Oracle Fusion Cloud Service

Integrating Fusion Service with Field Service

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1 About This Guide

Audience and Scope

This guide outlines the implementation and configuration steps required to integrate, create, and update processes on service work orders in Oracle Fusion Service with activities in Oracle Field Service.

To set up and work with the additional features of Oracle Fusion Service, see the Oracle CX documentation on *Oracle Help Center*.

This integration guide is designed to be used as a starting point that shows how Oracle Fusion Service and Oracle Field Service can be connected to create a value-added business process and user experience. An implementor must enter the documented configurations and install the documented files to create the integration.

Each implementation of Oracle Fusion Service and Oracle Field Service is unique, and leads to the implementation of application modifications that support unique business requirements. While the steps in this document describe how to connect a standard Oracle Fusion Service instance to a standard Oracle Field Service instance, they can be combined with modifications that have already been applied to each instance.

Related Guides

To understand more about the information covered in this guide, refer to the following table for a list of related guides.

Title	Description
Oracle Fusion Cloud Fusion Service Using B2B Service	Contains information to help service managers, service personnel, and other service end users to perform day-to-day business tasks using Oracle Fusion Service.
Oracle Fusion Cloud Fusion Service Implementing Fusion Service	Describes how to set up Service Request Management for Oracle Fusion Service.
Oracle Fusion Cloud Sales Automation Implementing Sales	Describes your initial Oracle Fusion Sales implementation procedures, based on a simple sales-force-automation use case.
Oracle Fusion Cloud Sales Automation Implementing Customer Data Management for Sales and B2B Service	Contains information to help implementors define the setup for managing customer information and the configuration for customer hub deployment.
Oracle Fusion Cloud Sales Automation Implementing Enterprise Contracts	Contains conceptual information and procedures needed to implement the contract management features of Oracle Fusion Sales.
Oracle Fusion Cloud Sales Automation Implementing Incentive Compensation	Contains information on implementing sales compensation and payment plans.

| Title	Description
Oracle Fusion Cloud Sales Automation Implementing Sales	Contains conceptual information and procedures needed to implement components and features of Oracle Fusion Sales.
Oracle Fusion Cloud Customer Experience Understanding Import and Export Management for Sales and B2B Service	Contains information to help those charged with exporting and importing object data.
Oracle Fusion Cloud Customer Experience Securing Sales and Fusion Service	Contains information to help setup users and sales administrators configure access to functionality and data.
Oracle Fusion Cloud Customer Experience Security Reference for Sales and Fusion Service	Lists the predefined security data included in the Oracle Fusion Sales offerings.
Oracle Fusion Cloud SCM Getting Started with Service Logistics Implementation	Describes the setup tasks that need to be completed to successfully implement Oracle Fusion Service Logistics.
Oracle Fusion Cloud SCM Using Service Logistics	Describes how to use Oracle Service Logistics to order and receive parts, manage trunk stock and assign stocking locations to technicians.

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2 Introduction

Integration Component Architecture Between Oracle Fusion Service and Oracle Field Service

Service work order management is the primary use case handled in the Oracle Fusion Service and Oracle Field Service integration.

Service work order management has both work order creation and updates in Oracle Fusion Service, and updates in Oracle Field Service. To get this integration, a combination of point-to-point and bidirectional integrations are used. The point-to-point integrations are used for getting data from Oracle Field Service that's used to create and reschedule work orders. Bidirectional integration is used for synchronizing Oracle Fusion Service work orders with Oracle Field Service activities. Oracle Fusion Service and Oracle Field Service Bi-Directional integration uses Oracle Integration as the integration component. Oracle Integration is a complete, secure, and lightweight integration solution where you can connect your applications in the cloud. It simplifies connectivity between your applications, and can connect both your applications that exist in the cloud, and your applications that are still maintained on-premise.

The integration manages error handling and guaranteed delivery by introducing concrete fault handling and prevention measures in the integration layer. This is gained through Oracle Integration. The integration domain covers typical elements and integration functionality such as adapters for connectivity to back-end systems, routing, transformation, and filtering.

The following figure shows the process flow of information between Fusion Service, Oracle Integration, and Field Service.
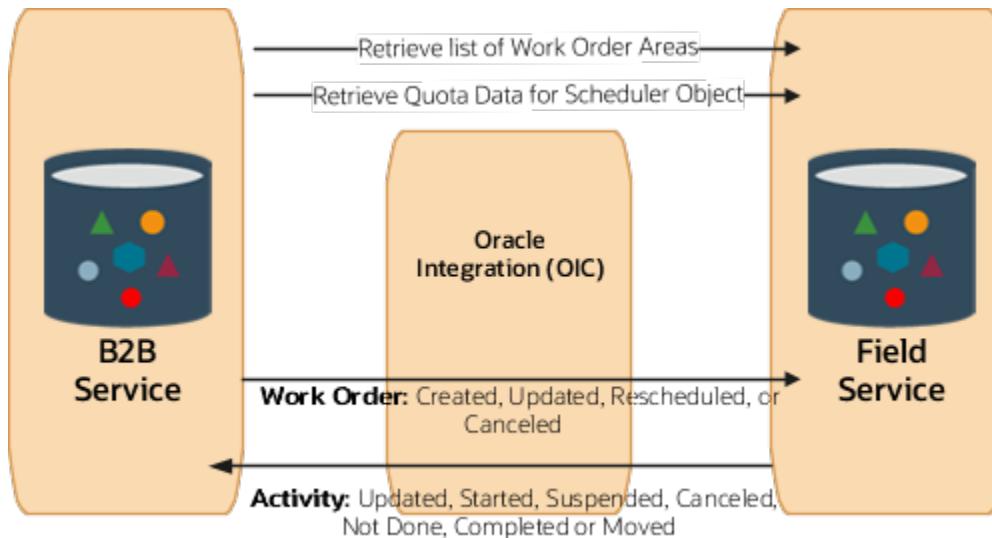
The following figure shows the point-to-point components of the Oracle Fusion Service and Oracle Field Service integration using the Oracle Field Service Capacity API to retrieve the data work order area list in Oracle Fusion Service from Oracle Field Service.
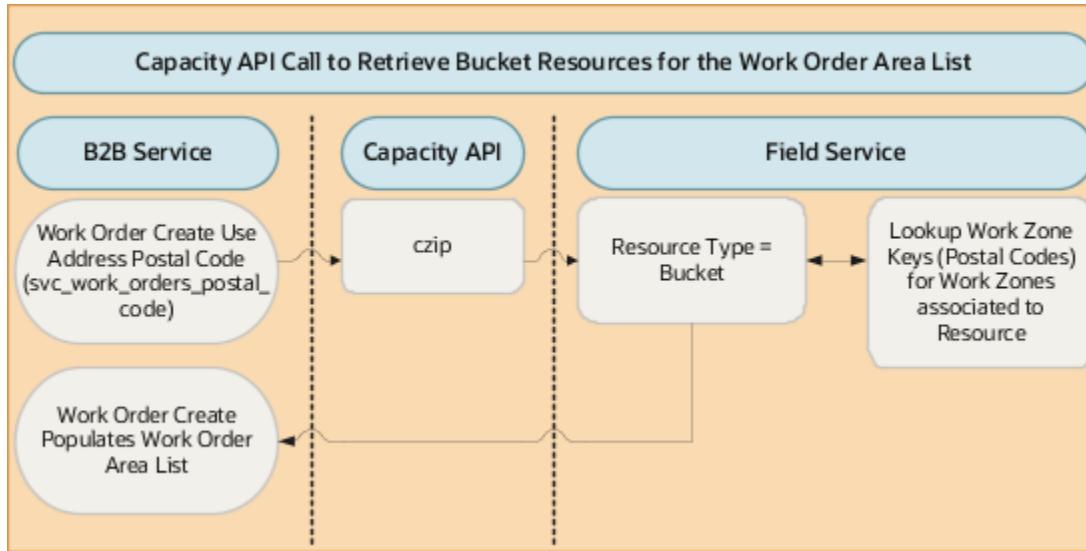
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Oracle Fusion Service Integration Services

The Fusion Service web services `CustomerWorkOrderService` is used in the integration. This SOAP API is called from the Event Handling Framework to retrieve a work order and Oracle Integration to create, update, reschedule, and cancel a work order in Fusion Service.

Oracle Field Service Integration Services

These Oracle Field Service web services are used in the integration:

- `BulkUpdateActivity` REST API. Use this web service through `OIC` to create, update, and reschedule an activity in Oracle Field Service.

- `CancelActivity` REST API. Use this web service through `OIC` to cancel an activity in Oracle Field Service.

- Capacity SOAP API. Use this web service in the point-to-point integration when creating and scheduling a work order to retrieve the list of work order areas based on postal code and time zone and the scheduler data based on work order area and work order type.

Oracle Integration

The prebuilt integrations are available through Oracle Marketplace. You can sign in and install the package directly into your Oracle Integration instance. The installation includes the following:

- Connection: Oracle Field Service

- Connection: Oracle Fusion Service

- Connection: Oracle REST OFS Attachment

- Integration: Oracle `B2BSVC OFS` Work Order Created

- Integration: Oracle `B2BSVC OFS` Work Order Updated

- Integration: Oracle `B2BSVC OFS` Work Order Canceled

- Integration: Oracle `OFS B2BSVC` Activity Updated

- Integration: Oracle `OFS B2BSVC` Attachment

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To access the integrations in Oracle Marketplace, do the following:

1. Access Oracle Marketplace.

   You can either use the **Search** field and enter criteria such as Oracle Fusion Service to Oracle Field Service, or do the following steps:
2. Select PLATFORM (PaaS) from the **Products** drop-down list.
3. Select **Oracle Integration**.
4. In the Oracle Integration window, scroll and select **Oracle Fusion Service to Oracle Field Service**.
5. Click **Get App**.
6. Read and accept the Terms and click **Next**.

   The My Oracle Support page Integrating Create and Update Processes for Service Work Orders (Document ID 2247612.1) opens. This is where you can download the file

Note: If Oracle Marketplace isn't available, you can download the prebuilt files from My Oracle Support. To access the prebuilt integration flow, see Integrating Oracle Fusion Service with Oracle Field Service on My Oracle Support. Oracle Support Document 2247612.1 In the Attachments section, select the appropriate attachment for your implementation. Save the orcl.r.b2bsvc_ofs_work_order_sync.20_10_0_developed.par file to a local computer.

Overview of Echo Suppression and Bi-Directional Synchronization

During bidirectional synchronization, work order activity generates synchronization echos between Oracle Fusion Service and Oracle Field Service. This means that when an event is triggered in Oracle Fusion Service it's synchronized through Oracle Integration to Oracle Field Service, which then fires an event in Oracle Field Service and then back to Oracle Fusion Service, on and on. The Oracle Integration-based integration uses an echo suppression mechanism, which stops unwanted update or create events (the echoes) from going back to the source application.

CAUTION: You must follow the user name guidelines for the Oracle Fusion Service integration and Oracle Field Service integration because they're used for echo suppression in the prebuilt integration flows. If you use different user names, you must modify the prebuilt integration flows in Oracle Integration for echo suppression to work.

Requirements and Licensing

You must have subscriptions to the following cloud services to implement the Oracle Fusion Service and Oracle Field Service integration using Oracle Integration:

- Oracle Fusion Service: The integration is designed to work with Fusion Service Release 13 or later.

- Oracle Field Service: The integration is designed to work with Oracle Field Service Enterprise Edition Release 16.8.2.11.1 or later.

   Note: The work order scheduler in Oracle Fusion Service requires Oracle Field Service Capacity Management and only supports quota-based scheduling. The Oracle Field Service Professional Edition doesn't include Capacity Management.

Options for Setting Up Your Integration

Before you Begin the setup in this chapter know that you have two options to integrate B2B Service with Oracle Field Service.

