

# **Oracle Utilities Mobile Workforce Management**

Hybrid Mobile Contractor Application User's Guide

Release 2.3.0.2.0

**E91547-01**

February 2018

Oracle Utilities Mobile Workforce Management Hybrid Mobile Contractor Application User's Guide, Release 2.3.0.2.0

Copyright © 2000, 2018 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

# Contents

---

## Chapter 1

<b>About the Mobile Application .....</b>	<b>1-1</b>
Tasks .....	1-1
Connectivity.....	1-1
Toolbar .....	1-1

## Chapter 2

<b>Getting Started .....</b>	<b>2-1</b>
Registering a New Device .....	2-1
Logging On to the Mobile Application .....	2-2
Using the Task Lists .....	2-2
Viewing Maps and Getting Directions.....	2-2

## Chapter 3

<b>Managing Your Shift.....</b>	<b>3-1</b>
Requesting Your Tasks .....	3-1
Logging Off (Closing) the Application .....	3-1
End of Work .....	3-1

## Chapter 4

<b>Working Tasks .....</b>	<b>4-1</b>
Displaying Task Details .....	4-1
Completing an Activity .....	4-1
Declining an Activity.....	4-1
Managing Attachments .....	4-2
Capturing Digital Content and Attaching Documents.....	4-2
Viewing and Downloading Attachments.....	4-2

## Chapter 5

<b>Managing Mail Messages .....</b>	<b>5-1</b>
Sending Mail Messages .....	5-1
Reviewing Mail Messages .....	5-1
Acknowledging Emergency Messages.....	5-1

# Chapter 1

---

## About the Mobile Application

The Oracle Utilities Mobile Workforce Management contractor mobile application supports external contractor workers as they perform work in the field. Work assigned to an external contractor's work capacity may be managed by their workers using the contractor mobile application.

Workers log on to the application from their mobile device, also referred to as a mobile data terminal (MDT), which may be a laptop, tablet or other hand-held device. Once logged on, workers use the mobile application to request a list of tasks to work on and enter the completion information needed to complete the work.

### Tasks

Tasks appear on the list of tasks on the worker's MDT. Once the worker has received their tasks, they can work them offline if connectivity is not available.

As the worker completes work for a task, they fill out the necessary completion information and mark the task complete. Once a task is completed, it is removed from the list of tasks and appears on the **Completed Task List**, along with other completed tasks.

### Connectivity

If the worker is connected, task updates are sent to the server immediately and can be viewed by the dispatcher and other authorized users.

If the worker is not connected, the details are sent when a connection is reestablished.

### Toolbar

The mobile application displays a toolbar below the application title bar. The toolbar is available from every application screen, but the buttons that are displayed at any time vary depending on the current application screen you are viewing.

# Chapter 2

---

## Getting Started

This section describes how to start the mobile application and register a mobile device the first time it is used to log in to the application.

### Registering a New Device

Use this to register your mobile device to use the locally installed mobile application.

This is required the first time you log on to the mobile application from a new device. Once the device is registered, you will be able to log on to the mobile application from the device without further prompting.

**Prerequisites:** The device you are registering must have been defined on the server. You must know the unique device tag for the MDT and the URL of the server application. The device tag would have been assigned when the MDT record was created on the server.

Note: If the MCP client can detect the ID it will automatically use that ID as the device tag. If the MCP client cannot detect the ID for the hardware, it will prompt for the ID on the registration screen. Any ID can be used to identify the MDT as long as it is only used on that given MDT.

1. From your mobile device, select the desktop icon or program menu option to start the mobile application. The first time the app is launched, you will be presented a license agreement they you will need to **Accept**.
2. Enter the URL for the server application.  
For example:  
`http://[yourserver].com:port/ouaf/mobility/main`
3. On the **MDT Registration** screen, enter the MDT Tag.

Select **Download**.

Enter your credentials and select the **Logon** button. See [Logging On to the Mobile Application](#) for more information about the logon process.

