

ORACLE FIELD SERVICE CLOUD
CONFIGURATIONS
FOR
ORACLE UTILITIES CUSTOMER CARE
AND BILLING INTEGRATION TO
ORACLE FIELD SERVICE CLOUD v20A



Disclaimer

Oracle Field Service Cloud Configurations for Oracle Utilities Customer Care and Billing Integration to Oracle Field Service CLOUD V20A

March 2020

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Preface

Welcome to the Oracle Field Service Cloud Configuration Guide for Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud v20A.

This document focuses on the configuration and administration information of Oracle Field Service Cloud for the integration. The preface includes the following:

- [Audience](#)
- [Documentation and Accessibility](#)
- [Abbreviations](#)

Audience

This document is intended for anyone implementing the integration for Oracle Utilities Customer Care and Billing and Oracle Field Service Cloud.

Documentation and Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

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Oracle customers have access to electronic support for the hearing impaired. Visit:

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or
<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

Abbreviations

Term	Expanded Form
OFSC	Oracle Field Service Cloud
CCB	Oracle Utilities Customer Care and Billing
OIC	Oracle Integration Cloud

Chapter 1: Accelerator Overview

This chapter focuses on the software requirements for Oracle Field Service Cloud and provides an overview of the configuration. It includes the following sections:

- [Configuration Overview](#)
- [Accelerator Package](#)
- [Accelerator Activity Types](#)

Configuration Overview

This document focuses on the basic Oracle Field Service Cloud configurations, such as Activity Types, User Types, Properties and the UI screens, validations for these UIs, plugins and resource configurations.

Accelerator Package

The accelerator package contains various user types, property, action link files and plugins. The document explains the configurations for other elements such as activity types, work zones, work skills, work conditions and outbound channel. The package is provided to help customers configure and setup Oracle Field Service Cloud to be used in the integration as the integration package contains only Oracle Utilities Customer Care and Billing and Oracle Integration Cloud configuration files and instructions. The package used in addition to the integration package provides a complete end-to-end setup for the integration.


The contents of package are:

- **User Types** – Define layouts and UI screens. The new UIs of Service Point Details, New Meter Details, Existing Meter Details are linked to user types. For more details see the [User Types](#) section.
- **Properties** – Create layouts and mapping. See [Properties](#) for more information.
- **Plugins** – The Device Verification plugin is a part of the package, which takes in badge number and returns the device details if a corresponding device exists. See [Forms and Plugins](#) for more information.

Accelerator Activity Types

This accelerator is used as a starting point for customer implementation. It provides configurations for eight basic Activity Types listed below. The customers need to create UIs for additional activity types or customize the existing UIs for the supported Activity Types. Reopened activities are also supported in this integration.

- Install Meter
- Remove Meter

- 
- Read Meter
 - Replace Meter
 - Install Item
 - Replace Item
 - Connect SP
 - Disconnect SP

Chapter 2: Installing the Basic Accelerator Package

This chapter focuses on importing the files that come as a part of the package and configuring them in the Oracle Field Service Cloud environment for the integration to run successfully. Make sure to follow the same sequence for successful configuration.

- [Activity Types](#)
- [Properties](#)
- [Forms and Plugins](#)
- [User Types](#)

Activity Types

Activity types define the categories of the activity supported by Oracle Field Service Cloud (in this case, Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud). In the activity type various fields, such as time slots and activity status are denoted using colors and features that each activity type supports. They can be customized for each activity type.

To create an activity type:

1. Navigate to the **Configuration** page.
2. Select **Activity Types** and click **Add Activity Type**.



ID	Status	Activity Type Name	Activity Type Label	Actions
33	✓	Add Outlets	33	Modify Clone
13	✓	Cable Direct Sales	13	Modify Clone

3. Enter the name and other activity type details. Click **Add**.
4. For other Activity Types listed (Install Meter, Disconnect SP, Meter Read, Meter Replace, Connect SP, Item Replace, Disconnect SP, and Item Install), clone and modify the name and details as required.

Make sure to have corresponding lookup values in CCBOFSC_ActivityType lookup for all activity types in Oracle Integration Cloud. For example: FWINSTMT (CCB Task Type) corresponding to Meter Install (OFSC Activity Type)

5. Add only those Activity Types that are needed and specific to the customers.

Modify activity type
✕

* English

SpanishLA

Portuguese (Brazil)

Active

Group

* Default Duration minutes

Color scheme

Copy from

Pending

Completed

Warning

Suspended

Not Done

Not Ordered

Started

Cancelled

Available time slots

08-10 (08:00 AM - 10:00 AM)

- Allow move between resources
- Allow creation in buckets
- Allow reschedule
- Support of not-ordered activities
- Allow non-scheduled
- Support of work zones
- Support of work skills
- Support of time slots
- Support of inventory
- Support of links
- Support of preferred resources
- Allow mass activities
- Allow Repeating Activities
- Calculate travel
- Calculate activity duration using statistics
- Allow to search
- Allow to create from Incoming interface
- Enable 'day before' trigger
- Enable 'reminder' and 'change' triggers
- Enable 'not started' trigger
- Enable 'SW warning' trigger
- Calculate delivery window
- SLA and Service window use customer time zone (required for routine)

Cancel
Add

Properties

Properties are custom fields used to enable the Utility Integration specific UIs created and are used to map the UIs. Each property is classified into types (such as field, integer, enumeration and string) based on the requirements. They should be addressed using this property.