The options for setting up the B2B Service to Oracle Field Service integration are:

- Manually set up the integration by following the steps outlined in this guide.

- Configure Oracle B2B Service as a native application from Oracle Field Service. This automates all of the initial configurations for activating the Oracle B2B Service to Oracle Field Service Integration OIC Recipe.

If you choose the automated setup, you can go back and make manual updates, or re run the automated setup to make updates at any time. For example, if you've completed the automated setup and you create activity types in Oracle Field Service you can rerun the setup and it will bring over the new activity types.

> **Note:** If you run the automated integration setup, you still need to complete the Manage Service to Field Service Integration to configure the work order area retrieval and create and configure the scheduler.

> **Note:** You can't run the automated setup if you've set up any part of the integration manually.

For more information about and how to use the automated setup, see *Configure Oracle B2B Service* in the Configuring Outbound Integration Channels guide.

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3 Oracle Field Service Configuration

Register a New Application

You must add a new application in Oracle Field Service for API access. Here's how to add a new application:

> **CAUTION:** Before you begin, make sure you know how your company is completing the integration setup. *Options for Setting Up Your Integration*

> **Note:** You must have administrator privileges in Oracle Field Service.

How to Register a New Application

To register:

1. Sign in to Oracle Field Service as an administrator.
2. Navigate to Configuration.
3. Click **Applications** in the **Subsystems** section.
4. For more information on authenticating using `Client ID/Client Secret` see the link to the Authenticate and Authorize document at the end of this procedure.
5. To add the details of the application you want to register, click the **Add Application** button.

   - Select the Application Type **Applications using REST/SOAP API** from the drop-down list.
   - Application Name: Enter a descriptive name. For example, Fusion Service.
   - Application ID: `ics_fsvc_ofsc` (all lower case).

     > **CAUTION:** You must use `ics_fsvc_ofsc` because it's used for echo suppression. In addition, it must be entered in lower case letters.

6. Click **OK**.

   The new application is displayed.
7. Click the new application and set the following values:

   - **General Info**:

     - Active: Check the box
     - Token Service: OFSC
   - **Authentication Settings**:

     - Authenticate using `Client ID/Client Secret`:

       - Check the checkbox.
       - Client ID: Should already be set to ics_fsvc_ofsc
       - Client Secret: Note this string for later it's the password used to authenticate the application.

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- To add the **API access**, click **Add New**.

   a. Click the **Available Methods** link.
   b. Select the check boxes for:

   - Get Capacity
   - Get Quota Data

   c. Click **Submit**.

- For the **Core API**, set the following available entities.

   a. Click the **Available Entities** link.
   b. Set the Available Entities as follows:

   - Activity: Read-Write
   - Business Events: Read-Write
   - Resource: Read-Write

   c. Click **Submit**.

- For the **Metadata API set the following available entities::**

   a. Click the **Available Entities** link.
   b. Set the Available Entities as follows:

   - Activity Type: Read-only
   - Property: Read-only
   - Time Slot: Read-only
   - Work Zone: Read-only

   c. Click **Submit**.

8. Click **Save**.

You can only test that the `Client ID/ Client Secret` authentication is properly configured by completing the Oracle Fusion Service setup steps in the Configure the Manage Service to Field Service Integration topic. Specifically when you click **Verify Connection**.

Related Topics
   - How do I manage the integration between Fusion Service and Field Service?
   - REST API for Oracle Field Service: Learn More

Create Integration Services Access for Connecting to Oracle Integration

To use the Oracle Integration-(OIC) based integration, the credentials for the integration user created in Oracle Integration must be stored in Oracle Field Service.

The integration between OIC and Oracle Field Service is supported by the OAuth 2.0 authentication mechanism.

Navigate to Oracle Field Service Configuration.

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To create the connection to OIC, click on **Application** in the **Subsystems** section.

Click **Add Application**.

The following table shows the values you need for the connection:

Field	Description
IDCS URL	Base URL of your Identity Service Admin Console Example : https://example.identity.oraclecloud.com
Client ID	Client ID of the Client application that you have created in IDCS
Client Secret	Client Secret of the Client application that you have created in IDCS.
Scope	Scope of the Client application that you have created in IDCS. Example: https:// applicationid.integration.ocp.oraclecloud.com:443urn:opc:resource:consumer::allapplication id is the id of the application created in IDCS.
Private Key	Private Key used to configure the IDCS Application.
Key ID	Key used to verify the signature in IDCS.

Changing the OIC Application with Basic Authentication to OAuth2.0 Based Authentication:

For OIC applications with Basic OAuth configurations, there's a provision to switch to OAuth 2.0 from the **Modify Application** page. You can choose the authentication type through the Modify Application page and provide the additional details before saving the application update.

Test Connection for OIC Applications:

The Test Connection button is available in the **Add/Modify** application page to validate the details provided by the user.

Status of the Event Flow:

- If any event flow fails for OIC applications, the corresponding message is displayed in the application card.
  - HTTP STATUS 401 - Authentication Failed. Please check credentials.
  - HTTP STATUS 403 - Provided user is not authorized.
  - HTTP STATUS 404 - Host unreachable. Please check your credentials.
  - HTTP STATUS 500 – Connection failed. Please try again later.

> **Note:** Make sure you have configured all the prerequisites for "JWT User Assertion" based authentication as per this documentation: Prerequisites for JWT User Assertion (Visit this site: https://docs.oracle.com/en/cloud/paas/integration-cloud/rest-adapter/authentication-support.html#GUID-33BDEC15-CEC5-4535-8C71-FBA1A37BD7A3). While creating a new Oracle Integration application, Oracle Field Service supports only OAuth 2.0 based authentication. Applications with Basic authentication can still continue with current configurations, or can switch to OAuth 2.0 by selecting the option from the user interface. Once you select OAuth 2.0 you cannot go back to Basic authentication.

Dialog Box to New Page

While creating a new application, you will see a new page with the option to add the configuration details of the application.

This feature provides the ability to test the connection between Oracle Field Service and Oracle Integration with a single click. This helps to ensure that the connectivity is established. In addition, it shows the end point details of a new connection in a full-screen, which provides more real estate for the application.

Related Topics

- Create the Oracle Integration User
- OAUTH 2.0 Support in Oracle Field Service Oracle Integration Integration Release Notes

Create Administrator-Defined Properties

The prebuilt OIC integrations already have the following administrator-defined properties mapped. If you choose not to use any of the fields, or if you create any field by a different name, you must modify the prebuilt integrations before you can activate.

Navigate to Oracle Field Service Configuration.

To create the properties, click on **Properties** in the **Resources, Activities, Inventories** section.

Here are the administrator-defined properties you need:

> **Note:** The property label and type must be exact or the integration flows will error out when trying to activate due to mapping to a property that doesn't exist.

Property Name	Property Label	Property Type	Entity	GUI
Work Order Number	wo_number	String	activity	Text element
Service Request Number	wo_sr_number	String	activity	Text element
Account	wo_account_name	String	activity	Text element
Case Note	wo_case_note	String	activity	Text element

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Property Name	Property Label	Property Type	Entity	GUI
Field Service Note	wo_fs_note	String	activity	Text element
Asset Name	wo_asset_name	String	activity	Text element
Serial Number	wo_asset_serial_number	String	activity	Text element
Product	wo_asset_product	String	activity	Text element
Purchase Date	wo_asset_purchase_date	String	activity	Text element
Install Date	wo_asset_install_date	String	activity	Text element
Asset Status	wo_asset_status	String	activity	Text element

The following table shows the additional administrator-defined properties that you need if you're using attachments. There are no individual fields in Fusion Service work order for each attachment property. There is only an Attachments field. This field holds all attachments. Attachments are grouped into Categories, which can be named anything such as "OFS Photo" or "OFS Attachment." The difference between OFS and Fusion Service is that OFS stores multiple attachments all on the Activity, while Fusion Service stores attachments in a separate table from the Work Order, each identified by its category.

For more information about setting up attachment categories, see the *Attachments* topics in the Implementing Applications guide.

Property Name	Property Label	Property Type	Entity	GUI	File Size Limit	Allowed MIME Types
Attachment	wo_attachment	file	activity	file	The default and the maximum size allowed are 5MB.	Enter the allowed MIME types. See the full list of supported MIME types in the *Administering Oracle Field Service* guide.
Photo	wo_photo	file	activity	image	N/A	N/A

Related Topics
- Create a File Property

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Oracle Field Service Follow-Up Activities

If you're using Service Logistics, you can create service work orders automatically based on the creation of a Follow-Up Activity in Oracle Field Service.

This feature works with the order parts functionality in Oracle Field Service. You can use this feature when technicians perform work and determine that additional parts and follow-up are required.4

Configuring Follow-Up Work Orders

Follow-up activities are created as booked activities. The Book New Activity option is configured in the Mobility section of the Screen Configuration window in Oracle Field Service.

> **Note:** Even if you're not using follow-up work orders, you need to create the follow-up properties to be able to activate the integration.

The following topic shows you how to configure Follow-Up Work Orders in Oracle Field Service. Once configured, when follow-up is needed, a corresponding work order is created in Fusion Service with the part orders associated with the same account, contact, and service request as the original work order.

For more information about how booked activities work and how to configure them:

- *Using Mobility Cloud: Overview of Booking an Activity*
- *Administering Oracle Field Service*: Activity Booking

Create Properties

The first step in setup for follow-up work orders, is to create properties.

1. Navigate to Oracle Field Service Configuration.
2. To create the properties, click Properties in the Resources, Activities, Inventories section.

   The following tables shows the properties you need:

   > **Note:** The property label and type must be exact or the integration flows have errors.

Property Name	Property Label	Property Type	Entity	GUI
Parent Work Order Number	wo_parent_number	string	Activity	text
Follow-up Activity	wo_followup	integer	Activity	check box

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Create Button

To create the new button in Oracle Field service, do the following:

1. In Oracle Field Service navigate to: Configuration > User Types > Screen Configuration
2. In the Application screens window, click `Edit/View activity.`
3. Drag the Button element to the form where you want the button to appear.
4. Enter the following values:

   o Standard action screen: book_activity

   o Name: Book Follow Up Activity

   o Visibility: RO (default)

5. In the Parameters section, click **Add new**.

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6. Enter the following values in the Add parameter window:

- ○ Entity: Activity
- ○ Field Name: wo_followup
- ○ Value: 1

7. Optionally, add the properties you created (Parent Work Order Number and Follow-up Activity) by dragging them from **Data fields** onto the form. Make sure they have read-only visibility.

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After you have completed the steps for creating a new button, the button is available on the UI for the technician.

Configure Screen

When the technician decides to book a new activity, they click the **Book Follow-Up Activity** button that you just added. Now, you configure the next screens the technician uses to create the follow-up activity. Determine which fields you want to copy from the original activity and follow these next steps.

Configure Screen for Book New Activity

1. In Oracle Field Service navigate to: Configuration > User Types > Screen Configuration
2. In the Application screens window, click **Book new activity**.
3. From **Data fields**, select which fields you want to copy from the original activity and drag them to the form.

