Oracle® Cloud
Using the Oracle Field Service Adapter with Oracle Integration
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Preface

This guide describes how to configure the Oracle Field Service Adapter as a connection in an integration in Oracle Integration.

Note:
The information in this guide applies to all of your Oracle Integration instances. It doesn’t matter which edition you’re using, what features you have, or who manages your cloud environment. You’ll find what you need here, including notes about any differences between the various flavors of Oracle Integration when necessary.

Topics
• Audience
• Documentation Accessibility
• Related Resources
• Conventions

Audience

This guide is intended for developers who want to use the Oracle Field Service Adapter in integrations in Oracle Integration.

Documentation Accessibility

For information about Oracle’s commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Resources

See these Oracle resources:
• Oracle Cloud
  http://cloud.oracle.com
• Using Integrations in Oracle Integration
• Using the Oracle Mapper with Oracle Integration

## Conventions

The following text conventions are used in this document:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>boldface</strong></td>
<td>Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.</td>
</tr>
<tr>
<td><em>italic</em></td>
<td>Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.</td>
</tr>
<tr>
<td><code>monospace</code></td>
<td>Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.</td>
</tr>
</tbody>
</table>
Understand the Oracle Field Service Adapter

Review the following conceptual topics to learn about the Oracle Field Service Adapter and how to use it as a connection in integrations in Oracle Integration. A typical workflow of adapter and integration tasks is also provided.

Topics:
- Oracle Field Service Adapter Capabilities
- What Application Version Is Supported?
- About Oracle Field Service Adapter Use Cases
- Workflow to Create and Add an Oracle Field Service Adapter Connection to an Integration

Oracle Field Service Adapter Capabilities

Use the Oracle Field Service Adapter to create a Field Service application integration.

The Oracle Field Service Adapter provides service agents with access to the information they need to be successful in the field, connects field agents with on-premise teams, and reduces the time to correct issues by getting the right person to the right place at the right time. The Oracle Field Service Adapter supports bidirectional data transfers; field service orders (outbound) are sent and progress updates (inbound) are received.

The Oracle Field Service Adapter provides these benefits:
- Acts as a single management interface for Oracle Field Service Cloud.
- Integrates Oracle Field Service Cloud with other cloud applications.
- Allows customized operations to meet the unique requirements of your organization.
- Provides tools for error reporting and review.
- Provides a standard adapter life cycle, controlled runtime environment, and monitoring capabilities.
- Supports artifact regeneration. When a new custom property is added in Oracle Field Service Cloud, you can view it in the mapper for an existing integration by clicking the Oracle Field Service Adapter and selecting Regenerate Artifact.
See Regenerating a WSDL File for Integrations in Using Integrations in Oracle Integration.

The Oracle Field Service Adapter is one of many predefined adapters included with Oracle Integration. You can configure the Oracle Field Service Adapter as a connection in an integration in Oracle Integration.

What Application Version Is Supported?

For information about which application version is supported by this adapter, see the Oracle Integration Adapters Certification Matrix under section Oracle Integration Adapters Certification at the top of the page:

Oracle Integration Adapters Certification Matrix

About Oracle Field Service Adapter Use Cases

This scenario describes the interaction between the Oracle Field Service Cloud and an application that receives and processes alerts for municipal services.

- A municipal employee receives an alert on the municipal services monitoring application indicating that there is a natural gas leak near a busy downtown intersection.
- The municipal employee creates a work order to dispatch a service team to the site. All details necessary to locate the natural gas leak are included in the work order.
- The municipal employee saves and submits the work order on the municipal services monitoring application.
- The work order is sent to the Oracle Field Service Adapter.
- The Oracle Field Service Adapter creates a matching activity in Oracle Field Service Cloud and returns the activity identifier to the municipal services monitoring application to allow the progress of the work order to be monitored.
- Oracle Field Service Cloud assigns the activity to the service team.
- The lead Engineer for the service team uses the mobile Oracle Field Service Cloud application to review the work order and identify the location of the natural gas leak.
- The service team repairs the natural gas leak and the lead Engineer uses the mobile Oracle Field Service Cloud application to change the status of the work order to completed.
• Oracle Field Service Cloud sends an activity completed notice for the work order to Oracle Field Service Adapter.
• The Oracle Field Service Adapter forwards the activity completed notice for the work order to the municipal services monitoring application.
• The municipal services monitoring application identifies the work order as resolved and it is closed.

Workflow to Create and Add an Oracle Field Service Adapter Connection to an Integration

Follow a workflow to create a connection with an adapter and include the connection in an integration in Oracle Integration.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create an Oracle Field Service Cloud user type with API access and associate a new or existing user with the user type.</td>
<td>Prerequisites for Creating a Connection</td>
</tr>
<tr>
<td>2</td>
<td>Create the adapter connections for the applications you want to integrate. The connections can be reused in multiple integrations and are typically created by the administrator.</td>
<td>Create an Oracle Field Service Adapter Connection</td>
</tr>
<tr>
<td>3</td>
<td>Create the integration. When you do this, you add source and target connections to the integration.</td>
<td>Creating Integrations and Add the Oracle Field Service Adapter Connection to an Integration</td>
</tr>
<tr>
<td>4</td>
<td>Map data between the source connection data structure and the target connection data structure.</td>
<td>Mapping Data of Using Integrations in Oracle Integration</td>
</tr>
<tr>
<td>5</td>
<td>(Optional) Create lookups that map the different values used by those applications to identify the same type of object (such as gender codes or country codes).</td>
<td>Managing Lookups of Using Integrations in Oracle Integration</td>
</tr>
<tr>
<td>6</td>
<td>Activate the integration.</td>
<td>Managing Integrations of Using Integrations in Oracle Integration</td>
</tr>
<tr>
<td>7</td>
<td>Monitor the integration on the dashboard.</td>
<td>Monitoring Integrations of Using Integrations in Oracle Integration</td>
</tr>
<tr>
<td>8</td>
<td>Track payload fields in messages during runtime.</td>
<td>Assigning Business Identifiers for Tracking Fields in Messages and Managing Business Identifiers for Tracking Fields in Messages of Using Integrations in Oracle Integration</td>
</tr>
<tr>
<td>9</td>
<td>Manage errors at the integration level, connection level, or specific integration instance level.</td>
<td>Managing Errors of Using Integrations in Oracle Integration</td>
</tr>
</tbody>
</table>
Create an Oracle Field Service Adapter Connection

A connection is based on an adapter. You define connections to the specific cloud applications that you want to integrate.

