Oracle CX Service

Integrating B2B Service with Field Service

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Preface

This preface introduces information sources that can help you use the application.

Using Oracle Applications

Help

Use help icons ? to access help in the application. If you don’t see any help icons on your page, click your user image or name in the global header and select Show Help Icons. Not all pages have help icons. You can also access the Oracle Help Center to find guides and videos.

Watch: This video tutorial shows you how to find and use help.

You can also read about it instead.

Additional Resources

- Community: Use Oracle Cloud Customer Connect to get information from experts at Oracle, the partner community, and other users.

- Training: Take courses on Oracle Cloud from Oracle University.

Conventions

The following table explains the text conventions used in this guide.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>boldface</td>
<td>Boldface type indicates user interface elements, navigation paths, or values you enter or select.</td>
</tr>
<tr>
<td>monospace</td>
<td>Monospace type indicates file, folder, and directory names, code examples, commands, and URLs.</td>
</tr>
<tr>
<td>&gt;</td>
<td>Greater than symbol separates elements in a navigation path.</td>
</tr>
</tbody>
</table>
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For information about Oracle's commitment to accessibility, visit the [Oracle Accessibility Program website](#).

Videos included in this guide are provided as a media alternative for text-based help topics also available in this guide.

Contacting Oracle

Access to Oracle Support

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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 B2B Service with activities in Oracle Field Service. To set up and work with the additional features of Oracle B2B Service, see the Oracle CX documentation on Oracle Help Center at https://docs.oracle.com.

This integration guide is designed to be used as a starting point that shows how Oracle B2B 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 B2B 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 B2B 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.

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
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<tbody>
<tr>
<td>Oracle CX Service Using B2B Service</td>
<td>Contains information to help service managers, service personnel, and other</td>
</tr>
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<td>contract management features of Oracle CX Sales.</td>
</tr>
<tr>
<td>Oracle CX Sales Implementing Incentive Compensation</td>
<td>Contains information on implementing sales compensation and payment plans.</td>
</tr>
<tr>
<td>Title</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Oracle CX Sales Implementing Sales</td>
<td>Contains conceptual information and procedures needed to implement components and features of Oracle CX Sales.</td>
</tr>
<tr>
<td>Oracle CX Understanding File-Based Data Import and Export for CX Sales and B2B Service</td>
<td>Contains information to help those charged with exporting and importing object data.</td>
</tr>
<tr>
<td>Oracle CX Securing CX Sales and B2B Service</td>
<td>Contains information to help setup users and sales administrators configure access to functionality and data.</td>
</tr>
<tr>
<td>Oracle CX Security Reference for CX Sales and B2B Service</td>
<td>Lists the predefined security data included in the Oracle CX offerings.</td>
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<td>Getting Started with Service Logistics Cloud Implementation</td>
<td>Describes the setup tasks that need to be completed to successfully implement Oracle Service Logistics Cloud.</td>
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<tr>
<td>Oracle Service Logistics Cloud Using Service Logistics</td>
<td>Describes how to use Oracle Service Logistics Cloud to order and receive parts, manage trunk stock and assign stocking locations to technicians.</td>
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</table>

**Related Topics**

- [Oracle Help Center](#)
2 Introduction

Integration Component Architecture Between Oracle B2B Service and Oracle Field Service

Service work order management is the primary use case handled in the Oracle B2B Service and Oracle Field Service integration.

Service work order management has both work order creation and updates in Oracle B2B 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 B2B Service work orders with Oracle Field Service activities. Oracle B2B 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 B2B Service, Oracle Integration, and Field Service.

The following figure shows the point-to-point components of the Oracle B2B Service and Oracle Field Service integration using the Oracle Field Service Capacity API to retrieve the data work order area list in Oracle B2B Service from Oracle Field Service.
Oracle B2B Service Integration Services

The B2B 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 B2B 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 B2B 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
To access the integrations in Oracle Marketplace, do the following:


   You can either use the Search field and enter criteria such as Oracle B2B 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 B2B 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 B2B 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 echoes between Oracle B2B Service and Oracle Field Service. This means that when an event is triggered in Oracle B2B 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 B2B 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 B2B 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 B2B Service and Oracle Field Service integration using Oracle Integration:

- Oracle B2B Service: The integration is designed to work with B2B 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 B2B Service requires Oracle Field Service Capacity Management and only supports quota-based scheduling. The Oracle Field Service Professional Edition doesn’t include Capacity Management.
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:

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

How to Register a New Application

To register:

1. Log in to Oracle Field Service as an administrator.
2. Navigate to Configuration.
3. Click on Applications in the Users, Security, Integrations 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 Plus icon in the Application List.
   a. Application Name: Enter a descriptive name. For example, B2B Service.
   b. Application ID: ics_fsvc_ofsc (all lower case).