4. Make all fields read-write "RW" except Follow-up Activity. If you make it read-only "RO," then it just displays "on."

Here's what the technician will see:
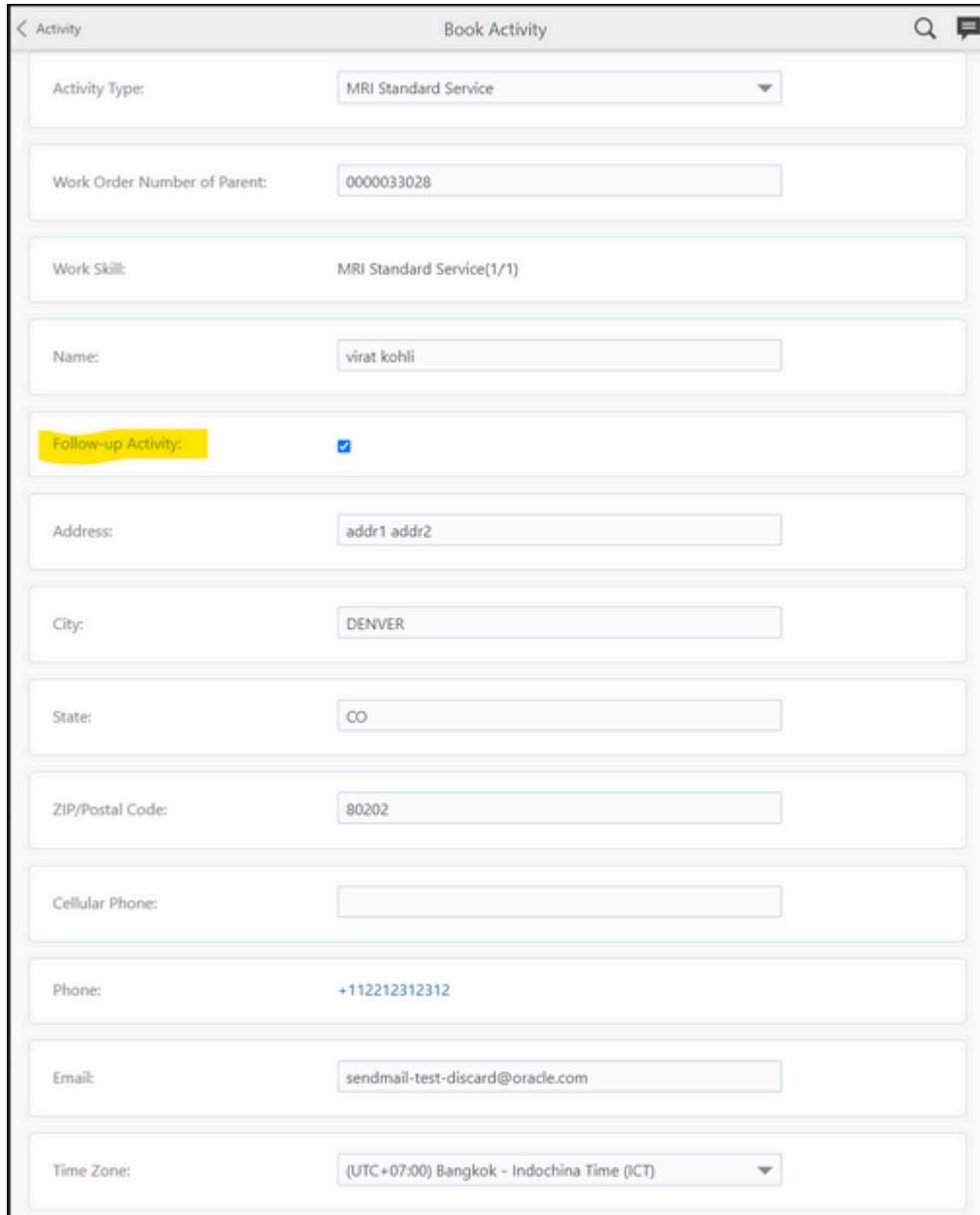
Configure Screen for Schedule Booked Activity

1. In Oracle Field Service navigate to: Configuration > User Types > Screen Configuration
2. In the Application screens window, click **Schedule booked activity**.
3. From **Data fields**, select which fields you want to copy from the original activity. These are read-only.

Here's what the technician will see:

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Standard Configuration Impacting the Integration

Here are some of the key areas addressed in the standard configuration that are critical to the integration:

- Activity Types
- Skill Conditions
- Capacity Categories
- Resources

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Two other areas are user-type screen configuration, and business rules within Oracle Field Service. These areas are used to share information received from Oracle Fusion Service.

> **Note:** You must have administrator privileges in Oracle Field Service to perform all of the following tasks.

Manage Activity Types

Activity types are required. They map to work order types in Oracle Fusion Service. When you create supported activity types for your integration, note the properties listed in the following table.

Navigate to Oracle Field Service Configuration

To manage the activities, click on **Activity Types** in the **Resources, Activities, Inventories** section.

Property Type	Description and Impact
Label	Maps an activity to a work order type in Oracle B2B Service. The value must match the activity type code on the corresponding work order type.
`Multiday` activity	Must be deselected. The integration doesn't support `multiday` activities. If checked, no available dates and time slots are returned for the corresponding work order type selected.
Allow creation in buckets	Must be checked since activities created are assigned to a bucket resource.
Allow reschedule	Must be checked if it's allowed for agents in B2B Service to reschedule work orders.
Allow nonscheduled	Must be checked if you're planning to use Resolution Due Date for having work order date and time slots assigned through Field Service. If deselected, the agent must select a date and time slot when creating a work order or the activity isn't created.
Calculate activity duration using statistics	If deselected, the manual duration property on the work order type is used for calculating the estimated duration to perform the activity. If checked, the manual duration on the work order type is ignored and the estimated duration is calculated by Oracle Field Service. The estimated duration is then calculated based on the statistics that are gathered for activities completed.
Allow to create from incoming interface	Must be checked to allow for the creation of activities through the integration.
Calculate delivery window	If checked, the estimated delivery window is calculated and updated on the work order. If deselected, the estimated delivery window isn't calculated and the field on the work order remains blank.

Manage Work Skill Conditions

Work skill conditions are required because they connect activity types to work skills. For more information about creating work skill conditions, see the *Administering Oracle Field Service* guide.

Navigate to Oracle Field Service Configuration

To manage the work skill conditions, click on **Work Skills** in the **General** section, then **Work Skill Conditions**.

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Manage Capacity Categories

Capacity categories are required because they connect the work skills and time slots to the bucket resources. When creating capacity categories, make sure the appropriate skills are associated so the work skill conditions connect the correct activity types. You must associate time slots with the capacity category since these are the time slots that are sent to Oracle Fusion Service when scheduling a work order.

Navigate to Oracle Field Service Configuration

To manage capacity categories, click on **Capacity Categories** in the **Resources, Activities, Inventories** section.

Manage Work Zones

The integration between Oracle Fusion Service and Oracle Field Service is based on a Work Zone Key of postal codes. No other fields are supported and if used, the Work Order Area list will always be blank when a user attempts to create an Oracle Fusion Service work order. Before creating any Work Zones, make sure the Work Zone Key is set to **ZIP/Postal Code**. When you create Work Zones, the Work Zone Keys must be one or more Postal Codes.

Navigate to Oracle Field Service Configuration

To work zones, click on **Work Zones** in the **General** section.

Work zones impact the retrieval of work order areas when creating a work order in Oracle Fusion Service. If work zones aren't set up based on postal code and associated appropriately to bucket resources, no work order areas are retrieved which prevents the creation of a work order.

Manage Business Rules

To allow users to search for work orders based on the work order number from Oracle B2B Service, the administrator-defined property must be added to Search. This step isn't required, but recommended since it assists in searching for the work order corresponding activity in Oracle Field Service. For more information about managing business rules, see the *Administering Oracle Field Service* guide.

Navigate to Oracle Field Service Configuration

To manage business rules, click on **Business Rules** in the **General** section.

Manage User Types Screen Configuration

To enable users to view work order information in Oracle Field Service, use standard screen configuration to add the administrator-defined properties from the following table to the activities.

Navigate to Oracle Field Service Configuration

To the manage user type screen configuration, click on **User Types** in the **Users, Security, Integration** section, then the **Screen Configuration** tab.

Property Name	Property Label
Work Order Number	wo_number
Service Request Number	wo_sr_number

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Property Name	Property Label
Account	wo_account_name
Case Note	wo_case_note
Field Service Note	wo_fs_note
Asset Name	wo_asset_name
Serial Number	wo_asset_serial_number
Product	wo_asset_product
Purchase Date	wo_asset_purchase_date
Install Date	wo_asset_install_date
Asset Status	wo_asset_status

Manage Resources

Resources are required and map to work order areas in Oracle Fusion Service. When you create supported resources, keep in mind that the following properties on the Configuration page impact the integration to Oracle Fusion Service.

Navigate to Resource Information by clicking on the hamburger menu.

Capacity Management

- **Capacity Category**: Click the **Edit** icon to add capacities.
- **Working Time Unit**: Set to Minutes.

Booking

- **Available time slots**: Click the **Edit** icon to add time slots.
- Used Quota management: Click **Based on Time slots**.

Quota Management

- **Quota Definition Level**: Check **Capacity Category**.
- **Quota by Capacity Category**: Check **Quota entered in minutes**.

Enter Quota by Resource

On the Quota page, view quota by capacity categories. For each of the capacity categories in each time slot, enter the quota in minutes.

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4 Oracle Fusion Service Configuration

Expose the Work Order Setup

If the work order setup tasks don't appear in the Service offering, expose them with the following steps. If they're already exposed, you can skip this section.

> **CAUTION:** Before you begin, make sure you know how your company is completing the integration setup. *Options for Setting Up Your Integration*

> **Note:** You must have a role that contains the following privileges to perform this task:
>
> - Setup and Maintain Applications
>
> - Setup Service
>
> - Setup Service Work Order

To expose the integration setup tasks:

1. In the Setup and Maintenance work area, go to the following:

   ○ Offering: Service

   ○ Functional Area: Change Feature Opt in link

2. Select the **Enable** check box for the Work Order.
3. Click **Done**.

   ○ You're returned to the Service Setup window.

   ○ Notice that Work Orders now appear in the Functional Areas list.

4. Click **Work Order**.

   ○ The three required setup tasks are displayed.

   ○ To view additional optional tasks, change the **Show** list of values to **All Tasks**.

How do I use Service Logistics Parts Order with work orders?

To order parts on work orders, you need to expose the **Parts Order** region and the **Service Request Work Order Parts Order** tab on the Work Order page. If you're using Service Logistics, you must expose the Service Logistics Parts Order region from Setup and Maintenance.

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> **Note:** You must have a role that contains the following privileges:
> - Setup and Maintain Applications
> - Setup Service
> - Setup Service Work Order

To expose the Service Logistics **Parts Order** region and **Service Request Work Order Parts Order** tab, do the following:

1. Go to Setup and Maintenance:

     ○ Offering: Service

     ○ Functional Area: Change Feature Opt-in

2. In the Service row, click the **Edit** icon in the Features column.
3. Click the **Enable** icon for **Service Logistics Parts Order**.
4. In the Feature Name: Service Logistics Parts Order window: select the following:

     ○ **Service Request Parts Order** check box to enable only part orders (no field service work order).

     ○ **Service Request Work Order Parts Order** check box for both parts and work orders.

5. Click **Save and Close**.
6. Click **Done**.
7. Click **Done** on the Opt In page.

The Service Request Parts Order region and tab now appear on the Work Order page. Refer to the *Getting Started with Service Logistics Cloud Implementation* guide to continue setup of Service Logistics.

Expose Work Orders to Users

Follow this procedure when you have completed setup for work orders and you're ready to expose work order views to the user.

Before you start

> **Note:** You must have a role for the following privileges:
> - Setup and Maintain Applications
> - Setup Service
> - Setup Service Work Order

To expose Work Order to users do the following:

Here's what to do

1. In the Setup and Maintenance work area, go to the following:

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- o Offering: Service

- o Functional Area: Change Feature Opt in link

2. Click the **Edit** icon for **Features** in the Work Order row.

3. Expand **Service Work Order**.

4. Select the **Enable** check box in the Service Work Order row to expose Work Orders from the Springboard.

5. Select the **Enable** check box in the Create Service Work Order row to expose Work Orders from the Navigator and in Service Requests.

6. Click **Done**.

What to do next

The work orders are now available to users through Service Requests, the Navigator, and from the Springboard.

How do I enable Installed Base Assets for service requests and work orders?