Topics:
- Prerequisites for Creating a Connection
- Create a Connection
- Upload an SSL Certificate

Prerequisites for Creating a Connection

These are the prerequisites for creating a connection with the Oracle Field Service Adapter.
- Create an Oracle Field Service Cloud User Account
- Get the Client ID/Client Secret from the Oracle Field Service Application
- Enable Event Publishing from Oracle Field Service Cloud to Oracle Integration
- Migrate to Oracle Field Service Cloud Version 19c

Create an Oracle Field Service Cloud User Account

1. Log in to Oracle Field Service Cloud.
2. Click Configuration in the upper right.
3. Click User Types in the Users and Security area.
4. Add a new user type or select an existing user type in the left pane.
5. Enable API access for the user type based on the Oracle Field Service Adapter version you are using:
   a. If using Oracle Field Service Adapter version 17.2.x or later:
      i. Navigate to Configuration > User Types and select the required user type.
      ii. Navigate to the Screen configuration tab, and open the Configuration context under Main Menu Items.
iii. Click the Click to add button at the bottom left.

iv. In the Add Action dialog, search for Applications and add it.

v. Give Read Write permissions to the Applications action.

vi. Navigate to the Configuration page and note that the applications are available under the Users, Security, Integrations section.
vii. Open the **Configuration > Applications** page.

viii. Click the + button (at the top left) and add a new application.

ix. Select the newly added application.

x. Select the **Active** check box under the **General info** section.

xi. Click **Add New** in the **API Access** section.

xii. Select the required APIs and click **Submit**. Core API, Capacity API, and Metadata API are needed for using all Oracle Field Service Adapter Oracle Integration features.

xiii. In the **API access** section, click the hamburger menu against each API and select **Available entities**.
xiv. In the Available entities dialog, select the required permissions for the entities and click **Submit**.

xv. Click the **Save** button at the bottom right to save the application.

xvi. Navigate to **Configuration > User Types**.

xvii. Select the required user type.

xviii. In the **General** tab, check **Allow legacy access via API using user login and password**.

xix. Select the required application from the **API access permissions are configured using selected application** dropdown list.

xx. Click **Save**.

xxi. Use the username/password of a user, with the newly configured user type, to configure the Oracle Field Service Adapter connection in Oracle Integration.

b. If using Oracle Field Service Adapter versions prior to 17.2.x:

i. Select **Allow access via API** in the **Access** settings area of the **General** tab.

ii. Click the **API access** tab.

iii. Select the **Core API** check box.

iv. Click **Core API** and select **ReadWrite** for the objects that the user type can modify.

v. Select **ReadWrite** for **Business Events** and **Collaboration Events**.

vi. Click **Save**.

6. Associate a user with the user type:

a. Open the **Users** page.

b. Select a bucket from the **Resource** tree.

c. To associate a new user, click **Add new** and select the appropriate user type along with the other required details. Click **Ok**.

d. To associate an existing user, select the check box next to the user, click **Set User type**, and select the appropriate user type. Click **Ok**.
Get the Client ID/Client Secret from the Oracle Field Service Application

To configure the Client Credentials security policy on the Connections page, you must first obtain the client ID and client secret.

1. Log in to Oracle Field Service Cloud.
2. Select Configuration.
3. Click Applications in the Users, Security, Integrations area.
4. Select the application used in User Types for the integrator role.
5. Check the following option to see the application used for the integration:
   a. Select User Types under Configuration.
   b. Use the application name displayed next to the API access permissions are configured using selected application configuration.
7. Click Show Client ID / Client secret to see the details.

Enable Event Publishing from Oracle Field Service Cloud to Oracle Integration

The steps to follow to enable event publishing from Oracle Field Service Cloud to Oracle Integration are based on your version of Oracle Field Service Cloud. This configuration enables Oracle Field Service Cloud to act as a data trigger to Oracle Integration.

• For Oracle Field Service Cloud Releases Prior to 18c
• For Oracle Field Service Cloud Releases 18c and Later

For Oracle Field Service Cloud Releases Prior to 18c

Follow these steps to enable event publishing to Oracle Integration from releases of Oracle Field Service Cloud prior to 18c.

1. Log in to the Oracle Field Service Cloud Manage application.
2. Click Configuration > Oracle Integration (OI). The Oracle Integration (OI) page is displayed.
3. Click Add new. The Add Oracle Integration (OI) Access dialog is displayed.
4. Enter the following details, then click Add.
### Element | Description
--- | ---
**End Point Label** | Enter a human-readable name/description for the application for which you are creating the integration. This field is for user information only.

**ICS Domain** | Enter the host name of your Oracle Integration instance. For example, assume your integration URL is as follows:

https://integration-a12345.integration.us7.oraclecloud.com/integration/flowsvc/ofsccloudadapter/NAME/v01/

For this field, set the Oracle Integration domain to the host name only:

integration-a12345.integration.us7.oraclecloud.com

**ICS Username** | Enter the username that you use for logging into Oracle Integration. This username and its password are used to authenticate with Oracle Integration when Oracle Field Service Cloud starts sending events to an Oracle Integration instance.

**ICS Password/Confirm Password** | Enter the Oracle Integration password, then enter it a second time to confirm.

The integration details are displayed on the Oracle Integration (OI) page. You can modify or delete the configuration from this location.

### For Oracle Field Service Cloud Releases 18c and Later

Follow these steps to enable event publishing to Oracle Integration from Oracle Field Service Cloud Release 18c and later.

**Add an Oracle Integration Channel**

You can add an Oracle Integration channel using the Outbound Integration Channels configuration page.