Caution: You must use ics_fsvc_ofsc since it's used for echo suppression. In addition, it must be entered in lower case letters.

6. Click Submit.

The new application is displayed.

7. Set the following values:
   a. General Info:
      i. Active: Check the box
      ii. Token Service: OFS
   b. Authentication Settings:
      i. Authenticate using Client ID/Client Secret:
         a. Check the check box.
         b. Client ID: Should already be set to ics_fsvc_ofsc
         c. Client Secret: Note this string for later it's the password used to authenticate the application.
   c. API Access
      a. Click Add New.
      b. Select Activity Management API, Capacity API, and Core API.
c. Click Submit.
   - For the Activity Management API, select the following methods in the API profile by clicking on the icon.
     a. Click the Available Methods link.
     b. Select the check boxes for:
        • Cancel Activity
        • Create Activity
        • Get Activity
        • Update Activities
   c. Click Submit.
   - For Capacity API, select the following methods in the API profile by clicking on the icon.
     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
     c. Click Submit.

8. Click Save.

You can only test that the Client ID/Client Secret authentication is properly configured by completing the Oracle B2B Service setup steps in the Configure the Manage Service to Field Service Integration topic. Specifically when you click on Verify Connection.

Related Topics
- Authenticate and Authorize
- Manage Service to Field Service Integration

Create Integration Services Access for Connecting to Oracle Integration

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

Navigate to Oracle Field Service Configuration.

To create the connection to OIC, click on Outbound Integration in the Subsystems section.
The following table shows the values you need for the connection:

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel Type</td>
<td>Integration Service</td>
</tr>
<tr>
<td>Name</td>
<td>&lt;Unique name&gt;</td>
</tr>
<tr>
<td>Host</td>
<td>&lt;Customer's OIC Domain&gt;</td>
</tr>
<tr>
<td>User Name</td>
<td>&lt;User Name from OIC Integration User&gt;</td>
</tr>
<tr>
<td></td>
<td>See the related topic Create the Oracle Integration User below.</td>
</tr>
<tr>
<td>Password</td>
<td>&lt;Password from OIC Integration User&gt;</td>
</tr>
<tr>
<td></td>
<td>See the related topic Create the Oracle Integration User below.</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>&lt;Password from OIC Integration User&gt;</td>
</tr>
</tbody>
</table>

**Related Topics**
- Create the Oracle Integration User

**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.

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Property Label</th>
<th>Property Type</th>
<th>Entity</th>
<th>GUI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Order Number</td>
<td>wo_number</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
<tr>
<td>Property Name</td>
<td>Property Label</td>
<td>Property Type</td>
<td>Entity</td>
<td>GUI</td>
</tr>
<tr>
<td>-----------------------</td>
<td>------------------</td>
<td>---------------</td>
<td>---------</td>
<td>-----------</td>
</tr>
<tr>
<td>Service Request Number</td>
<td>wo_sr_number</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
<tr>
<td>Account</td>
<td>wo_account_name</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
<tr>
<td>Case Note</td>
<td>wo_case_note</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
<tr>
<td>Field Service Note</td>
<td>wo_fs_note</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
<tr>
<td>Asset Name</td>
<td>wo_asset_name</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
<tr>
<td>Serial Number</td>
<td>wo_asset_serial_number</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
<tr>
<td>Product</td>
<td>wo_asset_product</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
<tr>
<td>Purchase Date</td>
<td>wo_asset_purchase_date</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
<tr>
<td>Install Date</td>
<td>wo_asset_install_date</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
<tr>
<td>Asset Status</td>
<td>wo_asset_status</td>
<td>String</td>
<td>activity</td>
<td>Text element</td>
</tr>
</tbody>
</table>

The following table shows the additional administrator-defined properties you need if you’re using attachments:

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Property Label</th>
<th>Property Type</th>
<th>Entity</th>
<th>GUI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attachment</td>
<td>wo_attachment</td>
<td>file</td>
<td>activity</td>
<td>file</td>
</tr>
<tr>
<td>Photo</td>
<td>wo_photo</td>
<td>file</td>
<td>activity</td>
<td>image</td>
</tr>
</tbody>
</table>

**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
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 B2B 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 B2B 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.

