

**Oracle Utilities CC&B V2.3.1 to
MWM V2.0.1 Integration**

Utility Reference Model

5.3.2 MWM-CC&B Manage Fieldworks

February 2012

Oracle Utilities CC&B V2.3.1 to MWM V2.0.1 Integration Utility Reference Model 5.3.2

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Chapter 1

Overview

This chapter provides a brief description of the MWM-CC&B Manage Fieldworks business process and the associated process diagrams. This includes:

- **Brief Description**
 - **Actors/Roles**

Brief Description

Business Process: Manage Fieldworks (PIP MWM-CCB)

Process Type: Process

Parent Process:

Sibling Processes:

The Manage Fieldworks business process describes how work in the field is managed and tracked for an organization. This document describes the typical activities that take place when a utility company identifies the need to perform fieldwork such as:

- Starting or stopping service for the customer
- Investigating troubles on premises or with the company's property or equipment, and fixing or replacing equipment
- Providing regular maintenance for equipment
- Obtaining actual meter reads
- Disconnecting or reconnecting equipment based on credit and collection activities
- Restoring services as a part of disaster recovery activities
- Etc.

An authorized user or the Oracle Utilities Customer Care and Billing application (CC&B) creates a Field Activity that contains the required information and instructions, and then sends it to the Oracle Utilities Mobile Workforce Management application (MWM) using Oracle Integration. If an appointment is required, the CC&B authorized user determines the appointment date/time based on information received from the MWM application. The MWM application dispatches the Activity (the MWM application uses the term Activity for Field Activity) and makes it available for the crew who performs the work. The crew may or may not have mobile devices to document their work and communicate with the office (the MWM Application).

The crew or the MWM dispatcher provides updates about work and activity status. The MWM application sends these intermediate and final results to CC&B using Oracle Integration.

Note: In most cases this process is fully automated. CC&B initiates it if other business processes (such as Start Premise Based Service or Stop Premise Based Service) require initiation of any field activities, and completes the process based on fieldwork results captured and analyzed by CC&B.

Actors/Roles

The Manage Fieldworks business process involves the following actors and roles:

- **CSR CC&B:** CSR or Authorized User of the Customer Care and Billing application.
- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **Crew:** A fieldwork crew member.
- **MWM:** The Mobile Workforce Management application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **MWM Application Dispatcher:** An authorized user of the MWM Dispatcher application.
- **MWM Mobile:** The Mobile Workforce Management mobile application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **Oracle Integration Layer:** The components that facilitate the exchange of information between the CC&B and MWM applications.

Chapter 2

Detailed Business Process Model Description

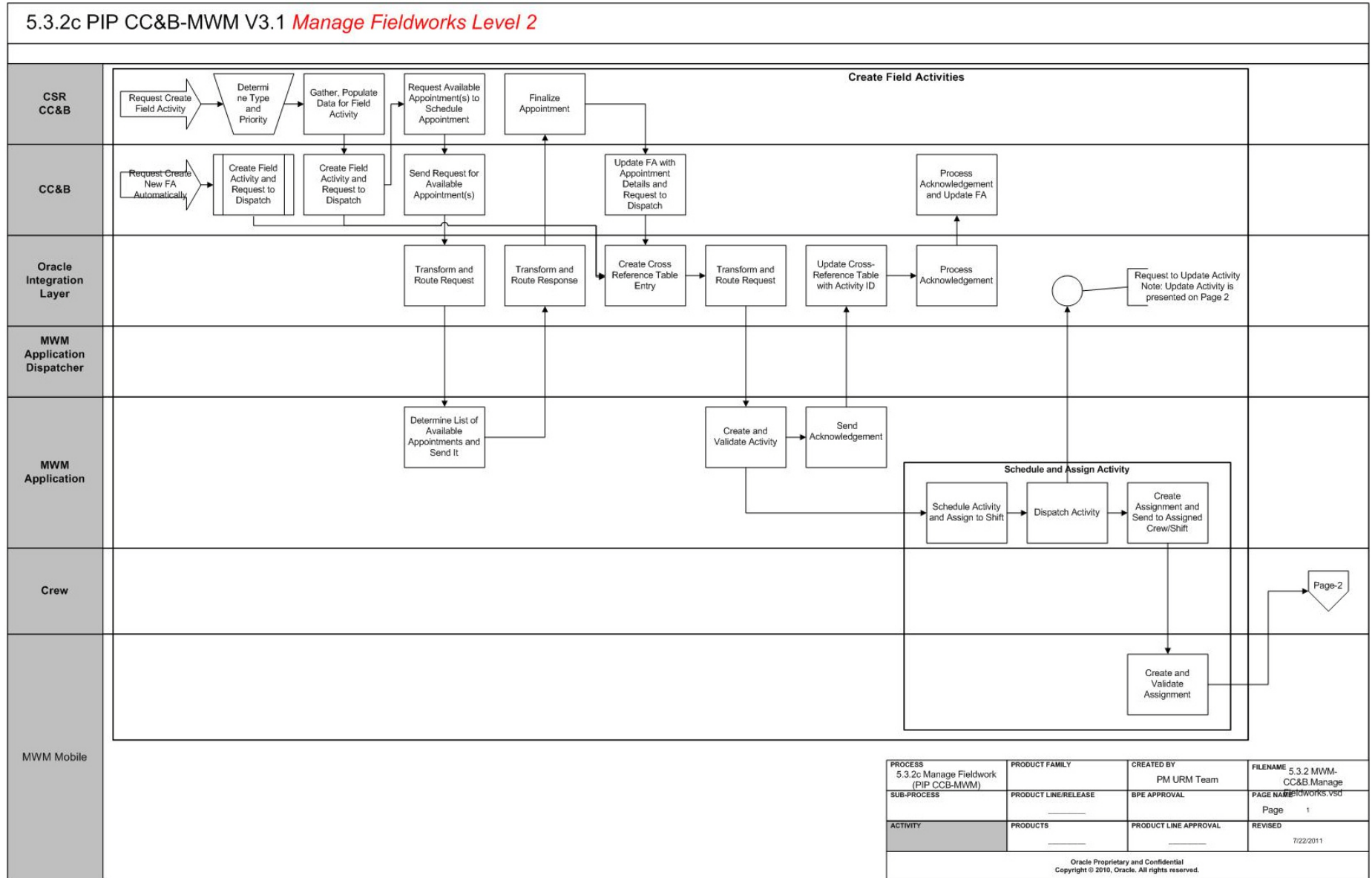
This chapter provides a detailed description of the MWM-CC&B Manage Fieldworks business process. This includes:

- **Business Process Model Diagrams**
 - **Business Process Model Diagram 1**
 - **Business Process Model Diagram 2**
 - **Business Process Model Diagram 3**
 - **Business Process Model Diagram 4**
 - **Business Process Model Diagram 5**
- **Create Field Activities**
- **Evaluate and Prioritize Assignments**
- **Perform Currently Assigned Work**
- **Return Not Started Assignments**
- **Update Field Activities.**
- **Validate New Meter/ Item**
- **Complete Activity**
- **Initiate Pick Up Order**
- **Cancel and Complete Unsuccessful Activity**

Business Process Model Diagrams

Business Process Model Diagram 1

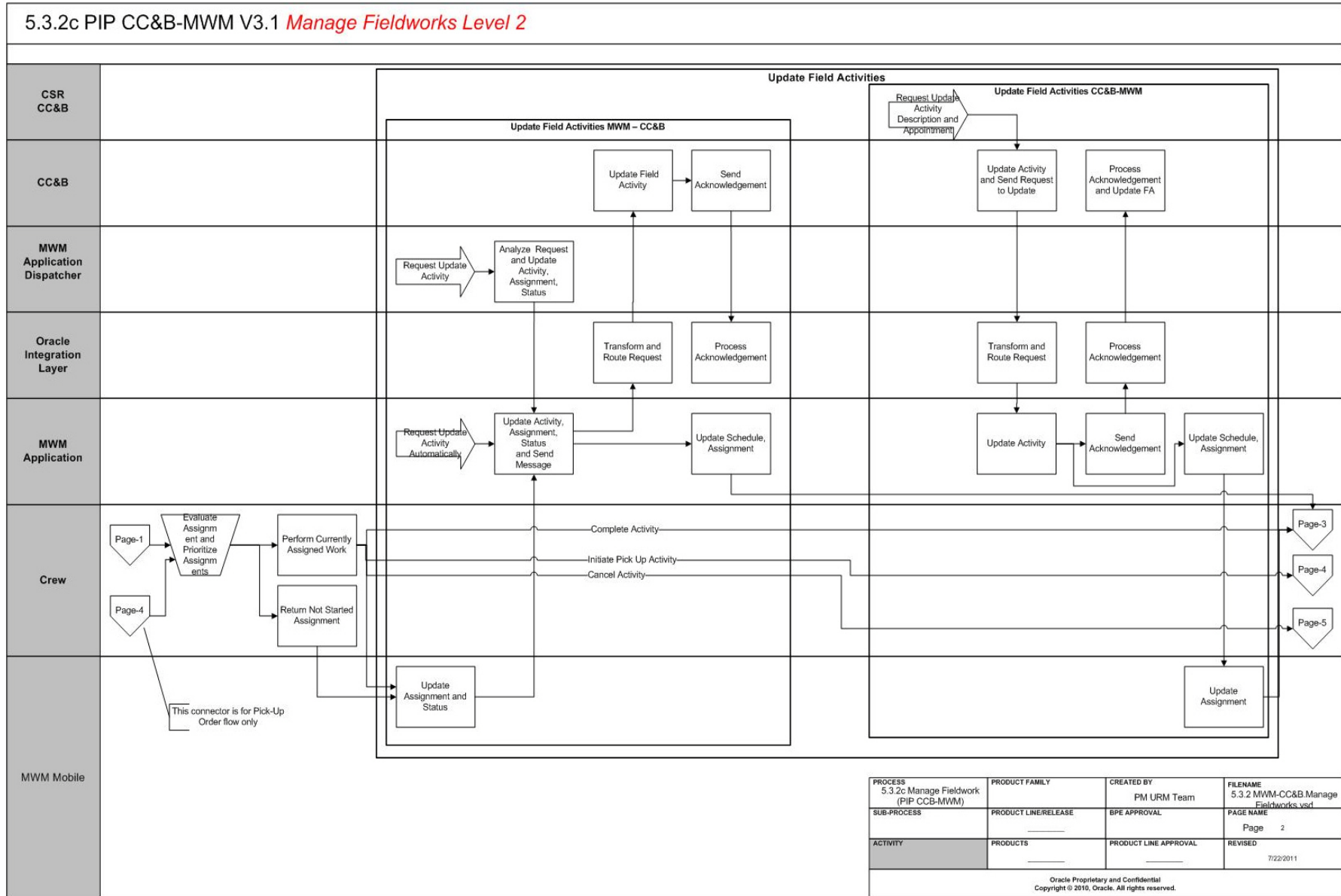
Create Field Activities



Business Process Model Diagram 2

Update Field Activities

- Update Field Activities MWM - CC&B
- Update Field Activities CC&B - MWM

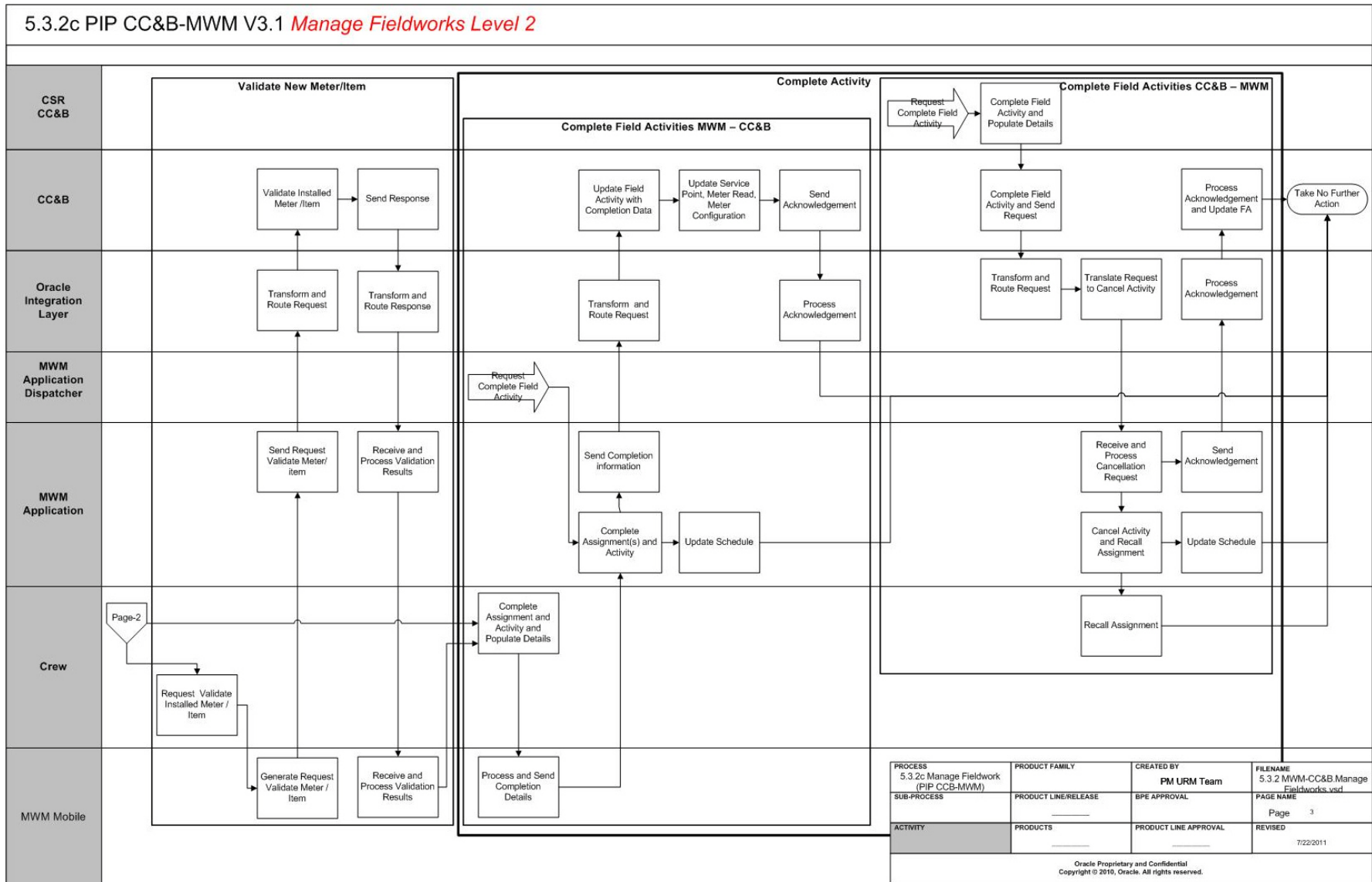


Business Process Model Diagram 3

Validate New Meter/Item

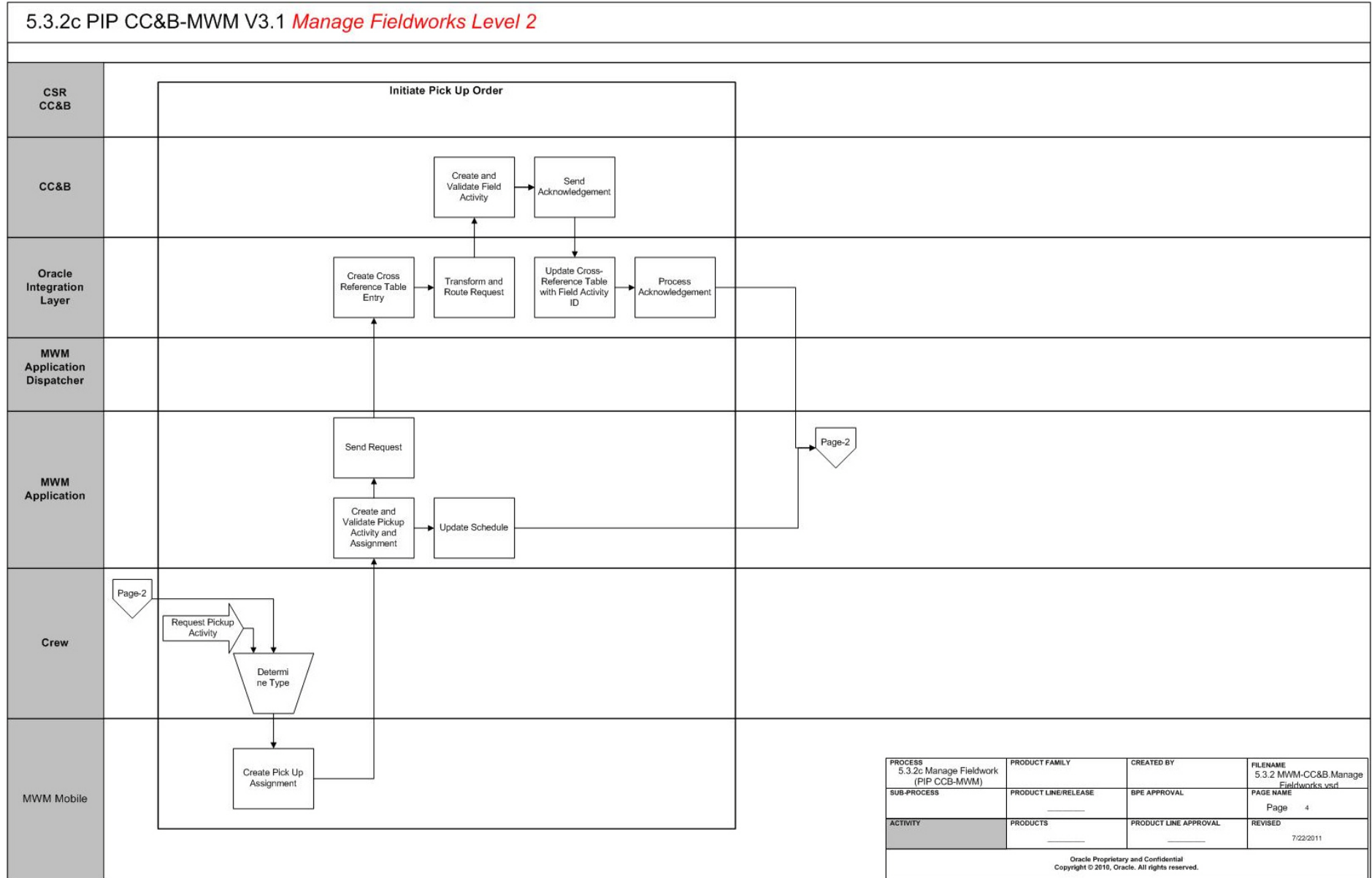
Complete Activity

- Complete Field Activities MWM - CC&B
- Complete Field Activities CC&B - MWM



Business Process Model Diagram 4

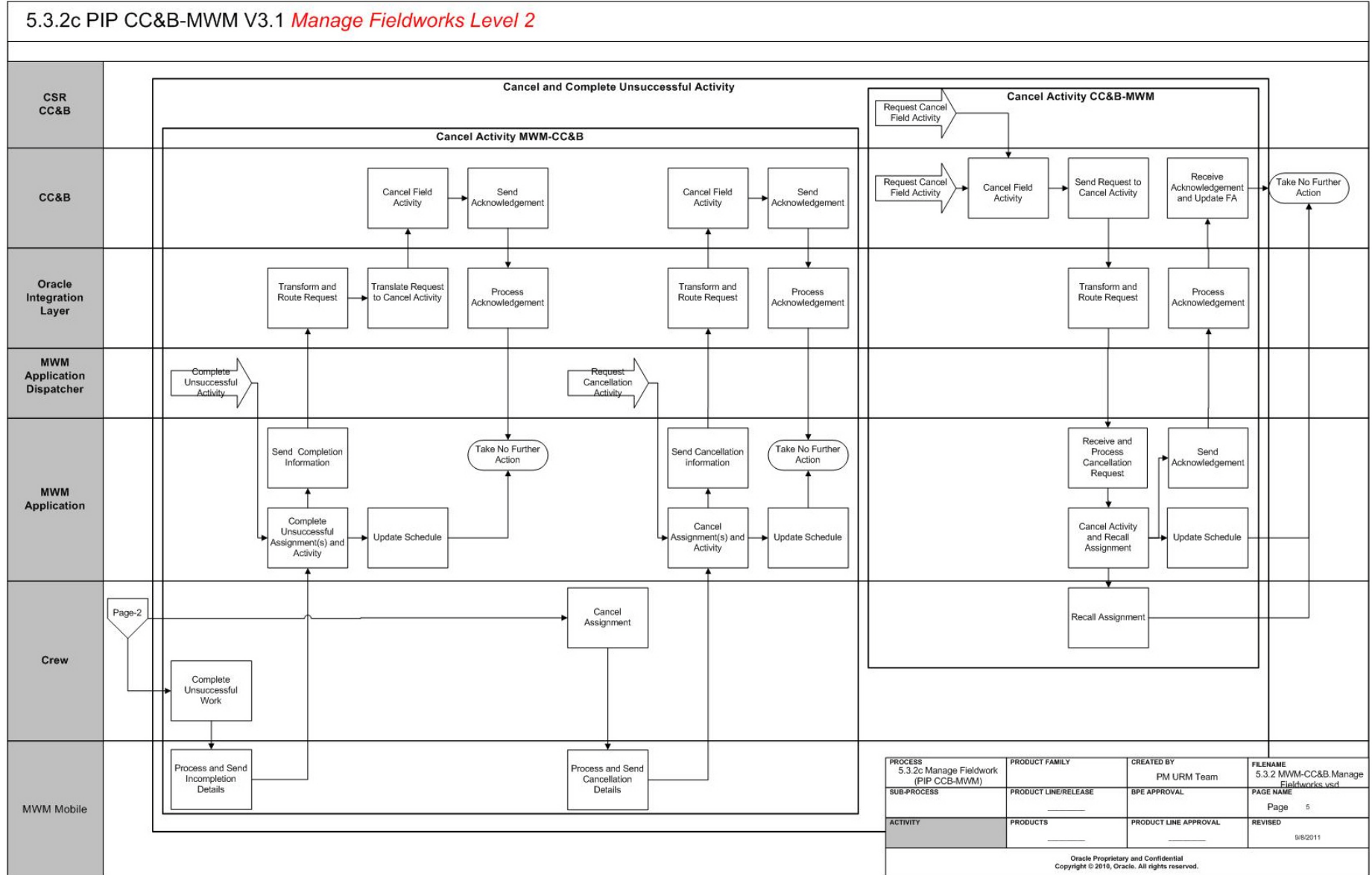
Initiate Pick Up Order



