

**Oracle Utilities Mobile Workforce  
Management**

Release Notes

Release 2.1.0.3

**E26612-04**

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# Preface

These release notes provide an overview of the enhancements, known issues, and other changes in Oracle Utilities Mobile Workforce Management 2.1.0.3.

This preface contains these topics:

- **Audience**
- **Related Documents**
- **Conventions**

## Audience

This guide is intended for anyone installing or using Oracle Utilities Mobile Workforce Management 2.1.0.2.

## Related Documents

For more information, see these Oracle documents:

- *Oracle Utilities Mobile Workforce Management Quick Install Guide*
- *Oracle Utilities Mobile Workforce Management Installation Guide*
- *Oracle Utilities Mobile Workforce Management Configuration Guide*
- *Oracle Utilities Mobile Workforce Management Database Administrator's Guide*

## Conventions

The following text conventions are used in this document:

<b>Convention</b>	<b>Meaning</b>
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.

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<b>Convention</b>	<b>Meaning</b>
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# Release Notes

These release notes contain the following sections:

- **About This Release**
  - **Relationship Between Version 2.1.0.3 and Prior Versions**
- **New Functionality**
- **Documentation Information**
- **Demo Data Information**

## About This Release

This section contains general information about Oracle Utilities Mobile Workforce Management 2.1.0.3. Version 2.1.0.3, or alternatively, 2.1.0 Service Pack 3, includes all the components and features previously released with versions 2.1.0.0, 2.1.0.1, and 2.1.0.2, plus a number of fixes tested and released together. There are also additional features introduced in this service pack which are highlighted below and described in detail in the accompanying revised documentation set.

Refer to the release notes available with Oracle Utilities Mobile Workforce Management 2.1.0.0, 2.1.0.1, and 2.1.0.2 for functionality delivered with those versions.

Please visit My Oracle Support (<http://support.oracle.com>) for the most recent service packs and patches for this release to ensure you have the most current version of this product.

## Relationship Between Version 2.1.0.3 and Prior Versions

All software versions are available on the Oracle Software Delivery Cloud. Version 2.1.0.3 supports the following upgrade paths:

- If v2.1.0 has never been installed before - Install 2.1.0 first before installing 2.1.0.3.
- If v2.1.0 is already installed - Upgrade to 2.1.0.3 directly.
- If you are on v2.1.0.1 - Upgrade to 2.1.0.2, then install 2.1.0.3.
- If you are on v2.1.0.2 - Upgrade to 2.1.0.3 directly.

## New Functionality

Version 2.1.0.3 includes new functionality in the following areas:

- Added functionality so that the host system or the dispatcher can establish a list of crews that are allowed to work an activity. If the list is populated, the scheduler will only assign the

activity to a shift belonging to one of those crews, while considering all the usual scheduler restrictions such as service area, skills etc.

- Added functionality to allow crews to decline an activity from a mobile device if they are unable to perform the work for some reason. Dispatchers can also decline on behalf of non-MDT crews from the server. When declining the activity the crew or dispatcher must enter a reason code. Once a crew declines an activity, that crew's shift is listed on the activity as an "excluded shift" in the Resource Restriction section of the Activity portal, and the activity can not be rescheduled to the same shift.

The scheduler attempts to reschedule to another crew's shift and the declining crew's shift is excluded from consideration for this activity. In cases where the decline reason is due to a capability mis-match or missing capability, the system creates a To Do to notify the dispatcher or admin that the crew does not have the capability to work the activity. This requires the dispatcher or admin to modify either the activity type or the crew to correct the mismatch, so that the activity type will not be scheduled to the crew for future shifts. This would also prevent future activities of this type to be scheduled to this crew.

## Known Issues

This section describes known issues at the time of release. Single fixes for these issues will be released at a later date.

- When upgrading this release, also upgrade MapViewer via patch 14292874.

## Documentation Information

Release 2.1.0.3 includes the following documentation changes:

- Updates to the online help and user documentation for the new functionality.
- Minor fixes to the configuration guide.

## Demo Data Information

The application delivers an enhanced demo database highlighting the additional features described above. This database contains sample data based on the application versions provided with that release, including:

- Oracle Utilities Application Framework 4.1.0
- Oracle Utilities Oracle Utilities Mobile Workforce Management 2.1.0

Demo data is posted separately along with installation instructions. For more information including download instructions please contact My Oracle Support and reference bug number 14033566.

No new demo data was added for this release.