

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

SETUP GUIDE
RELEASE 21B



Disclaimer

Oracle Field Service Configurations for Oracle Utilities Customer Care and Billing Integration to Oracle Field Service, Release 21B

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Preface

Welcome to the Oracle Field Service Setup Guide for Oracle Utilities Customer Care and Billing Integration to Oracle Field Service. This document focuses on the Oracle Field Service configuration and administration information for the integration.

The preface includes the following:

- [Audience](#)
- [Documentation Updates](#)
- [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.

Documentation Updates

Documentation updates are posted on the Oracle Technology Network page as they become available. Visit https://docs.oracle.com/cd/E72219_01/documentation.html.

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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Abbreviations

Term	Expanded Form
OFS	Oracle Field Service
CCB/OUCCB	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 and provides an overview of the configuration. It includes the following:

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

Configuration Overview

This chapter focuses on the basic Oracle Field Service 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 includes various user types, properties, and plugins. This document explains the configurations for other elements such as activity types, work zones, work skills, work conditions and outbound channel.

The package helps customers to configure and set up Oracle Field Service used in Oracle Utilities Customer Care and Billing with Oracle Field Service. The integration package contains only Oracle Utilities Customer Care and Billing and Oracle Integration Cloud configuration files and instructions. In addition to the integration package, this document 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 for Service Point Details, New Meter Details and 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). Customers should 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 environment for the integration to run successfully. Make sure to follow the same sequence for successful configuration.

The chapter includes the following:

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

Activity Types

Activity types define the categories of the activity supported by Oracle Field Service (in this case, Oracle Utilities Customer Care and Billing Integration to Oracle Field Service). 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**.



The screenshot shows the 'Configuration' page with the 'Activity Types' tab selected. At the top right, there are buttons for 'Add Group', 'Add Activity Type', and 'View'. Below this is a table with columns for 'ID', 'Status', 'Activity Type Name', 'Activity Type Label', and 'Actions'. Two activity types are listed: 'Add Utility' and 'Cable Direct Sales'. The 'Add Utility' row has a status of 'ON' and 'Add Utility' in the name column. The 'Cable Direct Sales' row has a status of 'ON' and 'Cable Direct Sales' in the name column. The 'Actions' column for both rows contains 'Modify' and 'Clone' links.

ID	Status	Activity Type Name	Activity Type Label	Actions
11	ON	Add Utility		Modify Clone
12	ON	Cable Direct Sales		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.

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.

Properties

Properties are custom fields used to enable the Utility Integration specific UIs created and 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. 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.

ID	Property Label	Type	Entity	GLE	Actions
589	Activity Label	Text	Activity	Text	Modify
883	# Parts	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.

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.

The Unrelated Pickup plugin fetches service points from Oracle Utilities Customer Cloud Service and displays this information in Oracle Field Service. Crew populates the search criteria in the Unrelated Pickup Activity. Crew can select the service point that needs to create an unrelated pickup activity.

Device Verification Plugin

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_name1	Size: Created: Updated: User:	1.41 KB 02/18/19 07:58 AM 02/18/19 08:01 AM Admin	2	Configured links			
	Hit EQ mobile_showerbay_requestEQ	Size: Created: Updated: User:	3.03 KB 02/07/19 01:39 AM 02/07/19 01:39 AM Admin	6	Configured links			
	Sand Request mobile_provider_requestSR	Size: Created: Updated: User:	3.97 KB 02/07/19 01:39 AM 02/07/19 01:39 AM Admin	3	Configured links			

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

In the **Plugin Settings** pane, do the following:

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

Forms & Plugins | Modify plugin

General Information

Water (English): Device Verification

Name (Portuguese (Brazil)):

Name (Spanish):

*Label: VerifyDevice

Entity: Activity

Visibility rules similar to:

Plugin settings

Type: HTML5 application

Use Plugin API:

Hosted plugin:

Plugin archive: [Choose File](#) | No file chosen | [Info](#)

Disable plugin in offline:

Secure parameters:

Duplicate names are not allowed. Overall size should not exceed 1 KB

url: Value

uname: Value

pwd: Value

Version history

User	Modification Date	Archive
Admin	02/11/19 05:26 AM	Download
Admin	02/11/19 04:39 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 Dial1 1Meter Dial4 1Meter Dial5 1Meter Dial2 1Meter Dial3 1Meter Lower Limit