Business Process Model Diagram 5

Cancel and Complete Unsuccessful Activity

- Cancel Field Activities MWM - CC&B
- Cancel Field Activities CC&B - MWM



Create Field Activities

This section includes detailed descriptions of the steps involved in the “Create Field Activities” portion of the “Manage Fieldworks” business process, including:

- **Determine Type and Priority**
- **Gather, Populate Data for Filed Activity**
- **Create Field Activity and Request to Dispatch**
- **Request Available Appointment(s) to Schedule Appointment**
- **Send Request for Available Appointment(s)**
- **Transform and Route Request**
- **Determine List of Available Appointments and Send It**
- **Transform and Route Response**
- **Finalize Appointment**
- **Update FA with Appointment Details and Request to Dispatch**
- **Create Cross Reference Table Entry**
- **Create and Validate Activity**
- **Send Acknowledgement**
- **Update Cross Reference Table with Activity ID**
- **Process Acknowledgement**
- **Process Acknowledgement and Update FA**
- **Schedule and Assign Activity**
 - **Schedule Activity and Assign to Shift**
 - **Dispatch Activity**
 - **Create Assignment and Send to Assigned Crew/Shift**
 - **Create and Validate Assignment**

Determine Type and Priority

Group: Create Field Activities

Actor/Role: CSR CC&B

Description: CSR or CC&B Authorized User creates Field Activity manually if business rules require initiate fieldwork. CSR or CC&B Authorized User determines Field Activity type and prioritize it based on situation and applicable business rules.

Gather, Populate Data for Filed Activity

Group: Create Field Activities

Actor/Role: CSR CC&B

Description: CSR or CC&B Authorized User collects the required data and populates it.

Create Field Activity and Request to Dispatch

Group: Create Field Activities

Actor/Role: CC&B

Description: CC&B creates Field Activity.

Request Available Appointment(s) to Schedule Appointment

Group: Create Field Activities

Actor/Role: CSR CC&B

Description: If appointment is required to visit premises, CSR or Authorized User requests list of available appointments for the given date(s).

Send Request for Available Appointment(s)

Group: Create Field Activities

Actor/Role: CC&B

Description: CC&B automatically generates and sends request for available appointments.