<table>
<thead>
<tr>
<th>Property Type</th>
<th>Description and Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Label</td>
<td>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.</td>
</tr>
<tr>
<td>Multiday activity</td>
<td>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.</td>
</tr>
<tr>
<td>Allow creation in buckets</td>
<td>Must be checked since activities created are assigned to a bucket resource.</td>
</tr>
<tr>
<td>Allow reschedule</td>
<td>Must be checked if it's allowed for agents in B2B Service to reschedule work orders.</td>
</tr>
<tr>
<td>Allow nonscheduled</td>
<td>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.</td>
</tr>
<tr>
<td>Calculate activity duration using statistics</td>
<td>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.</td>
</tr>
<tr>
<td>Allow to create from incoming interface</td>
<td>Must be checked to allow for the creation of activities through the integration.</td>
</tr>
<tr>
<td>Calculate delivery window</td>
<td>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.</td>
</tr>
</tbody>
</table>

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**.

### 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 B2B 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 B2B 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 B2B 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 B2B 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.
### Manage Resources

Resources are required and map to work order areas in Oracle B2B Service. When you create supported resources, keep in mind that the following properties on the Configuration page impact the integration to Oracle B2B 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

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Property Label</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Order Number</td>
<td>wo_number</td>
</tr>
<tr>
<td>Service Request Number</td>
<td>wo_sr_number</td>
</tr>
<tr>
<td>Account</td>
<td>wo_account_name</td>
</tr>
<tr>
<td>Case Note</td>
<td>wo_case_note</td>
</tr>
<tr>
<td>Field Service Note</td>
<td>wo_fs_note</td>
</tr>
<tr>
<td>Asset Name</td>
<td>wo_asset_name</td>
</tr>
<tr>
<td>Serial Number</td>
<td>wo_asset_serial_number</td>
</tr>
<tr>
<td>Product</td>
<td>wo_asset_product</td>
</tr>
<tr>
<td>Purchase Date</td>
<td>wo_asset_purchase_date</td>
</tr>
<tr>
<td>Install Date</td>
<td>wo_asset_install_date</td>
</tr>
<tr>
<td>Asset Status</td>
<td>wo_asset_status</td>
</tr>
</tbody>
</table>
On the Quota page, view quota by capacity categories. For each of the capacity categories in each time slot, enter the quota in minutes.
4 Oracle B2B Service Configuration

Exposé 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.

**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**.

Exposé the Service Logistics Parts Order

If you're using Service Logistics, you must expose the Service Logistics Parts Order in Functional Setup Manager.

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

Related Topics
- Getting Started with Service Logistics Cloud Implementation

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.

**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:

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

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

Enable Installed Base Assets for Service Requests and Work Orders

If you're an Oracle Cloud customer that uses 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 your service request and work order processes.
Once you opt-in, the Installed Base Asset fields can be added to the Service Request and Work Order page layouts in Application Composer. From here, the installed base asset ID can then be passed to downstream processes such as Field Service or Service Logistics.

Enable Installed Base Assets
To opt in, do the following:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Service
   - Change Feature Opt in link
2. Click the Features icon for Service in the first row.
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 B2B 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 CX Sales and B2B Service and has limited support for extensibility.

**Related Topics**
- Oracle Applications Cloud Configuring Applications Using Application Composer
- Integrating B2B Service with Field Service

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.

<table>
<thead>
<tr>
<th>Column</th>
<th>Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Type Code</td>
<td>Yes</td>
<td>Value of the label property from the corresponding Oracle Field Service activity type.</td>
</tr>
<tr>
<td>Work Order Type Code</td>
<td>Yes</td>
<td>Unique code for a work order type.</td>
</tr>
<tr>
<td>Work Order Type</td>
<td>Yes</td>
<td>Value that's visible to the user in the work order.</td>
</tr>
<tr>
<td>Manual Duration</td>
<td>Yes</td>
<td>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.</td>
</tr>
<tr>
<td>Display Order</td>
<td>No</td>
<td>Determines the sort order of the work order types on the work order page.</td>
</tr>
<tr>
<td>Description</td>
<td>No</td>
<td>General description of the work to be performed.</td>
</tr>
<tr>
<td>Enable</td>
<td>N/A</td>
<td>Determines if the work order type is displayed in the work order page drop-down list.</td>
</tr>
</tbody>
</table>

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

- 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

To manage work order statuses:

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 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.