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

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

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

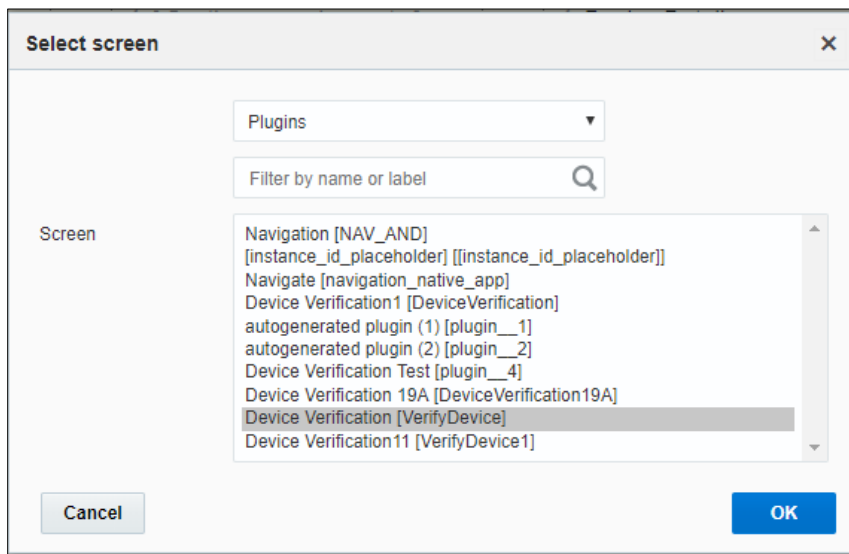
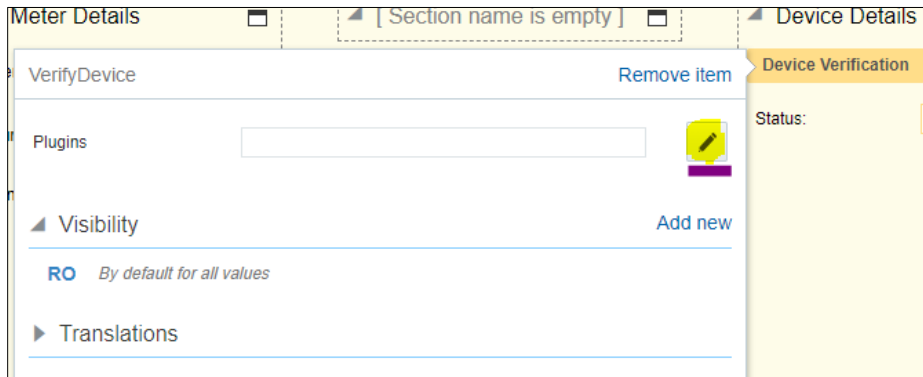
1MeterNumberOfDecimals2 1MeterNumberOfDecimals3 1MeterNumberOfDecimals4 1MeterNumberOfDecimals5

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** page.



- Click **OK**.

Custom Activity Types Support

To configure custom activity types to support Device or Item Verification plugin:

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

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

The Device Verification plugin allows the 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.
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.

Unrelated Pickup Plugin

To configure an unrelated pickup activity:

1. On the **Configuration** page, navigate to **Forms & Plugins**.
2. Click the **Import** icon to import the **Unrelated Pickup** plugin provided in the package.



3. Select the unrelated pickup plugin and enter the following details:

Parameter Name	Value	Comments
oic_int_url	https://oichost/ic/api/integration/v1/flows/rest/OUTL-BA-OFSC_CCB_SP_QUERY/1.0/	Configure the activated service point URL
oic_username	User Name	Configure the OIC user name
oic_password	Password	Configure the OIC password
ofsc_username	OFSC user name	Configure the OFSC user name
ofsc_password	OFSC password	Configure the OFSC Password
ofsc_bucket	OFSC Bucket External ID	Configure the OFSC Bucket
ofsc_api_url	OFSC REST API URL Example: https://api.etadirect.com	Configure the OFSC REST API URL
latitude_format	Latitude format value Example: N2.7	Configure the format of latitude
longitude_format	Longitude format value Example: N3.7	Configure the format of longitude

Note: Username and password are the client ID and client secret retrieved from Oracle Field Service.

