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Release Notes

for

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FIELD SERVICE CLOUD

Version 15.5

Part Number E64937-01

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1 Introduction

1.1 Document Purpose and Scope

This document describes the new features, changes, and significantly altered functionality introduced in Oracle Field Service Cloud, version 15.5. It also provides a brief overview of minor changes and issues. For a detailed description of the features and changes introduced in this document, please refer to the corresponding separate documents.

1.2 Glossary

The glossary below contains the basic OFSC terms used in this document.

Term	Description
Activity	Any time-consuming work performed by a resource
API	Application Programming Interface – a particular set of rules and specifications that software programs follow to communicate and interact with each other
Bucket	Entity appearing on the resource tree which can contain resources of a defined type and be assigned activities
Capacity	Workforce possessing the necessary work skills available at a certain moment of time
Capacity bucket	Bucket used for Quota management
Capacity category	Predefined set of work skills, work skill groups and time slots within which they are considered by the Capacity API
Context	OFSC or API screen showing all available properties and action links
Daily Extract	Functionality used to extract data from OFSC for further analysis and reporting (previously referred to as DWH)
Delivery window	Statistically calculated time period in which a resource is expected to start an activity
Dynamic Routing	Routing option allowing to assign only a predefined number of activities to resources and/or assign activities only for a predefined period of time
ETA	Estimated time of arrival. Predicted time at which a resource will arrive at an appointment and start an activity, calculated dynamically for current and historical data
Field	Property present in the system by default
Forecasting	Oracle Field Service Forecasting Cloud Service. Feature of OFSC allowing to forecast the company workload on the basis of historical data
Geocoding	Process of finding geographic coordinates from street addresses or postal codes
Group	Feature on the resource tree identifying a particular type of resource
GUI	Graphical User Interface, allows to use software by manipulating images rather than by issuing text commands
Historical data	Data of the past periods available in the database or from other sources
Inventory	Equipment that can be installed or deinstalled during an activity
Linked activities	Two separate activities related so that the completion or start of one is dependent on the completion or start of the other
Manage	Oracle Field Service Core Manage Cloud Service (former Manage Application).

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	Serves as the command center for field operations and the central hub for viewing real-time information about resources and their activities across the entire field organization
Mass activity	Activity involving 2 or more resources
Message (Notification)	Communications within software (which may or may not be readable by humans), as well as person-to-person communications delivered via computer software
Mobility	Oracle Field Service Mobility Cloud Service (former Mobility Application). A web-based application for mobile resources to execute and manage work-related activities and ongoing communications
Not scheduled	Activity not assigned to a specific date
Not ordered	Activity with an unspecified order of execution in a route, so that it can be executed at any time during the working day. Not-ordered activities do not have defined ETAs or delivery windows
Ordered	Activity with a defined place in a route, which must be performed at a specified time of day. The order of activities can be changed; ordered activities can be changed to not-ordered activities and vice-versa
Penalty	Relative scale representing the expected increase of total cost which a particular factor brings into routing result
Planning	Company's estimation of the workforce or workload required at a certain moment
Preassigned activity	Activity which was assigned to a specific resource before the routing run
Property	Field and field value, assigned to an entity in OFSC (to user, resource, activity or inventory). There are fields and custom properties
Quota	Amount of work that can be accepted for the bucket
Repeating activity	Activity recurring with a predefined frequency in a predefined period
Resource	Element in the resource tree representing a defined company asset
Resource Tree	Hierarchy of company resources, showing "parent-child" relationships
Route	List of activities assigned to a resource for a specific date, or a list of non-scheduled activities assigned to a resource
Routing	Process of assigning activities to resources (usually automated)
Service Window	Time frame expected by the customer for an activity as scheduled by the company
SLA window	Interval of time (that may involve a range of dates) within which certain work has to be performed according to the Service Level Agreement
Teamwork	Feature that allows resources to assist each other in an activity or on an on-going basis
Time Slot	1) Fixed service window, defined with a name and label, specifying when certain types of activities can be performed 2) Service Window (if the activity type does not support time slots)
User	1) Person using OFSC 2) Entity used for authentication and authorization, allowing people or external software to access OFSC
Work Skill	1) Activity that a resource is qualified to perform (resource property)