<table>
<thead>
<tr>
<th>Column</th>
<th>Editable</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status Code</td>
<td>No</td>
<td>Predefined status code. Work order status codes can't be added or deleted.</td>
</tr>
<tr>
<td>Status</td>
<td>Yes</td>
<td>Status that appears on work orders in B2B Service.</td>
</tr>
<tr>
<td>Status Category</td>
<td>Yes</td>
<td>Category which an agent can filter work order statuses when querying work orders from the work order tab.</td>
</tr>
</tbody>
</table>
| Options are:      |          | - Canceled
|                   |          | - Closed
|                   |          | - Open                                               |
| 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 Codes

<table>
<thead>
<tr>
<th>Status Code</th>
<th>Status</th>
<th>Status Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORA_SVC_WO_CANCEL_SUBMITTED</td>
<td>Cancel Submitted</td>
<td>Canceled</td>
<td>A cancellation request was submitted for the work order.</td>
</tr>
<tr>
<td>ORA_SVC_WO_COMPLETE</td>
<td>Complete</td>
<td>Closed</td>
<td>The field service activity was completed.</td>
</tr>
<tr>
<td>ORA_SVC_WO_NOT_DONE</td>
<td>Not Done</td>
<td>Closed</td>
<td>The field service activity wasn't completed. Create a new work order and schedule work to continue another day.</td>
</tr>
<tr>
<td>ORA_SVC_WO_CANCELED</td>
<td>Canceled</td>
<td>Canceled</td>
<td>The work order and field service activity were canceled.</td>
</tr>
<tr>
<td>ORA_SVC_WO_SUSPENDED</td>
<td>Suspended</td>
<td>Closed</td>
<td>The field service activity is delayed and the work continues later in the day.</td>
</tr>
<tr>
<td>ORA_SVC_WO_PENDING</td>
<td>Scheduled</td>
<td>Open</td>
<td>A field service activity was created and is now scheduled.</td>
</tr>
<tr>
<td>ORA_SVC_WO_STARTED</td>
<td>Started</td>
<td>Open</td>
<td>The field service activity is in progress.</td>
</tr>
<tr>
<td>ORA_SVC_WO_SUBMITTED</td>
<td>Submitted</td>
<td>Open</td>
<td>A work order was submitted to Field Service to create a field service activity.</td>
</tr>
</tbody>
</table>

### Related Topics

- 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**.

Manage Service to Field Service Integration

In this task, you manage your integration between B2B 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 prior to release 11.13.20.10.0 click on **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 may 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.

   To find the API Base URL: In Field Service, navigate to Configuration and click About in the General section. The API Base URL is the API's URL you see on the About page.

2. 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. For more information, refer to the Register a New Application section in the Oracle Field Service Configuration chapter of this guide.

3. 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.

4. Enter the **Client Secret**.

   The Client Secret comes from the Application you created in Oracle Field Service.

   Refer to the Register a New Application section in the Oracle Field Service Configuration chapter of this guide.

5. Click **Verify Connection** to connect to Field Service.

   The application then verifies it can access the SOAP and REST services that is 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 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.

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 check box.

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.

<table>
<thead>
<tr>
<th>Scheduler Cutoff</th>
<th>Availability</th>
<th>Color Shown on Calendar</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Cutoff</td>
<td>All times above this cutoff threshold show on the scheduling calendar as available time slots.</td>
<td>White</td>
</tr>
<tr>
<td>Low Cutoff</td>
<td>Times equal to or less than this cutoff show on the scheduling calendar as unavailable time slots.</td>
<td>Red</td>
</tr>
</tbody>
</table>
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** check box 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:
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 have 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 have 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 is no scheduler available.

Don't forget to click Save on the Manage Service to Oracle Field Service Integration page.