For the integration, the properties to enable utility specific functionality and UIs are created in Oracle Field Service Cloud. Property includes meter read, meter, item and other completion related details.

To import the property file that is a part of the accelerator package:

1. Navigate to the **Configuration** page.
2. Click the **Properties** icon and click Import.

Configuration		Properties					
ID	Property name ▲	Property Label	Type	Entity	GUI	Actions	
509	Activity status	astatus	field	Activity	text	Modify	
662	# Ports	no_ports	integer	Activity	text	Modify	

3. Browse to select the file to be imported. Click **Import**.

4. Verify the successful import of the file. Click **Close**.

	Import
Successfully imported	240
Imported with warnings	0
Not imported	0

Forms and Plugins

The section focuses on how to configure forms and plugins used in Oracle Field Service Cloud. The plugin is used to invoke responses for badge number input from Oracle Utilities Customer Care and Billing through the Device Verification plugin.

The Device Verification plugin accepts the badge number of the device, and in response, sends various parameters from Oracle Utilities Customer Care and Billing such as unit of meter, read sequence, dials, and decimals after verifying the badge number in the Oracle Utilities Customer Care and Billing environment.

To configure forms and plugins:

1. Navigate to **Configuration > Forms and Plugins**.
2. Click **Add Plugin**.

Configuration		Forms & Plugins		Add Form	Add Plugin	Export Plugins	Import Plugins	View
	Test Form test_form1	Size: 1.41 KB Created: 02/19/19 07:58 AM Updated: 02/19/19 08:01 AM User: Admin	2 Configured links					
	Hit EQ mobile_inventory_request#2#	Size: 0.93 KB Created: 02/07/19 01:30 AM Updated: 02/07/19 01:30 AM User:	6 Configured links					
	Send Request mobile_provider_request#4#	Size: 0.97 KB Created: 02/07/19 01:30 AM Updated: 02/07/19 01:30 AM User:	3 Configured links					

3. Enter the details as shown in the figure below.

In the Plugin settings pane, enter the following:

- a. Enter the OIC username and password.
- b. Select **HTML5 application** from the **Type** drop-down list.
- c. In the **Plugin archive** field, click **Choose File** to select the **VerifyDevice** plugin.

Forms & Plugins | Modify plugin

General Information

*Name (English)

Name (Portuguese (Brazil))

Name (SpanishLA)

*Label

Entity

Visibility rules similar to

Plugin settings

Type

Use Plugin API

Hosted plugin

Plugin archive No file chosen [Info](#)

Disable plugin in offline

Secure parameters

Duplicate names are not allowed. Overall size should not exceed 5 KB.

url

uname

pwd

Version history

User	Modification time	Archive
Admin	02/21/19 05:25 AM	Download
Admin	02/21/19 04:30 AM	Download

4. Make sure the **Available Properties** tab is populated with all properties.

Available Properties

Add properties that must be available through Plugin API

Activity

1Current Index 1Meter Dials 1Meter Dials 4 1Meter Dials 5 1Meter Dials2 1Meter Dials3 1Meter Lower Limit

1Meter Lower Limit 2 1Meter Lower Limit 3 1Meter Lower Limit 4 1Meter Lower Limit 5 1Meter Read Seq

1Meter Read Seq 2 1Meter Read seq 3 1Meter Read seq 4 1Meter Read seq 5 1Meter Upper Limit

1Meter Upper Limit 2 1Meter Upper Limit 3 1Meter Upper Limit 4 1Meter Upper Limit 5 1MeterNumberOfDecimals