Name (SpanishLA)

*Label

Entity

Visibility rules similar to

Plugin archive No file selected. [Info](#)

Disable plugin in offline

Secure parameters

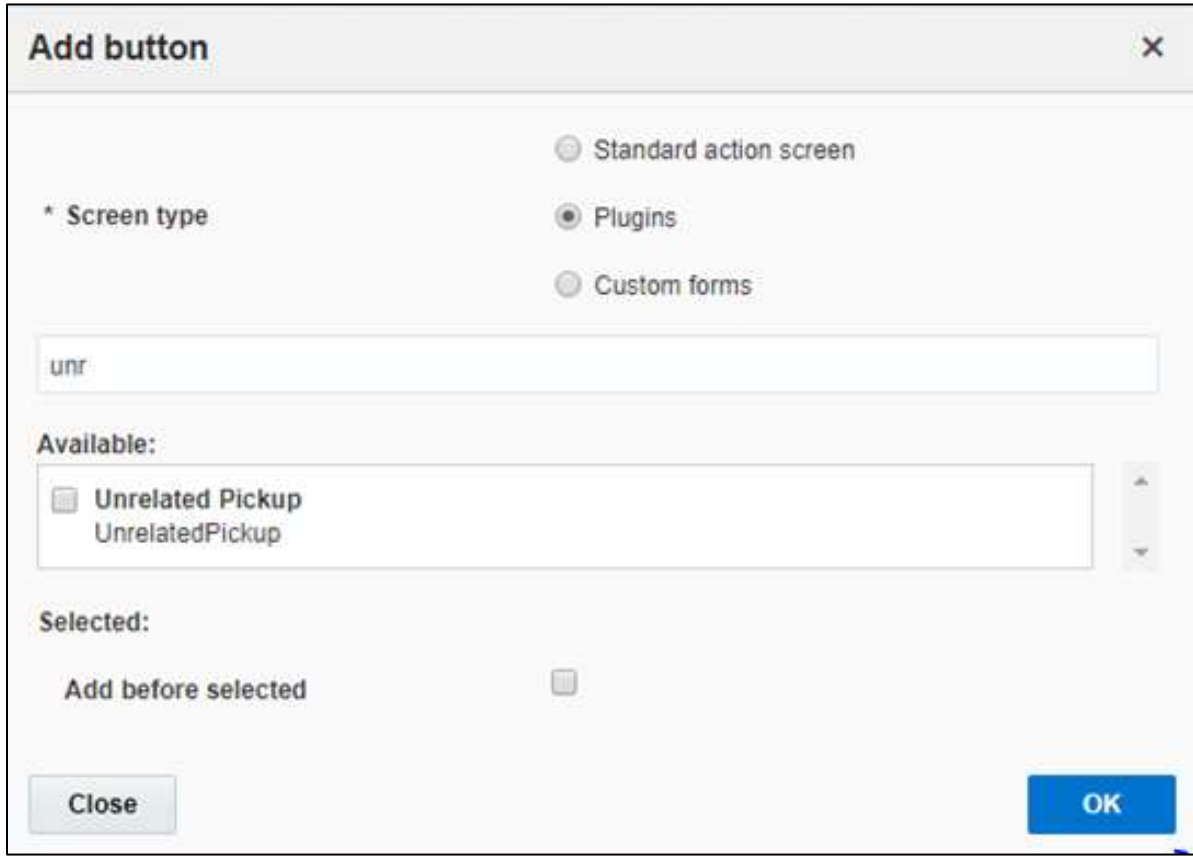
Duplicate names are not allowed. Overall size should not exceed 5 MB:

oic_int_url	Value	<input type="button" value="Remove"/>
oic_username	Value	<input type="button" value="Remove"/>
oic_password	Value	<input type="button" value="Remove"/>
ofsc_username	Value	<input type="button" value="Remove"/>
ofsc_password	Value	<input type="button" value="Remove"/>
ofsc_bucket	Value	<input type="button" value="Remove"/>
ofsc_api_url	Value	<input type="button" value="Remove"/>
latitude_format	Value	<input type="button" value="Remove"/>
longitude_format	Value	<input type="button" value="Remove"/>

4. Click **Configuration** and select the user type.
5. Navigate to the **Screen Configuration** tab.



6. Click **Application screens** to display the structure. Click **Activity list**.
7. On the left pane, click **Click to add** and select the unrelated plugin.



