation	Validate_addre ss_cs	Service Request- *	Validating the address of SR header and task addresss
Oracle TeleService	Service Request Creation	Verify_Call_wr ap_Up_SR	Service Request	Popup for call wrap up in service request
Oracle TeleService	Service Request Creation	Verify_Fullfill ment_Req_SR	Service Request, Fulfillment	Viewing the Service request fulfillment like sending emails and Fax can be done

Product	Feature	Component	Tags	Description
Oracle TeleService	Service Request Creation	Verify_Notety pe	Service Request	Note type verification when notes are created manually or automatically
Oracle TeleService	Service Request Creation	Verify_Proble mcode_Notes	Service Request*	Verify problem code and notes
Oracle TeleService	Service Request Creation	Verify_Quality _Results_Sr	Service Request	Entering the results for Service request tracking
Oracle TeleService	Service Request Creation	Verify_Relatio n_SR	Service Request, Related Objects	Verify the fields in Related Objects tab of SR form
Oracle TeleService	Service Request Creation	Verify_Resoluti on_Code_SR	Service Request creation	Verifying the resolution code on SR
Oracle TeleService	Service Request Creation	Verify_Resolve AndRespondD ates	Service Request*	Verify respond and respond field
Oracle TeleService	Service Request Creation	Verify_Resourc e_Info_Popup	Service Request	Verification of resource information in task for service request
Oracle TeleService	Service Request Creation	Verify_SO_OA _1213	Charges	Verifying the Sales order created in HTML charges
Oracle TeleService	Service Request Creation	Verify_SR_Cos t_Details	Costing	SR details on Cost details page of SR can be verified
Oracle TeleService	Service Request Creation	Verify_SR_Fiel ds	Service Request	Verify the fields in SR header

Product	Feature	Component	Tags	Description
Oracle TeleService	Service Request Creation	Verify_Sentme ssage_SR	Service Request	View already send message from service request
Oracle TeleService	Service Request Creation	Verify_Sr_Field s	Service Request	Verification of SR fields in the service request form
Oracle TeleService	Service Request Creation	Verify_Summa ry_Subject	Service Request*	Verify summary field and certain field
Oracle TeleService	Service Request Creation	Verify_Task_T ype_Ccform	Contact Center	Verify the task type and subject of Quick task created in service request through Contact center form
Oracle TeleService	Service Request Creation	Verify_Task_T ype_Srform	Service Request	Verify the task type and subject of task created in service request through SR form
Oracle TeleService	Service Request Creation	Verify_billto_s hip_to_fields	Service Request	Verification of the bill to and ship to related fields
Oracle TeleService	Service Request Creation	Verify_order_ OA_1225	Charges	Verifying the Sales order created in HTML charges
Oracle TeleService	Setup	Add_Attribute s_to_Attribgrp	SETUPCO MP	Add attributes to attribute group
Oracle TeleService	Setup	Add_Billingtyp e_SAC	Service Request	Adding billing type to SAC
Oracle TeleService	Setup	Add_OM_Typ e_SAC	Service Request	Add OM Header and line type to SAC
Oracle TeleService	Setup	Add_Template _Notification	Service Request	This component transacts with Template notifications
Oracle TeleService	Setup	Associate_Attri bgrp_toSRtype	SETUPCO MP	Associating attribute group to Service request type

Product	Feature	Component	Tags	Description
Oracle TeleService	Setup	Associating_At tributetopage	SETUPCO MP	Associating attribute group to Page
Oracle TeleService	Setup	Create_SAC	SETUPCO MP	Service activity header page
Oracle TeleService	Setup	Create_SR_Ext endedattribute	SETUPCO MP	SR extended attributes creation and mapping with SR type
Oracle TeleService	Setup	Create_SR_IBtr ansactiontypes	SETUPCO MP	IB transaction types
Oracle TeleService	Setup	Create_SR_Not ification_Rules	SETUPCO MP	Notification rules creation for Service Request
Oracle TeleService	Setup	Create_SR_Prbl em_code_Map ping	SETUPCO MP	Mapping the problem code with SR type
Oracle TeleService	Setup	Create_SR_Pro blemcodes	SETUPCO MP	Problem code creation
Oracle TeleService	Setup	Create_SR_Res ol_code_Mappi ng	SETUPCO MP	Resolution code mapping SR type
Oracle TeleService	Setup	Create_SR_Res olution_codes	Service: Service Request Resolution Codes Lookups, SETUPCO MP	This component transacts on service request resolution codes
Oracle TeleService	Setup	Create_SR_Res p_Mapping	SETUPCO MP	This component transacts with Responsibility mapping
Oracle TeleService	Setup	Create_SR_Sev erities	SETUPCO MP	Severities