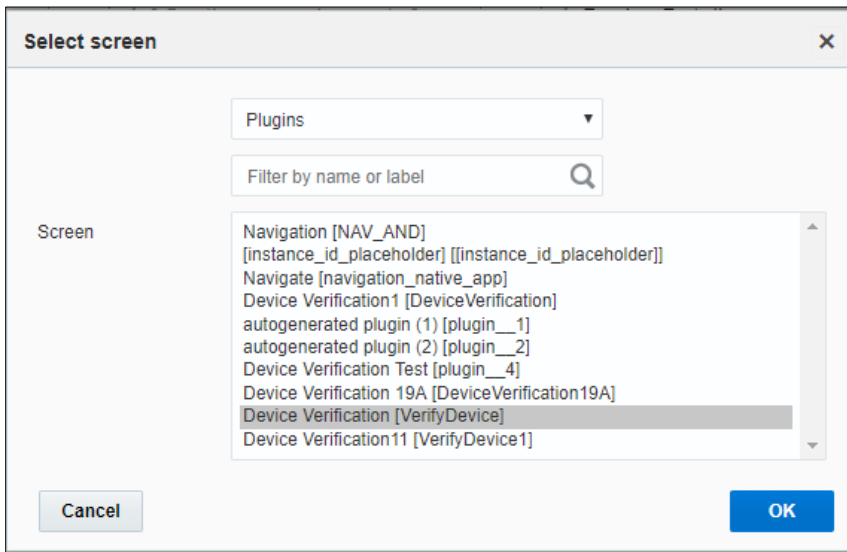
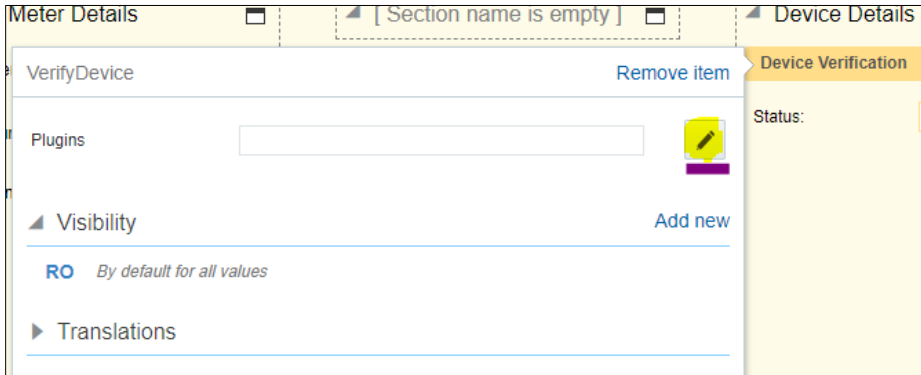
1MeterNumberOfDecimals2 1MeterNumberOfDecimals3 1MeterNumberOfDecimals4 1MeterNumberOfDecimals5

2Current Index 2Meter # 3Current Index 4Current Index 5Current Index Activity type Meter Configuration

New Item Number Service Point ID Status Time Of Use Time Of Use Time Of Use Time Of Use Time Of Use

Unit Of Measure Unit Of Measure Unit Of Measure Unit Of Measure Unit Of Measure

- After the plugin is configured, navigate to the **User Type** page and select it in the **Plugins** field to connect it to the specific field on the UI in **Mobility Screen**.



- Click **OK**.

Custom Activity Types Support in Device Verification Plugin

To configure custom activity types to support device or item verification plugin:

- Login to Oracle Field Service Cloud.
- Navigate to **Configuration > Properties**.
- Search for the “u_device_verify_act_types” property.
- Click **Modify Property**.

Modify Property

GUI Combobox Radiogroup

Clone property data on Reopen or Prework

Enumeration values

* English [] []

French (European) []

Active [Add] [Change]

Values

- Item[Item Exchange]
- Item[Item Install]
- Meter[Meter Exchange]
- Meter[Meter Install]

5. The **Values** section is a combination of **label[id]**.

In the **English** field, enter the respective label. Enter “Meter” to verify meter as part of custom activity, and the activity as part of ID.

Example: Meter[Custom_meter_activity_type]

6. Enter “Item” to verify an item as part of custom activity, and the activity as part of ID.

Example: Item[Custom_item_activity_type]

7. Click **Add** to add the values to the **Values** list.
8. Click **Update** to save the value to the property.

Custom Meter ID Types Support in Device Verification Plugin

The Device Verification plugin allows crew to enter the Meter ID Type and Meter ID as part of the verification.

By default the Secondary Badge Number and Universal ID are shown as part of Meter ID Types.

To add more options to the Meter ID Type:

1. Login to Oracle Field Service Cloud.
2. Navigate to Configuration > Properties.
3. Search for the “u_meter_id_types” property.
4. Click Modify.

5. The value section is combination of label[id]. Enter the activity description as “Secondary BadgeNumber”. Enter the Code/CCB value in the **ID** field.
Example: Secondary BadgeNumber[2ND]
6. Click **Update** to save the value to the property.

User Types

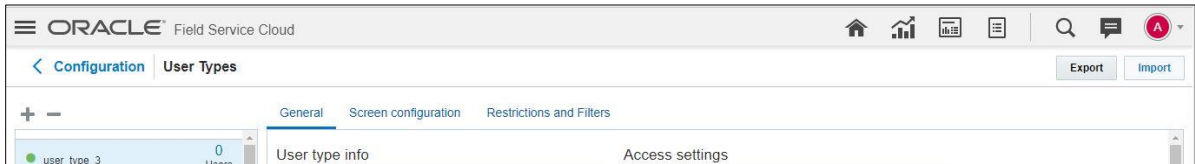
User types manage all user permissions. Each user type has a profile that defines security and display permissions, such as the user’s login method, the ability to use certain functions, and access to menu items and properties. Screen-configuration settings define the screens, windows, pop-up windows and other elements visible to a certain user type. They also support the context layout editor, in which the content, arrangement, and visibilities of each context are set.

Use the **Screen Configuration** settings in specific user types to create custom screen context layouts for the integration.

Prerequisite! Make sure the Properties, Activity Types, and Plugins are loaded before proceeding.