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	2) Qualification required to perform an activity (activity property)
Work Zone	Defined geographical area in which a resource can perform an activity
Forecasting	Oracle Field Service Forecasting Cloud Service. New feature of OFSC allowing to forecast the company workload on the basis of historical data
Capacity Management	Oracle Field Service Capacity Cloud Service. A process of managing a workforce to ensure that a company has enough people with the specific skills to do a certain amount of work

2   Oracle Field Service Cloud 15.5.0

2.1 Overview

2.2 Manage

2.2.1 Manage on Mobile Devices

Nowadays many customers choose mobile devices over desktops in their everyday work. This trend has also influenced traditional desktop applications which are now being used on mobile devices more often. Oracle Field Service Cloud has enhanced Manage to support mobile devices, as well. As of version 15.5, Manage can be run on tablets.

In order to improve usability of Manage on tablets, the following has been implemented.

2.2.1.1   Ability to Use Unscheduled Pane in Time View

Tapping on 'Non-scheduled' or 'Not ordered' icons in Time View will open a second grid with the applicable activities at the bottom of the screen (Figure 1).
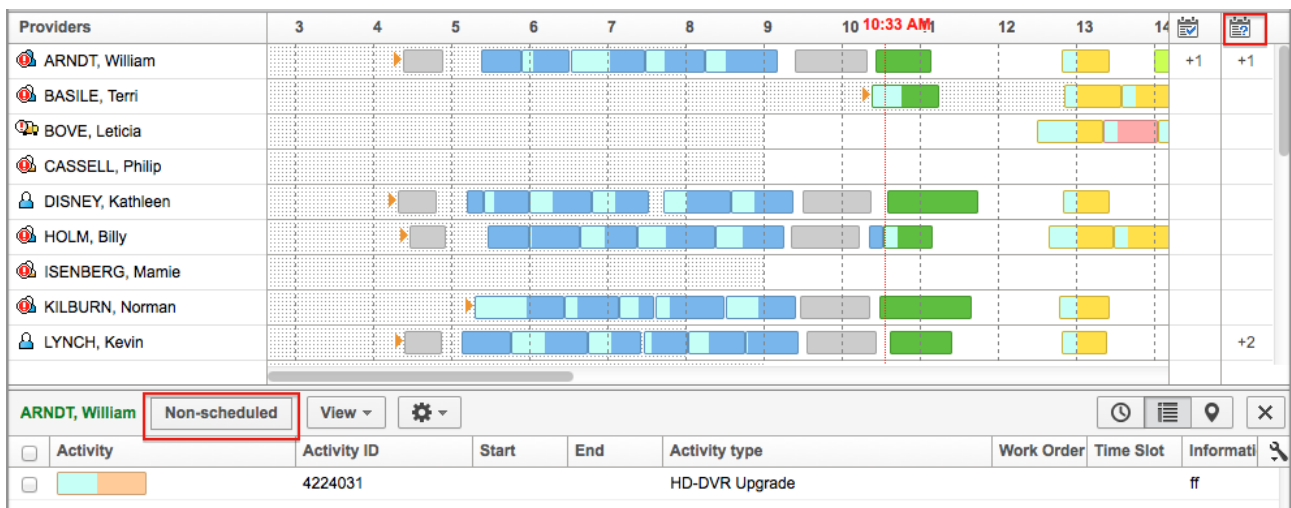

Figure 1: Non-Scheduled activities displayed in Time View

2.2.1.2   Ability to Clear Search with the X Button

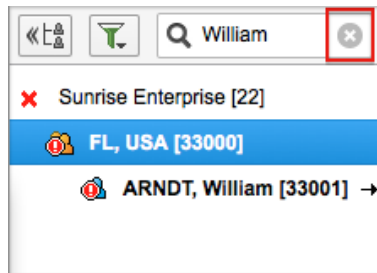The X button in the Search field for the hiearchy is available and functions properly (Figure 2).