Product	Feature	Component	Tags	Description
Oracle TeleService	Setup	Create_SR_Task_Templ_Mapping	SETUPCO MP	Task template mapping with service request type
Oracle TeleService	Setup	Create_SR_Tasktype_Attr_Map	SETUPCO MP	Mapping attributes and task
Oracle TeleService	Setup	Create_SR_Type	SETUPCO MP	Creating service request type
Oracle TeleService	Setup	Create_SR_Urgencies	SETUPCO MP	Creating SR urgencies
Oracle TeleService	Setup	Create_SR_activity_code_2	SETUPCO MP	Billing type addition in SAC setup screen
Oracle TeleService	Setup	Create_SR_activity_code_3	SETUPCO MP	Transaction type section SAC setup screen
Oracle TeleService	Setup	Create_SR_status	SETUPCO MP	Creation of Status for service request
Oracle TeleService	Setup	Create_Service Activity	Service Request	Create service activity code
Oracle TeleService	Setup	Create_Statusgroup	SETUPCO MP	create status group.
Oracle TeleService	Setup	Create_Task_Type	SETUPCO MP	Task type
Oracle TeleService	Setup	Create_attribute_group	SETUPCO MP	creating an attribute group
Oracle TeleService	Setup	Create_value_set	SETUPCO MP	Creating value set for PLM attributes ( Extensible attributes)
Oracle TeleService	Setup	Define_Status_Transition_Rules	SETUPCO MP	This component defines status transition rules

Product	Feature	Component	Tags	Description
Oracle TeleService	Setup	Enter_Details_ Business_Proce ss	SETUPCO MP	BP creation
Oracle TeleService	Setup	Select_SRtype_ AssoAttribpag e	SETUPCO MP	Searching Sr type to associate to attribute group
Oracle TeleService	Setup	Set_SR_System _Parameters	SETUPCO MP	System parameters setting security
Oracle TeleService	Setup	Update_Busine ss_Process	SETUPCO MP	Create BP
Oracle TeleService	Setup	Update_SR_Pr oblemcode_Ma pping	SETUPCO MP	Updating the resolution code mapping
Oracle TeleService	Setup	Update_SR_Re sol_code_Map ping	SETUPCO MP	Update resolution code mapping
Oracle TeleService	Setup	Update_SR-Ta sk_tmpl_mapp ing	SETUPCO MP	Update task template mapping
Oracle TeleService	Setup	Update_SR_Ty pe	SETUPCO MP	Update service request type
Oracle TeleService	Setup	Update_Servic eActivityCode	Service Request	Update service activity code
Oracle TeleService	Setup	Update_Status _Group	setups	Update the status group for the service
Oracle TeleService	Task Creation	Add_Attachme nt_Quicktask_ CC	Quick Task	Add attachment to quick tab in contact center
Oracle TeleService	Task Creation	Check_SR_Tas kaudit	Service Request, Audit	For Service request Task Audit.

Product	Feature	Component	Tags	Description
Oracle TeleService	Task Creation	Copy_SR_Task	Service Request, Task	To copy sr task
Oracle TeleService	Task Creation	Create_SR_Quicktask	Contact Center	Create quick task in contact center form
Oracle TeleService	Task Creation	Create_SR_Tasknotes	Service Request, Task, Task Notes	Create task notes in service notes
Oracle TeleService	Task Creation	Create_Task_Template	Create Tasks from Template Group	Task template mapping
Oracle TeleService	Task Creation	Select_SRTask	Select_SRTask	Select_SRTask
Oracle TeleService	Task Creation	Update_SR_Quicktask	Contact Center	Update Quick tasks
Oracle TeleService	Task Creation	Update_SR_Task	Service Request, Task	Update the task created for a service request
Oracle TeleService	Task Creation	Verify_Task_Planned_EndDate	Service Request*	Planned end date verification
Oracle TeleService	Workflow Notifications	Abort_Workflow_SR	Service Request, Workflow	Aborting a Workflow for service request
Oracle TeleService	Workflow Notifications	Launch_Workflow_SR	Service Request, Workflow	Launching a Workflow for service request
Oracle TeleService	Workflow Notifications	Launch_Workflow_for_Task	Workflow Notification	Launching a workflow for a task



Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Authoring_Header	Create Service Contract Header	Enter Contract Header Information
Oracle Service Contracts	Authoring	Change_Status	Contract Status	Changing Status of an Contract
Oracle Service Contracts	Authoring	Copy_Contract	Service Contract, Copy	Copying existing contract to new Contract.
Oracle Service Contracts	Authoring	Create_New_Contract	Service Contract, Create New Contract	Creating a new Service Contract
Oracle Service Contracts	Authoring	Crt_Subscription_Template	Subscription Template	Create Subscription Template
Oracle Service Contracts	Authoring	Enter_Capture_Header	Capture Counter Reading	Entering Counter Capture Header Details
Oracle Service Contracts	Authoring	Lines_Accounts_Lines	Service Contract, Lines	Entering Lines Account Lines Details
Oracle Service Contracts	Authoring	Lines_Accounts_Lines_Contact	Service Contracts Authoring	This component enters the lines account lines details
Oracle Service Contracts	Authoring	Lines_Effectivities	Service Contracts Authoring	Lines Effectivities.
Oracle Service Contracts	Authoring	Lines_Effectivities_Lines	Service Contract, Line Effectivities	Entering Line Effectivities

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Lines_Pricingproducts_Adminstratn	Service Contracts Authoring	This component enters the details in administration tab
Oracle Service Contracts	Authoring	Lines_Pricingproducts_Effctvits	Service Contract, Line Effectivities	Entering Line Effectivities i.e, Sublime Details
Oracle Service Contracts	Authoring	Lines_Pricingproducts_Lines	Service Contract, Pricing Product Line	Entering Details in Lines Pricing Product Lines
Oracle Service Contracts	Authoring	Lines_Pricingproducts_Pricing	Service Contract, Pricing	Entering Details in Lines tab Pricing Products Tab Pricing Tab values
Oracle Service Contracts	Authoring	Lns_History_Invt_Dtls	Invoice Details	Verification of the invoice details in history tab
Oracle Service Contracts	Authoring	Lns_Pricingproducts_Counterdet	Service Contract, Counter Details	Entering Counter Details for usage type line
Oracle Service Contracts	Authoring	Lns_Pricingproducts_UsagePricing	Service Contract, Usage Pricing	Entering Pricing Details for Usage lines
Oracle Service Contracts	Authoring	Lns_Pricingproducts_UsageEffectivity	Service Contract, Usage Effectivities	Effectivity Details of Usage Lines
Oracle Service Contracts	Authoring	Lns_Usage_Eff_Usage_Type	Service Contract, Usage Type	Selecting Line Usage Effectivitytype

<b>Product</b>	<b>Feature</b>	<b>Component</b>	<b>Tags</b>	<b>Description</b>
Oracle Service Contracts	Authoring	OKS_Contract_Signature	OKS, Sign	To sign OKS contracts
Oracle Service Contracts	Authoring	Open_Contract_For_Update	Service Contract, Open For Update	Open an Active contract for Updating
Oracle Service Contracts	Authoring	Operations_Search_Rslts	Service Contract, Select Search Result	Operations Search results i.e, Selecting the searched contract from the results
Oracle Service Contracts	Authoring	Pricing_Billing-Schdl_Schedule	Service Contract, Schedules	Scheduling pricing billing schedule
Oracle Service Contracts	Authoring	Pricing_Billing-Schedule	Service Contract, Schedule Header	Entering Schedule type details
Oracle Service Contracts	Authoring	Pricing_Billing-Shdl_strm_Lvl	Service Contract, Stream Levels	Entering details of Scheduling Stream Levels
Oracle Service Contracts	Authoring	Pricing_Optional_Buttons	Service Contract, Pricing Button Options in Pricing Tab under linesProducts Buttons	Button Options in Pricing Tab under lines
Oracle Service Contracts	Authoring	Pricing_Sales Credit	Service Contract, Sales Credit	Entering Sales Credit Information

