

Oracle Fusion Service

What are the field mappings between Fusion Service and Field Service?



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What are the field mappings between Fusion Service and Field Service?

1 Field Mappings for Integration Flows

Work Order Created Field Mappings R13 (1.0)

The following tables detail field mappings for OEC OFSC Work Order Created R13 (1.0) between Oracle Fusion Service and Oracle Field Service. The mapping uses the Oracle Field Service standard and administrator-defined properties.

Work Order Created in Oracle Fusion Service

The fields shown in the following table are updated when a work order is created in Oracle Fusion Service:

Oracle Fusion Service Attribute	Value
WO_INTEGRATION_STATUS_CD	ORA_WO_INT_CREATE_SUBMITTED
WO_INTEGRATION_MSG_CD	ORA_WO_INT_MSG_CREATE_SUB

Work Order Field Mapping

The following table shows the Oracle Fusion Service work order field mapping to the Oracle Field Service activity.

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Administrator-Defined Property	Condition
Wold	Long	apptNumber	String	NA	NA
WoNumber	String	wo_number	String	NA	NA
FsTypeCd	String	activityType	String	NA	NA
PrimaryAssetName	String	wo_asset_name	String	yes	NA
PrimaryAssetSerialNum	String	wo_asset_serial_number	String	yes	NA
PrimaryAssetInstallDate	Date	wo_asset_install_date	String	yes	NA
PrimaryAssetPurchaseDate	Date	wo_asset_purchase_date	String	yes	NA
PrimaryAssetStatusCode	String	wo_asset_status	String	yes	NA

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Administrator-Defined Property	Condition
PrimaryAssetProduct	String	wo_asset_product	String	yes	NA
AccountPartyName	String	wo_account_name	String	yes	NA
ContactName	String	customerName	String	NA	NA
ContactEmail	String	customerEmail	String	NA	NA
ContactPhoneNumber	String	customerPhone	String	NA	NA
ContactAltPhoneNum	String	customerCell	String	NA	NA
Address1 Address2 Address3 Address4	String	streetAddress	String	NA	<code>concat (Address1, Address2, Address3, Address4)</code>
City	String	city	String	NA	NA
PostalCode	String	postalCode	String	NA	NA
State Province	String	stateProvince	String	NA	NA
Country	String	country_code	String	NA	NA
TimezoneCode	String	timeZone	String	NA	NA
WoArea	String	resourceId	String	NA	NA
CaseNote	String	wo_case_note	String	NA	NA
Duration	Integer	duration	Integer	NA	NA
ReminderTime	Integer	reminderTime	Integer	NA	NA
ResolutionDueDateLocal	String	slaWindowEnd	String	NA	<code>If RequestedDate = "" and ResolutionDueDateLocal ! = ""</code>

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Administrator-Defined Property	Condition
					<code>concat((substring(ResolutionDueDate,1,10), ' ', (substring(ResolutionDueDate,12,8)))</code>
RequestedDate	Date	date	String	NA	NA
RequestedTimeSlot	String	timeSlot	String	NA	NA
SrNumber	String	wo_sr_number	String	NA	yes
FsResourceExternalId	String	resourceId	String	NA	NA

Field Mapping for a Successful Activity Create

The following table shows the Oracle Fusion Service work order field mapping to the Oracle Field Service activity for an Activity Create successful.

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
WoStatusCd	String	NA	NA	<code>=ORA_SVC_WO_PENDING</code>
WoIntegrationMsgCd	String	NA	NA	<code>Null</code>
WoIntegrationStatusCd	String	NA	NA	<code>=ORA_WO_INT_CREATE_SUCCESSFUL</code>
ScheduledDate	String	Date	Date	NA
ScheduledTimeSlot	String	<code>Timeslot</code>	String	NA
FsActivityId	Long	activityId	Integer	NA

Field Mapping for an Activity Create Failure

The following table shows the Oracle Fusion Service work order field mapping to the Oracle Field Service activity for an Activity Create failure.

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
WoIntegrationMsgCd	String	NA	NA	=ORA_WO_INT_MSG_CREATE_FAIL
WoIntegrationStatusCd	String	NA	NA	=ORA_WO_INT_CREATE_FAILED
FsErrorDetail	String	NA	NA	Substring(ErrorDetail, 1,500)

Work Order Updated Field Mappings R13 (1.0)

The following tables detail field mappings for Oracle B2BSVC OFS Work Order Updated between Oracle Fusion Service and Oracle Field Service. The mapping uses the Oracle Field Service standard and administrator-defined properties.

