Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud

(Also applicable to Oracle Utilities Customer To Meter)

Release Notes

Release 21A

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Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud, Release 21A Release Notes

Contents

Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Release Notes.

Audience

This document is intended for anyone implementing the integration of the following products with Oracle Field Service Cloud:

- Oracle Utilities Customer Cloud Service
- Oracle Utilities Customer To Meter

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Topic	Description
Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Configuration Guide	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Utilities Customer To Meter documentation	
Oracle Utilities Customer Cloud Service documentation	
Oracle Field Service Cloud documentation	https://docs.oracle.com/en/cloud/saas/field-service/21a/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches. Access the support site for the Edge Application Certification Matrix for Oracle Utilities products (Doc ID 1454143.1).
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

Documentation 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.

Access to Oracle Support
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Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Abbreviations

This document includes the following abbreviations:

Term	Expanded Form
OUCCS	Oracle Utilities Customer Cloud Service
OFSC	Oracle Field Service Cloud
OIC	Oracle Integration Cloud
OUC2M	Oracle Utilities Customer To Meter

Release Notes

This release notes outline the information about new and improved functionality in integrating Oracle Utilities Customer Cloud Service with Oracle Field Service Cloud (Release 21A). Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations to consider.

Important! This integration is also applicable to Oracle Utilities Customer To Meter (OUC2M).

The release notes focuses on the following:

- Overview
- Supported Applications
- New Features Summary
- Known Issues

Overview

Important! This integration is applicable to both Oracle Utilities Customer To Meter (C2M) and Oracle Utilities Customer Cloud Service (CCS).

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud helps to manage a fieldwork originated in Oracle Utilities Customer Cloud Service using Oracle Field Service Cloud. This pre-built integration represents significant business value for utilities that need to manage their field operations.

For more information about the functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud v21A Configuration Guide* at:

https://docs.oracle.com/cd/F41029_01/index.htm

The integration supports the following flows:

- Process Activity (Oracle Utilities Customer Cloud Service Initiated)

- Appointment Window Request (Oracle Utilities Customer Cloud Service Initiated)

- Interim Activity Status (Oracle Utilities Customer Cloud Service Initiated)

- Device Verification (Oracle Field Service Cloud Initiated)

- Create Activity (Oracle Field Service Cloud Initiated)

- Activity Completion/Cancellation (Oracle Field Service Cloud Initiated)

- Query Service Point (Oracle Field Service Cloud Initiated)

The following diagram illustrates the business processes supported in this integration.
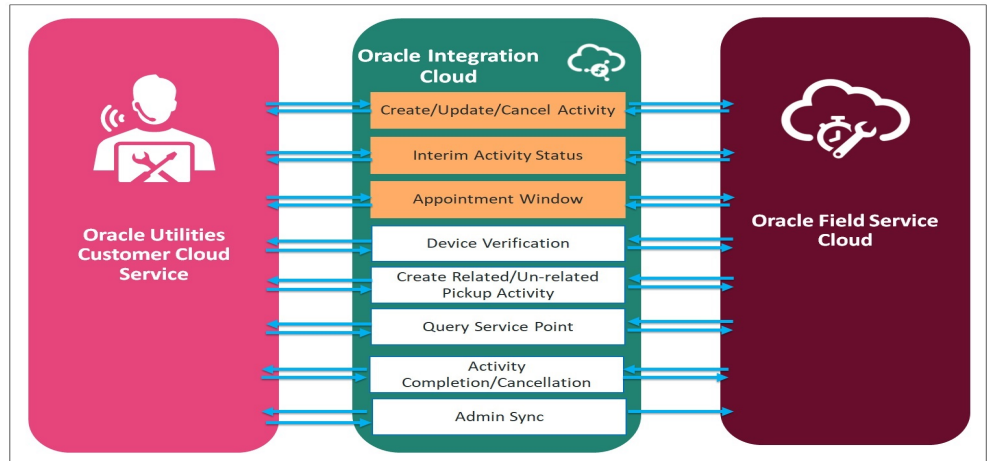
Supported Applications

The supported application versions in this integration are:

- Oracle Utilities Customer To Meter - 2.8.0.0.0 and higher (on-premises). Integration works but the functionality will be limited.

- Oracle Utilities Customer Cloud Service - 21A or higher

- Oracle Integration Cloud - v21.1.2.0.0 or higher

- Oracle Field Service Cloud - 21A or higher

New Features Summary

The following enhancements are included in this integration release:

- Admin Sync Support

- Offline Support for Attachments

- UI Improvements

Admin Sync Support

Customers can now sync the Oracle Utilities Customer Cloud Service Admin data (Service point, Activity data, Activity Types, Device and Register data) to Oracle Field Service Cloud so that the manual creation of data in Oracle Field Service Cloud is eliminated.

Offline Support for Attachments

Customers can now upload the attachments when they are out of network coverage or in offline mode which will be sent back to Oracle Utilities Customer Cloud Service once the they connect to network part of Activity completion.

UI Improvements

The **Unrelated Pickup** screens are enhanced to include **Service point query**, **Select Service point query** and **Add activity** screens.

The Customer information will be displayed in the **Related Pickup Activity** screen.

Known Issues

The known issues in this integration are:

- Currently Oracle Field Service Cloud adds an extra space for every section defined in User type. Due to this users notice space between the **Registers Information** and **Register** details.

- Only few Service Point details will be displayed in the **Related Pickup Activity Details** screen created using Book Activity.