1. Navigate to the Configuration page.
2. Click **Outbound Integration**.
3. On the Outbound Integration Channels page, click **Add Channel**.
The Add Channels dialog shows the options to add a new channel.

4. On the Add Channels dialog, provide the following details to create an Oracle Integration channel:

**Note:**
To update the values in this dialog, contact the Oracle Integration administrator.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel Type</td>
<td>Select <strong>Integration Cloud Service</strong> from the drop down list. Note that selecting <strong>Integration Cloud Service</strong> is applicable for configuring Oracle Integration.</td>
</tr>
<tr>
<td>Name</td>
<td>Enter the channel name to be displayed.</td>
</tr>
<tr>
<td>Element</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>Host</td>
<td>Enter the host name or the address of the Oracle Integration database server. For example, assume your integration URL is as follows:</td>
</tr>
<tr>
<td></td>
<td><a href="https://integration-a12345.integration.us7.oraclecloud.com/integration/flowsvc/ofsccloudadapter/NAME/v01/">https://integration-a12345.integration.us7.oraclecloud.com/integration/flowsvc/ofsccloudadapter/NAME/v01/</a></td>
</tr>
<tr>
<td></td>
<td>For this field, set the Oracle Integration domain to the host name only:</td>
</tr>
<tr>
<td></td>
<td>integration-a12345.integration.us7.oraclecloud.com</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>This URL is case sensitive on the Oracle Field Service Cloud side. The correct case must be given for the hostname, otherwise the event flow does not occur. See Configuration Issue Between Oracle Field Service Cloud (Source) and Oracle Integration.</td>
</tr>
</tbody>
</table>

| User Name | Enter the user name to access the Oracle Integration database. The user must have permissions such as CREATE TABLE, ALTER TABLE, DROP TABLE, and INSERT records. |

| **Password** and **Confirm Password** | Provide the password to access the Oracle Integration database, then enter it a second time. |

5. Click **OK**. The new channel is updated to the Outbound Integration Channels page. The Oracle Integration channel is updated (which is displayed as **ICS**) on the Outbound Integration Channels page.

Modify Oracle Integration Channel Details

You can modify the existing endpoint configurations for the Oracle Integration channel.

1. Navigate to the Configuration page.
2. Click **Outbound Integration**.
3. On the Outbound Integration Channels page, select the Oracle Integration channel (which is displayed as **ICS**) to edit.
4. Click the **Properties** icon and select **Modify**. The Edit Channel dialog shows the options to edit the selected channel.
5. Edit the following details as necessary:
<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Edit the channel name to be displayed.</td>
</tr>
</tbody>
</table>
| Host         | Edit the host name or the address of the Oracle Integration database server. For example, assume your integration URL is as follows:  

https://integration-a12345.integration.us7.oraclecloud.com/integration/flowsvc/ofsccloudadapter/NAME/v01/  

For this field, edit the Oracle Integration domain to the host name only:  

integration-a12345.integration.us7.oraclecloud.com  

**Note:** This URL is case sensitive on the Oracle Field Service Cloud side. The correct case must be given for the hostname, otherwise the event flow does not occur. See Configuration Issue Between Oracle Field Service Cloud (Source) and Oracle Integration. |
| User         | Edit the user name to access the Oracle Integration database. The user must have permissions such as CREATE TABLE, ALTER TABLE, DROP TABLE, and INSERT records. |
| Password and Confirm Password | Edit the password to access Oracle Integration database, then enter it a second time. |

6. Click **OK**.

**Delete an Existing Oracle Integration Channel**

You can delete Oracle Integration (ICS) channels from the Outbound Integration Channels page.

1. On the Outbound Integration Channels page, select the Oracle Integration (ICS) channel to delete.
2. Click the properties icon and then click **Delete**.

**Note:**

Deleting an Oracle Integration channel (which is displayed as **ICS**) deletes the channel configurations from Oracle Field Service Cloud.

3. In the Delete Confirmation dialog, click **OK**.
View Oracle Integration Channel Details

You can view the Oracle Integration channels using the Outbound Integration Channels page.

1. On the Outbound Integration Channels page, a newly created Oracle Integration (ICS) channel appears as follows:
The channel status indicates that the data transfer has not yet started. After the data transfer starts for the selected channel, the status show the time at which the last update occurred.

ICS

Data transfer has not been started

The data transmission success rate is the percentage of successfully transferred data (data transmission success rate = (total number of events successfully transferred / total events selected).

Migrate to Oracle Field Service Cloud Version 19c

When migrating to Oracle Field Service Cloud version 19c, the following changes to the authentication method are recommended:

- Users of Oracle Integration versions prior to 19.3.1 that use Basic Authentication should change the username and password to the client ID and client secret combination. Do this because username and password-based authentication has been deprecated in Oracle Field Service Cloud and integrations authenticated using the username and password do not work.

- It is recommended that users of Oracle Integration version 19.3.1 and above change their security policy to OAuth. Use the client ID and client secret and re-activate their integration for the migration. OAuth functionality is available with the Client Credentials selection on the Connections page. See Configure Connection Security.
Create a Connection

The first step in creating an integration is to create the connections to the applications with which you want to share data.

1. In the navigation pane, click Integrations, then click Connections.
2. Click Create.

Note:
You can also create a connection in the integration canvas of:
- An orchestrated integration (See Define Inbound Triggers and Outbound Invokes.)
- A basic routing integration (See Add a Trigger (Source) Connection.)

The Create Connection — Select Adapter dialog is displayed.

3. Select an adapter from the dialog. You can also search for the type of adapter to use by entering a partial or full name in the Search field, and clicking Search.

The Create New Connection dialog is displayed.

4. Enter the information to describe the connection.
   - Enter a meaningful name to help others find your connection when they begin to create their own integrations. The name you enter is automatically added in capital letters to the Identifier field. If you modify the identifier name, do not include a blank space (for example, Sales Opportunity).
   - Select the role (direction) in which to use this connection (trigger, invoke, or both). Only the roles supported by this adapter are displayed for selection. When you select a role, only the connection properties and security policies appropriate to that role are displayed on the Connections page. If you select an adapter that supports both invoke and trigger, but select only one of those roles, then try to drag the adapter into the section you did not select, you receive an error (for example, configure an Oracle Service Cloud (RightNow) Adapter as only an invoke, but drag the adapter to the trigger section).
   - Enter an optional description of the connection.
5. Click Create.