If you use Installed Base Assets for processes such as Supply Chain, Service Logistics, Service Contracts, or IOT, you can opt-in to use the same asset model for SRs and Work Orders. Use Application Composer to add the Installed Base Asset fields to the SR and Work Order pages.

Enable Installed Base Assets

To opt in, do the following:

1. In the Setup and Maintenance work area, go to the following:

   - o Offering: Service

   - o Change Feature Opt in link

2. Click the **Features** icon for Service in the first row.

3. Select Enable for **Manage Assets Using Common Asset Model**.

4. Click **Done**.

5. Click Done on the Opt In page.

Note: This is a global setting where you choose whether to use Installed Base Assets or the default Asset object for the Service Request and Work Order process. You can't use both asset objects in Fusion Service so you should carefully consider the impact if you have requirements to support asset management outside these processes. For example, Installed Base Asset doesn't currently support sales processes in Fusion Sales and Service and has limited support for extensibility.

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Manage Work Order Integrations

Manage Work Order Integrations: Types

Use the Manage Work Order Integrations task to manage the work order types for work orders corresponding to activity types in Oracle Field Service.

> **Note:** You must have a role that contains the following privileges to perform this task:
> - Setup and Maintain Applications
> - Setup Service
> - Setup Service Work Order

Prerequisite

Before adding the work order types, add the activity types in Oracle Field Service. The label property from the activity type, which is a unique field, is used in work order types to connect a work order type to an activity type.

Work Order Type Configuration

Add and update the types of work orders you're using on the Manage Work Order Integrations page. Enabled work order types appear in the drop-down list for agents when they create a work order.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Service
   - Functional Area: Work Order
   - Task: Manage Work Order Integrations
2. Select the row in the Work Order Integration table for the integration where you want to manage the types.
3. Select the **Type** subtab in the Details region.
4. Add and update types of work orders.
   The following table shows the columns on the Work Order Types page with descriptions.

Column	Required	Description
Activity Type Code	Yes	Value of the label property from the corresponding Oracle Field Service activity type.
Work Order Type Code	Yes	Unique code for a work order type.

Column	Required	Description
Work Order Type	Yes	Value that's visible to the user in the work order.
Manual Duration	Yes	Value of zero or greater sent to Oracle Field Service when creating a work order. Based on the corresponding activity type property setting, this value is either used or ignored when estimating the duration to perform the activity.
Display Order	No	Determines the sort order of the work order types on the work order page.
Description	No	General description of the work to be performed.
Enable	N/A	Determines if the work order type is displayed in the work order page drop-down list.

5. Select the **Enable** check box for work order types you want to use.

   Work order types can't be deleted. If you aren't using a work order type, disable it by deselecting the enable check box on the Manage Work Order Types page. Agents can't see disabled work order types when they create work orders.

6. Click **Save and Close**.

Related Topics
   - How do I update existing setup data?

Manage Work Order Integrations: Statuses

Managing work order statuses is optional. This activity maps work order statuses to Field Service statuses.

Note: You must have a role that contains the following privileges to perform this task:
   - Setup and Maintain Applications
   - Setup Service
   - Setup Service Work Order

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To manage work order statuses:

1. In the Setup and Maintenance work area, go to the following:

   o Offering: Service
   o Functional Area: Work Order
   o Task: Manage Work Order Integrations

2. Select the row in the Work Order Integration table for the integration where you want to manage the statuses.
3. Select the **Status** subtab in the Details region.
4. Change the status codes to your preference.
5. Click **Save and Close**.

The following table shows the parts of work order statuses.

Column	Editable	Description
Status Code	No	Predefined status code. Work order status codes can't be added or deleted.
Status	Yes	Status that appears on work orders in Fusion Service.
Status Category	Yes Options are: • Canceled • Closed • Open	Category which an agent can filter work order statuses when querying work orders from the work order tab.
Description	Yes	Description of the status. This description doesn't appear anywhere outside of the setup task.

The following table shows predefined values for work order statuses.

Status Code	Status	Status Category	Description
ORA_SVC_WO_CANCEL_SUBMITTED	Cancel Submitted	Canceled	A cancellation request was submitted for the work order.
ORA_SVC_WO_COMPLETE	Complete	Closed	The field service activity was completed.
ORA_SVC_WO_NOT_DONE	Not Done	Closed	The field service activity wasn't completed. Create a new work order and schedule work to continue another day.

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Status Code	Status	Status Category	Description
ORA_SVC_WO_CANCELED	Canceled	Canceled	The work order and field service activity were canceled.
ORA_SVC_WO_SUSPENDED	Suspended	Closed	The field service activity is delayed and the work continues later in the day.
ORA_SVC_WO_PENDING	Scheduled	Open	A field service activity was created and is now scheduled.
ORA_SVC_WO_STARTED	Started	Open	The field service activity is in progress.
ORA_SVC_WO_SUBMITTED	Submitted	Open	A work order was submitted to Field Service to create a field service activity.

Related Topics
- How do I update existing setup data?

Enable Cancel Part Orders in Service Logistics for Canceled Work Orders

The work order cancel process automatically attempts to cancel any part orders associated with a work order when a user tries to cancel the work order. You can select the work order statuses where you want the cancellation process to be enabled.

If part orders can't be canceled, a user can still cancel the work order and those part orders are handled through reverse logistics.

To enable the cancel process:

Setup and Maintenance

- Offering: Service
- Functional Area: Work Order
- Task: Manage Work Order Integrations

1. On the Manage Work Order Integrations page, select the row for the work order integration where you want to enable the cancel process.
2. On the Status tab in the Details region, select the **Enable Cancel Process** check box

   for any of the items with a status category of canceled.

   If the status is anything other than canceled, the Enable Cancel Process check box is disabled.
3. Click **Save and Close**.

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How do I manage the integration between Fusion Service and Field Service?

In this task, you manage your integration between Fusion Service to Oracle Field Service.

> **Note:** You must have a role for the following privileges:
> - Setup and Maintain Applications
> - Setup Service
> - Setup Service Work Order

To configure the integration in Functional Setup Manager:

1. In the Setup and Maintenance work area, go to the following:

   - Offering: Service
   - Functional Area: Work Order
   - Task: Manage Service to Field Service Cloud Integration

The first part of the setup consists of the following configuration components:

- Integration Configuration: The point-to-point call to the Oracle Field Service Capacity API that's used to retrieve the list of work order areas and the date and time slots for the scheduler on the work order create and edit pages.
- Connection Configuration: The options available to configure the UI scheduler object used to select a requested date and time slot when creating or rescheduling a work order.

> **Note:** **For integrations prior to release 11.13.20.10.0**: Under the **Work Order Area Retrieval** section, the **Bucket Resource Retrieval (Based on the Oracle Field Service work zone key definition)** will be checked and the postal code option is selected.

For integrations starting from release 11.13.20.10.0

Select the Oracle Field Service Integration Options You Plan to Use

For integrations before release 11.13.20.10.0 click **Edit** to update your selections.

Work Order Retrieval

- Select the **Bucket Resource Retrieval (Based on the Oracle Field Service work zone key definition)** option.

Next, select the option you plan to use:

- **Postal Code (Requires Oracle Field Service work zone key definition set only to postal code)**

- **Enhanced Configuration (Enables full support for Oracle Field Service work zone key definition)**
  Note: With this option, the work order type field is required in the work order before the REST service call is made to retrieve the work order from Field Service. To make it a more logical flow for user data entry, you might want to change the order of the fields in the work order create page layout and place Type before Work Order Area. You can change this in Application Composer. Every work order field in the Work Zone Definition is required (including Time Zone and Type) to retrieve the Work Order Area

Resource Scheduling

Select the resource scheduling you want to use.

- **Quota-based Booking (Requires Oracle Field Service capacity management)**
- **Direct Assignment Booking**
  Note: To use Direct Assignment Booking, you must select the Enhanced Configuration option for Work Order Retrieval.

Configure the connection to Oracle Field Service

Follow these steps to configure the connection to Oracle Field Service

1. Enter the **Field Service API Base URL** for field service integration.
   The standard URL scheme is `<instance_name>.fs.ocs.oraclecloud.com` or `https://{alternate_name}.fs.ocs.oraclecloud.com (for TEST - <instance_name>.test.fs.ocs.oraclecloud.com` or `https://{alternate_name}.test.fs.ocs.oraclecloud.com`
2. To find the instance_name or alternate name: In Field Service, navigate to your user avatar and click About in the Preferences section.
3. Enter the **Client ID**: `ics_fsvc_ofsc`.
   The Client ID comes from the Application you created in Oracle Field Service.
   Tip: The Client ID must be entered exactly as shown in lower case letters.

4. Enter the **Company Name**.
   To find the Company Name: In the Field Service configuration, click About in the General section. The Company Name is the Instance you see on the About page.
5. Enter the **Client Secret**.
   The Client Secret comes from the Application you created in Oracle Field Service.
6. Click **Verify Connection** to connect to Field Service.
   The application then verifies it can access the SOAP and REST services that's needed for work order retrieval and resource scheduling.
   CAUTION: The connection must be verified before you can enable the integration.

When the Work Order Retrieval connection is verified, an **Available** icon appears next to the option and the **Work Order Retrieval** tab appears on the page.

The same is true for Resource Scheduling. When the connection is verified, the **Scheduler Configuration** tab appears on the page.

Work Order Area Retrieval Tab

Fitness Formula

1. If you're using work order retrieval, on the **Work Order Retrieval** tab, select the **Enable** option to enable work order retrieval in field service work order create page.
2. Enter a number for the maximum number of records that will be displayed to the user on the work order create page.
3. Contact your Oracle Field Service administrator to coordinate the numbers you enter for the Work Skill and Work Zone Fitness Formula settings.

   More information about fitness formulas can be found in the *Administering Oracle Field Service* guide.

Work Zone Definition

Note: Required if you're using Direct Assignment Scheduling.

1. Click **Retrieve Work Zone Key** . This calls the metadata service to retrieve work zone keys from Oracle Field Service.
2. Select the **Work Order Fields** that map to the **Field Service Work Zone Key**. Match the fields to the Field Service setup because that's what will retrieve the work order area.

Scheduler Configuration

When the connection is verified, the Scheduler Configuration tab appears on the page.

If you're using Scheduler Configuration, click the **Enable Resource Scheduling** checkbox.

Quota-based Booking

The scheduler contains the information users see on the calendar availability for scheduling service. The following two tables show the scheduler legend.

Scheduler Cutoff	Availability	Color Shown on Calendar
High Cutoff	All times above this cutoff threshold show on the scheduling calendar as available time slots.	White
Low Cutoff	Times equal to or less than this cutoff show on the scheduling calendar as unavailable time slots.	Red

Scheduler Cutoff	Color Shown on Calendar
Any times above the low cutoff up to the high cutoff.	Yellow
No quota was defined in Oracle Field Service	Gray
Resolution due for staying in compliance with the SLA	Blue

The Current Day Buffer can be set so that an agent can't book within a set time frame. For example, if a time slot is available at 3pm and you don't want an agent to book service for a two-hour time slot before 3pm, then set the buffer to 120 minutes. This blocks the agent from scheduling time from 1pm to 3pm.

Set the Scheduler Start of Week to the day your business week begins. This sets the schedule calendar to begin with the day your business week begins. For example, if your business week begins on Sunday, the calendar starts with Sunday and goes through the following Saturday.

Direct Assignment Booking

You can have as many direct assignment schedulers as you want. Use the icons to Add, Edit, or Duplicate schedules in the table.

To create a Scheduler:

1. Click the **Add** icon.
2. Enter unique values for the following:

    ○ Scheduler Code

    ○ Scheduler Name

    ○ Description
3. Click **Create**.
4. In the Scheduler Configuration window, select the **Scheduler Start of Week** from the list.
5. Select the values for the Fitness Formula.