- On the right pane, add new visibility.



- Make sure the **Available Properties** tab displays all the properties as shown in the figure below.

Available Properties

Add properties that must be available through Plugin API 

Activity

Activity Notes Activity type Address City Service Point ID

Service Point Source Status Code

Service Point Source Status Description Service Point Status

Service Point Status Code Service Point Type Service Point Type

State u_unrelated_act_types ZIP/Postal Code

10. After the plugin is configured, select the XML file in the **User Type Screen Configurations** field to connect it to the specific field on the UI in the **Mobility** page.

11. CORS Setup

As part of the unrelated pick up functionality, from the plugin, there is an invocation call to OFSC REST API which needs CORS setup.

To call OFSC REST API from the plugin, set up cross-origin resource sharing (CORS) in Oracle Field Service:

- Navigate to **Configuration > Application > Additional restrictions**.
- Select **Allow Cross-origin resource sharing (CORS)** from the following web domains and provide the Oracle Field Service domain.
- If the domain details are unknown, enter '*'. For the actual Oracle Field Service domain contact the Oracle Field Service support team.

Additional restrictions

Allow access only to certain resources

Allow access only for certain IP-addresses

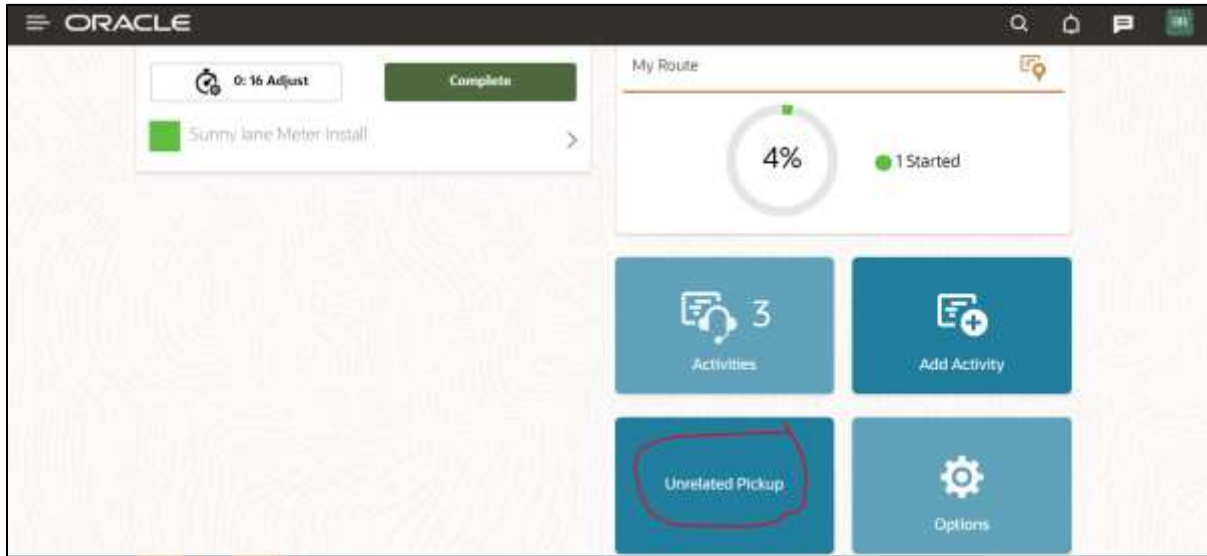
Allow Cross-origin resource sharing (CORS) from the following web domains

*Each line should contain one domain name.
Example:
https://www.example.com
https://best.customer.com
https://bestcust.com*

*

In this integration release, crew can specify search criteria and send request to Oracle Utilities Customer Cloud Service for service points. From the retrieved service points, crew can select a service point and raise a service investigation activity. The search criteria includes address, city, postal code, latitude, and longitude.

