

**Oracle Utilities Work and Asset Cloud  
Service Integration to Oracle Field  
Service Cloud**

**Release Notes**

Release 21A

**F41043-01**

April 2021

Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud, Release 21A Release Notes

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# Preface

Welcome to the Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud Release Notes.

This preface includes the following:

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

## Audience

This document is intended for anyone implementing the Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud using Oracle Integration Cloud as the middle layer.

## 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 Work and Asset Cloud Service Integration to Oracle Field Service Cloud documentation	Refer to the Oracle Utilities applications documentation page: <a href="http://docs.oracle.com/cd/E72219_01/documentation.html">http://docs.oracle.com/cd/E72219_01/documentation.html</a>
Oracle Utilities Work and Asset Cloud Service documentation	
Oracle Field Service Cloud documentation	<a href="https://docs.oracle.com/en/cloud/saas/field-service/21a/index.html">https://docs.oracle.com/en/cloud/saas/field-service/21a/index.html</a>

### Additional Documentation

Resource	Location
Oracle Integration Cloud documentation	Refer to the OIC documentation at: <a href="https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html">https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html</a>
Oracle Support	Visit My Oracle Support at <a href="https://support.oracle.com">https://support.oracle.com</a> regularly to stay informed about updates and patches.
Oracle Technology Network (OTN) Latest versions of documents	<a href="http://www.oracle.com/technetwork/index.html">http://www.oracle.com/technetwork/index.html</a>
Oracle University for training opportunities	<a href="http://education.oracle.com/">http://education.oracle.com/</a>

## 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

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>

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<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.
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
WACS	Oracle Utilities Work and Asset Cloud Service
OFSC	Oracle Field Service Cloud
OIC	Oracle Integration Cloud

# Release Notes

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This release notes outlines the information about new and improved functionality in integrating Oracle Utilities Work and Asset 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.

The release notes focuses on the following:

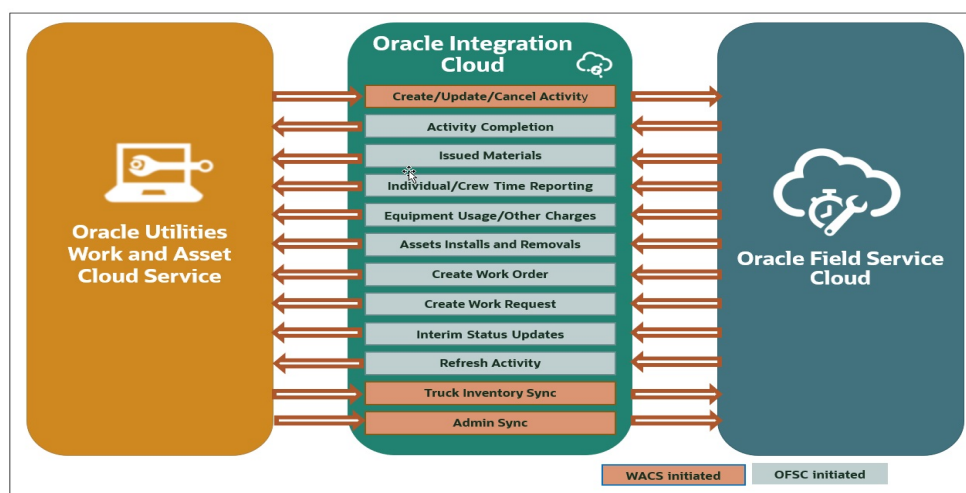
- [Integration Overview](#)
- [Supported Applications](#)
- [About Oracle Utilities Work and Asset Cloud Service](#)
- [About Oracle Field Service Cloud](#)
- [About Oracle Integration Cloud](#)
- [New Features Summary](#)
- [Known Issues](#)

## Integration Overview

Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud helps to manage a fieldwork originated in Oracle Utilities Work and Asset Cloud Service using Oracle Field Service Cloud. The integration can be leveraged to create/update/cancel/complete activities in the field using the Oracle Field Service Cloud solution.