Your connection is created and you are now ready to configure connection details, such as email contact, connection properties, security policies, connection login credentials, and (for certain connections) agent group.

Add a Contact Email

From the Connection Administrator section of the connection, you can add a contact email address for notifications.

1. In the **Email Address** field, enter an email address to receive email notifications when problems occur.
2. In the upper right corner, click **Save**.

Configure Connection Properties

Enter connection information so your application can process requests.

1. Click **Configure Connectivity**.
2. Enter the URL used to connect to your application and process requests in the **Field Service Cloud API URL** field.
   
   For production, the URL is [https://api.etadirect.com](https://api.etadirect.com). For development and testing, use the URL provided by Oracle when your Oracle Field Service Cloud instance is provisioned.
3. Enter the instance ID in the **Instance ID** field.
   
   The instance ID is provided by Oracle when your Oracle Field Service Cloud instance is provisioned.
4. Click **OK**.

**Configure Connection Security**

Select the security policy and define the user credentials for the connection. User authentication restricts access to authorized users.

1. Click **Configure Credentials**.
2. **Selected Security Policy**

<table>
<thead>
<tr>
<th>Fields</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic Authentication</strong></td>
</tr>
<tr>
<td>• <strong>Username</strong>: Enter the name of a user with access to the destination web service.</td>
</tr>
<tr>
<td>• <strong>Password</strong>: Enter the password.</td>
</tr>
<tr>
<td>• <strong>Confirm Password</strong>: Re-enter the password.</td>
</tr>
</tbody>
</table>

See Create an Oracle Field Service Cloud User Account.

<table>
<thead>
<tr>
<th><strong>Client Credentials</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• <strong>Client Id</strong>: Enter the registered client application key.</td>
</tr>
<tr>
<td>• <strong>Client Secret</strong>: Enter the registered client application secret.</td>
</tr>
<tr>
<td>• <strong>Confirm Client Secret</strong>: Reenter the registered client application secret.</td>
</tr>
</tbody>
</table>

See Get the Client ID/Client Secret from the Oracle Field Service Application.

3. Click **OK**.
4. Test connection connectivity. See Test the Connection.

**Test the Connection**

Test your connection to ensure that it is successfully configured.

1. In the upper right corner of the page, click **Test**.
2. If your adapter connection uses a WSDL, you are prompted to select the type of connection testing to perform:
   - **Validate and Test**: Performs a full validation of the WSDL, including processing of the imported schemas and WSDLs. Complete validation can take several minutes depending on the number of imported schemas and WSDLs. No requests are sent to the operations exposed in the WSDL.
   - **Test**: Connects to the WSDL URL and performs a syntax check on the WSDL. No requests are sent to the operations exposed in the WSDL.

If successful, the following message is displayed and the progress indicator shows 100%.

Connection **connection_name** was tested successfully.

3. If your connection was unsuccessful, an error message is displayed with details. Verify that the configuration details you entered are correct.
4. When complete, click **Save**, then click **Close**.
Upload an SSL Certificate

Certificates are used to validate outbound SSL connections. If you make an SSL connection in which the root certificate does not exist in Oracle Integration, an exception is thrown. In that case, you must upload the appropriate certificate. A certificate enables Oracle Integration to connect with external services. If the external endpoint requires a specific certificate, request the certificate and then upload it into Oracle Integration.

To upload an SSL certificate:

1. In the navigation pane, click **Integrations**, then click the < arrow next to **Designer**.
2. Click **Settings > Certificates**.
   
   All certificates currently uploaded to the trust store are displayed in the Certificates dialog. The **Filter By > Type** list displays the following details:
   
   - **Preinstalled**: Displays the certificates automatically installed in Oracle Integration. These certificates cannot be deleted.
   - **Uploaded**: Displays the certificates uploaded by individual users. These certificates can be deleted and updated.

   You can also search for certificates in the **Search** field. The search results are limited to a maximum of ten records sorted by name for performance and usability reasons. To ensure that your search results are more granular, enter as much of the certificate name as possible.
3. Click **Upload** at the top of the page.
4. In the Upload Certificate dialog box, select the certificate type. Each certificate type enables Oracle Integration to connect with external services.
   
   - **Trust Certificate**: Use this option to upload a trust certificate.
     
     a. Enter a unique alias for the certificate.
     b. Click **Browse**, then select the trust file (for example, .cer or .crt) to upload.
   
   - **Message Protection Certificate**: Use this option to upload a keystore certificate with SAML token support. Create, read, update, and delete (CRUD) operations are supported on this type of certificate.
     
     a. Enter a unique alias for the certificate.
     b. Click **Browse**, then select the certificate file (.cer or .crt) to upload.
   
   - **Identity Certificate**: Use this option to upload a certificate for two-way SSL communication.
     
     a. Click **Browse**, then select the keystore file (.jks) to upload.
     b. Enter the password of the keystore being imported.
     c. Enter the comma-separated list of aliases from the keystore being imported.
     d. Enter the comma-separated list of passwords corresponding to key aliases.
e. If you want to display the passwords in clear text, select **Show Key Password(s)**. This enables you to ensure that you are correctly entering a list of keystore passwords.

5. Click **Upload**.

6. Click the certificate name to view details such as the subject of the certificate, the issuer of the certificate, the date the certificate was issued, and the date the certificate expires.
Add the Oracle Field Service Adapter Connection to an Integration

When you drag the Oracle Field Service Adapter into the trigger or invoke area of an integration, the Adapter Endpoint Configuration Wizard appears. This wizard guides you through configuration of the Oracle Field Service Adapter endpoint properties.

These topics describe the wizard pages that guide you through configuration of the Oracle Field Service Adapter as a trigger or invoke in an integration. The Oracle Field Service Adapter cannot be used as a trigger in an integration.