## Logging On to the Mobile Application

Use this procedure to log on to the mobile application.

**Prerequisites:** The mobile application must be installed and your device registered on your system. You must have a valid user ID.

1. Launch the application.
2. Enter your user ID and password.
3. Select a language, if prompted.
4. Select **Login**.

The system authenticates your credentials and verifies that the status of the device is set to Active.

If authenticated, the system looks for the most recent version of all active, qualified deployments based on the user group, language, and MDT type.

If only one deployment exists for your MDT's type, it is automatically downloaded. If your MDT type is associated with more than one deployment, the **Select Deployment** screen displays a list of available deployments. Select the deployment you want to use, and select **Download**.

**Note:**

If unprocessed data exists on the device when you attempt to download a new deployment, the system warns that the unprocessed data will be deleted if you continue. You might receive a warning message if the system finds that the selected deployment is out of date. You can continue, however you should contact your administrator to resolve the issue.

When the download is complete, the application will request tasks assigned to you by your manager.

## Using the Task Lists

The mobile application displays two tasks lists:

- your open tasks are displayed in the **Open Task List**
- completed tasks are in the **Completed Task List**

Use the appropriate list to view open and completed tasks.

From either list, you can select a task and view its details. You can complete open tasks.

Summary information about each task is displayed on the task list. This information varies, depending on the type of task. Select a task to display information and action buttons relevant to its current state

Icons are displayed to the left of certain tasks to convey important information using visual cues. These icons may be customized during implementation. Standard icons display to provide information such as:

- appointment
- an activity with attachments

## Viewing Maps and Getting Directions

From the list of tasks you can select the map icon on the application toolbar to view your tasks as well as your current location on a map. When you click the icon the map opens to show the route

from your current location to the location of the task. You can also choose to get driving directions for the route.

**Note:** The mapping capability has to be enabled by mobile application configuration and you also need to be connected for this feature to be available.

# Chapter 3

---

## Managing Your Shift

This section describes common tasks related to managing your work.

### Requesting Your Tasks

Tasks assigned to you by your manager appear on your mobile device when you initial launch the application and on demand thereafter.

You need to select the **Home** menu option to keep your list of tasks up to date.

### Logging Off (Closing) the Application

You can close the mobile application at any time by selecting the **Exit** option on the menu. This effectively logs you off the application, but does not clear your tasks.

The system does not require you to complete your shift in order to log off the application. However, it warns you if unprocessed data exists.

**Note:** If another worker uses the device when it contains unprocessed data, the previous data will be deleted.

When you log back in to the application, the system automatically requests the latest list of tasks assigned to you.

Use the **End of Work** menu option to clear all data from your device when you are done working for the day.

### End of Work

Use this to clear up all data from your device when you are done working so as to not accumulate data over time.

**Prerequisites:** Connection to the server is not required for this step.

1. Select the task list menu.
2. Select **End of Work** option on the menu.

All task completion details are sent to the server, and you are logged off the mobile application. If you are currently out of range, the system attempts to resend the message automatically once you are back in range.



# Chapter 4

---

## Working Tasks

This section describes procedures related to working individual tasks.

### Displaying Task Details

Use this to display detailed information about any task listed in the task list.

**Prerequisites:** Connection to the server is not required to view details of tasks already on the device.

1. Select the task in the task list.

The screen that appears next depends on the type and status of the selected task (and also your system's configuration, as these screens can be customized).

2. Information may be organized in sections that you may expand or collapse as needed. Below is a sample list of common activity information. Your system may support additional information.
  - **Activity Information** includes basic summary information plus the host ID and any comments associated with the activity.
  - **Customer Information** includes the customer name and contact information.
  - **Common Completion** allows you to enter common completion data, which typically include standard completion remarks and free-form comments.

### Completing an Activity

Use this procedure to indicate that you are done working on the activity and have entered all required completion information.