1. On the **Mobility** page, select **Unrelated Pickup** to use this feature.



2. On the **Unrelated Pickup** page search for service points.

A screenshot of the 'Search for Service Point' form. The form has a title 'Search for Service Point' at the top. Below the title are five input fields: 'Street Address :', 'City :', 'Postal Code :', 'Latitude :', and 'Longitude :'. Each field has a placeholder text: 'Enter Address', 'Enter City', 'Enter Postal Code', 'Provide Latitude. Range:N2.7', and 'Provide Longitude. RangeN3.7'. At the bottom of the form are two buttons: 'Search' and 'Dismiss'.

List of Service Points			
Search Results			
Select	Address	Service Point Type	Status
<input type="radio"/>	696 E ALTAMONTE DR_test_Appt, 696 E ALTAMONTE DR_test_Appt2, 696 E ALTAMONTE DR_test_Appt3	This is for SOM-OFSC Integration	Connected
<input type="radio"/>	696 E ALTAMONTE DR_test_Appt, 696 E ALTAMONTE DR_test_Appt, 696 E ALTAMONTE DR_test_Appt	This is for SOM-OFSC Integration	Connected

3. Select the desired service point from the list and click **Select**.
4. Click **Add Activity** to create the activity.

After successful creation of the activity in Oracle Field Service, the corresponding activity is created in Oracle Utilities Customer Cloud Service.

Add Activity	
Activity Type :	<input type="text"/>
Address :	696 E ALTAMONTE DR_test_Appt, 696 E ALTAMONTE D...
City :	ALTAMONTE SPRINGS
State :	OH
Country :	US
Postal Code :	32701
Service Point Type :	This is for SOM-OFSC Integration
Service Point ID :	732467427020
Activity Notes :	<input type="text"/>
<input type="button" value="Add Activity"/> <input type="button" value="Dismiss"/>	

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:

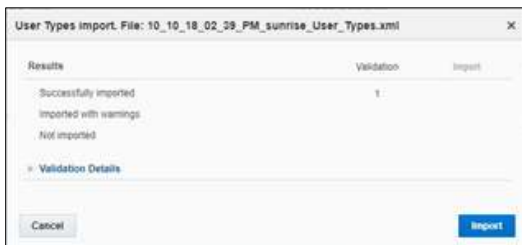
1. Navigate to the **Configuration** page.
2. Click the **User Types** icon.
3. Click **Import** to import the user types.



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, 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	✓	ALTAONTE SPRINGS	ALTA	Modify
2	✓	CASSELBERRY	CASB	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.

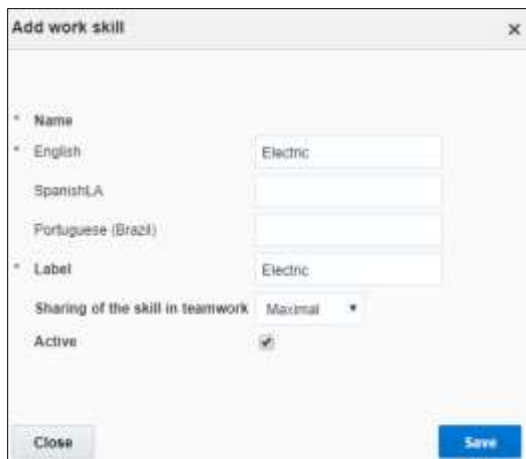
Work Skills

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.

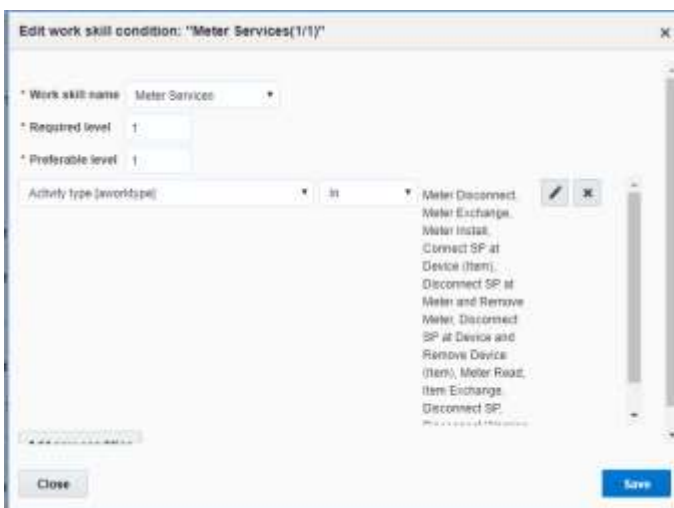
The integration supports only two work skills at this time of release: Meter Services, Ops and Maintenance.