Topics:
- Basic Info Page
- Invoke Operations Page
- Trigger Events Page
- Trigger Events Filter Selection Page
- Summary Page

Basic Info Page

You can enter a name and description on the Basic Info page of each adapter in your integration.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>What do you want to call your endpoint?</td>
<td>Provide a meaningful name so that others can understand the responsibilities of this connection. You can include English alphabetic characters, numbers, underscores, and dashes in the name. You cannot include the following:</td>
</tr>
<tr>
<td></td>
<td>• Blank spaces (for example, My Inbound Connection)</td>
</tr>
<tr>
<td></td>
<td>• Special characters (for example, #;83&amp; or righ(t)now4)</td>
</tr>
<tr>
<td></td>
<td>• Multibyte characters</td>
</tr>
<tr>
<td>What does this endpoint do?</td>
<td>Enter an optional description of the connection's responsibilities. For example:</td>
</tr>
<tr>
<td></td>
<td>This connection receives an inbound request to synchronize account information with the cloud application.</td>
</tr>
</tbody>
</table>
What You Can Do from the Basic Info Page

You can specify the following values on the Basic Info page. The Basic Info page is the initial wizard page that is displayed whenever you drag an adapter to the section of the integration canvas supported by your adapter.

- Specify a meaningful name.
- Specify a description of the responsibilities.

What You See on the Basic Info Page

The following table describes the key information on the Basic Info page.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
</table>
| What do you want to call your endpoint? | Provide a meaningful name so that others can understand the responsibilities of this connection. You can include English alphabetic characters, numbers, underscores, and dashes in the name. You cannot include the following:  
  • Blank spaces (for example, My Inbound Connection)  
  • Special characters (for example, #;83& or righ(t)now4)  
  • Multibyte characters |
| What does this endpoint do?       | Enter an optional description of the connection’s responsibilities. For example:  
This connection receives an inbound request to synchronize account information with the cloud application. |
Invoke Operations Page

Enter the business object and the operations to perform in Oracle Field Service Cloud.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
</table>
| Select Business Object| Selects the business object in Oracle Field Service Cloud on which you want to operate when running an integration that uses this endpoint. When configured as an invoke, the Oracle Field Service Adapter supports operations on these business objects:  
  • Activity  
  • Activity Booking  
  • Activity Inventory  
  • Activity Link  
  • Activity Resource Preference  
  • Calendar  
  • Inventory  
  • Parts Catalog  
  • Required Inventory  
  • Resource  
  • User |
Select Operation

Selects the operation that you want Oracle Integration to invoke when running an integration that uses this endpoint.

These operations are available for the Activity business object:
- Bulk Update Activity
- Cancel Activity
- Complete Activity
- Create New Activity
- Delete Activity
- Get Activity
- Get Activities
- Get File Property
- Move Activity
- Not Done Activity
- Search Activity
- Set File Property
- Start Activity
- Suspend Activity
- Update Activity

This operation is available for the Activity Booking business object:
- Get Activity Booking

These operations are available for the Activity Inventory business object:
- Create Customer Inventory
- Get Customer Inventories
- Get Deinstalled Inventories
- Get Installed Inventories

These operations are available for the Activity Link business object:
- Create Activity Link
- Delete Activity Link
- Get Activity Link Details
- Get Activity Links
- Replace Activity Link

These operations are available for the Activity Resource Preference business object:
- Delete Resource Preferences Of Activity
- Get Resource Preferences Of Activity
- Set Resource Preferences Of Activity

This operation is available for the Calendar business object:
- Get Calendars

These operations are available for the Inventory business object:
- Create Inventory
- Deinstall Inventory
- Delete Inventory
- Get File Property
- Get Inventory
- Install Inventory
- Set File Property
- Undo Deinstall Inventory
<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Undo Install Inventory</td>
<td></td>
</tr>
<tr>
<td>• Update Inventory</td>
<td></td>
</tr>
<tr>
<td>These operations are available for the Parts</td>
<td></td>
</tr>
<tr>
<td>Catalog business object:</td>
<td></td>
</tr>
<tr>
<td>• Create Catalog</td>
<td></td>
</tr>
<tr>
<td>• Create/Update Catalog Item</td>
<td></td>
</tr>
<tr>
<td>• Delete Catalog Item</td>
<td></td>
</tr>
<tr>
<td>These operations are available for the Required</td>
<td></td>
</tr>
<tr>
<td>Inventory business object:</td>
<td></td>
</tr>
<tr>
<td>• Delete Required Inventories Of Activity</td>
<td></td>
</tr>
<tr>
<td>• Get Required Inventories Of Activity</td>
<td></td>
</tr>
<tr>
<td>• Set Required Inventories Of Activity</td>
<td></td>
</tr>
<tr>
<td>This operation is available for the Resource</td>
<td></td>
</tr>
<tr>
<td>business object:</td>
<td></td>
</tr>
<tr>
<td>• Create Resource</td>
<td></td>
</tr>
<tr>
<td>• Create Resource Inventory</td>
<td></td>
</tr>
<tr>
<td>• Create Resource Location</td>
<td></td>
</tr>
<tr>
<td>• Create Work Plan for Resource</td>
<td></td>
</tr>
<tr>
<td>• Get File Property</td>
<td></td>
</tr>
<tr>
<td>• Get Resource</td>
<td></td>
</tr>
<tr>
<td>• Get Resource Assigned Locations</td>
<td></td>
</tr>
<tr>
<td>• Get Resource Inventories</td>
<td></td>
</tr>
<tr>
<td>• Get Resource Location</td>
<td></td>
</tr>
<tr>
<td>• Get Resource Locations</td>
<td></td>
</tr>
<tr>
<td>• Get Resource Users</td>
<td></td>
</tr>
<tr>
<td>• Get Resource Work Schedules</td>
<td></td>
</tr>
<tr>
<td>• Get Resource Work Skills</td>
<td></td>
</tr>
<tr>
<td>• Get Resource Work Zones</td>
<td></td>
</tr>
<tr>
<td>• Get Work Plans For Resource</td>
<td></td>
</tr>
<tr>
<td>• Set Assigned Locations</td>
<td></td>
</tr>
<tr>
<td>• Set File Property</td>
<td></td>
</tr>
<tr>
<td>• Set Users</td>
<td></td>
</tr>
<tr>
<td>• Set Work Schedule</td>
<td></td>
</tr>
<tr>
<td>• Set Work Zone</td>
<td></td>
</tr>
<tr>
<td>• Update Resource</td>
<td></td>
</tr>
<tr>
<td>• Update Resource Location</td>
<td></td>
</tr>
<tr>
<td>These operations are available for the User</td>
<td></td>
</tr>
<tr>
<td>business object:</td>
<td></td>
</tr>
<tr>
<td>• Get File Property</td>
<td></td>
</tr>
<tr>
<td>• Get Users</td>
<td></td>
</tr>
<tr>
<td>• Set File Property</td>
<td></td>
</tr>
</tbody>
</table>