The major business flows revolve around activities and usage reporting. The activities are created in Oracle Utilities Work and Asset Cloud Service and sent to Oracle Field Service Cloud so that the mobile worker performs the activity. The field activity completion information is sent from Oracle Field Service Cloud to Oracle Utilities Work and Asset Cloud Service. In addition, the integration supports admin sync from Oracle Utilities Work and Asset Cloud Service to Oracle Field Service Cloud.

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



In this integration Oracle Integration Cloud is used as a middleware to connect the applications.

## Supported Applications

The supported application versions in this integration are:

- Oracle Utilities Work and Asset Cloud Service - 21A
- Oracle Integration Cloud - v21.1.2.0.0 or higher
- Oracle Field Service Cloud - 21A or higher

## About Oracle Utilities Work and Asset Cloud Service

Oracle Utilities Work and Asset Cloud Service maintains information about assets and features and functions around managing those assets. The solution provides a means of recording asset acquisition, maintenance, procurement, installation and removal.

Oracle Utilities Work and Asset Cloud Service provides functionality to manage the receipt, installation, maintenance, tracking and removal of assets. The application also



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manages approval processing, tracks purchasing transactions, manages inventory and resources, and tracks costs, accounting and financial transactions.

## About Oracle Field Service Cloud

Oracle Field Service Cloud is built on time-based, self-learning, and predictive technology, empowering to solve business problems while evolving the field service organization. It has various modules to choose, such as forecasting, routing, capacity, mobility, collaboration, core manage, smart location, customer communication, and more. It leverages the performance pattern profiles to create optimal daily routes and schedules and continues to learn as employee work patterns change over time.

## About Oracle Integration Cloud

Oracle Integration Cloud is a unified platform to integrate the applications, automate processes, and create applications.

Using Process Builder the business processes can be rapidly designed, automated, and managed in the cloud. Using integrations connect the applications into a continuous business flow. The integrations can be quickly developed and activated between both the applications that live in the cloud; and the applications still live on premises. The lookups help to match application specific codes between the two applications.

Integration Insights and Stream Analytics helps to simplify and extract business metrics and create custom dashboards.

## New Features Summary

For a list of existing features, refer to the [Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud 20C](#) documentation.

The following enhancements are included in this integration:

- [Mobile Inventory Management](#)
- [UI and Error Handling Enhancements](#)

## Mobile Inventory Management

Mobile Inventory Management provides the mobile crew with an ability to manage assets and materials located on their trucks. It supports activities, such as:

- Synchronizing truck inventories with Oracle Utilities Work and Asset Cloud Service-managed mobile storerooms
- Managing truck inventories
- Reporting inventories used for activities to Oracle Utilities Work and Asset Cloud Service

The following features are available:

### **Truck Storeroom Admin Sync**

The Truck Storeroom Admin Sync process syncs up mobile storerooms defined in Oracle Utilities Work and Asset Cloud Service with Oracle Field Service Cloud. This process creates/updates the Oracle Field Service Cloud truck resources according to the truck storerooms defined and maintained in Oracle Utilities Work and Asset Cloud Service.

### **Truck Inventory Sync**

The Truck Inventory Sync process takes a snapshot of truck inventories recorded in Oracle Utilities Work and Asset Cloud Service and refreshed Oracle Field Service Cloud trucks according to the Oracle Utilities Work and Asset Cloud Service snapshot. This process can run in the following modes:

- **Scheduled Truck Sync:** Scheduled Storeroom Sync runs according the schedule established for this process.

Example: Storeroom Sync can run every morning to set up inventories for all Oracle Field Service Cloud trucks.

- **Route Activation Mode:** When Oracle Field Service Cloud crew activates daily route on their mobile device a sync is executed and sets up inventories on all trucks assigned to the crew.
- **Manual Truck Sync:** Manual sync is a backup option. It can only be executed by a dispatcher from the Dispatch Console for a specific truck.