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Renew_Contract	Renew Contracts	Renewing a Contract
Oracle Service Contracts	Authoring	Search_Contract	Service Contract, Search	Searching for contract in Launch Pad window
Oracle Service Contracts	Authoring	Search_Contract_More	Search Templates and Contracts	Searching for more contracts
Oracle Service Contracts	Authoring	Submit_Quality_Assurance_Results	Service Contract, Quality Assurance Results	Submit Quality assurance results
Oracle Service Contracts	Authoring	Submit_Reprocess_Order	Service Contract, Reprocess Order	Submit Sales Order Number to get Contract number
Oracle Service Contracts	Authoring	Summary_Administration	Service Contracts Authoring	This component enters the details in summary administration tab
Oracle Service Contracts	Authoring	Summary_Adminstrtn_Approval	Service Contract, Administration Approval	Entering details in Summary Administration tab Approval details
Oracle Service Contracts	Authoring	Summary_Adminstrtn_Contract_Grp	Service Contract, Contract Group	Entering Details in Summary Administration tab Contract Group
Oracle Service Contracts	Authoring	Summary_Contacts	Service Contract, Contacts	Entering Details in Summary Parties tab Contacts

<b>Product</b>	<b>Feature</b>	<b>Component</b>	<b>Tags</b>	<b>Description</b>
Oracle Service Contracts	Authoring	Summary_Parties	Service Contract, Parties	Entering Details in Summary Parties tab Parties
Oracle Service Contracts	Authoring	Summary_Parties_Billto	Service Contract, Bill To Address	Entering Parties Bill to Address
Oracle Service Contracts	Authoring	Summary_Parties_Shipto	Service Contract, Ship To Address	Entering Ship to Details in Summary Parties Tab
Oracle Service Contracts	Authoring	Summary_Pricingbilling	Service Contract, Pricing Billing	Entering Details in Summary Pricing Billing Tab
Oracle Service Contracts	Authoring	Summary_Renewal	Service Contracts Authoring	This component enters renewal details.
Oracle Service Contracts	Authoring	Terminate_Contract	Terminate Contracts or Sublines	Terminating an Contract
Oracle Service Contracts	Authoring	Upd_Pricing_Bill-Shdl_strm_Lvl	Billing: Service	Updating the stream levels in schedule tab
Oracle Service Contracts	Authoring	Verify_Capture_Properties	Capture Counter Reading	Verify Counter Capture Properties
Oracle Service Contracts	Authoring	View_Output_Auto_Inv_Req	Requests	View details of the Auto invoice import Program request
Oracle Service Contracts	Authoring	View_Output_Serv_Mainbill_Req	Requests	View details of the Service Contracts Main Billing request

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Vrf_Auth_head er	Service Contracts Authoring	Verifying Contract Authoring Details
Oracle Service Contracts	Authoring	Vrf_Billing_His tory	Service Contract, Verify Service Billing History	Verification of Billing History of Service Line
Oracle Service Contracts	Authoring	Vrf_Billing_Sch dl_Schedule	Global Contracts Defaults	Verification of schedule details
Oracle Service Contracts	Authoring	Vrf_Lines_Effe ctivities_Lns	Service contracts Authoring	Verifying Effectivites details in Lines tab
Oracle Service Contracts	Authoring	Vrf_Lns_Pricin gProds_Lines	Service Contract, Verify Line Pricing	Verifying Pricing product line details
Oracle Service Contracts	Authoring	Vrf_Lns_Taxpa yment_Lines	Service Contracts Authoring	Verifying Lines Tax Payment Line details
Oracle Service Contracts	Authoring	Vrf_PricingBilli ng_Strm_Lvl	Billing*	Verifying Steam Level Details in Billing Tab
Oracle Service Contracts	Authoring	Vrf_Pricingpro ds_Effectivits	Service Contract, Verify Sub line Effectivitie s	Verifying Lines Pricing Products Effectivity Tab details
Oracle Service Contracts	Authoring	Vrf_Pricingpro ds_Pricing	Service Contracts Authoring	Verifying Pricing Details