**Trigger Events Page**

Select the business object and associated events to send as a trigger request to Oracle Integration and then from Oracle Integration to the invoke endpoint.
<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Select Business Object</strong></td>
<td>Select the business object that you want to send to the target application. The Oracle Field Service Adapter supports operations on these business objects:</td>
</tr>
<tr>
<td></td>
<td>• Activity</td>
</tr>
<tr>
<td></td>
<td>• Activity Link</td>
</tr>
<tr>
<td></td>
<td>• Activity Resource Preference</td>
</tr>
<tr>
<td></td>
<td>• Inventory</td>
</tr>
<tr>
<td></td>
<td>• Required Inventory</td>
</tr>
<tr>
<td></td>
<td>• Route</td>
</tr>
<tr>
<td></td>
<td>• Resource</td>
</tr>
<tr>
<td></td>
<td>• Resource Inventory</td>
</tr>
<tr>
<td></td>
<td>• Service Request</td>
</tr>
<tr>
<td></td>
<td>• User</td>
</tr>
<tr>
<td>Element</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Select Events</td>
<td>Selects the events that you want to send to the target application.</td>
</tr>
<tr>
<td></td>
<td>These events are available for the Activity business object:</td>
</tr>
<tr>
<td></td>
<td>• Activity Created</td>
</tr>
<tr>
<td></td>
<td>• Activity Updated</td>
</tr>
<tr>
<td></td>
<td>• Activity Started</td>
</tr>
<tr>
<td></td>
<td>• Activity Suspended</td>
</tr>
<tr>
<td></td>
<td>• Activity Completed</td>
</tr>
<tr>
<td></td>
<td>• Activity Not Done</td>
</tr>
<tr>
<td></td>
<td>• Activity Canceled</td>
</tr>
<tr>
<td></td>
<td>• Activity Deleted</td>
</tr>
<tr>
<td></td>
<td>• Activity Delayed</td>
</tr>
<tr>
<td></td>
<td>• Activity Reopened</td>
</tr>
<tr>
<td></td>
<td>• Activity Prework Created</td>
</tr>
<tr>
<td></td>
<td>• Activity Moved</td>
</tr>
<tr>
<td></td>
<td>These events are available for the Activity Link business object:</td>
</tr>
<tr>
<td></td>
<td>• Activity Link Created</td>
</tr>
<tr>
<td></td>
<td>• Activity Link Deleted</td>
</tr>
<tr>
<td></td>
<td>These events are available for the Activity Resource Preference business object:</td>
</tr>
<tr>
<td></td>
<td>• Resource Preference Created</td>
</tr>
<tr>
<td></td>
<td>• Resource Preference Deleted</td>
</tr>
<tr>
<td></td>
<td>These events are available for the Inventory business object:</td>
</tr>
<tr>
<td></td>
<td>• Inventory Installed</td>
</tr>
<tr>
<td></td>
<td>• Inventory Deinstalled</td>
</tr>
<tr>
<td></td>
<td>• Customer Inventory Created</td>
</tr>
<tr>
<td></td>
<td>• Customer Inventory Updated</td>
</tr>
<tr>
<td></td>
<td>• Customer Inventory Deleted</td>
</tr>
<tr>
<td></td>
<td>• Inventory Undo Install</td>
</tr>
<tr>
<td></td>
<td>• Inventory Undo Deinstall</td>
</tr>
<tr>
<td></td>
<td>These events are available for the Required Inventory business object:</td>
</tr>
<tr>
<td></td>
<td>• Required Inventory Created</td>
</tr>
<tr>
<td></td>
<td>• Required Inventory Updated</td>
</tr>
<tr>
<td></td>
<td>• Required Inventory Deleted</td>
</tr>
<tr>
<td></td>
<td>These events are available for the Resource business object:</td>
</tr>
<tr>
<td></td>
<td>• Resource Created</td>
</tr>
<tr>
<td></td>
<td>• Resource Updated</td>
</tr>
<tr>
<td></td>
<td>These events are available for the Resource Inventory business object:</td>
</tr>
<tr>
<td></td>
<td>• Resource Inventory Created</td>
</tr>
<tr>
<td></td>
<td>• Resource Inventory Deleted</td>
</tr>
<tr>
<td></td>
<td>• Resource Inventory Updated</td>
</tr>
<tr>
<td></td>
<td>• Resource Inventory Updated</td>
</tr>
<tr>
<td></td>
<td>These events are available for the Route business object:</td>
</tr>
<tr>
<td></td>
<td>• Route Created</td>
</tr>
<tr>
<td></td>
<td>• Route Updated</td>
</tr>
<tr>
<td></td>
<td>• Route Activated</td>
</tr>
<tr>
<td></td>
<td>• Route Deactivated</td>
</tr>
<tr>
<td></td>
<td>• Route Reactivated</td>
</tr>
</tbody>
</table>
These events are available for the Service Request business object:
- Customer Request Created
- Inventory Request Created
- Resource Request Created

These events are available for the User business object:
- User Created
- User Deleted
- User Updated

Your Selected Events
Identifies the events that you have selected to send to the target application. If you select a different business object, the Your Selected Events list is cleared and you must make your selections again.