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**.



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

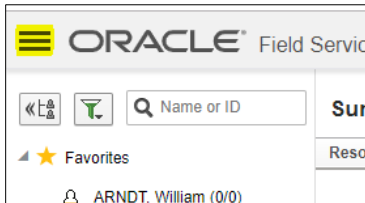


Resource and Bucket Info

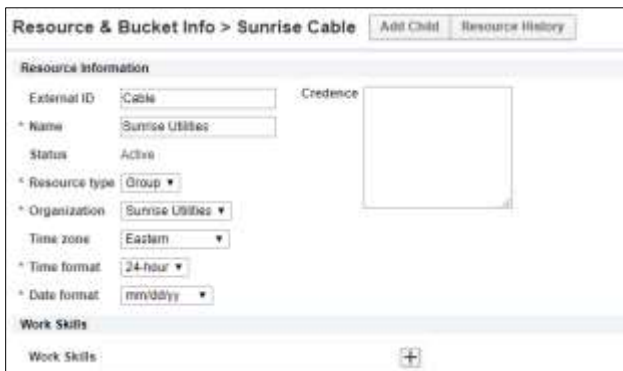
Oracle Field Service uses bucket and resources to categorize the resources. In this integration, use the bucket as a resource type to route the entire meter service tasks to workers. In the bucket, create two resources (field workers) who are assigned field activities coming from Oracle Utilities Customer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

To create resources in the bucket:

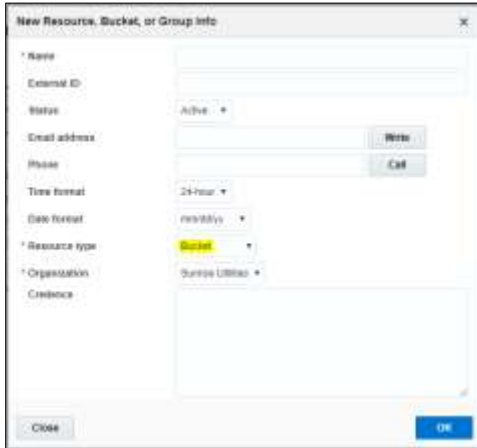
1. On the Oracle Field Service Home page, click the three lines on the top left corner.



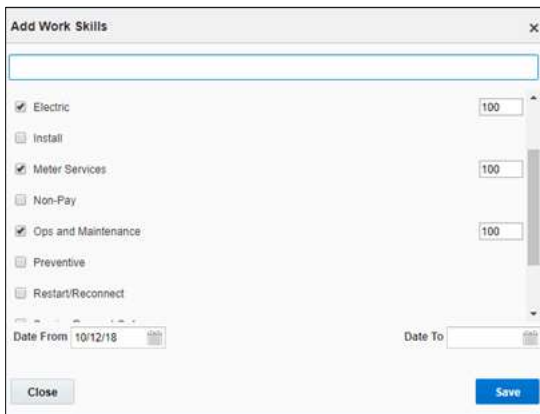
2. Click **Resource & Bucket Info**.
3. Click **Add Child**.