    Contact your Oracle Field Service administrator to coordinate the numbers you enter for the Work Zone, Time, and Skill.

    More information about fitness formulas can be found in the Oracle Field Service guide.
6. Click **OK**.
7. Select the **Active** checkbox for the Schedulers you want to make active.
8. To assign roles to a scheduler, click the **Add** icon and select one or multiple roles from the list. You can also select **Any** if you don't want to select specific roles.

When users are creating or rescheduling a work order, on the Scheduler page, users see the scheduler based on what criteria is met in order of active Schedulers in the table. You can reorder the schedulers from the Actions menu, or by using the Reorder icon.

Here's how it works:

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The application looks at the list of schedulers starting with the first active scheduler and evaluates whether that scheduler meets the scheduler criteria. If it does, the user sees that scheduler. If not, the application moves to the next active scheduler in the table until the criteria is met.

For example, let's say you've two schedulers in the table. Scheduler #1 has the role Customer Service Representative. Scheduler #2 has the Customer Service Manager role. When the Customer Service Manager user clicks on the scheduler while creating (or rescheduling) a work order, the scheduler would populate based on Scheduler #2 because Scheduler #1 didn't meet the role criteria.

> **Tip:** Hint: If you've multiple active schedulers, consider having the final scheduler use Any role. Otherwise, if criteria isn't met for any other active scheduler in the list, the user will receive an error message saying there's no scheduler available.

Remember to click Save on the **Manage Service to Oracle Field Service Integration** page.

Related Topics
- Register a New Application
- How do I update existing setup data?

Manage Work Order Profile Options

In the Configuring the Manage Work Order Profile Options task, you set the profile options for work orders. There are three predefined profile options.

> **Note:** You must have a role that contains the following privileges to perform this task:
> - Setup and Maintain Applications
> - Setup Service
> - Setup Service Work Order

To set the profile options:

1. In the Setup and Maintenance work area, go to the following:

   - Offering: Service
   - Functional Area: Work Order
   - Task: Manage Work Order Profile Options

2. Optionally, make changes.

The following table shows predefined work order profile options.

Profile Option	Default Value	Explanation
SVC_WO_NUMBER_FORMAT	0000000000	Sets the formatting for the work order number. The work order number increments from the set value. The default value is ten zeros. The value can be changed. **Note:** This format overrides the format identified in the RADIX for the Manage Public Unique Identifier Sequence Generation.
SVC_ENABLE_AUDIT_IN_WO	No	Exposes the audit feature tab on the Work Order detail page so users can view the Work Order audit records.
SVC_WO_FIELD_SERVICE_OPT_IN	No	Turns the work order functionality on and exposes work orders to users. **Note:** This profile option is visible in all releases, however if you're implementing Field Service in later releases, you should use the Change Feature Opt-in link to turn on the work order functionality. See the procedure for Exposing the Work Order Integration Setup.

Note: The default prefix for work orders is CDRM. To change the prefix for work orders, do the following:

1. In the Setup and Maintenance Work area, go to the following:

   ○ Offering: Sales

   ○ Functional Area: Sales Foundation

   ○ Task: Manage Public Unique Identifier Sequence Generation.

2. Click the **Add Row** icon.
3. Select Work Order from the **Object Name** drop-down list.
4. Enter the prefix for the work order. For example, WO.

Tip: The maximum length of both prefix and format combined is limited to 30.

Related Topics
- Expose the Work Order Setup
- How do I update existing setup data?

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Manage Integration Messages

Preconfigured integration messages tell users about integration status, warnings, or errors specific to synchronized records with other applications.

You can manage preconfigured integration messages and add new integration messages. For example, you can change the text of an error message to include a contact number for your internal help desk.

Manage Preconfigured Integration Messages

To manage integration messages:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Service
   - Functional Area: Work Order
   - Task: Manage Integration Messages

   Note: If you disable a message, the message no longer appears in the Detail Work Order page.

Add Integration Messages

Using Message Codes

There are two ways you can update the record using the message code:

- Using Oracle Integration Prebuilt Task flow

  You can use integration flows in Oracle Integration to set the message code on the work order.

  For example, to add a new message saying the activity was successfully created: Create a message, then update the field WO_INTEGRATION_MSG_CD on the work order record in the `oic` prebuilt flow.

- Using Object Workflow

  You can also use Object Workflow on a create or update. Set the message to a specific message code there.

  For example, to add a new message saying the activity was successfully created: Create a message, then update the field FS_ACTIVITY_ID on the work order record in the `oic` prebuilt flow.

To add an integration message:

1. Click the **Add** icon in the Manage Integration Messages window.

   Notice the Message Category type for the new message is Customer-defined.
2. Enter the title, type of message (error, information, or warning), the text for the message, and the message code.
3. Select **Enable** to enable your new message.
4. Add more messages as necessary.
5. Click **Save and Close**.

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Related Topics
- How do I update existing setup data?

About Configuring Time Zones for Oracle Field Service

You must set up the Manage Time Zones and make sure it's in sync with time zones in Oracle Field Service. If time zone codes aren't in sync, the user gets an error and can't create work orders.

After your Fusion Service instance is cloned, connection points to OFS will be carried over from the source to the destination environment. It's important that you link your destination environment to the corresponding OFS environment integration.

A Fusion Service instance clone doesn't automatically trigger a clone of the OFS instance.

If needed, a clone of Oracle Field Service instance can be requested through the *Cloud Portal*. For more information, see the *Using Oracle Cloud Portal for Oracle Field Service* guide.

If an OFS environment shouldn't be closed in full, separate configuration items can be exported and reimported into the destination environment. For more information, see the *Administering Oracle Field Service* guide.

How do I create a Fusion Service integration user account?

All inbound requests from Oracle Field Service to Fusion Service are routed through Oracle Integration. To make the update in Fusion Service, Oracle Integration initiates the SOAP APIs for Fusion Service that are exposed in the Oracle CX Sales and Fusion Service Catalog.

To initiate the Oracle CX Sales and Fusion Service Catalog, you must create a unique user called the Integration User Account user.

Note: To do this task, you must have the IT Security Manager job role.

Create the Integration User

First, create the new user:

1. Sign in to Oracle CX Sales using administrator privileges.
2. Using Navigator, navigate to My Team > Users and Roles.
3. In the Manage Users page, click **Create**.
4. Complete the fields as shown on the following table.

Field	Value
Last Name	SERVICE_APP_ICS_ID

Field	Value
Email	Enter a valid email.
Hire Date	Enter the current date.
User Name	SERVICE_APP_ICS_ID
Person Type	Employee
Legal Employer	Select a valid legal organization from the list of values.
Business Unit	Select a valid business unit from the list of values.

5. Click **Save and Close**.

> **CAUTION:** Unless you don't intend to change the prebuilt integration in Oracle Integration, Oracle requires that you use the user name SERVICE_APP_ICS_ID to connect from Oracle Integration to Oracle Fusion because it's used for echo suppression in the prebuilt integration flows. If you use a different user name, you must change the prebuilt integration flows in Oracle Integration for echo suppression to work.

Create the SOA Operator Job Role

Now that the user is created, you create the new job role:

1. Using Navigator, select **Security Console** in the **Tools** section.
2. Click **Create Role**.
3. Complete the fields as shown on the following table.

Field	Value
Role Name	SVC Soa Operator
Role Code	SVC_SOA_OPERATOR
Role Category	CRM - Job Roles

4. Navigate to the Role Hierarchy train stop and click **Create Role**.
5. Search for the SOA operator role and click **Add Role Membership**.
6. Click **Close**.
7. Navigate to the Summary train stop and verify the SOA operator role shows up in the Role Hierarchy section.

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8. Click **Save and Close**.
9. Click **OK** on the confirmation message.

Assign Job Roles and Setting Password for Integration User

Users must be associated with roles and privileges in Oracle Authorization Policy Manage APM on the Oracle Elements Server

1. Using Navigator, navigate to the Users tab in Security Console.
2. Search for the SERVICE_APP_ICS_ID user.
3. Open SERVICE_APP_ICS_ID and click **Edit**.
4. Click **Add Role**.
5. Search and select Customer Service Representative.
6. Click **Add Role Membership**.
7. Search and select Employee.
8. Click **Add Role Membership**.
9. Search and select Resource.
10. Click **Add Role Membership**.
11. Search and select SVC SOA Operator.
12. Click **Add Role Membership**.
13. Click **Done**.
14. Click **Save and Close**.
15. Click **Reset Password**.
16. Update the password then click **Reset Password**.
17. Click **Done** to sign out of the Security Console.

The Integration User is now set up and is used in the Oracle Integration User connection to Oracle Fusion Service. To verify the integration user was set up correctly, sign in to Oracle Fusion Service using the user credentials.

Manage Attachments

About Work Order Attachments

You can associate attachments to work orders using the standard attachment framework. If you choose to use attachments, your users can use the standard page layouts to associate documents to a work order.

The public REST API for work orders also supports attachment association. Functional privileges are seeded to control permission to associate and remove attachments.

Attachments can be added in Oracle Field Service and are synchronized back to Fusion Service.

Attachments can't be synchronized from Fusion Service to Oracle Field Service.

If you want to use attachments:

- The prebuilt integration flows to the Oracle Field Service application don't automatically transmit work order attachments. The flow that supports attachments is included in the par file you download in the Import the Oracle Integration Flows topic of this guide.

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- Oracle Field Service doesn't have predefined fields that are named for attachments, but there are two fields in Oracle Field Service that you can use. For more information about those fields, refer to the **Create Administrator Defined Properties** topic in this guide.

Related Topics
- Import the Oracle Integration Flows
- Create Administrator-Defined Properties

How do I manage attachment categories?

Follow this procedure if you plan to use attachments.

There are two predefined attachment categories that correspond to the two attachment properties in Oracle Field Service. You can also create your own. Here's how:

1. Navigate to Setup and Maintenance.
2. Click the **Search** link in the **Right-Hand Panel Drawer**.
3. Enter Manage Attachment Categories in the **Search** field and click the **Search** icon.
4. Click **Manage Attachment Categories** in the search results.
5. In the Search Results region of the Manage Attachment Categories page, click **Create (+)**.
6. The following table shows the values to enter for the new attachment category:

    Attachment Values for SVC_FS_ATTACHMENT

Category Name:	SVC_FS_ATTACHMENT
User Name:	OFS Attachment
Module:	Enter "Service" and tab out of the field. If a dialog window appears, select the row with User Module Name=Service, Module Type=APPLICATION and Module Key=SVC.
Description	Category for attachments imported from OFS.

7. Click **OK**.

    Now, you need to associate the attachment category to the attachment entity SVC_WORK_ORDERS.
8. Click **Create (+)** in the Attachment Entities region.
9. In the dialog window, enter SVC_WORK_ORDERS in the **Entity Name** field.
10. Click **Search**.
11. Select SVC_WORK_ORDERS from the search results.
12. Click **Save and Close**.
13. Click **Save** on the Manage Attachment Categories page.

    Now, add a second category called SVC_FS_PHOTO.
14. In the Search Results region of the Manage Attachment Categories page, click **Create (+)**.

15. The following table shows the values to enter for the new attachment category:

Attachment Values for SVC_FS_PHOTO

Category Name:	SVC_FS_PHOTO
User Name:	OFS Photo
Module:	Enter "Service" and tab out of the field. If a dialog window appears, select the row with User Module Name=Service, Module Type=APPLICATION and Module Key=SVC.
Description	Category for photos imported from OFS.

16. Associate the attachment category to the attachment entity SVC_WORK_ORDERS.
17. Click **Create (+)** in the Attachment Entities region.
18. In the dialog window, enter SVC_WORK_ORDERS in the **Entity Name** field.
19. Click **Search**.
20. Select SVC_WORK_ORDERS from the search results.
21. Click **Save and Close**.
22. Click **Save and Close** on the Manage Attachment Categories page.