To configure the user types:

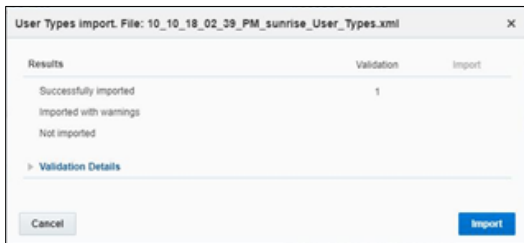
1. Navigate to the **Configuration** page.
2. Click the **User Types** icon.
3. Click **Import** to import the user types.



4. On the **Choose file** field, click **Browse** to select the user type. Click **Validate**.



5. After successful validation, click **Import** to import the file.



6. Verify the successful import and click **Close**.



Assign a user to the user type imported and access the Mobility Screen through the user to view the user type configurations.

Chapter 3: Additional OFSC Configurations

This chapter elaborates on the additional configuration of organization, work zones, outbound channel and UI validations in user types. It includes the following:

- [Checklist](#)
- [Organization](#)
- [Work Zones](#)
- [Work Skills](#)
- [Resource and Bucket Info](#)
- [Outbound Channel](#)
- [UI Validations Rules](#)

Checklist

Before configuring Oracle Field Service Cloud, verify that the following are complete.

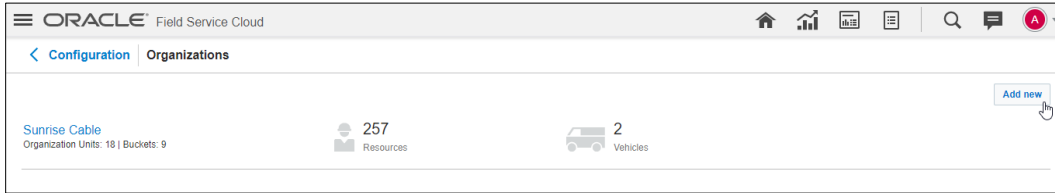
- All the Activity Types specific to customer have been created
- Properties are imported
- Users and resources are configured
- User Types are imported
- Make sure the Quota has been allocated and doesn't need to be configured
- Plugin has been imported
- Name of Organization
- Work Skills to be created
- Name of the resources, work zones
- Details of Oracle Integration Cloud to create the Outbound Channel

Organization

An Organization can have buckets, organization units (Org Units), field resources, tools or vehicle associations.

To create an organization before adding any type of resource:

1. Navigate to **Configuration > Organization**.
2. Click **Add New** to add a new Organization



3. Enter the organization name and click Submit.

Work Zones

Work zones are used to divide area in different zones for better scheduling of crews. Use the work zone keys to provide the ZIP/postal code to facilitate the division through the Service Point information that comes from Oracle Utilities Customer Care and Billing.

To configure a work zone:

1. Navigate to the **Configuration** page and click **Work Zone**.
2. Make sure the **Work Zone Key** (top left corner) is ZIP/Postal Code.

ID	Status	Work zone name	Work Zone Keys	Actions
1	✓	ALTAMONTE SPRINGS	ALTA	Modify
2	✓	CASSELBERRY	CASS	Modify

3. On the **Work Zone** page, click **Add new** to add the required postal codes in the Work Zone Keys field.

4. Click **Add** to save the new work zone.

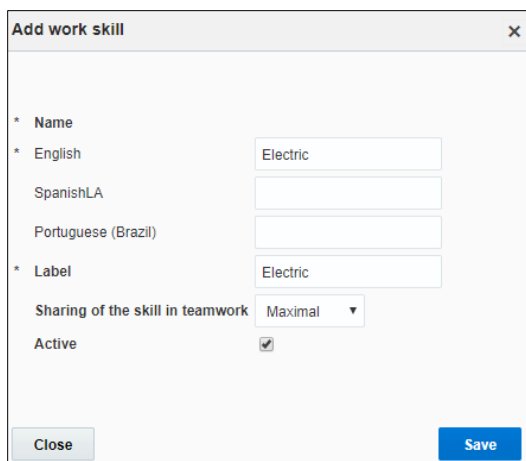
Work Skills

Use the work skills to assign activities to workers. Incoming activities are also assigned work skills based on certain conditions being met, and are attached to resources with corresponding skills during routing.

The integration supports only two work skills at this time of release: Meter Services, Ops and Maintenance

To create work skills:

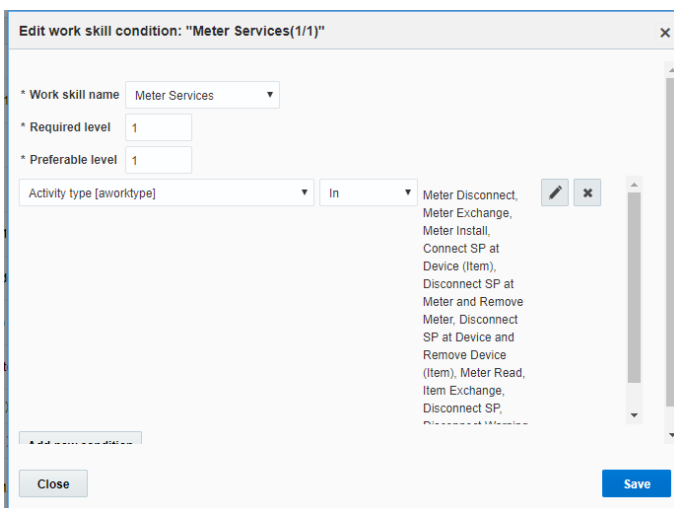
1. Navigate to **Configuration > Work Skills**.
2. Click **Add New**.
3. Enter the details of the work skill. Add two work skills: *Meter Services and Ops and Maintenance* Click **Save**.