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Figure 2: Clear Search button

2.2.1.3 Ability to Scroll in List View and Quota Screen

Scrolling in List View and on Quota Screeen on tablets is available where applicable.

2.2.1.4 Improved Usability of Filters on Activity Views on Tablets

With the introduction of Manage on tablets functionality, it is now possible to take full advantage of Manage on a portable device. Namely, the usability of filters on Activity Views has been enhanced so that the drop-down window is displayed correctly on tablets (Figure 3).
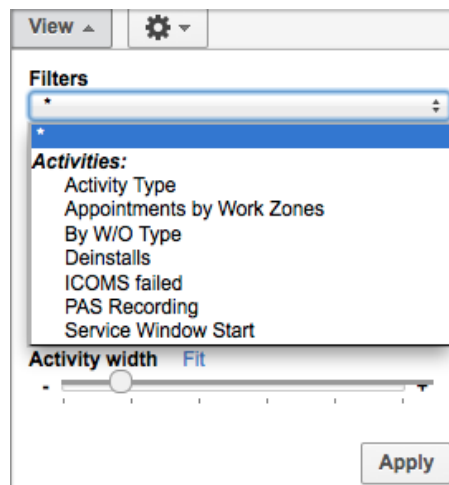

Figure 3: Filters on Activity Views on tablets

2.2.1.5 Ability to Close Popup Windows with the Close (X) Button

It is now possible to close all popup windows throughout the system on tablets using the X button, located in the top right corner of the popup window.

2.2.1.6 Drag and Drop Functionality Implemented

Drag and Drop functionality in Manage is now supported, which significantly increases the usability of Manage on tablets.

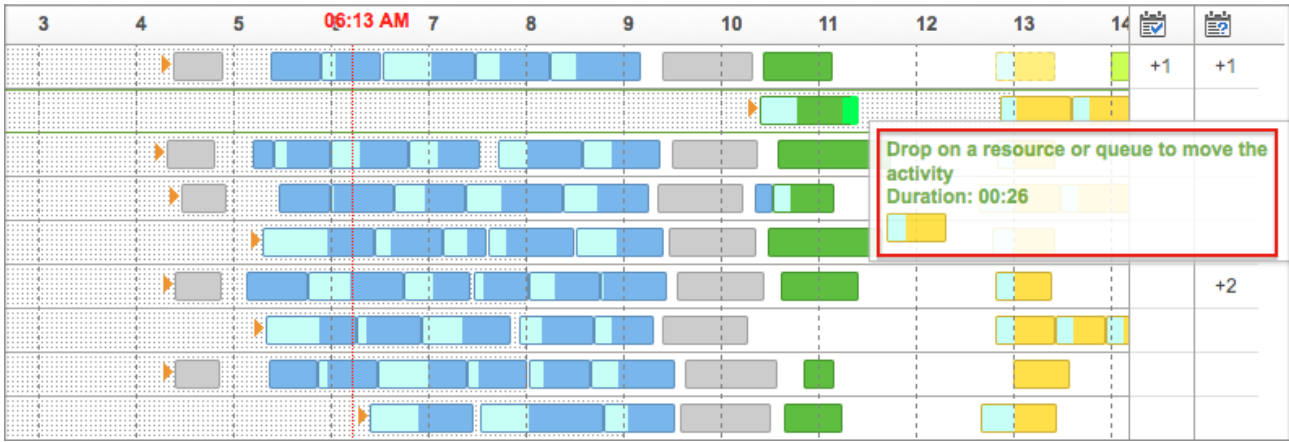This functionality applies to Activity View and Resource Tree screens.

Figure 4: Drag and Drop functionality on tablets (Activity View)

2.2.1.7   Ability to Resize Unscheduled Pane on Map View

The ability to resize the unscheduled pane on Map View in Manage on tablets has been implemented to increase usability.