Work Order Rescheduled in Oracle Fusion Service

When a work order is rescheduled in Oracle Fusion Service, even if other fields are also updated, the fields shown in the following table are updated.

Oracle Fusion Service Attribute	Value
WO_INTEGRATION_STATUS_CD	ORA_WO_INT_RESCHED_SUBMITTED
WO_INTEGRATION_MSG_CD	ORA_WO_INT_MSG_RESCHED_SUB

Work Order Updated in Oracle Fusion Service

When a work order is updated in Oracle Fusion Service, the fields shown in the following table are updated.

Oracle Fusion Service Attribute	Value
WO_INTEGRATION_STATUS_CD	ORA_WO_INT_UPDATEEE_SUBMITTED
WO_INTEGRATION_MSG_CD	ORA_WO_INT_MSG_UPDATE_SUB

Work Order Field Mapping

The following table shows the Oracle Fusion Service work order field mapping to the Oracle Field Service Activity.

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Administrator-Defined	Condition
Wold	Long	apptNumber	String	NA	NA
WoNumber	String	wo_number	String	NA	NA
PrimaryAssetName	String	wo_asset_name	String	yes	NA
PrimaryAssetSerialNum	String	wo_asset_serial_number	String	yes	NA
PrimaryAssetInstallDate	Date	wo_asset_install_date	String	yes	NA
PrimaryAssetPurchaseDate	Date	wo_asset_purchase_date	String	yes	NA
PrimaryAssetStatusCode	String	wo_asset_status	String	yes	NA
PrimaryAssetProduct	String	wo_asset_product	String	yes	NA
AccountPartyName	String	wo_account_name	String	yes	NA
ContactName	String	customerName	String	NA	NA
ContactEmail	String	customerEmail	String	NA	NA
ContactPhoneNumber	String	customerPhone	String	NA	NA
ContactAltPhoneNumber	String	customerCell	String	NA	NA
Address1 Address2 Address3 Address4	String	streetAddress	String	NA	<code>concat (Address1, Address2, Address3, Address4)</code>
City	String	city	String	NA	NA
PostalCode	String	postalCode	String	NA	NA
State Province	String	stateProvince	String	NA	NA

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Administrator-Defined	Condition
Country	String	country_code	String	NA	NA
CaseNote	String	wo_case_note	String	yes	NA
ReminderTime	Integer	reminderTime	Integer	NA	NA
RequestedDate	Date	date	String	NA	NA
RequestedTimeSlot	String	timeSlot	String	NA	NA
FsResourceExternalId	String	resourceId	String	NA	NA

Field Mapping for an Update Successful

The following table shows the Oracle Fusion Service work order field mapping to the Oracle Field Service activity for an update successful.

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
WoIntegrationMsgCd	String	NA	NA	Null
WoIntegrationStatusCd	String	NA	NA	If (WoIntegrationStatusCd = ORA_WO_INT_RESCHED_SUBMITTED Then ORA_WO_INT_RESCHED_SUCCESSFUL Else ORA_WO_INT_UPDATE_SUCCESSFUL)
ScheduledDate	String	Date	Date	NA
ScheduledTimeSlot	String	Timeslot	String	NA

Field Mapping for an Activity Update Failure

The following table shows the Oracle Fusion Service work order field mapping to the Oracle Field Service activity for an update failure.

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
WoIntegrationMsgCd	String	NA	NA	If WoIntegrationMsgCd = ORA_WO_INT_RESCHED_SUBMITTED Then ORA_WO_INT_MSG_RESCHEDULE_FAIL Else ORA_WO_INT_MSG_UPDATE_FAIL
WoIntegrationStatusCd	String	NA	NA	If WoIntegrationStatusCd = ORA_WO_INT_RESCHED_SUBMITTED Then ORA_WO_INT_RESCHED_FAILED Else ORA_WO_INT_UPDATE_FAILED
FsErrorDetail	String	NA	NA	Substring(ErrorDetail, 1,500)

Work Order Canceled Field Mappings R13 (1.0)

The following tables detail field mappings for Oracle B2BSVC OFS Work Order Canceled between Oracle Fusion Service and Oracle Field Service. The mapping uses the Oracle Field Service standard and administrator-defined properties.