Configure
Click to add filters to the event subscription.

### Trigger Events Filter Selection Page

Select the filters to add to the event subscription.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Trigger Fields</strong></td>
<td>Begin typing to filter the display of fields.</td>
</tr>
<tr>
<td><strong>Select Fields</strong></td>
<td>Select the fields to use.</td>
</tr>
<tr>
<td><strong>Your Selected Fields</strong></td>
<td>Displays the selected fields.</td>
</tr>
<tr>
<td><strong>Fields to Be Displayed Always</strong></td>
<td>Begin typing to filter the display of fields.</td>
</tr>
<tr>
<td><strong>Selected Fields</strong></td>
<td>Select the fields to always show.</td>
</tr>
<tr>
<td><strong>Your Selected Fields</strong></td>
<td>Displays the selected fields.</td>
</tr>
<tr>
<td><strong>Filter Expression</strong></td>
<td>Enter the filter expression to apply to the operation. Only events matching this filter are added to this event subscription. Filter expressions are supported with the Activity and Inventory business objects. <strong>Note:</strong> If an invalid filter expression is specified, an error message is displayed when you attempt to activate the integration. You must correct the filter expression to activate the integration. See Filter Expression Syntax.</td>
</tr>
</tbody>
</table>
Summary Page

You can review the specified adapter configuration values on the Summary page.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>Displays a summary of the configuration values you defined on previous pages of the wizard. The information that is displayed can vary by adapter. For some adapters, the selected business objects and operation name are displayed. For adapters for which a generated XSD file is provided, click the XSD link to view a read-only version of the file. To return to a previous page to update any values, click the appropriate tab in the left panel or click Back. Click Cancel to cancel your configuration details.</td>
</tr>
</tbody>
</table>
Troubleshoot the Oracle Field Service Adapter

Review the following topics to learn about troubleshooting issues with the Oracle Field Service Adapter.

Topics

• Deactivate an Integration to Delete Event Subscriptions
• Configuration Issue Between Oracle Field Service Cloud (Source) and Oracle Integration
• Connectivity Issue Between Oracle Field Service Cloud (Source) and Oracle Integration
• Filter Expression Syntax

Additional integration troubleshooting information is provided. See Troubleshoot Oracle Integration in *Using Integrations in Oracle Integration*.

Deactivate an Integration to Delete Event Subscriptions

You can deactivate an integration to prevent new messages from being processed. If you want to modify an active integration, you must deactivate it first.

1. In the navigation pane, click **Integrations**.
2. On the Integrations page, find the integration you want to deactivate.
   
   To view only active integrations, select **Active** in the list. You can also filter by integration name or integration type (prebuilt, custom, or developed) to narrow down the list.
3. In the row containing the integration you want to deactivate, click the **Active** icon to deactivate the integration.
4. Click **Deactivate** on the dialog that appears. A deactivation progress bar is displayed at the top of the dialog.
5. If the **Delete Event Subscription** option is checked, the event subscription associated with the integration is removed from the Oracle Field Service Cloud application.

Note:

The **Delete Event Subscription** option is available with Oracle Field Service Cloud application version 18.11.11 and later.
Connectivity Issue Between Oracle Field Service Cloud (Source) and Oracle Integration

When connecting Oracle Field Service Cloud as a source to any target system through Oracle Integration, if the integration is not triggered (inbound endpoint) and there is no entry for the integration instance in the monitoring section of Oracle Integration, it may mean that the source system messages are not reaching Oracle Integration. This may be a network connectivity issue, a firewall IP blocking issue, or a source system configuration issue.

As an example, assume you have the following integrations:

- Integration 1: Oracle Service Cloud > Oracle Integration > Oracle Field Service Cloud
- Integration 2: Oracle Field Service Cloud > Oracle Integration > Oracle Service Cloud

Integration 1 works fine, with data flowing correctly from Oracle Service Cloud to Oracle Field Service Cloud through Oracle Integration. However, integration 2 is not triggered and no instances of failure or success are displayed in the monitoring section. In fact, no integration instances are triggered when Oracle Field Service Cloud is configured as the source application. The Oracle Field Service Cloud application is unable to invoke the Oracle Integration integration endpoint.

To resolve this issue, file a service request (SR) for Oracle Field Service Cloud to remove outdated information from the Oracle Field Service Cloud EPA redis. After this synchronization occurs, the EPA redis are filled with the correct information and the EPA cluster can successfully send events to Oracle Integration.

Filter Expression Syntax

If an invalid filter expression is specified on the Events Filter Selection page, an error message is displayed when you attempt to activate the integration. You must correct the filter expression to activate the integration.

Note the following event filter expression syntax guidelines:

- The filter expression must be specified as a single string.
- The filter expression must evaluate as a boolean expression.
- The filter expression must contain one or more comparison statements.
- Comparison statements must be specified in the following order:
  
  \[ field \text{ operator} \text{ value} \]

For example:

\[ activityDetails.activityType == 'Install' \]

Specifying a different order is not allowed.

- Comparing field to field (A == B) or value to value (1 == 1) is not valid.
A field must be an alphanumeric identifier with no spaces or special characters except an underscore. Subfields are separated by a dot (\."). For example:

- `activityDetails.activityType`
- `activityDetails.X_MYPROP_10`
- `field.subField`

**Supported comparison operators are:**

- `<`
- `>`
- `<=`
- `>=`
- `==`
- `!=`
- `in`

The value can be either a string literal, an integer literal, or an array literal of strings and integers.