Transform and Route Request

Group: Create Field Activities

Group: Update Field Activities. Update Field Activities MWM - CC&B

Group: Update Field Activities. Update Field Activities CC&B - MWM

Group: Validate New Meter/Item

Group: Complete Activity. Complete Field Activities MWM - CC&B

Group: Complete Activity. Complete Field Activities CC&B - MWM

Group: Initiate Pick Up Order

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities MWM - CC&B

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities CC&B - MWM

Actor/Role: Oracle Integration Layer

Description: After source application puts the request in JMS queues, the Integration Layer routes message and transforms the data from source to target application format. It is used for extending messages for data mapping between CC&B and MWM and for error notifications.

Note: Any Errors in the Integration Layer are reported back to the Source Response Queue and an optional error notification is sent out to pre-configured admin user(s). This way the Source application is able to receive the error and after fixing the cause of error is able to re-initiate the message.

Determine List of Available Appointments and Send It

Group: Create Field Activities

Actor/Role: MWM

Description: MWM scheduler identifies available appointments for the required date, time, and type of field work. MWM creates the list and sends response to CC&B.

Transform and Route Response

Group: Create Field Activities

Group: Validate New Meter/Item**Actor/Role:** Oracle Integration Layer**Description:** After source application puts the response in JMS queues, the Integration Layer routes message and transforms the data from source to target application format. It is used for extending messages for data mapping between CC&B and MWM and for error notifications.**Note:** Any Errors in the Integration Layer are reported back to the Source Response Queue and an optional error notification is sent out to pre-configured admin user(s). It allows the Source application Authorized (admin) User to receive the error, analyze the problem, and resolve it.

Finalize Appointment

Group: Create Field Activities**Actor/Role:** CSR CC&B**Description:** In most of the cases, CSR or Authorized User discuss appointment options with Customer and finalizes appointment.

Update FA with Appointment Details and Request to Dispatch

Group: Create Field Activities**Actor/Role:** CC&B**Description:** CC&B updates Field Activity with Appointment Details and sends it to MWM for further processing.

Create Cross Reference Table Entry

Group: Create Field Activities**Group: Initiate Pick Up Order****Actor/Role:** Oracle Integration Layer**Description:** Oracle Integration Layer creates common cross reference number in Cross Reference Table that is used to identify Field Activity in CC&B and MWM.

Create and Validate Activity

Group: Create Field Activities**Actor/Role:** MWM**Description:** MWM creates required Activity and validates activity type and details.**Note:** MWM also stores cross reference number as an External Id number associated with Activity.

Send Acknowledgement

Group: Create Field Activities**Group: Update Field Activities. Update Field Activities MWM - CC&B****Group: Complete Activity. Complete Field Activities CC&B - MWM****Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities CC&B - MWM****Actor/Role:** MWM

Description: MWM initiates the send Positive or Negative Acknowledgement process.

Update Cross Reference Table with Activity ID

Group: Create Field Activities

Group: Initiate Pick Up Order

Actor/Role: Oracle Integration Layer

Description: Oracle Integration Layer updates Cross Reference Table with Activity Id created in edge application

Process Acknowledgement

Group: Create Field Activities

Group: Update Field Activities. Update Field Activities MWM - CC&B

Group: Update Field Activities. Update Field Activities CC&B - MWM

Group: Complete Activity. Complete Field Activities MWM - CC&B

Group: Complete Activity. Complete Field Activities CC&B - MWM

Group: Initiate Pick Up Order

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities MWM - CC&B

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities CC&B - MWM

Actor/Role: Oracle Integration Layer

Description: Oracle Integration Layer determines the type of acknowledgement being returned from MWM and transitions to the processing negative or positive acknowledgement.

Note: Any errors in the Integration Layer are reported back to the Source Response Queue and an optional error notification is sent out to pre-configured user(s). It allows the Source application Authorized User to receive the error, analyze the problem, and resolve it.

Process Acknowledgement and Update FA

Group: Create Field Activities

Group: Update Field Activities. Update Field Activities CC&B - MWM

Group: Complete Activity. Complete Field Activities CC&B - MWM

Actor/Role: CC&B

Description: CC&B processes Acknowledgement sent by MWM. System could be configured to create To Do to handle negative Acknowledgements. It allows Authorized User to analyze the problem and resolve it. CC&B also updates Field Activity log to reflect positive or negative Acknowledgement information.

Schedule and Assign Activity

This section includes detailed descriptions of the steps involved in the “Schedule and Assign Activities” portion of the “Create Field Activities” business process, including:

Schedule Activity and Assign to Shift

Group: Create Field Activities

Actor/Role: MWM

Description: After new Activity is created, MWM scheduler analyzes the Activity, schedules it, and assigns to the available shift that fits all the criteria.

Dispatch Activity

Group: Create Field Activities

Actor/Role: MWM

Description: MWM dispatches Activity and updates Activity and it's status. MWM also sends information about Activity status change to CC&B via Integration Layer. See section Update Field Activities of the current document for details. List of Activity and Assignment intermediate states being communicated to the CC&B is available in Attachment section of the current document

Create Assignment and Send to Assigned Crew/Shift

Group: Create Field Activities

Actor/Role: MWM

Description: MWM creates Assignment for the Crew/Shift and sends it to MWM Mobile station for the assigned Crew.

Create and Validate Assignment

Group: Create Field Activities

Actor/Role: MWM Mobile

Description: MWM Mobile receives Assignment and makes it available for the Crew to review and initiate work

Evaluate and Prioritize Assignments

See **Business Process Model Diagram 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: Crew receives one or more Assignments that should be completed during current shift. They evaluate current list and priorities before decide if any changes should be done for this list.

Perform Currently Assigned Work

See **Business Process Model Diagram 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: Based on analysis, Crew picks up one of the Assignments and begins working on it.

Return Not Started Assignments

See **Business Process Model Diagram 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: If Crew decides to not start working on one or more Assignments scheduled for the current shift, they mark these Assignments as “not started”.

Note: These assignments will be return to the MWM scheduler and will be re-assigned again, most likely to the different Crew and /or Shift.

Update Field Activities.