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Authoring	Vrf_Summary_Contacts	Service Contracts, Verify Parties Contacts	Verifying Party Roles Contacts Sales Persons
Oracle Service Contracts	Authoring	Vrf_Summary_PricingBilling	Service Contracts Authoring	Verifying PricingBilling Details in Summary Tab
Oracle Service Contracts	Authoring	Vrf_Usage_Billing_History	Billing	Verify Usage Billing History
Oracle Service Contracts	Authoring	Warranty_Contract_No_From_OM	Service Contract, Contract Number from OM	Get the Warranty and Extended Warranty Contract from order management by using Reprocess Order
Oracle Service Contracts	Billing	Create_Notes	OKS	Creating Notes
Oracle Service Contracts	Billing	Lines_Counter_s	Billing, Service Contracts Authoring	This component selects a line in counters tab
Oracle Service Contracts	Billing	Lines_Counter_s_Lines	Service Contracts Authoring	This component enters the details in counters tab of lines
Oracle Service Contracts	Billing	Lns_Tax_Payment_Optns_Details	Service Contract, Line Payment Details	Entering Details in Lines Tax Payment Details
Oracle Service Contracts	Billing	Tax_Payment_Options_Lines	Service Contract, Tax Payment Lines	Entering Details in Tax Payment Option tab Lines

<b>Product</b>	<b>Feature</b>	<b>Component</b>	<b>Tags</b>	<b>Description</b>
Oracle Service Contracts	Cascade Attributes	Cascade_Attr_Hdr	Cascade Attributes	Entering fields in the header part
Oracle Service Contracts	Cascade Attributes	Cascade_Attributes_Global	Cascade Attributes	Select any choice box of Cascade Attribute forms
Oracle Service Contracts	Cascade Attributes	Cascade_SubLines_Effective_Dates	Cascade Attributes	Entering the effective dates data in Lines to Sublines type in Cascade Window
Oracle Service Contracts	Cascade Attributes	Cascade_Transaction_Log	Cascade Attributes	Transaction log for submitted attributes
Oracle Service Contracts	Cascade Attributes	Cascade_attr_Effective_Dates	Cascade Attributes	Entering fields in the effective dates in the Cascade Window
Oracle Service Contracts	Coverage	Coverage_Billing_Types	Standard Coverage	Entering Billing Type details in Coverage
Oracle Service Contracts	Coverage	Coverage_Coverage_Times	Standard Coverage	Entering Details in Coverage Times tab.
Oracle Service Contracts	Coverage	Coverage_Header	Standard Coverage	Entering Details in Header
Oracle Service Contracts	Coverage	Coverage_Offset	Standard Coverage	Entering offset details
Oracle Service Contracts	Coverage	Coverage_Reaction_Times	Standard Coverage	Entering Details in Reaction Times tab
Oracle Service Contracts	Coverage	Coverage_Resolution_Times	Standard Coverage	Entering Details in Resolution times tab
Oracle Service Contracts	Coverage	Coverage_Resources	Standard Coverage	Entering Details in Coverage Resources tab
Oracle Service Contracts	Coverage	Crt_Coverage_Bsns_Process	Service Contracts Coverage	Entering Business Process lines in the Coverage Window



Product	Feature	Component	Tags	Description
Oracle Service Contracts	Coverage	Lns_Effectvts_Coveragetimsdets	Service Contracts Coverage	This component enters details for specified line in the table in coverage tab
Oracle Service Contracts	Coverage	Lns_Effectvts_Coveragetimes	Service Contracts Coverage	This component enters details in coverage times tab
Oracle Service Contracts	Coverage	Lns_Effectvts_Detls_Coverage	Service Contracts Authoring	This component enters coverage details
Oracle Service Contracts	Coverage	Query_Coverage_Header	Service Contracts Coverage	For Querying Coverage Header
Oracle Service Contracts	Coverage	Vfy_Coverage_Dtls_Bsns_Prcs	Service Contracts Coverage	Verification of the Details in the Business Process
Oracle Service Contracts	Coverage	Vfy_Coverage_dtls_Coverage	Service Contracts Coverage	Verification of the details in Coverage window
Oracle Service Contracts	Coverage	Vfy_Cvrge_Dtls_Covered_times	Coverage	Verification of the Coverage times in the coverage window
Oracle Service Contracts	Global Contract Defaults	Enter_Global_Integration	Global Contracts Defaults	Entering Global Integration Details
Oracle Service Contracts	Global Contract Defaults	Enter_Global_Pricing_Billing	Global Contracts Defaults	Enter Pricing Billing Details of GCD Global
Oracle Service Contracts	Global Contract Defaults	Enter_Org_Pricing_Billing	Global Contracts Defaults	Entering Organization Pricing Billing Tab Details
Oracle Service Contracts	HTMLUI	Enter_Billing_Schedule_Html	Bill, Schedule, Hmtl	Enter billing schedule