- String literals are delimited by single quotes with an escape character (\~). For example:
  - `str == 'My String'`
  - `str == 'My string with ~ a quote inside'`
- Integer literals are specified without quotes, cannot contain dots, and cannot contain leading zeroes.
  - `num == 0`
  - `num == 12345`
  - `num == -67`
- Array literals must only contain strings or only integers, and are in square brackets. Empty arrays are not allowed. Arrays are only allowed following the `in` operator.
  - `enum in [1,2,3]`
  - `enum in ['Abc','Def','Ghi']`

- **String comparisons are valid:**
  - `date > '2015-06-02'`

- **String comparisons are all case insensitive:**
  - `name == 'john.smith'`
  - `name == 'JOHN.SMITH'`

- **String-integer coercion occurs:**
  - `num == -123`
* num == '123'

- Multiple comparison statements must be separated by a logical and/or operator.
  - A == 1 and B == 2 or C == 3
  - A == 'xx' or A == 'yy'

- Operator precedence is as follows:
  - comparison operators: ==, !=, <, >, <=, >=, in
  - 'not'
  - 'and', 'or'

- Logical operators (and/or) have the same precedence. Therefore, use parentheses to achieve precedence:
  - A == 1 and (B == 2 or C == 3)

- Operators are also case insensitive:
  - (num IN [1,2,3]) OR (num < 0)

- Any statement can be preceded by a not operator to negate it.
  - not (activityType in ['IN', 'TC', 'BR'])
  - A == 1 and not (B == 2 or B == 3)

- Whitespace that is outside strings is ignored.

- When the field being compared does not exist in the event or is null, it evaluates to an empty string. For example, the expressions (non_existent_field == '') and (null_field == '') are both true.

### Activity Event Fields

The activity event contains the following fields:

- **eventType**: The type of the event, such as `activityCreated`, `activityUpdated`, and so on.
- **applicationId**: The ID of the application that performed the operation that generated the event. It is only present if the operation was performed by an application.
- **time**: The time of the event in the UTC time standard (string). The time format is `YYYY-MM-DD HH:MM:SS`.
- **user**: The user who performed this event (string).
- **activityDetails**: A record containing the following activity-related key fields:
  - **activityId**: The identifier of the activity (integer). This is a mandatory field.
  - **resourceId**: The identifier of the resource to which the activity is assigned (string). This is a mandatory field. The field maps to the `external_id` field.
  - **date**: The date the activity is scheduled in the format `YYYY-MM-DD`. If the activity is not scheduled, the value is `NULL`.
  - **apptNumber**: This field is used by integrations to hold the external ID of the activity. The external ID is the identifier of the activity in the origin system. This is an optional field.
- **customerNumber**: This field is used by integrations to hold the external ID of the account. The external ID is the identifier of the account in the origin system. This is an optional field.

- **activityChanges**: The list of resource fields that changed with the event. The fields have the same types and values as used in the GET, POST, and PATCH operations with a few exceptions. The time fields are in UTC.

**Example for Activity Event Filter Expression**

\[
(\text{activityDetails.activityType} \text{ in } ['IN','TC','BR']) \text{ AND (user} \neq \text{ 'my_integ')} \\
\text{AND (activityDetails.customerName} \neq \text{ ' ')}
\]

**Inventory Event Fields**

The inventory event contains the following fields:

- **eventType**: The type of the event, such as customerInventoryUpdated, customerInventoryDeleted, resourceInventoryCreated, and so on.

- **applicationId**: The ID of the application that performed the operation that generated the event. It is only present if the operation was performed by an application.

- **time**: The time of the event in the UTC time standard (string). The time format is YYYY-MM-DD HH:MM:SS.

- **user**: The user who performed this event (string).

- **activityDetails**: A record containing the following activity-related key fields:
  - **activityId**: The identifier of the activity (integer). This is a mandatory field.
  - **resourceId**: The identifier of the resource to which the activity is assigned (string). This is a mandatory field. The field maps to the `external_id` field.
  - **date**: The date the activity is scheduled in the format YYYY-MM-DD. If the activity is not scheduled, the value is NULL.
  - **apptNumber**: This field is used by integrations to hold the external ID of the activity. The external ID is the identifier of the activity in the origin system. This is an optional field.
  - **customerNumber**: This field is used by integrations to hold the external ID of the account. The external ID is the identifier of the account in the origin system. This is an optional field.

- **inventoryDetails**: A record containing the following inventory-related key fields:
  - **inventoryId**: The identifier of the inventory (integer). This is a mandatory field.
  - **inventoryType**: One of the inventory types defined in the Configuration > Inventory types page in the Field Service Cloud Manage interface.
  - **status**: The status, such as customer, resource, installed, and deinstalled.

- **inventoryChanges**: A record containing the following inventory changed fields:
  - **inventoryId**
- status
- inventoryType
- serialNumber
- quantity
- exchangedInventoryId
- resourceId
- activityId
- All the custom properties of an inventory, except file properties.

• exchanged: The value is true when an inventory is created as part of the exchange operation. The eventType is inventoryInstalled or inventoryDeinstalled. The field is empty when the value is false.

Example for inventory event filter expression

{(activityDetails.activityType in ['IN','TC','BR']) AND (user != 'my_integ') AND (activityDetails.customerName != '') AND (inventoryDetails.inventoryId == 1000)}

Chapter 4
Configuration Issue Between Oracle Field Service Cloud (Source) and Oracle Integration

When connecting Oracle Field Service Cloud as a source to any target system through Oracle Integration, if the integration is not triggered (inbound endpoint) and there is no entry for the integration instance in the monitoring section of Oracle Integration, it may mean that Oracle Integration details are not configured correctly on the Oracle Field Service Cloud side.

To check the configuration:

For most cases, you need to check the hostname part configuration.

For example, assume your integration URL is as follows:

https://INTEGRATION-A12345.integration.us7.oraclecloud.com/integration/flowsvc/ofsccloudadapter/NAME/v01/

Assume the host field is configured as below:

integration-a12345.integration.us7.oraclecloud.com

The above hostname configuration is wrong and does not trigger events from Oracle Field Service Cloud.

The correct configuration is as below (the Oracle Integration URL case must be considered):

INTEGRATION-A12345.integration.us7.oraclecloud.com
The steps to get the integration URL in Oracle Integration are as follows:

1. Navigate to Designer > Integrations, and click How to run for the integration that is triggered from Oracle Field Service Cloud.

2. Click Endpoint URL and check the case of the endpoint URL. The same case must be configured on the host name part of the outbound integration in Oracle Field Service Cloud.