This section includes detailed descriptions of the steps involved in the “Upload Field Activities” portion of the “Manage Fieldworks” business process, including:

- **Update Field Activities MWM – CCB**
 - Update Assignment and Status
 - Analyze Request and Update Activity, Assignment, Status
 - Update Activity, Assignment, Status and Send Message
 - Update Schedule
 - Transform and Route Request
 - Update Field Activity
 - Send Acknowledgement
 - Process Acknowledgement
- **Update Field Activities CCB – MWM**
 - Update Activity and Send Request to Update
 - Transform and Route Request
 - Update Activity, Assignment
 - Send Acknowledgement
 - Process Acknowledgement
 - Process Acknowledgement and Update FA
 - Update Schedule
 - Update Assignment

Update Field Activities MWM – CCB

This section includes detailed descriptions of the steps involved in the “Update Field Activities MWM – CCB” portion of the “Update Field Activities” business process.

Update Assignment and Status

Group: Update Field Activities. Update Field Activities MWM - CC&B

Actor/Role: MWM Mobile

Description: MWM Mobile updates Assignment status and details provided by Crew and send this information to MWM application

Analyze Request and Update Activity, Assignment, Status

Group: Update Field Activities. Update Field Activities MWM - CC&B

Actor/Role: MWM Application Dispatcher

Description: If Crew is in out of coverage area or cannot use MWM Mobile device to update MWM application for any reason, then Dispatcher updates Activity/Assignment to reflect current status correctly.

Update Activity, Assignment, Status and Send Message

Group: Update Field Activities. Update Field Activities MWM - CC&B

Actor/Role: MWM Application

Description: MWM updates Activity/Assignment with appropriate Status received from MWM Mobile or provided by Dispatcher directly and sends the update to CC&B via Oracle Integration Layer. The key Activity and Assignment intermediate statuses are communicated to CC&B to update CC&B with most current information about Field Activity. The list of Activity and Assignment intermediate statuses that require CC&B update is available in Attachment section of the current document.

Update Schedule

Group: Update Field Activities. Update Field Activities MWM - CC&B

Group: Update Field Activities. Update Field Activities CC&B - MWM

Group: Complete Activity. Complete Field Activities MWM - CC&B

Group: Complete Activity. Complete Field Activities CC&B - MWM

Group: Initiate Pick Up Order

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities MWM - CC&B

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities CC&B - MWM

Actor/Role: MWM Application

Description: MWM updates schedule with the most current Activity and Assignment status.

Transform and Route Request

See **Transform and Route Request** on page 2-8 for a description of this activity.

Update Field Activity

Group: Update Field Activities. Update Field Activities MWM - CC&B

Actor/Role: CC&B

Description: CC&B updates Field Activity with the most current status.

Note: Information sent from MWM is stored in CC&B and could be found in Field Activity Log.

Send Acknowledgement

Group: Update Field Activities. Cancel Field Activities MWM - CC&B

Group: Complete Activity. Complete Field Activities MWM - CC&B

Group: Initiate Pick Up Order

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities MWM - CC&B

Actor/Role: CC&B

Description: CC&B initiates the send Positive or Negative Acknowledgement process.

Process Acknowledgement

See **Process Acknowledgement** on page 2-10 for a description of this activity.

Update Field Activities CCB – MWM

This section includes detailed descriptions of the steps involved in the “Update Field Activities CCB – MWM” portion of the “Update Field Activities” business process.

Update Activity and Send Request to Update

Group: Update Field Activities. Update Field Activities CC&B - MWM

Actor/Role: CC&B

Description: After Field Activity is created, CSR or Authorized User can update it by providing additional details for description or change Appointment Date /Time. CC&B processes updates and sends this information to MWM via Oracle Integration Layer.

Transform and Route Request

See **Transform and Route Request** on page 2-8 for a description of this activity.

Update Activity, Assignment

Group: Update Field Activities. Update Field Activities CC&B - MWM

Actor/Role: MWM

Description: MWM processes request for update sent from CC&B and updates corresponding Activity.

Send Acknowledgement

See **Send Acknowledgement** on page 2-14 for a description of this activity.

Process Acknowledgement

See **Process Acknowledgement** on page 2-10 for a description of this activity.

Process Acknowledgement and Update FA

See **Process Acknowledgement and Update FA** on page 2-10 for a description of this activity.

Update Schedule

See **Update Schedule** on page 2-14 for a description of this activity.

Update Assignment

Group: Update Field Activities. Update Field Activities CC&B - MWM

Actor/Role: MWM Mobile

Description: MWM Mobile updates Assignment with required data received from MWM application and makes the updates available for the Crew.

Validate New Meter/ Item

This section includes detailed descriptions of the steps involved in the “Validate New Meter/ Item” portion of the “Manage Fieldworks” business process, including:

- **Request Validate Installed Meter/Item**
- **Generate Request Validate Meter /Item**
- **Send Request Validate Meter/Item**
- **Transform and Route Request**
- **Validate Installed Meter/Item**
- **Send Response**
- **Transform and Route Request**
- **Receive and Process Validation Results**
- **Receive and Process Validation Results**

Request Validate Installed Meter/Item

Group: Validate New Meter/Item

Actor/Role: Crew

Description: Crew can validate meter or item they install on the Service Point before work is complete. If Crew decides to validate equipment, they populate all the data needed for verification and initiate validations.

Generate Request Validate Meter /Item

Group: Validate New Meter/Item

Actor/Role: MWM Mobile

Description: MWM Mobile Application generates validation request.

Send Request Validate Meter/Item

Group: Validate New Meter/Item

Actor/Role: MWM

Description: MWM receives request from MWM Mobile and sends it to CC&B via Oracle Integration Layer to verify validity of the equipment Crew is installing.

Transform and Route Request

See **Transform and Route Request** on page 2-8 for more information on this activity.

Validate Installed Meter/Item

Group: Validate New Meter/Item

Actor/Role: CC&B

Description: When CC&B receives request to validate installed equipment, it evaluates if it exists in the system and is not installed in any other location.

Note: This process assumes that CC&B is a System of Records for Meters and Items.

Send Response

Group: Validate New Meter/Item

Actor/Role: CC&B

Description: CC&B sends results of the validations to the requestor via Oracle Integration Layer.

Transform and Route Request

See **Transform and Route Request** on page 2-8 for more information on this activity.

Receive and Process Validation Results

Group: Validate New Meter/Item

Actor/Role: MWM

Description: MWM receives Validation results and forward it to MWM Mobile.