A screenshot of the 'Resource & Bucket Info' form for 'Sunrise Cable'. The form has two tabs: 'Add Child' and 'Resource History'. The 'Add Child' tab is active. The form is divided into two sections: 'Resource Information' and 'Work Skills'. The 'Resource Information' section contains the following fields: 'External ID' (Cable), 'Credence' (empty), 'Name' (Sunrise Utilities), 'Status' (Active), 'Resource type' (Group), 'Organization' (Sunrise Utilities), 'Time zone' (Eastern), 'Time format' (24-hour), and 'Date format' (mm/dd/yy). The 'Work Skills' section has a '+' 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 creates a channel to communicate with Oracle Utilities Customer Care and Billing Oracle Integration Cloud. Various channel types can be considered, but since Oracle Utilities Customer Care and Billing integration to Oracle Field Service 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

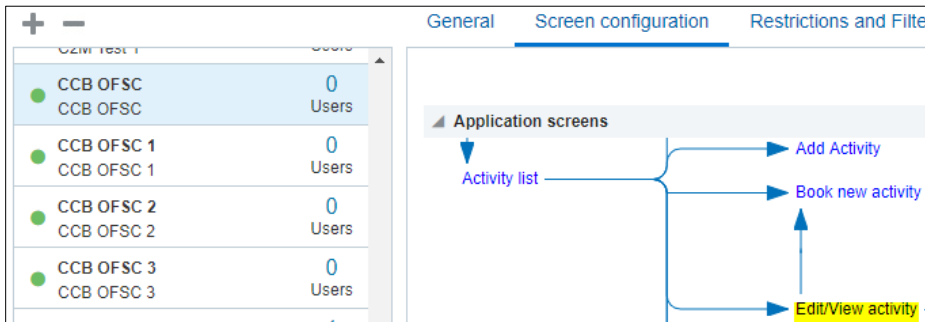
Use the validation rules for activity types to various UI screens to restrict visibility. These rules are imported and enabled after the accelerator is installed. Make sure to verify the validation rules exist.

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.



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

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

Section Remove item

Section Tab

Visibility Add new

RW Activity type in (equal) Meter Exchange, Meter Install, Meter Read, Meter Remove

Translations

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

Section Remove item

Section Tab

Visibility Add new

RW Activity type in (equal) Meter Exchange, Meter Read, Meter Remove

Translations

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

u_meter1_number Remove item

Data binding

Activity field

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

Section Tab

Visibility Add new

RW Activity type not in (not equal) Meter Remove

Translations

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

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

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

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

16. The *Item Information* section configuration needs to match 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) Item Exchange, Item Install	
<input type="checkbox"/> Translations	

17. The *Exchange Item Details* configuration should be 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) Item Exchange	
<input type="checkbox"/> Translations	

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

Section	Remove item
<input checked="" type="radio"/> Section <input type="radio"/> Tab	
<input checked="" type="checkbox"/> Visibility	Add new
RW <i>By default for all values</i>	
<input type="checkbox"/> Translations	

19. The *New Item Details* configuration should match 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) Item Exchange, Item Install	
<input type="checkbox"/> Translations	

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

The screenshot shows a configuration interface for a section titled "Section". At the top right is a "Remove item" link. Below the title are two radio buttons: "Section" (selected) and "Tab". A "Visibility" section is expanded, showing a table with one row: "RW" (role), "Activity type" (in (equal) Meter Exchange, Meter Read, Meter Remove), and an "Add new" link. A "Translations" section is collapsed below.

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

The screenshot shows a configuration interface for a section titled "Text". At the top right is a "Remove item" link. Below the title are two radio buttons: "Section" (selected) and "Tab". A "Visibility" section is expanded, showing a table with one row: "RO" (role), "Activity type" (in (equal) Meter Read), and an "Add new" link. A "Translations" section is collapsed below.

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

The screenshot shows a configuration interface for a section titled "Text". At the top right is a "Remove item" link. Below the title are two radio buttons: "Section" (selected) and "Tab". A "Visibility" section is expanded, showing a table with one row: "RO" (role), "Activity type" (in (equal) Disconnect SP, Meter Exchange), and an "Add new" link. A "Translations" section is collapsed below.

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

The screenshot shows a configuration interface for a section titled "Section". At the top right is a "Remove item" link. Below the title are two radio buttons: "Section" (selected) and "Tab". A "Visibility" section is expanded, showing a table with one row: "RW" (role), "verifyStatusFlag:ontains: Verification Successful", and an "Add new" link. A "Translations" section is collapsed below.