Work Order Canceled in Oracle Fusion Service

When a work order is canceled in Oracle Fusion Service the fields shown in the following table are updated.

Oracle Fusion Service Attribute	Value
WO_INTEGRATION_STATUS_CD	ORA_WO_INT_CANCEL_SUBMITTED
WO_INTEGRATION_MSG_CD	ORA_WO_INT_MSG_CANCEL_SUB

Work Order Field Mapping

The following table shows the Oracle Fusion Service work order field mapping to the Oracle Field Service Activity.

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Administrator-Defined	Condition
Wold	Long	apptNumber	String	NA	NA

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Administrator-Defined	Condition
PrimaryAssetName	String	wo_asset_name	String	yes	NA
PrimaryAssetSerialNum	String	wo_asset_serial_number	String	yes	NA
PrimaryAssetInstallDate	Date	wo_asset_install_date	String	yes	NA
PrimaryAssetPurchaseE	Date	wo_asset_purchase_date	String	yes	NA
PrimaryAssetStatusCod	String	wo_asset_status	String	yes	NA
PrimaryAssetProduct	String	wo_asset_product	String	yes	NA
AccountPartyName	String	wo_account_name	String	yes	NA
ContactName	String	customerName	String	NA	NA
ContactEmail	String	customerEmail	String	NA	NA
ContactPhoneNumber	String	customerPhone	String	NA	NA
ContactAltPhoneNumb	String	customerCell	String	NA	NA
TimezoneCode	String	timeZone	String	NA	NA
CaseNote	String	wo_case_note	String	NA	NA
ReminderTime	Integer	reminderTime	Integer	NA	NA

Field Mapping for a Cancel Successful Activity

The following table shows the Oracle Fusion Service work order field mapping to the Oracle Field Service activity for a cancel successful.

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
WoStatusCd	String	NA	NA	=ORA_SVC_WO_CANCELED
WoIntegrationMsgCd	String	NA	NA	Null

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
WoIntegrationStatusCd	String	NA	NA	=ORA_WO_INT_CANCEL_SUCCESSFUL
ScheduledDate	String	Date	Date	NA
ScheduledTimeSlot	String	Timeslot	String	NA

Work Order Activity Updated Field Mappings R13 (1.0)

The table in this topic details field mappings for when an activity is updated in Oracle Field Service. The fields are updated in Oracle Fusion Service through Oracle Integration.

Work Order Field Mapping

The following table shows the Oracle Field Service activity field mapping to the Oracle Fusion Service work order.

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
FsActivityId	Long	activityId	NA	NA
Wold	Long	apptNumber	String	NA
WoStatusCd	String	eventType	NA	Based on event in Oracle Field Service.
ScheduledDate	Date	date	String	NA
ScheduledTimeSlot	String	timeslot	String	NA
Duration	NA	duration	NA	NA
TravelTime	NA	traveltime	NA	NA
ContactName	String	customerName	String	NA
ContactEmail	String	customerEmail	String	NA
ContactPhoneNumber	String	customerPhone	String	NA

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
ContactAltPhoneNumber	String	customerCell	String	NA
Address1	String	streetAddress	String	NA
Address2	String	streetAddress	Null	NA
Address2	String	streetAddress	Null	NA
Address3	String	streetAddress	Null	NA
Address4	String	streetAddress	Null	NA
City	String	City	String	NA
PostalCode	String	postalCode	String	NA
State Province	String	stateProvince	String	NA
Country	String	country_code	String	NA
FsNote	String	wo_fs_note	String	NA
DeliveryWinStartDate	DateTime	deliveryWindowStart	NA	If deliveryWindowStart != "" Then concat((substring(deliveryWindowStart,1,10), 'T'), (substring(deliveryWindowStart,12,8), 'Z'))
DeliveryWinStartEnd	DateTime	deliveryWindowEnd	NA	If deliveryWindowEnd != "" Then concat((substring(deliveryWindowEnd,1,10), 'T'), (substring(deliveryWindowEnd,12,8), 'Z'))
ActualStartDate EstimatedStartTime	DateTime DateTime	startTime	NA	If startTime != "" Then concat((substring(startTime,1,10), 'T'), (substring(startTime,12,8), 'Z'))