Receive and Process Validation Results

Group: Validate New Meter/Item

Actor/Role: MWM Mobile

Description: MWM Mobile receives validation results and makes them available for the Crew. If results are negative, Crew has ability to edit equipment data and re-send request or overwrite results and initiate Activity and Assignment completion process with current equipment data that didn't pass validations in CC&B.

Complete Activity

This section includes detailed descriptions of the steps involved in the “Complete Activity” portion of the “Manage Fieldworks” business process, including:

- **Complete Field Activities MWM – CCB**
 - Complete Assignment and Activity and Populate the Data
 - Process and Send Completion Details
 - Complete Assignment(s) and Activity
 - Send Completion Information
 - Transform and Route Request
 - Update Field Activity with Completion Data
 - Update Service Point, Meter Read, Meter Configuration
 - Send Acknowledgement
 - Process Acknowledgement
- **Complete Field Activities CCB – MWM**
 - Complete Field Activity and Populate Details
 - Complete Field Activity and Send Request
 - Transform and Route Request
 - Translate Request to Cancel Activity
 - Receive and Process Cancellation Request
 - Receive and Process Cancellation Request
 - Cancel Activity and Recall Assignment
 - Update Schedule
 - Recall Assignment
 - Send Acknowledgement
 - Process Acknowledgement
 - Process Acknowledgement and Update FA

Complete Field Activities MWM – CCB

This section includes detailed descriptions of the steps involved in the “Complete Field Activities MWM – CCB” portion of the “Complete Activity” business process.

Complete Assignment and Activity and Populate the Data

Group: Complete Activity. Complete Field Activities MWM - CC&B

Role: Crew

Description: Crew completes the work and populates all the assignment competition information.

Process and Send Completion Details

Group: Complete Activity. Complete Field Activities MWM - CC&B

Actor/Role: MWM Mobile

Description: Mobile Application Processes entered data and sends completion information to MWM.

Complete Assignment(s) and Activity

Group: Complete Activity. Complete Field Activities MWM - CC&B

Actor/Role: MWM

Description: Activity completion information could be received from the Crew via MWM Mobile or communicated directly to Dispatcher. If information about completion is communicated to Dispatcher, Dispatcher enters the completion data and initiates completion process. MWM Application processes completion details and completes Activity and associated Assignment(s).

Send Completion Information

Group: Complete Activity. Complete Field Activities MWM - CC&B

Actor/Role: MWM

Description: MWM sends completion information to CC&B via Oracle Integration Layer.

Transform and Route Request

See **Transform and Route Request** on page 2-8 for more information on this activity.

Update Field Activity with Completion Data

Group: Complete Activity. Complete Field Activities MWM - CC&B

Actor/Role: CC&B

Description: CC&B receives completion data and updates Field Activity with completion details.

Update Service Point, Meter Read, Meter Configuration

Group: Complete Activity. Complete Field Activities MWM - CC&B

Actor/Role: CC&B

Description: CC&B updates Service Point, Meter Reads, Meter Configuration entities if required by business rules.

Send Acknowledgement

See **Send Acknowledgement** on page 2-14 for a description of this activity.

Process Acknowledgement

See **Process Acknowledgement** on page 2-10 for a description of this activity.

Complete Field Activities CCB – MWM

This section includes detailed descriptions of the steps involved in the “Complete Field Activities CCB – MWM” portion of the “Complete Activity” business process.

Complete Field Activity and Populate Details

Group: Complete Activity. Complete Field Activities CC&B - MWM

Actor/Role: CSR CC&B

Description: CSR or Authorized User can initiate Field Activity Process from CC&B.

Note: This situation doesn't happen very often and usually is considered as an exception.

Complete Field Activity and Send Request

Group: Complete Activity. Complete Field Activities CC&B - MWM

Actor/Role: CC&B

Description: CC&B marks Activity as completed, processes completion details, and sends completion information to MWM via Oracle Integration Layer.

Transform and Route Request

See **Transform and Route Request** on page 2-8 for more information on this activity.

Translate Request to Cancel Activity

Group: Complete Activity. Complete Field Activities CC&B - MWM

Actor/Role: Oracle Integration Layer

Description: Oracle Integration Layer translates CC&B request to complete Field Activity to request to Cancel this Activity and sends cancellation request instead to MWM application.

Receive and Process Cancellation Request

Group: Complete Activity. Complete Field Activities CC&B - MWM

Actor/Role: MWM

Description: MWM receives and processes request to cancel Activity.

Receive and Process Cancellation Request

Group: Complete Activity. Complete Field Activities CC&B - MWM

Actor/Role: MWM

Description: MWM cancels Activity and associated Assignments and sends cancellation request to MWM Mobile to inform Crew about cancelled Activity.

Cancel Activity and Recall Assignment

See **Cancel Activity and Recall Assignment** on page 2-25 for more information on this activity.

Update Schedule

See **Update Schedule** on page 2-14 for more information on this activity.

Recall Assignment

Group: Complete Activity. Complete Field Activities CC&B - MWM

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities CC&B - MWM

Actor/Role: Crew

Description: MWM mobile recalls Assignment and notifies Crew.

Send Acknowledgement

See **Send Acknowledgement** on page 2-14 for a description of this activity.

Process Acknowledgement

See **Process Acknowledgement** on page 2-10 for a description of this activity.

Process Acknowledgement and Update FA

See **Process Acknowledgement and Update FA** on page 2-10 for a description of this activity.

Initiate Pick Up Order

This section includes detailed descriptions of the steps involved in the “Initiate Pick Up Order” portion of the “Manage Fieldworks” business process, including:

- **Determine Type**
- **Determine Type**
- **Create Pick Up Assignment**
- **Create and Validate Activity and Assignment**
- **Create and Validate Activity and Assignment**

Determine Type

Group: Initiate Pick Up Order

Actor/Role: Crew

Description: If Crew identifies more work on site where they work on original Assignment, Crew determines type of Activity and Assignment and creates a new Assignment.

Determine Type

Group: Initiate Pick Up Order

Actor/Role: MWM Mobile

Description: MWM Mobile creates a new Assignment and sends request to create a new Pick Up Assignment and Activity to MWM.

Create Pick Up Assignment

Group: Initiate Pick Up Order

Actor/Role: MWM

Description: MWM Mobile creates a new Pick Up Assignment and sends request to create a new Pick Up Assignment and Activity to MWM.