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

Section Remove item

Section Tab

▲ Visibility Add new

RW Unit Of Measure is not empty

▶ Translations

25. Configure the *Reading* section as shown.

u_meter1_current_index Remove item

▲ Data binding

Activity field u_meter1_current_index

▲ Visibility Add new

M 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

u_meter1_override_reading Remove item

▲ Data binding

Activity field u_meter1_override_reading

Type Radiogroup ▼

▲ Visibility Add new

RO By default for all values

▶ Value visibility (0 items)

▲ Default value and validation

Default value 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.

[Add new value visibility](#)

[Activity Type] value visibilities

Value	Conditions	Action
Meter Read	*	Modify
Meter Install	*	Modify
Meter Exchange	*	Modify
Meter Remove	*	Modify
Disconnected SP	*	Modify
Connect SP	*	Modify
Item Install	*	Modify
Item Exchange	*	Modify

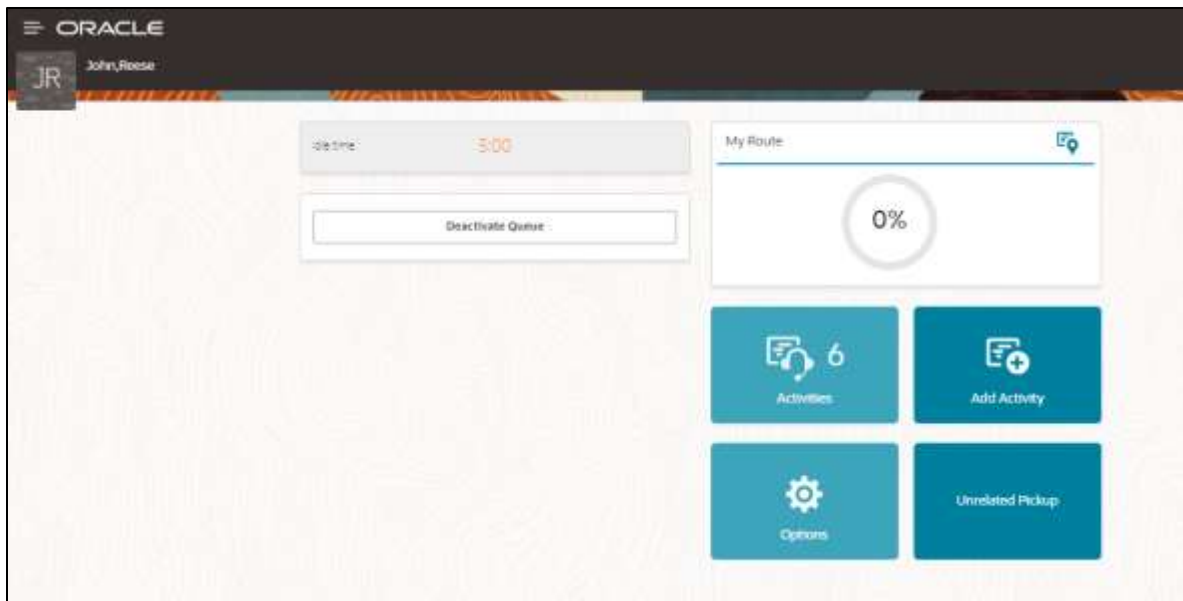
Chapter 4: User Operations

This chapter provides step-by-step instructions for user operations.

1. Login to Oracle Field Service Mobility application.

You can access the application by adding '/m' to the Oracle Field Service 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** and click **Verify**. After the verification is successful, the meter reading information is displayed in the **Registers Information** section.

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

Activity Details (05/26/21)

Complete Adjust Time Not Done Suspended Map Back (cancel) activity Ready Activities Inventory Knowledge

Service Information

Activity Type: New Install
 Activity Priority: Priority 02
 Site Address: Turkey Ave
 Work Order: 140745224
 Meter: Smart
 Remarks:
 Comments:
 Scheduling Information
 Start - End: 08:29 - 08:48
 Duration: 19 minutes

Service Point Details

Service Point ID: 214416224
 Service Point Type: Electric Service Residential
 Premise Type: Residential
 Life Support: None
 Metering:
 Installation:
 Installation Details:

Meter Details

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

End Activity

Completion Date: 05/27

Activity Notes:

Customer Contact Type:

Customer Contact Comments:

Remark Type:

Discard Submit