Create Job Roles for Attachments

Create the Integration Service Work Order Administrator job role so that you can delete attachments.

Create the Integration Service Work Order Administrator Job Role

The Integration Service Work Order Administrator job role allows attachment deletion since REST secures all child objects with security defined in the parent object.

1. Navigate to Setup and Administration.
2. Select **Security Console** from the Navigator.
3. Click **Create Role**.
4. Complete the fields as shown in the following table:

Role Name:	Integration Service Work Order Administrator
Role Code:	SVC_WO_ADMINISTRATION
Role Category:	CRM - Job Roles

5. Navigate to the **Role Hierarchy** train stop and click **Add Role**.
6. Search for the Service Work Order Administration role and click **Add Role Membership**.
7. Click **Close**.
8. Navigate to the **Summary** train stop and verify that the Service Work Order Administration role appears in the **Role Hierarchy** section.
9. Click **Save and Close**.
10. Click **OK** on the confirmation page.

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Assign Job Roles and Setting Password for the Integration User

If you want to delete attachments, you must create a new job role SVC_WO_ADMINISTRATION, and add the existing duty role membership ORA_SVC_WO_ADMINISTRATION, then grant the job role to user SERVICE_APP_ICS_ID.

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5 Oracle Integration Configuration

Overview of Oracle Integration Service

Oracle Integration Services (OIC) synchronizes Oracle Fusion Service work orders with Oracle Field Service. Do the following tasks to set up the secure integration between customer-specific instances:

- Create the Oracle Integration Integration User
- Import the `oic` Integration Flows
- Configure Integration Connections

Create the Oracle Integration User

You must create a user in OIC that's used in the Oracle Field Service Outbound Integration (see the topic Create Integration Services Access for Connecting to Oracle Integration in this guide) to connect to OIC .

Follow the steps in the *Administering Oracle Integration* guide.

> **Note:** The only required role is ServiceInvoker.

Import the Oracle Integration Flows

Your first step for setting up the OIC-based integration is to install the OIC integration flows. Complete the following steps to install the Oracle Integration package from Oracle Marketplace.

1. Sign in to Oracle Marketplace.
2. Select **Products** from the drop-down list.
3. Click **PLATFORM (PaaS)** and select **Oracle Integration**.
4. Select the Oracle Fusion Service to Oracle Field Service integration package and follow the directions to install your Oracle Integration `(oic)` instance.
5. If you're using attachments, the attachment flow is included in the file.

This procedure creates all the integration flows contained within the package as well as the connections to Oracle Fusion Service and Oracle Field Service.

> **Tip:** If Oracle Marketplace isn't available, download the prebuilt files from My Oracle Support. To access the prebuilt integration flow, see Integrating Oracle Fusion Service with Oracle Field Service on My Oracle Support. *Oracle Support Document 2247612.1* In the Attachments section, select the appropriate attachment based on your current version of Oracle Fusion Service and Oracle Field Service. Save the **orcl.r.b2bsvc_ofs_work_order_sync.20_10_0_developed.par**file to a local computer.

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To create all the integration flows contained within the package, as well as the connections to Oracle Fusion Service and Oracle Field Service do the following.

1. Sign in to the `oic` instance.
2. On the Welcome page, click **View Packages**.
3. On the Package page, click **Import**.
4. On the Import Package File dialog box, click **Browse** and select **OEC_OFSC_XX_XX.par**, then click **Import Package**.

Configure Integration Connections

Do the following tasks to complete the integration between Oracle Fusion Service and Oracle Field Service Cloud.

1. Configure a connection to Oracle Fusion Service
2. Configure the Connection to Oracle Field Service

Configure a Connection to Oracle Fusion Service

First, you configure the connection to Oracle B2B Service.

1. On the OIC homepage, click **Connections**.
2. On the Connections page, find B2B Service.
3. Select the **Oracle Engagement Cloud** entry to view the Engagement Cloud connection detail page.
4. Click **Configure Connectivity**.
5. In the Connection Properties window, enter the values as shown in the following table. The values in the following tables are located in the email you receive when OIC is provisioned.

Property Name	Property Value
OSC Service Catalog WSDL URL	Enter the service catalog URL for your Oracle B2B Service instance. For example: https://<common domain host>/fndAppCoreServices/ServiceCatalogService?wsdl
OCS Event Catalog URL	Optionally, enter the event catalog URL for your Oracle Fusion Service instance. For example: https://CRM domain host>/soa-infra **Note:** This option applies only if this connection isn't used for creating integrations that subscribe to events.
Interface Catalog URL	`[https://%3ccommon]https://<common domain host>/helpPortalApi/` `otherResources/latest/interfaceCatalogs`

6. Click **OK**.
7. Click **Configure Security** .

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8. In the Credentials window, enter the values as shown in the following table.

Property Name	Property Value
User name	SERVICE_APP_ICS_ID
Password	Enter the password.
Confirm Password	Reenter the password.

9. Click **OK**.
10. Click **Test** on the OIC Connection Configuration page.

    It may take some time for the user SERVICE_APP_ICS_ID to synchronize with the directory.
11. When Connection Engagement Cloud shows **tested successfully**, click **Save**.
12. When Connection Engagement Cloud shows **saved successfully**, click **Close**.

Configure the Connection to Oracle Field Service

After you configure the connection to Oracle B2B Service, configure the connection to Oracle Field Service.

1. Sign in to OIC.
2. On the Home page, click **Connections**.
3. On the Connections page, find Field Service.
4. Click the Oracle Field Service Cloud entry to view the Field Service connection detail page.
5. Click **Configure Connectivity**.

Next, follow the instructions in the Creating a Connection topic in the Using the *Oracle Field Service Adapter* guide.

Activate and Test the Integration Flows

If the OSC_OFSC integration package import, and the Oracle Fusion Service and Oracle Field Service connections were successful, activate and test the integration flows.

To activate:

1. Sign in to OIC.
2. On the Home page, click **Integrations**.
3. Click **Active** under OEC OFSC Work Order Created R13.
4. Click **Active** on the confirmation dialog window.

   CAUTION: It's not recommended to enable tracing when activating the integration flow in production.

5. Make sure the flow was activated successfully.
6. Repeat the active steps for the following integration flows:
   ○ OEC OFSC Work Order Updated R13

- OEC OFSC Work Order Canceled R13
- OFSC OEC Activity Updated R13
- **OFS B2BSVC Attachment**

7. After activation, verify that the integration synchronization is functional.

Verify Integration Synchronization

Here's how you verify the synchronization:

1. Create a work order record in Oracle Fusion Service.

   It should automatically be created in Oracle Field Service. Verify in Oracle Field Service.
2. Move the activity in Oracle Field Service to a different date and time slot.

   It should automatically synchronize to the corresponding work order in Oracle Fusion Service. Verify the scheduled time is updated on the work order in Fusion Service.
3. Reschedule the work order in Oracle Fusion Service to a different date and time slot.

   It should automatically synchronize to the corresponding activity in Oracle Field Service. Verify the scheduled time is updated on the activity in Oracle Field Service.
4. Cancel the work order in Oracle Fusion Service.

   It should automatically synchronize to the corresponding activity in Oracle Field Service. Verify the activity in Oracle Field Service is canceled.
5. If you're using attachments, test the attachment by adding an attachment to the activity in Field Service. Then, make sure that attachment appears on the work order.

Manage Attachments for the Oracle Integration Configuration

Attachments for Oracle Integration Configuration

Follow this procedure if you're using attachments with Oracle Integration.

Here's how to configure the connection to the attachments local integration:

1. Sign in to the OIC instance.
2. On the Home page, click **Connections**.
3. On the Connections page, find **Oracle REST OFS Attachment Connection**.
4. Edit the connection.

   Since this is a REST connection, enter the details for the REST service. For more information about the REST adapter, see *Using REST Adapter with Oracle Integration*.
5. Click **Configure Connectivity**.

   In the Connection Properties window, enter the values as shown in the following table.

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Connection Properties Values

Property Name	Property Value
*Connection Type	REST API Base URL
TLS Version	TLSv1.2
*Connection URL	https://hostname:port/ic/api/integration/v1/flows/rest/ORCL-BRT-REST-OFS_ATTACH/20.10/ Substitute hostname:port with the hostname:port for your Oracle Integration instance. **Note:** The URL ends with the version number 20.10. If you create a new version, you will need to set it to your version number.
Enable two-way SSL for outbound connections (Optional)	No
Identity keystore alias name (Optional)	Leave blank.

6. Click **OK**.
7. Click **Configure Security**.
8. In the Credentials window, set the **Security Policy** to Basic Authentication.
9. Enter the values as shown in the following table:

Credential Values

Property Name	Property Value
Username	<User Name from Oracle Integration Cloud Integration User>
Password	<Password from Oracle Integration Cloud Integration User>
Confirm Password	<Password from Oracle Integration Cloud Integration User>

10. Click **OK**.
11. Click **Test** on the OIC Connection Configuration page.
12. When Tested Successfully is displayed, click **Save**.
13. When Saved Successfully is displayed, click **Close**.

6 Modifications and Extensibility

Extend Oracle Field Service

In Oracle applications, Extensibility lets you make changes to elements like objects, fields, workflow, and security privileges. In Oracle Fusion Service, you can modify Channels, Service Requests, Messages, and Queues.

Modify the Field Service Pages

Here's how you modify SR page layouts.

1. Sign in to Fusion Service as an administrator.
2. Click **Navigator > Configuration > Sandboxes**.
3. Click **Create Sandbox**.

   If you're creating a sandbox, make sure you activate Application Composer.
4. From the **Navigation** panel, go to **Application Composer**.
5. In **Application Composer**, select **CRM Cloud** from the **Applications** drop-down list.
6. Select the Service check box.
7. In the **Standard Objects** list, select **Work Order**, and then **Pages**.

   The **Work Order Pages** page shows sections you can modify for the Create and Details pages. To make changes to the standard layout, duplicate it first.

   The Create page is what users see when they create a work order. The Details pages are the View and Edit work order pages.

   You can add, remove, and reorder in these regions.

   - Contact Details
   - Work Order Details
   - Notes

   Click the **Edit** icon for what you want to change.
8. When you're done, save the layout.
9. Select **Active** to activate your new layout for users.

Modify the Field Service Fields

Here's how you modify fields:

1. Sign in to Fusion Service as an administrator.
2. Click **Navigator > Configuration > Sandboxes**.
3. Click **Create Sandbox**.

   If you're creating a sandbox, make sure you activate Application Composer.
4. After you activate the sandbox, from the Navigation panel, go to **Application Composer**.

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5. In the **Application Composer**, select **CRM Applications** from the Applications drop-down list.
6. Select the Service check box.
7. In the **Standard Objects** list, select **Work Order**, and then **Fields**.

Now, configure how you want the fields appear. You can choose whether the fields are required, updatable, or searchable.

> **Note:** A shaded field means it's being used in another region and it can't be used again.

Related Topics
- About Application Composer

Configure Your Own Attachments

About Configuring Your Own Attachments

In addition to the predefined Oracle Field Service attachment fields wo_attachment and wo_photo, you can add your own attachment fields.

There are three steps to create your own fields:

1. Add the attachment field custom property to Oracle Field Service.
2. Create an attachment category in Fusion Service.
3. Modify the integration Orchestration to handle the new attachment field.

The following sections of this chapter outline the detailed steps.

Add Attachment Field to Oracle Field Service

To use your own attachments, you first need to create a property for your attachment in Oracle Field Service.

The following table shows the properties to use for your property in Oracle Field Service.

Attachment Properties

Property Name	Property Label	Property Type	Entity	GUI	File Size Limit	Allowed MIME Types
<enter a name for your attachment>	Enter a unique label for the property. For example, "my_ attachment". Remember this property label. You will use it again	File	Activity	Enter one of the options: File, Signature, or Image.	For file elements, the default and the maximum size allowed are 5MB.	For file elements, enter the allowed MIME types. *Supported MIME Types*.