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
ActualEndDate	DateTime	endTime	NA	If endTime != "" Then concat((substring(endTime, 1,10), 'T'), (substring(endTime, 12,8), 'Z'))
BookedDate	DateTime	timeOfBooking	NA	If timeOfBooking != "" Then concat((substring(timeOfBooki 1,10), 'T'), (substring(timeOfBooking, 12,8), 'Z'))
FsContactFlag	Boolean	NA	NA	If customerName is updated from Oracle Field Service Cloud, set to true.
WoIntegrationMsgCd	String	NA	NA	If update successful and no address fields were updated with NULL Then ORA_WO_INT_ FS_UPDATE_RECEIVED Else ORA_WO_INT_MSG_ FS_UPDATE_FAIL
WoIntegrationStatusCd	String	NA	NA	If update successful and no address fields were updated with ORA_WO_INT_FS_UPDATE_ RECEIVED Then ORA_ WO_INT_FS_UPDATE_ RECEIVED Else ORA_WO_ INT_FS_UPDATE_FAILED
FsResourceExternalId	String	resourceId	NA	NA
FsTechnicianLocatorUrl	String	wo_technician_locator_url	String	NA
WoRecordType	String	record_type	String	The type of work order record such as regular, multiday_work_order, or multiday_work_order_ segment.

Work Order Follow-Up Activity Field Mappings (21B)

The table in this topic details field mappings for when a follow-up activity is updated in Oracle Field Service. The fields are updated in Oracle Fusion Service through Oracle Integration.

Work Order Field Mapping

The following table shows the Oracle Field Service follow-up activity field mapping to the Oracle Fusion Service work order.

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
FsActivityId	Long	activityId	NA	NA
FsTypeCd	String	activityType	NA	NA
WoTypeId	String	(activityType)	NA	NA
Country	String	country_code	String	NA
ContactAltPhoneNumber	String	customerCell	String	NA
ContactEmail	String	customerEmail	String	NA
ContactName	String	customerName	String	NA
ContactPhoneNumber	String	customerPhone	String	NA
ScheduledDate	Date	date	String	NA
RequestedDate	Date	date	String	NA
DeliveryWinEndDate		deliveryWindowEnd		NA
DeliveryWinStartDate		deliveryWindowStart		NA
Duration	NA	duration	NA	NA
WoIntegrationStatusCd	String	NA	NA	NA
LastUpdateSourceCd		NA		NA

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
WoIntegrationCd		NA		NA
WoParentId		NA		NA
PostalCode	String	postalCode	String	NA
WoArea	String	resourceId	String	NA
FieldServiceResourceId		resourceId		NA
SourceCd		NA		NA
EstimatedStartDate		startTime		NA
State	String	stateProvince	String	NA
WoStatusCd	String	status	NA	NA
Address1	String	streetAddress	String	concat (Address1 , Address2 ,Address3 , Address4)
Address2	String	streetAddress	String	concat (Address1 , Address2 ,Address3 , Address4)
Address3	String	streetAddress	String	concat (Address1 , Address2 ,Address3 , Address4)
Address4	String	streetAddress	String	concat (Address1 , Address2 ,Address3 , Address4)
City	String	city	String	NA
County	String	NA	String	NA
BookedDate	DateTime	timeOfBooking	NA	
ScheduledTimeSlot	String	timeSlot	String	NA
RequestedTimeSlot	String	timeSlot	String	NA

What are the field mappings between Fusion Service and Field Service?

Field Mappings for Integration Flows

Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
TimezoneCode	String	timeZoneIANA	String	NA
FsNote	String	wo_fs_note	String	NA
SrId		NA		
NA		workZone		
PrimaryAssetId		NA		
IBAssetId		NA		
AccountPartyId		NA		
PartnerAccountPartyId		NA		
ContactPartyId		NA		
ContactPartySiteId		NA		
FsContactFlag		NA		
ProdGroupId	Boolean	NA		
WoNumber (of parent WO)	String	wo_parent_number		
WoNumber	String	wo_number	String	
Wold	Long	apptNumber	String	