### **View and Manage Truck Inventories**

Crew members can now view, from the Oracle Field Service Cloud mobile device, a list of inventories located on their trucks along with their description, type and quantities.

### **Material Issue**

The Material Issue feature allows crew to report assets and materials used for the activity. Crew can select truck inventories and mark them as issued. On activity completion an information about issued materials is sent to Oracle Utilities Work and Asset Cloud Service and used to update mobile storeroom inventories and charge materials against the activity.

## **UI and Error Handling Enhancements**

The UI improvements in this release are:

- Pickup orders now support activity types that have segmenting disabled
- Mobile users will now be able to delete the attachments
- Local storage update to support multiple devices/browsers is added
- Address display changes

- Error handling improvements to provide good user experience
- Field enhancements in creation and completion flows part of base flows

## Known Issues

The known issues at the time of this integration release are:

- A plugin updated at the activity level does not carry the updates to other pending segments in the Multiday scenario. Oracle Field Service Cloud does not update the parent activity after start; hence all the future segments will not be able to see the updates made on the current segment as there is no access to the parent Activity ID. This limits the Planned Service History and Resource Usage plugins for multiday.
- Crews cannot perform cross combinations of Offline and Online due to the lack of Oracle Field Service Cloud lock functionality. This will be taken care in the future releases.
- The attachments sent from Oracle Field Service Cloud are duplicated in Oracle Utilities Work and Asset Management due to the known issue on the Oracle Utilities Work and Asset Management side.
- The Refresh Activity update which is used to sync inventories with Oracle Utilities Work and Asset Management will be available only before the activity is started.
- Effective Date/Time format is not uniform in iPad. Different formats such as YYYY-MM-DDTHH:MM:SS and DD-MMM-YYYY at HH:MM:SS.
- Radio buttons are not properly displayed in the Service History Questionnaire. This is applicable for iOS devices.
- In the Android tablet and in the browser, Assets/Equipment list alignment is not proper. In iPad, it is displaying properly.
- **Activity Details** and **Assets/Equipment** headings are not completely displayed in iPad and Android tablet.
- The font size of the all the list items in issued **Asset (Issued Component)** drop down is not same in iPad.
- An extra tangential line is displayed in iPad. The position where this line is displayed is in My Route of the mobile user.
- **Travel** and **Time** fields are not properly aligned in the **Time sheet** portal (iPad, Android tablet, browser)
- While deleting the attachment with a lengthy attachment name, the **Delete** and **Cancel** buttons in the confirmation pop-up window are not properly aligned in all the devices (browser, iPad or Android tablet).
- Validation message is not thrown when required planned service history is not given before completing activity in Oracle Field Service Cloud. This is only in case of Assets which are installed in Oracle Field Service Cloud and not in case where already installed Asset is coming from Oracle Utilities Work and Asset Management.

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- On installing issued asset by providing badge number in the **Search** field in the **Install Asset** page in Oracle Field Service Cloud, it is not removed from the issued asset list.
  - Returned assets or components in Oracle Utilities Work and Asset Management are not updated in Oracle Field Service Cloud after clicking **Refresh Activity** in Oracle Field Service Cloud.
  - Issued assets and issued components label in the **Asset** page in Oracle Field Service Cloud is displayed only from second element in the list in Oracle Field Service Cloud.
  - For multiday activity, item usage entry is completely removed from installed pool when undo use item is done for partial quantity in the offline mode.
  - Unable to pull Issued Assets data from Oracle Utilities Work and Asset Management through Refresh Activity in Multiday Activities. Also, Issued Asset Operations are not working for Multiday Activity.
  - For multiday activity, item usage entry is completely removed from installed pool when undo use item is done for partial quantity in offline mode.
  - Duplicate material usage inbounds are created for multiday activities on day2.