**Prerequisites:** Connection to the server is not required to complete a task.

1. If the activity maintenance screen is not already displayed, select the task in the list of tasks.
2. If you have not already done so, enter the completion details in the applicable sections as required.
3. Select **Complete**.

The task is removed from the list of tasks and displays in the Completed Tasks List.

### Declining an Activity

If you are not able to work the activity for any reason, such as you are unable to reach the activity site, or if you do not have the required capabilities to work on the activity, contact your manager to reassign the activity.

Once your manager makes the assignment change, select the **Home** menu option to refresh the list of tasks on your device. The activity should no longer be in the list

## Managing Attachments

Attachments provide additional information related to an activity and can be any file, such as a photo, a document with instructions or specifications, a spreadsheet, or any other supporting documentation.

You can capture pictures or attach existing pictures from the device gallery and associate them with a specific activity in the field. These attachments are later on synchronized and uploaded to the server.

Attachments may be included with dispatched activities. All attachments can be downloaded on all devices, however if the file type is not supported on the device, it cannot be opened or viewed.

Depending on your system settings, attachments might be sent immediately with the deployment, or the attachments can be manually downloaded by the worker when ready. This is to save bandwidth, time and storage space, etc.

In either case, there is a visual cue on the mobile device to indicate that there is an attachment with the activity. Activities with attachments show a paperclip icon next to the activity entry in the mobile device **Task List**.

## Capturing Digital Content and Attaching Documents

Use this procedure to take a picture or record a voice recording on the MDT.

If supported by your device, you can also use this procedure to send attachments associated to activities back to the server to be included with the details for the activity.

**Prerequisites:** An activity must be selected from the task list.

1. Select the **Attachments** option on the activity menu.
2. Select the appropriate icon to attach an existing picture from the gallery or capture a new picture.  
The mobile device opens the application needed to capture the content. For example, if you are taking a picture, the camera application opens.  
The attachment is sent to the server and added to the activity when you are connected.

## Viewing and Downloading Attachments

Activities with attachments show a paperclip icon next to their entry in the mobile device Task List. Attachments may be sent along with the activity or attached to it by you as you work it.

Use this procedure to download attachments sent with the activity to your mobile device as well as manage and open any attachment associated with your activity.

**Prerequisites:** An activity must be selected from the task list, and there must be an attachment available.

1. Select the **Attachments** option on the activity menu.
2. If you need to download an attachment to your device, select the **Download** button next to the attachment you want to download.

The file download process starts and a progress bar is displayed. Once the download is complete you can open the attachment to view on your device.

You can open any attachment that you created or downloaded.

You can also delete an attachment you created.

# Chapter 5

---

---

## Managing Mail Messages

This chapter describes procedures related to working with mail messages.

### Sending Mail Messages

Use this procedure to use the mobile device to send messages to the dispatcher or other users.

**Prerequisites:** Connection to the server is required to send mail.

1. Select the **Messages** tab.
2. Select **Compose Mail** from the menu.
3. Select a User ID or Group to indicate who you are sending the message to.
4. Enter a subject and message body in the appropriate fields.
5. Select the type of mail delivery from the **Queue** field. You can send the message as normal delivery or as an emergency message
6. Select **Send Mail**.

### Reviewing Mail Messages

Use this procedure to review received messages your mobile device. Once you open a new mail message, it is marked as read on the device.

**Prerequisites:** Connection to the server is required to receive mail.

1. Select the **Messages** tab.  
The device shows a list of messages by subject. Unread messages are indicated in bold and read messages are not bold.
2. Select the message you want to view.  
The message shows an emergency icon if the message was sent as an emergency message.

### Acknowledging Emergency Messages

In emergency situations, the dispatcher can send messages tagged as urgent with a requirement that acknowledge the message manually so that the dispatcher receives immediate confirmation that the crew is aware of the emergency. When the emergency message is sent, the mobile device shows a pop-up message indicating a new emergency message with an **Acknowledge** button. Select the **Acknowledge** button on the message to notify the dispatcher that you have seen the message.