Create and Validate Activity and Assignment

Group: Initiate Pick Up Order

Actor/Role: MWM

Description: MWM creates new Activity and Assignment.

Create and Validate Activity and Assignment

Group: Initiate Pick Up Order

Actor/Role: CC&B

Description: CC&B creates and validates field Activity based on information received from MWM via Oracle Integration Layer.

Cancel and Complete Unsuccessful Activity

This section includes detailed descriptions of the steps involved in the “Cancel and Complete Unsuccessful Activity” portion of the “Manage Fieldworks” business process, including:

- **Cancel Activity MWM – CCB**
 - Complete Unsuccessful Work
 - Process and Send Incompletion Details
 - Complete Unsuccessful Assignment(s) and Activity
 - Send Completion Information
 - Transform and Route Request
 - Translate Request to Cancel Activity
 - Cancel Field Activity
 - Send Acknowledgement
 - Process Acknowledgement
 - Cancel Assignment
 - Process and Send Cancellation Details
 - Cancel Assignment and Activity
 - Update Schedule
 - Send Cancellation Information
- **Cancel Activity CCB – MWM**
 - Cancel Field Activity
 - Send Request to Cancel Activity
 - Transform and Route Request
 - Receive and Process Cancellation Request
 - Cancel Activity and Recall Assignment
 - Update Schedule
 - Send Acknowledgement
 - Process Acknowledgement
 - Process Acknowledgement and Update FA
 - Recall Assignment

Cancel Activity MWM – CCB

This section includes detailed descriptions of the steps involved in the “Cancel Activity MWM – CCB” portion of the “Cancel and Complete Unsuccessful Activity” business process.

Complete Unsuccessful Work

Group: Cancel and Complete Unsuccessful Activity. **Cancel Field Activities MWM - CC&B**

Actor/Role: Crew

Description: If work assigned to the Crew cannot be completed, Crew populates details and completes Assignment with specific code indicating the reason why work cannot be completed.

Process and Send Incompletion Details

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities MWM - CC&B

Actor/Role: MWM Mobile

Description: MWM Mobile processes unsuccessful Assignment completion and sends Assignment completion information with incomplete codes and details to MWM.

Complete Unsuccessful Assignment(s) and Activity

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities MWM - CC&B

Actor/Role: MWM

Description: MWM complete unsuccessful Activity and associated Assignment(s).

Send Completion Information

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities MWM - CC&B

Actor/Role: MWM

Description: MWM sends request to complete Field Activity to CC&B via Oracle Integration Layer and provides completion information.

Transform and Route Request

See **Transform and Route Request** on page 2-8 for more information on this activity.

Translate Request to Cancel Activity

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities MWM - CC&B

Actor/Role: Oracle Integration Layer

Description: Integration Layer transforms request to complete Field Activity into Cancel Field Activity.

Cancel Field Activity

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities MWM - CC&B

Actor/Role: CC&B

Description: CC&B receives request and cancels Field Activity.

Send Acknowledgement

See **Send Acknowledgement** on page 2-14 for a description of this activity.

Process Acknowledgement

See **Process Acknowledgement** on page 2-10 for a description of this activity.

Cancel Assignment

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities MWM - CC&B

Actor/Role: Crew

Description: Crew has ability to cancel Activity.

Note: This situation doesn't happen very often and should be considered as an exception.

Process and Send Cancellation Details

Group: Cancel and Complete Unsuccessful Activity. **Cancel Field Activities MWM - CC&B**

Actor/Role: MWM Mobile

Description: MWM Mobile processes cancellation request and sends cancellation details to MWM.

Cancel Assignment and Activity

Group: Cancel and Complete Unsuccessful Activity. **Cancel Field Activities MWM - CC&B**

Actor/Role: MWM

Description: Assignment and Activity cancellation request can be received from the Crew or initiated by Dispatcher. As a result, MWM cancels Assignment and Activity.

Update Schedule

See **Update Schedule** on page 2-14 for more information on this activity.

Send Cancellation Information

Group: Cancel and Complete Unsuccessful Activity. **Cancel Field Activities MWM - CC&B**

Actor/Role: MWM

Description: MWM sends request to cancel Field Activity in CC&B via Oracle Integration Layer and provides cancellation details.

Cancel Activity CCB – MWM

This section includes detailed descriptions of the steps involved in the “Cancel Activity CCB – MWM” portion of the “Cancel and Complete Unsuccessful Activity” business process.

Cancel Field Activity

Group: Cancel and Complete Unsuccessful Activity. **Cancel Field Activities MWM - CC&B**

Actor/Role: CC&B

Description: CC&B receives request and cancels Field Activity.

Send Request to Cancel Activity

Group: Cancel and Complete Unsuccessful Activity. **Cancel Field Activities CC&B - MWM**

Actor/Role: CC&B

Description: CC&B sends request to cancel Activity to MWM via Oracle Integration Layers.

Transform and Route Request

See **Transform and Route Request** on page 2-8 for more information on this activity.

Receive and Process Cancellation Request

Group: Cancel and Complete Unsuccessful Activity. **Cancel Field Activities CC&B - MWM**

Actor/Role: MWM

Description: MWM processes request to cancel Activity received from CC&B.

Cancel Activity and Recall Assignment

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities CC&B - MWM

Actor/Role: MWM

Description: MWM cancels Activity and cancel and recalls associated Assignment(s).

Update Schedule

See **Update Schedule** on page 2-14 for more information on this activity.

Send Acknowledgement

See **Send Acknowledgement** on page 2-14 for a description of this activity.

Process Acknowledgement

See **Process Acknowledgement** on page 2-10 for a description of this activity.

Process Acknowledgement and Update FA

Group: Create Field Activities

Group: Update Field Activities. Update Field Activities CC&B - MWM

Group: Complete Activity. Complete Field Activities CC&B - MWM

Actor/Role: CC&B

Description: CC&B processes Acknowledgement sent by MWM. System could be configured to create To Do to handle negative Acknowledgements. It allows Authorized User to analyze the problem and resolve it. CC&B also updates Field Activity log to reflect positive or negative Acknowledgement information.

Recall Assignment

Group: Complete Activity. Complete Field Activities CC&B - MWM

Group: Cancel and Complete Unsuccessful Activity. Cancel Field Activities CC&B - MWM

Actor/Role: Crew

Description: MWM mobile recalls Assignment and notifies Crew.