Oracle Utilities Customer Care and Billing Integration to Oracle Field Service

Release Notes

Release 21B

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

Contents

Preface

Welcome to the Oracle Utilities Customer Care and Billing Integration to Oracle Field Service release notes.

The preface includes the following:

- Audience
- Documentation and Resources
- Documentation Accessibility
- Conventions
- Acronyms

Audience

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

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 Care and Billing Integration to Oracle Field Service documentation Oracle Utilities Customer Care and Billing documentation	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Field Service documentation	https://docs.oracle.com/en/cloud/saas/field-service/21c/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. Refer to the *Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)* on My Oracle Support to determine if support for newer versions of the listed products is included. For more information, refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm
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

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
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.

Acronyms

The following terms are used in this document:

Term	Expanded Form
OUCCB/CCB	Oracle Utilities Customer Care and Billing
OFS	Oracle Field Service
OIC	Oracle Integration Cloud

Release Notes

This release notes provides an overview of Oracle Utilities Customer Care and Billing Integration to Oracle Field Service, Release 21B. It includes the following:

- Overview
- About Oracle Utilities Customer Care and Billing
- About Oracle Field Service
- About Oracle Integration Cloud
- Supported Applications
- New Features Summary
- Known Issues

Overview

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

The integration supports the following flows:

- Create/Update activity (Oracle Utilities Customer Care and Billing initiated)
- Cancel activity (Oracle Utilities Customer Care and Billing initiated)
- Appointment window request (Oracle Utilities Customer Care and Billing initiated)
- Device verification (Oracle Field Service initiated)
- Create activity (Oracle Field Service initiated)
- Activity completion/cancellation (Oracle Field Service initiated)
- Interim activity status update (Oracle Field Service initiated)
- Query Service Point (Oracle Field Service initiated)

For more information about the functionality, refer to the *Oracle Utilities Customer Care and Billing to Oracle Field Service Configuration Guide* included in this release.

The following diagram illustrates the business processes that are supported in this integration product.
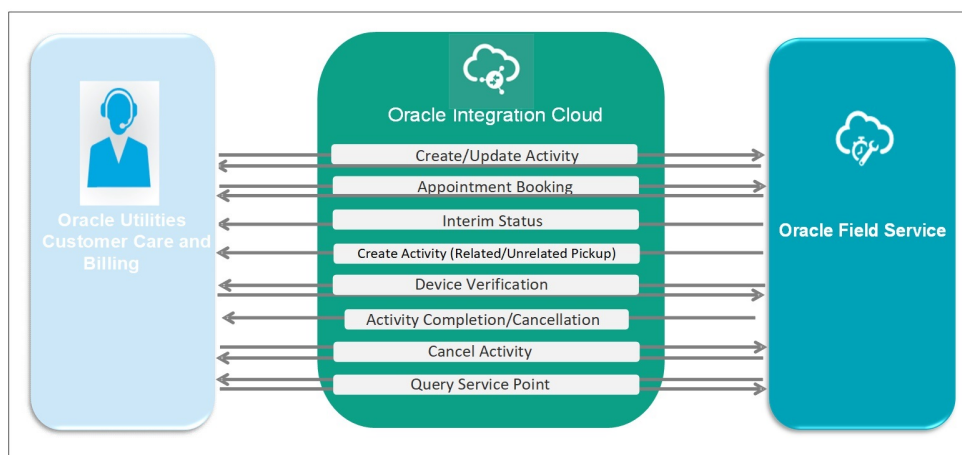
In this integration Oracle Integration Cloud is used as a middleware to connect the applications. It uses SOAP and REST APIs to facilitate communication between these two applications.

About Oracle Utilities Customer Care and Billing

Oracle Utilities Customer Care and Billing manages customer information associated with field activities and processes the associated billing. Typically, processing begins when a customer logs a request or field activity for work. Oracle Utilities Customer Care

and Billing communicates this field activity to Oracle Field Service as a work order/ activity.

About Oracle Field Service

Oracle Field Service 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 integrations connect the applications into a continuous business flow. The integrations can be quickly developed and activated between both the cloud and on-premise applications. The lookups help to match application specific codes between the two applications. Oracle Integration Cloud provides graphical mapper where user can map just by drag and drop between the applications.

Supported Applications

The supported application versions in this integration are:

- Oracle Utilities Customer Care and Billing - V2.8.0.0.0 or higher
- Oracle Integration Cloud - V21.2.3.0.0 or higher
- Oracle Field Service - 21C or higher

Refer to the *Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)* on My Oracle Support to determine if support for newer versions of the listed products is included.

New Features Summary

The following enhancements are included in this release:

- Service Point Query and Unrelated Pick Up Activity Creation
- Offline Support for Device Verification
- UI Improvements
- Custom Activity Types Support in Device Verification

Service Point Query and Unrelated Pick Up Activity Creation

In this release, you can query the service point using street address, city and postal code, or latitude and longitude values. You can also select a service point and create the unrelated pick up activity.

The following activity types are supported as part of the unrelated pick up:

- Meter Install

- Item Install

- Disconnect SP

- Connect SP

- Service Investigation

Offline Support for Device Verification

In this release, you can verify the device/item with out network activity. Necessary changes can be configured to support the device verification in offline mode.

UI Improvements

The UI improvements in this release are:

- **Barcode Scanner Support**

  The **Device Verification** page is enhanced to support the barcode scanner. The field workers can directly scan the badge number on the device instead of manually entering the badge number and then verify.

  Note: The barcode scanner support is applicable only on Android or IOS mobile applications.

Custom Activity Types Support in Device Verification

The Custom Activity Types support is introduced in this release. You can configure the Custom Activity Types to support the device verification instead of using predefined activity types, such as Meter Install and Meter Exchange.

Known Issues

The following table lists the known issues in this integration.

Bug Number	Description
29374951	APPOINTMENT TIME SLOTS RETURNED ONLY FOR THE 'FROM' AND 'TO' DATES SPECIFIED IN CCB APPOINTMENT REQUEST
33209851	ERROR MESSAGE IS SHOWN AS XML ALONG WITH THE MESSAGE

Bug Number	Description
33247871	PLUGIN PORTALS ARE NOT GETTING LOADED IN OFSC MOBILITY PORTAL, AFTER SUSPENDING AN ACTIVITY IN THE LIST