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Property Name	Property Label	Property Type	Entity	GUI	File Size Limit	Allowed MIME Types
	when configuring the integration.					

For more information, see the *Create a File Property* topic in the Administering Oracle Field Service guide.

Create an Attachment Category in Fusion Service

After you've added the attachment field property in Oracle Field Service, you create your new attachment category in Oracle Fusion Service.

Follow the instructions in the *Configure Attachment Categories* topic to create your own attachment category. The following table shows the values to use for your new category.

Attachment Category Values

Category Name:	Enter a unique identifier for the category. There is a mapping specified in OIC to map the OFS property label to this category name. For example, "MY_ATTACHMENT". Remember this property label. You will be using it again when configuring the integration.
User Name:	Enter a name that users will see on the work order UI.
Module:	Enter "Service" and tab out of the field. If you get a dialog window, select the row with User Module Name=Service, Module Type=APPLICATION and Module Key=SVC.
Description:	Enter a description. For example, Category for files imported from OFS.

1. Click **OK**.
2. Associate the new attachment category to the attachment entity SVC_WORK_ORDERS by clicking **Create (+)** in the Attachment Entities section.
3. Search for SVC_WORK_ORDERS, select the row, and click **Save and Close**.
4. On the Manage Attachment Categories page, click **Save**.

Modify the Integration Orchestration for a New Attachment Field

This procedure shows you how to modify the existing integration to handle your new attachment.

Here's how you modify the integration in Oracle Integration to handle your new attachment.

> **Note:** First, make sure the integration recipe name "*OFS B2BSVC Attachment*" is active.

Regenerate the Endpoint

Create a new version of the orchestration integration "OFS B2BSVC Activity Updated" and open it for editing.

For more information on creating new versions, see *Create a Draft of an Integration* in the Using Integrations in Oracle Integration guide.

To get custom fields to appear in the mapper, you must regenerate the endpoint. Do this by clicking on the OFS trigger `onActivityEvent` and clicking **Regenerate**.

Click **Regenerate** in the dialog box.

This regenerates the WSDL and any dependent artifacts. You may see errors and warnings caused by the new WSDL. You need to fix these manually. They're most likely just namespace errors.

Your primary business identifiers may get erased. Add them back using the values in the following table:

Primary	Tracking Field	Tracking Name	Tracking Variable
Primary	`apptNumber`	`appt Number`	tracking_var_1
NA	`eventType`	event Type	tracking_var_2
NA	user	user	tracking_var_3

For more information on regenerating endpoints, see *Regenerate a WSDL File for Integrations* in the Using Integrations in Oracle Integration guide.

Modify the Integration

You can now add a section to the integration to handle your new attachment.

The screenshot below shows the detail for the new attachment section.

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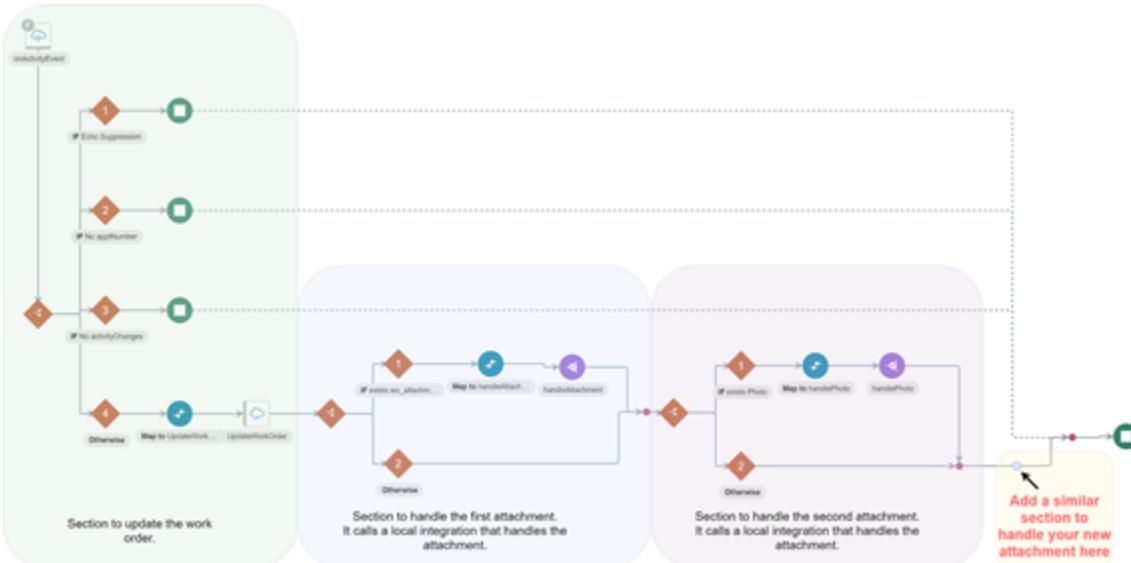
1. Add a switch activity to the end of the orchestration.

   Two branches are automatically created:

   a. **Undefined branch:**

      i. Click Edit on the routing expression to start the Expression Builder.

         For more information on using the Expression Builder, see the *Create Routing Expression Logic in Both Expression Mode and Condition Mode* topic in the Using Integrations in Oracle Integration guide.

         > **Note:** Be sure you're in Expression Mode and not Condition Mode.

      ii. In the Expression Builder, enter a value for Expression Name. For example, exists <property label>.

      iii. Find your new attachment property in the Source area. It should be in the tree under the following:
         → `notify_POST`

            → `events.definitions.activityEvent`

            → `activityChanges`

            → `<property label>`

      iv. Drag the new attachment property element from the Source area to the first text box of the new condition.

         It should be the text box with the `xpath` expression of the element.

      v. Enclose the text with "boolean(<element for your new attachment property>)" to convert it to boolean.

      vi. Set the condition operator to the equal sign "=".

      vii. In the text box after the operator, enter "true()".

      viii. Click **Validate** to validate the expression.

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ix. Click the **Done Editing** button.

> **Note:** You may need to click the >> overflow icon to expand the menu.

The expression should be displayed: boolean(<element for your new attachment property>) = true()

x. Click **Close**.

b. **Otherwise (second) branch**:

This branch is taken if the routing expression for the initial branch doesn't resolve to true. Leave it blank.

The first branch will call a "local integration", that will handle the attachment.

For more information on local integrations, see *Invoke a Co-located Integration from a Parent Integration* in the Using Integrations in Oracle Integration guide.

i. Click **Actions** to expand the panel.

ii. Drag Integration to the location in the integration canvas where you want to call another integration. (Immediately after the routing expression on the first branch.

The Configure Local Integration Service wizard is displayed.

iii. Specify the details as shown in the following table.

Local Integration Details (1)

Element	Description
What do you want to call your local integration invocation?	Specify a name. This can be any name such as `handleMyAttachment`.
What does this local integration invocation do?	Specify a description.

iv. Click **Next**.

v. Specify the details shown in the following table.

Local Integration Details (2)

Element	Description
Integration	Select the co-located integration. Only active integrations are displayed. In this case, it is OFS B2BSVC Attachment.
Identifier	Displays the identifier of the selected integration.

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Element	Description
Description	Displays the description of the selected integration.

    vi. Click **Next**.

    vii. Select the operation for the co-located integration. In this case select **POST**.

    viii. Click **Next**.

    ix. Review your selections.

    x. Click **Done**.

2. A new map should be created just before the local integration invocation. Give it any descriptive name such as Map to `handleMyAttachment.`

    For more information about how to use the Oracle Mapper, see *Using the Oracle Mapper with Oracle Integration* guide.

3. Edit the map. This map is used to provide inputs to the local integration invocation. The following table shows the detail for sources, target, and instructions.

Map Details

Sources	Target	Instructions
`OnActivityEvent Request-->events.definitions.activityEvent->activityDetails-->wo_number`	`TemplateParameters→ wo_number`	Map this by finding and dragging the Source to the Target.
`OnActivityEvent Request-->events.definitions.activityEvent->activityChanges→<property label>`	`QueryParameters→ attachmentPropertyValue`	Map this by finding and dragging the Source to the Target. **Note:** If the mapper doesn't let you drag the source element to the target, then create the target node for `attachmentPropertyValue` and drag the element to the text box at the bottom. Click **Save**.
`OnActivityEvent Request-->events.definitions.activityEvent->activityDetails-->activityId`	`QueryParameters→ activityId`	Map this by finding and dragging the Source to the Target.
NA	`QueryParameters→ propertyLabel`	Set this to the literal string value of your property label. For example, "my_attachment". You can do this by creating the target node (right-click the node and click on "Create Target Node") for `propertyLabel`, entering the text in the expression text box at the bottom, then clicking on the **Set Text** button followed by **Save**.

Sources	Target	Instructions
		Note: The value you enter must match the name of the custom attachment property you created in OFS.
NA	**QueryParameters→ description**	Set this to the literal string value of a description that appears in the Work Order attachments UI. For example, "**MyAttachment** imported from Oracle Field Service." Do this by creating the target node for description, entering the text in the expression text box at the bottom, then clicking on **Set Text** followed by **Save** .
NA	**QueryParameters→ categoryName**	Set this to the literal string value the attachment's category name. For example, "MY_ATTACHMENT". Do this by creating the target node for **categoryName**, entering the text in the expression text box at the bottom, then clicking on the Set Text button followed by the Save button. **Note:** The value you enter must match the attachment category name of the attachment category you created in Fusion Service.
NA	**QueryParameters → ConnectivityProperties**	Ignore this element.

4. On the mapper, click **Validate**.
5. Click **Close**.
6. Save the integration.
7. Close the integration.
8. Activate the integration.
9. Test your new attachment field.

Troubleshoot Attachments

This document covers some troubleshooting examples for attachments.

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Issue: 400 Bad Request Error

Issue: REST API 400 Bad request error:

Post: `PODURL/crmRestApi/resources/11.13.18.05/customerWorkOrders/0000022013/child/Attachment`

Response: `400 Bad Request]]&gt;</nstrgmpr:errorPath><nstrgmpr:instance>&lt;! [CDATA[Permission to insert or update documents is denied due to data security rules. Permission to insert or update this attachment is denied due to the data security rules`

Resolution:

The Work Order object is set up to use attachment category security. It's not required to have different security for the Photo category than for the Attachment category. Remove the data security for Photo Category by following these steps:

1. Navigate to Setup and Maintenance.
2. Search for Task Manage Attachment Entities.
3. Search for Entity Name = SVC_WORK_ORDERS
   - User Entity Name: SVC_WORK_ORDERS
   - Module: Service
   - Database Resource: SVC_WORK_ORDERS
   - Table Name: WorkIOrderVO
4. Deselect the checkbox for Enable Security.

Issue: Count '0' Response from Postman

Issue: OIC integration is showing the attachment was created, but when checked from postman, it's getting a response with a count of '0'.

Resolution:

1. Ensure the association between the category and the attachment entity work order is set correctly.

   See the *Attachments Troubleshooting* topic in the Implementing Applications guide.

   - In the **Roles** page, check for the user in the Manage Application Attachment Category.
   - Ensure the SERVICE_APP_ICS_ID (Integration User) has the Sales Administrator role.
2. Define new Attachment Category and associate it to the entity.

   See the Manage Attachment Categories topic in the Oracle Fusion Service Configuration chapter of this guide.
3. Navigate to Security Console.
4. Create a new custom role using the following parameters.
   - Role Name: Enter a name.
   - Role Code: ATTACHMENTS_ROLE
   - Role Category: Common - Job Roles
5. Navigate to Role Hierarchy.
6. Add the Service Work Order Administration role.
7. Click **Save and Close**.
8. Add the Role to the Integration User.