The screenshot shows a dialog box titled "Add work skill" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Name**: A required field with an asterisk.
- English**: A text input field containing the value "Electric".
- SpanishLA**: A text input field.
- Portuguese (Brazil)**: A text input field.
- Label**: A required field with an asterisk, containing the value "Electric".
- Sharing of the skill in teamwork**: A dropdown menu set to "Maximal".
- Active**: A checked checkbox.
- Buttons: "Close" and "Save".

4. Click **Work Skill Condition**. Make sure "Meter Services" is listed and configured with respective details. The figure below shows the necessary values.



The screenshot shows a dialog box titled "Edit work skill condition: Meter Services(1/1)" with a close button (X) in the top right corner. The form contains the following fields and controls:

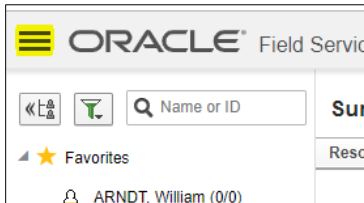
- Work skill name**: A dropdown menu set to "Meter Services".
- Required level**: A text input field containing the value "1".
- Preferable level**: A text input field containing the value "1".
- Activity type [aworktype]**: A dropdown menu set to "In".
- Activity list**: A scrollable list of activities including "Meter Disconnect", "Meter Exchange", "Meter Install", "Connect SP at Device (Item)", "Disconnect SP at Meter and Remove Meter", "Disconnect SP at Device and Remove Device (Item), Meter Read", "Item Exchange", and "Disconnect SP".
- Buttons: "Close" and "Save".

Resource and Bucket Info

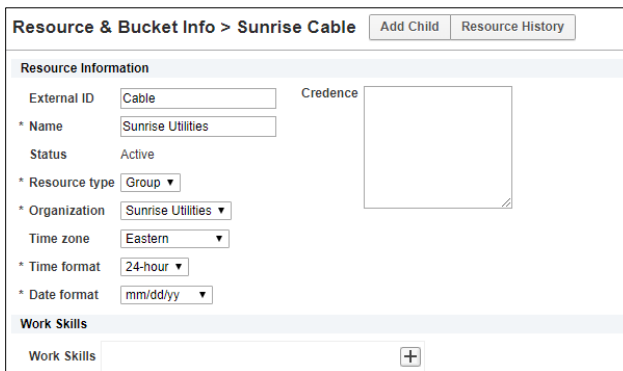
Oracle Field Service Cloud uses bucket and resources to categorize the resources. In this integration, use the bucket as a resource type to route the entire meter service tasks to workers. In the bucket, create two resources (field workers) who are assigned field activities coming from Oracle Utilities Customer Care and Billing.

To create resources in the bucket:

1. On the Oracle Field Service Cloud Home page, click the three lines on the top left corner.



2. Click **Resource & Bucket Info**.
3. Click **Add Child**.

A screenshot of the 'Resource & Bucket Info' form for 'Sunrise Cable'. The form has a title bar with 'Resource & Bucket Info > Sunrise Cable' and two buttons: 'Add Child' and 'Resource History'. The form is divided into two main sections: 'Resource Information' and 'Work Skills'. The 'Resource Information' section contains several fields: 'External ID' (Cable), 'Name' (Sunrise Utilities), 'Status' (Active), 'Resource type' (Group), 'Organization' (Sunrise Utilities), 'Time zone' (Eastern), 'Time format' (24-hour), and 'Date format' (mm/dd/yy). There is also a 'Credence' field with a large empty box. The 'Work Skills' section has a 'Work Skills' label and a plus sign button to add skills.

4. Select **Bucket** to add a new bucket in the **Resource type**.
5. Enter the required details and click **OK**.
6. Click **Add Child** and select **Technician** from the **Resource type** drop-down list. Click **OK**.

7. Select the required work skills to this Technician. Click **Save**.

Outbound Channel

This element is used to create a channel to communicate with Oracle Utilities Customer Care and Billing Oracle Integration Cloud. Various channel types can be chosen, but since Oracle Utilities Customer Care and Billing integration to Oracle Field Service Cloud is through Oracle Integration Cloud, it is used as the channel type.

To add a communication channel:

1. Navigate to the **Configuration** page and click the **Outbound Integration** icon.
2. Click **Add channel**. Enter the required details and click **OK**.