Product	Feature	Component	Tags	Description
Oracle Service Contracts	HTMLUI	Vfy_Update_Line_Control_Html	Line, Control, Update, Verify	Update and verify line control
Oracle Service Contracts	Mass Change	Mass_Change_Criteria	Mass Change Operation	Entering Search Criteria for mass change operation
Oracle Service Contracts	Mass Change	Mass_Change_Results	Mass Change Operation, Requests, Mass Change Submission	Mass Change Results
Oracle Service Contracts	Setup	Create_Cust_Party_Role	Create, Customer, Party, Role, Contact	Create Customer Party Role
Oracle Service Contracts	Setup	Create_Party_Role	OKS	Creating a party role
Oracle Service Contracts	Setup	Create_SR_Header	Service Request	Create service request header details like customer, account, SR type, SR status etc.
Oracle Service Contracts	Setup	Entitlement_Advance_Search	Entitlements Search	Advance Search of Entitlement Search
Oracle Service Contracts	Setup	Entitlement_Search	Entitlement_Search	Entitlement Search
Oracle Service Contracts	Setup	Entitlement_Search_Result	Service Contracts Authoring	Entitlement Search Results
Oracle Service Contracts	Setup	Set_Status_And_Operations	Status and Operations	Set Status and Operations values

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Setup	Admin_Adv_Search	Admin, Advanced, Search	Advanced Search form Admin Workbench
Oracle Service Contracts	Work Bench	Admin_Workbench_Home	Service Contracts	Admin Work Bench home page
Oracle Service Contracts	Work Bench	Admin_Workbench_Search	Service Contract Search	Search for contract details in Admin Work Bench
Oracle Service Contracts	Work Bench	Lns_AdditionalDtls	Service Contract	Additional information regarding the Lines
Oracle Service Contracts	Work Bench	Search_Results	Find Contracts	Results of the contract searched
Oracle Service Contracts	Work Bench	Srch_RsIts_Aditional_DtIs	Search Results Additional Details	Additional information regarding contracts
Oracle Service Contracts	Work Bench	Verify_Attachment_DtIs	Service Contract	Verify the Attachment Details
Oracle Service Contracts	Work Bench	Verify_Billing_Trans	Billing	Verification of the Billing Transactions details
Oracle Service Contracts	Work Bench	Verify_Billing_dtIs	Service Contract Search	Verification of the details in the Billing tab
Oracle Service Contracts	Work Bench	Verify_Contact_DtIs	Service Contract	Verification of the Contact tab details
Oracle Service Contracts	Work Bench	Verify_Contract_Groups	OKS	Verification of the details in Contract Group window
Oracle Service Contracts	Work Bench	Verify_History	Service Contract	Verification of the contract History details

Product	Feature	Component	Tags	Description
Oracle Service Contracts	Work Bench	Verify_Lines	OKS, Service Contract	Verification of the Line details
Oracle Service Contracts	Work Bench	Verify_Lines_Sales_Credits	OKS	Verification of the Sales Credits information in lines
Oracle Service Contracts	Work Bench	Verify_Notes	Oracle Service Contracts, Verify Notes in Launch Pad window	Verification of the notes details
Oracle Service Contracts	Work Bench	Verify_Renewals	Service Contract	Verification of renewals information
Oracle Service Contracts	Work Bench	Verify_Sales_Credits	OKS	Verification of the Sales Credits details
Oracle Service Contracts	Work Bench	Vrf_Search_Results	OKS	Verify Search Results