9. Create another Job Role with the following parameters:
   - Role Name: Enter a name.
   - Role Code: ATTACHMENTS_ROLE
   - Role Category: Common - Job Roles
10. Navigate to Role Hierarchy.
11. Add the following privileges:
    - Attachments User
    - Attachment Read
    - Attachments Update
    - Attachments Delete
12. On the **Users** tab, add the needed user that makes the call (Integration User).
13. Click **Save and Close**.
14. From the Navigator, go to Tools > Scheduled Processes and run the following jobs:
    a. Retrieve Latest LDAP Changes
    b. Send Pending LDAP Requests
    c. Import User and Role Application Security Data
    d. Synchronize User GUID

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7 Set Up Additional Features

Find My Technician

If you have Find My Technician enabled in Oracle Field Service, you can add the Where's My Technician field to the work order object. The field stores the URL that's passed from Oracle Field Service through the prebuilt OIC flow.

The URL opens a page from Oracle Field Service that tracks technicians when they're in route to the customer location.

> **Note:** If you want the agent to view the Find My Technician map, add `FsTechnicianLocatorUrl` field to the Work Order Detail page through Application Composer. See the field mappings in the following related links. Once you add the field, the agent sees a link that opens the map in a new tab.

For more information about setting up this feature, see the *Where's My Technician* topic in the *Administering Oracle Field Service* guide.

Related Topics
- Work Order Activity Updated Field Mappings R13 (1.0)

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8 Manage Work Orders

Overview of Work Orders

A work order can be any work performed at a customer site, like an installation, standard maintenance, or a repair request.

Creating an Oracle Field Service work order in Fusion Service creates a corresponding activity in Oracle Field Service. When there are any updates made to the activity in Oracle Field Service, the work order is updated.

Work orders can have the following information:

- Customer contact information
- Information about the location where the work is to be performed
- Type of work to be performed
- Date and time to do the work
- SLA milestone resolution due (date and time work must be complete based on the service contract)
- Product and maintenance details necessary for completing the work
- The Oracle Field Service technician the work order is assigned to

Related Topics
- Create a Work Order
- How do I update a work order?
- Reschedule a Work Order
- Cancel a Work Order

Create a Work Order

You can open work orders through Service Requests, or from Work Orders from the Service springboard.

To create a work order, do the following:

1. Open Work Orders.
2. Click the **Create Work Order** button.
   If there is more than one type of work order, this is a drop-down list. Select the type of work order you want to create.
3. Select a contact from the list of values.

   > **Note:** If two contacts are merged, you may see a change in the contact of a work order. The contact remaining after the merge is now associated with the work order, as it replaces the merged contact.

4. Enter information in the remaining fields using the following table as a guide:

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Field	Description
Phone	If the contact has a primary phone, it's automatically populated. If the contact has another phone, use **Other Phone** from the list of values. You can make changes to the contact's information by clicking the **Manage Phone** link in the list of values.
Email	If the contact has a primary email, it's automatically populated. You can change or add the contact's email by clicking the **Manage Email** link in the list of values.
Address	If the contact has a primary address, it's automatically populated. If the physical address where the work is being performed is different from the primary address, use the list of values to find the physical address. If the address doesn't exist in the list, add it by clicking the **Manage Address** link in the list of values.

5. Select the **Time Zone** for where the work is being performed.
6. Select the **Work Order Area** from the list of values.

> **Note:** If your company uses Direct Assignment scheduling, these fields will be reversed. You enter the Work Order Area First, and then the Time Zone.

7. Select the **Type of Work** to be performed from the list of values.
8. Optionally, enter a time (in minutes) for a **Reminder** to the customer.

The reminder triggers the service representative to contact the customer to confirm the time that the technician is scheduled to perform the work.

9. **Schedule** the **Work Order** using either the **Scheduler** or **SLA Resolution Due**.

Using the Scheduler:

a. Click the **Calendar** icon in the **Requested** field. The calendar appears with information based on the work order type and work order area.
b. If your company uses Direct Assignment scheduling, the last two fields will be reversed. You enter the Work Order Area First, and then the Time Zone.

> **Note:** If a resolution due is assigned from the SR, then you don't have to select a time slot. If you select a time slot, it overrides the resolution due. If there's no resolution due from the SR, then you have to select a time slot to save the work order.

c. Select a date and time slot on the calendar for when the work should be completed.
d. Click **Select**.

You're taken back to the Create Work Order page.

The **Requested** field is now populated with the time and date (or the specific technician) you selected on the calendar.

10. Optionally, enter a **Case Note** for the technician.

11. Click **Save and Close**.

   You see a confirmation message with the work order number. You can use that work order number for future searches.

12. Click **Refresh** on the Work Order page to validate that the work got scheduled.

   The work order is created.

Related Topics

- How do I update a work order?
- Reschedule a Work Order
- Cancel a Work Order
- Create and Edit a Service Request

How do I update a work order?

Update work orders by opening them from Service Requests, or from Work Orders on the Service springboard.

Some work orders might not be updatable for one of the following reasons:

- The work order must be in a scheduled status before it can be updated.
- The work order was created or updated and was submitted to Oracle Field Service, but not yet confirmed. A message is displayed.
- An error was discovered in the Oracle Field Service integration after the work order was created or updated. A message is displayed.
- Oracle Field Service doesn't support updating activities that are scheduled in the past so the work order scheduled date must be in the future.

To update a work order, do the following:

1. Open the work order.
2. Select the work order that you want to update.
3. Update the work order with your changes.
4. Click **Save**.

   A confirmation message is displayed letting you know the change was submitted.

5. Click **Refresh** to see change confirmation. The work order is in read-only mode until the Oracle Field Service application acknowledges the change. This should only take a moment. When the change is confirmed, the Edit Work Order page appears with the change displayed.

6. Click **Save and Close**.

Reschedule a Work Order

You can open work orders through Service Requests, or from Work Orders from the Service springboard.

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To reschedule the date or time for a work order do the following:

1. Open the work order.
2. Click the work order number from the work order list.
3. Click the icon for the **Calendar**.
4. Depending on what type of scheduler your company uses, select a new date and time, or select a specific technician.
5. Click the link for the **Requested Time and Date**. You can also click the **Calendar** icon.
6. Select a new date and time on the calendar.
7. Enter a reason for rescheduling.
8. Click **Select**.
9. Click **Save**.

   Wait while the integration between Fusion Service and Field Service confirms the rescheduling.

   Oracle Integration Cloud now confirms the rescheduling.
10. Click **Refresh** to make sure the rescheduling is confirmed. The work order is in read-only mode until Oracle Field Service acknowledges the change. Once rescheduling is confirmed, the Edit Work Order page returns and the information for **Requested** and **Scheduled** match.

    > **Note:** Rescheduling failures can be caused by the following:
    >   - Rescheduling was rejected by ᴛᴏᴀ.
    >   - Oracle Integration didn't connect to ᴛᴏᴀ. An administrator must manually reschedule the work order.

11. Click **Save and Close**.

Related Topics
- How do I update a work order?
- Cancel a Work Order

Cancel a Work Order

You can open work orders through Service Requests, or from Work Orders from the Service springboard.

To cancel a work order:

1. Open the work order.
2. Click the work order number from the work order list.
3. Click **Cancel Work Order**.

   A warning message lets you know that you can't reopen canceled work orders.
4. Enter the **Cancel Reason**.
5. Click **Cancel Work Order**.

   The work order read-only until Oracle Field Service Cloud acknowledges the cancellation.

   You see a confirmation message.

Related Topics
- How do I update a work order?
- Reschedule a Work Order

How to View Audit History for a Work Order

Use the Audit History tab on the Edit Work Order: Summary page to see work order audit reports. You can filter the audit reports by date, user, and events.

To view audit history for a work order do the following:

1. In the Edit Work Order: Summary page, click the **Audit** subtab.
2. Expand the **Search** region and select the date range for which you want the report.
3. Enter the other search details if required, such as **User Name** and, **Event Type**.
4. Click **Search**.
5. To export the report, click the **Export to Excel** icon, or click **Export to Excel** from the **Actions** menu.

You can save your search criteria by clicking **Save** in the **Search** region.

How to Estimate Charges and Order Parts on a Work Order: For Oracle Service Logistics Users

Sometimes parts are required for a work order. If you're using Oracle Service Logistics, you can estimate labor, expense, and parts that are required by the field service technician. If the customer approves the estimated charges, you can order the parts and decide if the parts should be sent to the technician or the customer.

To estimate labor, expense, and parts, click the **Charges** button. The Manage Charges and Estimates window appears. For more information about adding charges and estimates see the related links at the end of this topic for the Create Charges and Estimate Charges topics.

To order parts, the Parts Details tab is available on the View Work Order page. When you save the work order, a transfer order is then created to ship the parts for the field service technician to use for the repair.

For more information about adding charges and estimates see the following Create Charges and Estimate Charges topic links.

Related Topics
- Order Parts for Field Service
- Create Charges
- Estimate Charges

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FAQs about Work Orders

Why is someone else scheduled to complete the work when I requested a specific technician?

If your company uses Direct Assignment scheduling, you can request specific technicians for the work order. If you've requested a specific technician and notice later that someone else was scheduled for the work, it could be, that technician is out for training, or out sick.

You can request that technician again by clicking the calendar icon and searching for the next available time slot for that technician. Once you've done that, save the work order to see the update.

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9 Field Mapping 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
WoId	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
PrimaryAssetPurchaseD	Date	wo_asset_purchase_ date	String	yes	NA
PrimaryAssetStatusCod	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
ContactAltPhoneNumb	String	customerCell	String	NA	NA
Address1 Address2 Address3 Address4	String	streetAddress	String	NA	`concat(Address1, Address2, Address3, Address4)`
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
ResolutionDueDateLoca	String	slaWindowEnd	String	NA	`If RequestedDate = "" and ResolutionDueDateLocal != ""`

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Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Administrator-Defined Property	Condition
					concat((substring(Resolut 1,10), ' ', (substring(ResolutionDueD 12,8))
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	=ORA_SVC_WO_PENDING
WoIntegrationMsgCd	String	NA	NA	Null
WoIntegrationStatusCd	String	NA	NA	=ORA_WO_INT_CREATE_ SUCCESSFUL
ScheduledDate	String	Date	Date	NA
ScheduledTimeSlot	String	Timeslot	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.

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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_UPDATEE_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.

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Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Administrator-Defined	Condition
WoId	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
PrimaryAssetPurchaseD	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
Address1 Address2 Address3 Address4	String	streetAddress	String	NA	`concat(Address1, Address2, Address3, Address4)`
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_ SUCCESSFULElse 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

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_RESCHEDUE_ 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
WoId	Long	apptNumber	String	NA	NA

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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
PrimaryAssetPurchaseD	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**

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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
WoId	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

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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(deliveryWi 1,10),'T'), (substring(deliveryWindowStar 12,8),'Z'))**
DeliveryWinStartEnd	DateTime	deliveryWindowEnd	NA	**If deliveryWindowEnd ! = "" Then concat((substring(deliveryWi 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'))**

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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.

How do I map work order attachment fields?

The table in this topic details field mappings for attachments in Oracle Field Service. The fields are updated in Oracle Fusion Service through Oracle Integration.

Attachment Field Mapping

The following table shows the Oracle Field Service to Oracle Fusion Service field mappings for attachments.

Oracle Fusion Service Property	Data Type	Oracle Field Service Property	Data Type	Condition
Attachment	file	wo_attachment	file	Enter the allowed MIME type.
Photo	image	wo_photo	file	NA

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

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Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
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
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)`

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Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
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
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		

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Oracle Fusion Service Attribute	Data Type	Oracle Field Service Property	Data Type	Condition
ProdGroupId	**Boolean**	NA		
WoNumber **(of parent WO)**	String	wo_parent_number		
WoNumber	String	wo_number	String	
WoId	Long	apptNumber	String	

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