UI Validation Rules

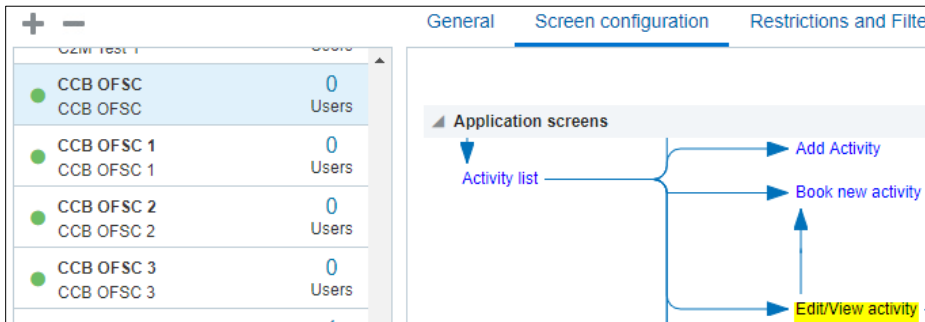
Use the validation rules for activity types to various UI screens to restrict visibility. These rules are imported and enabled after the accelerator is installed. Make sure to verify the validation rules exist.

As mentioned in [User Types](#) and [Properties](#), the screens are mapped and made visible to various users using their types. These validations add a new visibility clause to restrict screens to specific activity types.

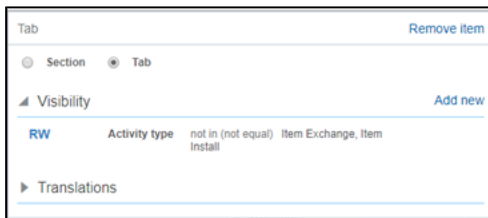
This section focuses on creating/configuring validation UIs, such as the Meter Information, Existing Meter Details, New Meter Details, and Service Point.

To create/configure a validation UI:

1. Navigate to **Configuration > User Types**.
2. Select the respective User Type.
3. On the **Screen Configuration** tab, scroll down to the **Edit/View Activity** link.



4. Click **Details**. Verify that “RW” in the **Visibility** section has activity type as shown.



- Click **Service Point Details** and verify the values are displayed as shown.

Section Remove item

Section Tab

▾ Visibility Add new

RW By default for all values

▸ Translations

- In the *disconnect location* section verify that the RW configuration is as shown.

u_disconnect_location Remove item

▾ Data binding

Activity field

Type ▾

▾ Visibility Add new

M	Activity type	in (equal)	Disconnect SP, Meter Remove	
RO	Activity type	in (equal)	Connect SP	

- In the *Not Done Reason* section, verify that the RW configuration is as shown.

u_not_done_code Remove item

▾ Data binding

Activity field

Type ▾

▾ Visibility Add new

RO	Activity status	in (equal)	Not Done
-----------	-----------------	------------	----------

- In the *Meter Information* section, verify that the RW values is as shown.

Section		Remove item
<input checked="" type="radio"/> Section <input type="radio"/> Tab		
<input checked="" type="checkbox"/> Visibility		Add new
RW	Activity type	in (equal) Meter Exchange, Meter Install, Meter Read, Meter Remove
<input type="checkbox"/> Translations		

9. In the *Existing Meter Details* section, verify that the configuration matches as shown.

Section		Remove item
<input checked="" type="radio"/> Section <input type="radio"/> Tab		
<input checked="" type="checkbox"/> Visibility		Add new
RW	Activity type	in (equal) Meter Exchange, Meter Read, Meter Remove
<input type="checkbox"/> Translations		

10. Make sure the *Badge Number* field has configuration as shown.

u_meter1_number		Remove item
<input checked="" type="checkbox"/> Data binding		
Activity field	<input type="text" value="u_meter1_number"/>	<input type="button" value="✎"/>
<input checked="" type="checkbox"/> Visibility		Add new
RO	Activity type	in (equal) Meter Exchange, Meter Read, Meter Remove

11. Make sure the *Device Details* section is configured as shown.

Section		Remove item
<input checked="" type="radio"/> Section <input type="radio"/> Tab		
<input checked="" type="checkbox"/> Visibility		Add new
RW	Activity type	not in (not equal) Meter Remove
<input type="checkbox"/> Translations		

12. The *New Meter* section should be configured as below.

Section Remove item

Section Tab

Visibility Add new

RW	Activity type	in (equal)	Meter Exchange, Meter Install
----	---------------	------------	-------------------------------

Translations

13. The *Item Details* section should be configured as below.

Tab Remove item

Section Tab

Visibility Add new

RW	Activity type	in (equal)	Item Exchange, Item Install
----	---------------	------------	-----------------------------

Translations

14. In the *Service Point Details* section, the configuration for visibility should be as shown.

Section Remove item

Section Tab

Visibility Add new

RW	Activity type	in (equal)	Item Exchange, Item Install
----	---------------	------------	-----------------------------

Translations

15. In the *Disconnect Location* section, the configuration for visibility should be as shown.

u_disconnect_location Remove item

Data binding

Activity field:

Type:

Visibility Add new

RO	Activity type	in (equal)	Connect SP	-
M	Activity type	in (equal)	Disconnect SP	-

16. The *Item Information* section configuration needs to match as shown.

Section Remove item

Section Tab

Visibility Add new

RW Activity type in (equal) Item Exchange, Item Install

Translations

17. The *Exchange Item Details* configuration should be as shown.

Section Remove item

Section Tab

Visibility Add new

RW Activity type in (equal) Item Exchange

Translations

18. For *Device Details*, there is no special configuration needed. It should be set to default.

Section Remove item

Section Tab

Visibility Add new

RW By default for all values

Translations

19. The *New Item Details* configuration should match as shown.

Section Remove item

Section Tab

Visibility Add new

RW Activity type in (equal) Item Exchange, Item Install

Translations

20. The *Registers Information* section should include configuration as shown.

Section		Remove item
<input checked="" type="radio"/> Section	<input type="radio"/> Tab	
<input checked="" type="checkbox"/> Visibility Add new		
RW	Activity type	in (equal) Meter Exchange, Meter Read, Meter Remove
<input type="checkbox"/> Translations Add new		

21. The *Reading Details* section should have the configuration as shown.

Text		Remove item
<input checked="" type="checkbox"/> Visibility Add new		
RO	Activity type	in (equal) Meter Read
<input type="checkbox"/> Translations Add new		

22. Configure the *Existing Meter Reading Details* section as shown.

Text		Remove item
<input checked="" type="checkbox"/> Visibility Add new		
RO	Activity type	in (equal) Disconnect SP, Meter Exchange
<input type="checkbox"/> Translations Add new		

23. Configure the *Registers Information* section as shown.

Section		Remove item
<input checked="" type="radio"/> Section	<input type="radio"/> Tab	
<input checked="" type="checkbox"/> Visibility Add new		
RW	verifyStatusFlag:contains	Verification Successful
<input type="checkbox"/> Translations Add new		

24. Configure each of the Register with title *New Meter Reading Details* as shown.

Section		Remove item
<input checked="" type="radio"/> Section	<input type="radio"/> Tab	
<input checked="" type="checkbox"/> Visibility Add new		
RW	Unit Of Measure	is not empty
<input type="checkbox"/> Translations Add new		

25. Configure the *Reading* section as shown.

The screenshot shows a configuration window for the item 'u_meter1_current_index'. At the top right is a 'Remove item' link. Below is a section titled 'Data binding' with an 'Activity field' dropdown menu set to 'u_meter1_current_index' and a pencil icon to its right. Below that is a 'Visibility' section with an 'Add new' link. At the bottom, there is a status indicator 'M' followed by the text 'By default for all values'.

26. After this navigate to *Override Reading* field and verify that the default value and visibility is set as follows

The screenshot shows a configuration window for the item 'u_meter1_override_reading'. At the top right is a 'Remove item' link. Below is a section titled 'Data binding' with an 'Activity field' dropdown menu set to 'u_meter1_override_reading' and a pencil icon to its right. Below that is a 'Type' dropdown menu set to 'Radiogroup'. Below that is a 'Visibility' section with an 'Add new' link. Below the visibility section is a status indicator 'RO' followed by the text 'By default for all values'. Below that is a section titled 'Value visibility (0 items)' with a right-pointing arrow. Below that is a section titled 'Default value and validation' with a 'Default value' input field containing the number '2'.

27. Navigate to the *Screen Configuration* tab of the respective user type. Scroll down to Book Activity.

28. Verify if the layout structure is as shown.

[Add marker Group](#)

Service Point ID

Name

Address

City

State

ZIP/Postal Code

Country

Duration

Existing Meter Details

Badge Number

Configuration Type

Meter Location

Manufacturer

Model

Status Found

Status Left

Existing Meter Reading Registers

Reading details

Read Sequence

Unit Of Measure

Reading

Override

Upper Limit

Lower Limit

Reading Details

Read Sequence

Unit Of Measure

Time of Usage

Dials

Decimals

Reading

Override

Upper Limit

Lower Limit

Existing Item Details

Badge Number

Configuration Type

Manufacturer

Model

[Click to add](#)

29. Click **Activity Type** in the layout and verify that all activity types are listed in the **value visibilities** section.

[Activity Type] value visibilities

[Add new value visibility](#)

<input type="checkbox"/>	Value	Conditions	Action
<input type="checkbox"/>	Meter Read	*	Modify
<input type="checkbox"/>	Meter Install	*	Modify
<input type="checkbox"/>	Meter Exchange	*	Modify
<input type="checkbox"/>	Meter Remove	*	Modify
<input type="checkbox"/>	Disconnect SP	*	Modify
<input type="checkbox"/>	Connect SP	*	Modify
<input type="checkbox"/>	Item Install	*	Modify
<input type="checkbox"/>	Item Exchange	*	Modify

