Oracle Mobile Workforce Cloud Service

Overview Guide

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Contents

Oracle Mobile Workforce Cloud Service Overview

This guide provides an overview of the Oracle Mobile Workforce Cloud Service, including:

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- Supported Integrations

Welcome to Oracle Mobile Workforce Cloud Service

Oracle Mobile Workforce Cloud Service provides enterprise software designed to receive, schedule, assign, dispatch, and track work activities performed by the client organization's resources and contractors.

The following lists the functions of each of the application's core components.

- **Oracle Utilities Mobile Workforce Management/Oracle Real-Time Scheduler**

    - Receive work activities from a host application (i.e., other Oracle Utilities application, Customer Relationship Management (CRM), Enterprise Asset Management (EAM), Transportation Management System (TMS), etc.).

    - Provide the ability for the host application to schedule customer appointments based on resource availability and costs.

    - Schedule work activities to the available resources based on the type and the location of the work, and the required skills and equipment needed to complete the work. Manage third party contractors, either resources acting like internal resources or based on work capacity.

    - Dispatch work activities to the available resources, including necessary customer/location information, work instructions, and driving instructions.

    - Provide the administration function for service management to define their work, work calendars, and work resources, including skill sets, certifications, work schedules, and vacation schedules. Service management defines the scheduling rules, including cost parameters for overtime, and meeting appointments and other service level agreements. Service management also administers the users of the application and their roles.

    - Provide the capability for service management and dispatchers to track work activities and manage exceptions. The map data content to display activities and crew locations, and provide driving instructions is included in the Service and is provided by HERE.

- **Oracle Utilities Mobile Workforce Management/Oracle Real-Time Scheduler Mobile**

    Optional; client may use the mobile component of another application, such as Siebel, in lieu of Oracle Utilities Mobile Workforce Management/Oracle Real-Time Scheduler.

    - Provide an application for the resources to use on mobile devices to work and complete the activities, receiving information about the work to be done (including driving directions), and collecting necessary information from the work location.

    - Update the host application on the status of work activities and return information collected about the work upon completion.

- **Oracle Mobile Workforce Analytics (via Oracle Utilities Analytics Cloud Service)**

    - Provide a business intelligence environment to manage and monitor the performance of the service organization. This includes the Analytics content (Dashboards) delivered out-of-the-box.

- **Oracle Information Lifecycle Management (ILM) for Mobile Workforce Data**

    - Provide a tool that enables clients to move old data to cheaper storage or delete it all together.

Oracle Mobile Workforce Cloud Service Applications

Oracle Mobile Workforce Cloud Service includes the following Oracle Utilities applications:

- Oracle Utilities Mobile Workforce Management v2.3.0

- Oracle Real-Time Scheduler v2.3.0

- Oracle Utilities Extractors and Schema for Oracle Utilities Mobile Workforce Management V2.5.2

- Oracle Utilities Mobile Workforce Management Extractors and Schema V2.5.2

Documentation

Configuration and use of Oracle Mobile Workforce Cloud Service is described in the following documentation:

Oracle Utilities Mobile Workforce Management Documentation

• Oracle Utilities Mobile Workforce Management Server Application User Guide

• Oracle Utilities Mobile Workforce Management Hybrid Mobile Application User Guide

(or)

Oracle Real -Time Scheduler Documentation

• Oracle Real-Time Scheduler Server Application User Guide

• Oracle Real-Time Scheduler Hybrid Mobile Application User Guide

Oracle Utilities Analytics Documentation

• Oracle Utilities Analytics Administration Guide

• Oracle Utilities Analytics Dashboards for Mobile Workforce Analytics Metric Reference Guide

• Oracle Utilities Extractors and Schema for Oracle Utilities Mobile Workforce Management Data Mapping Guide

Supported Client Platforms and Browsers

This section details the supported client platforms and browsers supported by OMWCS.

Web Browser Requirements

Users access Oracle Mobile Workforce Cloud Service via a web browser such as Microsoft Internet Explorer or Firefox.

Oracle Mobile Workforce Cloud Service supports the following operating system/web browser combinations:

Operating System	Web Browsers
Windows 7 (64-bit)	Microsoft Internet Explorer 11 Firefox 38.X ESR
Windows 8.1	Microsoft Internet Explorer 11 Firefox 38.X ESR

Java-Based Mobile Client: Software and Hardware Requirements

The following operating systems are supported by the Java-based mobile client.

- Windows 7 (64-bit)
  The following is the recommended hardware configuration for Windows 7 (64-bit):

Configuration	Processor	Memory (RAM)
Recommended	Intel Core i5-2557M ULV Processor	2048 MB

- Windows 8.1 (64-bit)
  The following is the recommended hardware configuration for Windows 8.1 (64-bit):

Configuration	Processor	Memory (RAM)
Recommended	Fourth-generation Intel® Core™ i5vPro™ Processor	2048 MB

- Android 4.1, 4.2, 4.3, 4.4.x, 5.1.x
  The following is the recommended hardware configuration for Android devices:

Configuration	Processor	Memory (RAM)
Recommended	Quad-core 1.5 GHz Cortex-A53 & Quad-core 2.1 GHz Cortex-A57	3 GB

Note: This release has been tested on the following:

- Samsung Galaxy S4 running on Android 4.4.x

- Samsung Galaxy S6 running on Android 5.1.x

Hybrid Mobile Client: Software and Hardware Requirements

The following operating systems are supported by the Hybrid mobile client.

- iOS
  The following is the recommended hardware configuration for iOS device:

Configuration	Processor	Memory (RAM)
Recommended	Three core 1.5 GHz Apple A8X	2 GB

- Windows 10 (64-bit)
  The following is the recommended hardware configuration for Windows 10 (64-bit) device:

Configuration	Processor	Memory (RAM)
Recommended	6th Generation Intel® Core™ i5 processor	8 GB

- Android 4.4.x, 5.1.x
  The following is the recommended hardware configuration for Android devices:

Configuration	Processor	Memory (RAM)
Recommended	Quad-core 1.5 GHz Cortex-A53 & Quad-core 2.1 GHz Cortex-A57	3 GB

Note: This release has been tested on the following:

- Samsung Galaxy S4 running on Android 4.4.x

- Samsung Galaxy S6 running on Android 5.1.x

- Samsung Galaxy Tablet-SM-T805 running on Android 4.4.x

- Dell Inspiron 13 7000 Series running on Windows 10

Additional Notes on Supported Platforms

Supported on the Java-based Mobile Client

The following section describes the devices, operating systems and features that are available with the Oracle Utilities Mobile Workforce Management/Oracle Real-Time Scheduler Java-based mobile client application.

The mobile application can be used in a disconnected or connected mode. In **disconnected** mode the mobile application and data reside locally on the mobile device allowing the crew to work offline as needed. This means the physical device has to be compatible with the mobile application requirements it runs locally.

In **connected** mode the mobile application does not reside locally on the accessing mobile device. Instead the mobile application resides on the server and the user must be connected to the server at all times using their standard browser to access the mobile application.

Please refer to "About Connection Modes" in the user guide for more information.

The following entities are supported on mobile devices. Please note the distinction between attachments and captures:

- **Captures** are pictures or sound that are captured using native features on the device.

- **Attachments** are sent to the device with activities and require an application installed on the device to open them. Attachments can also be added to the assignments on the device.

- **GPS** pinpoints the exact location information of the crew using GPS services.

- **Maps** allow tracking the actual or planned route of the crew on a map.

Disconnected Mode

The following table lists the features supported in the **Disconnected** MCP mode.

Feature	Device Platform (Device Type)	
	Windows (Laptop)	**Android** (Tablet or Phone)
GPS	✓	✓
Capture Picture and Sound	✓	✓
Download Attachments from MDT	✓	✓
Upload Attachment from MDT to Server	✓	Partial Support*
Maps	✓	✓

Note: *For more information on the features and attachment types supported on Windows and Android, please refer to the *Server Application User Guide*.

Connected Mode

The following table lists the features supported in the **Connected** MCP mode.

Feature	Device Platform (Device Type)		
	Windows (Laptop)	**Android** (Tablet or Phone)	**iOS** (Tablet or Phone)
GPS	X	X	X
Capture Picture and Sound	X	X	X
Download Attachments from MDT	X	X	X
Upload Attachment from MDT to Server	X	X	X
Maps	✓	✓	✓

The following browsers are supported by the device platforms in **Connected** MCP mode.

Device Platform	Browser Platforms
Android	• Chrome Browser v43+ on Android 4.4.x, 5.1.x

Device Platform	Browser Platforms
iOS	• iOS 9.0 • Safari on iPad
Windows	• Chrome version 49 on Windows 7 • Firefox version 38.X ESR on Windows 7 • Internet Explorer 11 on Windows 7

Supported on the Hybrid Mobile Client

The following section describes the devices, operating systems and features that are available with the Oracle Utilities Mobile Workforce Management/Oracle Real-Time Scheduler hybrid mobile client application.

Hybrid Mobile Client

The following table lists the features supported by the Hybrid Mobile Client.

Device Platform	(Device Type)			
Feature	Android (Tablet or Phone)	iOS	Chrome Browser	Windows (Laptop)
GPS	✓	✓	✓	✓
Capture Picture	✓	✓	X	✓
Capture Sound	X	X	X	X
Attach File	X	X	X	X
View File (3rd party software must exist for viewing file)	✓	✓	X	✓
Barcode Scanning	✓	✓	X	✓
Signature	✓	✓	X	✓
Download Attachments from MDT	✓	✓	X	✓
Upload Images from Gallery	✓	✓	X	✓
Upload Files from MDT to Server	X	X	X	X
Maps	✓	✓	✓	✓

The following browser is supported by the device platforms in **Hybrid** mobile client.

Device Platform	Browser Platforms
Windows	• Chrome version 49 on Windows 7

Supported Integrations

Oracle Mobile Workforce Cloud Service requires integration with a host application that provides it the work for it to plan and schedule. There are several product integrations included in Oracle Mobile Workforce Cloud Service – see the list in the next section. Oracle Mobile Workforce Cloud Service can also integrate to non Oracle Utilities products, such as a Customer Information Management, Customer Relationship Management, Asset Management System, etc. via a custom integration.

Oracle Utilities Products

The table below lists Oracle Utilities products that are included with Oracle Mobile Workforce Cloud Service, and provides the product name, supported versions, and the integration products that enable the integration.

Oracle Utilities Product	Versions	Integration Products
Oracle Utilities Analytics (via Oracle Utilities Analytics Cloud Service)	2.5.2	
Oracle Process Integration Pack for Oracle Utilities Field Work	3.1	• Oracle Utilities Customer Care and Billing 2.4 and 2.3 • Oracle Utilities Work and Asset Management 1.9.1 • Oracle Utilities Mobile Workforce Management / Oracle Real-Time Scheduler
Oracle Process Integration Pack for Oracle Utilities Field Work	12.1	• Oracle Utilities Customer Care and Billing 2.5 and 2.4 and 2.3 • Oracle Utilities Work and Asset Management/ Oracle Utilities Operational Device Management 2.1.0. • Oracle Utilities Mobile Workforce Management/Oracle Real-Time Scheduler
Oracle Service Order Management	2.1.0.3	