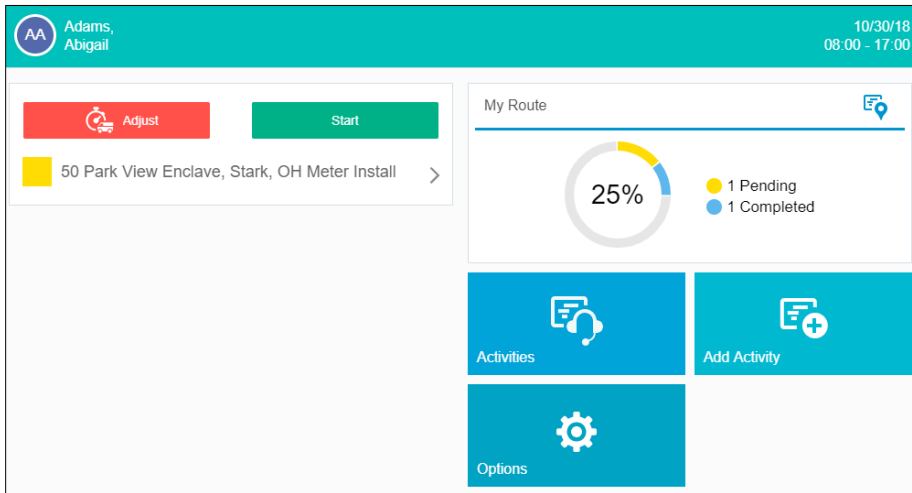
Chapter 4: User Operations

This chapter provides step by step instructions for user operations.

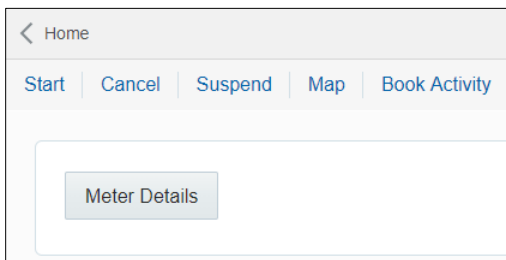
1. Login to Oracle Field Service Cloud Mobility application.

You can access the application by adding '/m' to the Oracle Field Service Cloud URL <ofsc_link/m>.

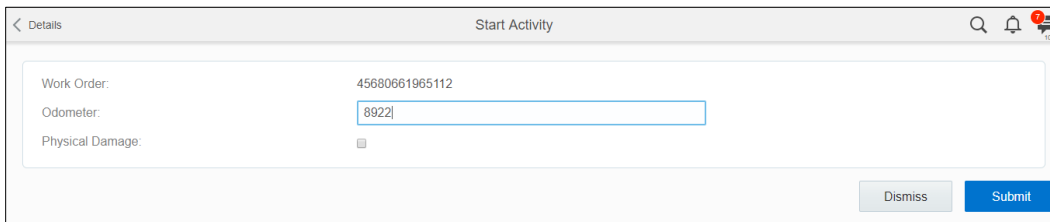
2. Access the **Mobility** page using the worker/technician's credentials. The page shows activities in the queue of the worker.
3. Click **Start** to start the activity in the worker's queue.



4. Click ">" against the activity. The options Start, Cancel, Suspend, Map, and Book Activity are displayed.



5. Click **Start** to start the activity in the worker's queue.
6. Enter the odometer details and click **Submit**.



- Click **Meter Details**. Enter the **Badge Number** and click **Submit**.

Meter Information
New Meter Details

Badge Number:

Configuration Type:

Meter Location:

Manufacturer:

Model:

Status Left:

- Click **Meter Details** and click **Verify**. After the verification is successful, the meter reading information is displayed in the **Registers Information** section.

Details Activity Details

Service Point Details

Service Point ID: 003088735971

Warnings:

Instructions:

Instruction Details:

Life Support: None

Meter Information

New Meter Details

Badge Number:

Status: Verification Successful

Registers Information

New Meter Reading Details

Read Sequence: 2

Unit Of Measure: KWH

Dials: 7

Decimals: 3

Reading*:

New Meter Reading Details

Read Sequence: 1

Unit Of Measure: KVARH

Dials: 6

Decimals: 3

Reading*:

New Meter Reading Details

Read Sequence: 2

Unit Of Measure: KWH

Dials: 7

Decimals: 3

Reading*:

- Enter the respective details in the **Meter Information** and **Registers Information** sections. Click **Submit**.
- Click **Complete**.

Home Activity Details

Service Information

Go back to Activities list, wait 10 seconds and come back to see newly populated information below

Activity Type: Meter Install

Site Address: 50 Park View Enclave, Stark, OH

Work Order: 45680661965112

Status: Started

11. On the **End Activity** page, enter the required details. Click **Submit**.

The screenshot shows a mobile application interface for the 'End Activity' page. The page title is 'End Activity' and it features a search icon, a notification bell, and a close button in the top right corner. The form contains the following fields:

- Activity Notes:** A text area containing the word 'Completed'.
- Customer Contact Type:** A dropdown menu.
- Customer Contact Comments:** A text area.
- Remarks:** A text area.

At the bottom right of the form, there are two buttons: 'Dismiss' and 'Submit'.