**Related Topics**
- Update Existing Setup Data
- Register a New Application

### 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.

<table>
<thead>
<tr>
<th>Profile Option</th>
<th>Default Value</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>SVC_WO_NUMBER_FORMAT</td>
<td>00000000000</td>
<td>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.</td>
</tr>
</tbody>
</table>
### Profile Option

<table>
<thead>
<tr>
<th>Profile Option</th>
<th>Default Value</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SVC_ENABLE_AUDIT_IN_WO</strong></td>
<td>No</td>
<td>Exposes the audit feature tab on the Work Order detail page so users can view the Work Order audit records.</td>
</tr>
<tr>
<td><strong>SVC_WO_FIELD_SERVICE_OPT_IN</strong></td>
<td>No</td>
<td>Turns the work order functionality on and exposes work orders to users.</td>
</tr>
</tbody>
</table>

**Note:** This format overrides the format identified in the RADIX for the Manage Public Unique Identifier Sequence Generation.

**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**
- Update Existing Setup Data

---

### 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**.

Related Topics

- 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.
Create a B2B Service Integration User Account

All inbound requests from Oracle Field Service to B2B Service are routed through Oracle Integration. To make the update in B2B Service, Oracle Integration initiates the SOAP APIs for B2B Service that are exposed in the Oracle CX Sales and B2B Service Catalog.

To initiate the Oracle CX Sales and B2B 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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td>SERVICE_APP_ICS_ID</td>
</tr>
<tr>
<td>Email</td>
<td>Enter a valid email.</td>
</tr>
<tr>
<td>Hire Date</td>
<td>Enter the current date.</td>
</tr>
<tr>
<td>User Name</td>
<td>SERVICE_APP_ICS_ID</td>
</tr>
<tr>
<td>Person Type</td>
<td>Employee</td>
</tr>
<tr>
<td>Legal Employer</td>
<td>Select a valid legal organization from the list of values.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Select a valid business unit from the list of values.</td>
</tr>
</tbody>
</table>

5. Click **Save and Close**.

**Caution:** Unless you don't intend to make changes to 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 modify 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:

2. Click Create Role.
3. Complete the fields as shown on the following table.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role Name</td>
<td>SVC Soa Operator</td>
</tr>
<tr>
<td>Role Code</td>
<td>SVC_SOAOPERATOR</td>
</tr>
<tr>
<td>Role Category</td>
<td>CRM - Job Roles</td>
</tr>
</tbody>
</table>

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.
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

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.
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 B2B Service. To verify the integration user was set up correctly, sign in to Oracle B2B Service using the user credentials.
Create the Credential Store Framework (CSF) Key for Connecting to Oracle Integration

To use the Oracle Integration based integration of Oracle B2B Service and Oracle Field Service you must first create a CSF key which stores credentials which allow Oracle B2B Service to access Oracle Integration.

Prerequisite
Before creating the CSF Key for connecting to Oracle Integration, the oic User must first be created.

Create the CSF Key
Here's how you create a CSF key:

<table>
<thead>
<tr>
<th>Note: You must have SOA Designer application role to sign in and perform the following task.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Access Oracle SOA Composer at the following location: <a href="http://hostname:port/soa/composer">http://hostname:port/soa/composer</a>. The hostname:port can be determined by signing in to Oracle B2B Service and copying the first part of the URL and replacing the &quot;hostname:port&quot; section of the SOA Composer URL.</td>
</tr>
<tr>
<td>2. Click Manage Security.</td>
</tr>
<tr>
<td>3. Complete the fields as shown on the following table. The values are located in the email you received when oic was provisioned.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>csf-key</td>
<td>&lt;Oracle Integration Identity Domain&gt;</td>
</tr>
<tr>
<td></td>
<td>Here's how to access the domain value. First, you must have at least one OIC flow activated. See the Oracle Integration Cloud Configuration chapter.</td>
</tr>
<tr>
<td></td>
<td>Next, use the same hostname:port to access the list of subscriptions at the following location:</td>
</tr>
<tr>
<td></td>
<td><a href="http://hostname:port/soa-infra/PublicEvent/subscriptions">http://hostname:port/soa-infra/PublicEvent/subscriptions</a>. In the first line look for the CSF Key. For example, {&quot;subscriptions&quot;: [{&quot;csfKey&quot;:&quot;Sample.xx.xxx.com&quot;}.</td>
</tr>
<tr>
<td></td>
<td>Using this example, your CSF-Key value is: Sample.xx.xxx.com</td>
</tr>
<tr>
<td>User Name</td>
<td>&lt;User Name from Oracle Integration User&gt;</td>
</tr>
<tr>
<td>Password</td>
<td>&lt;Password from Oracle Integration User&gt;</td>
</tr>
<tr>
<td></td>
<td>See the related topic Create the Oracle Integration User below.</td>
</tr>
<tr>
<td>Field</td>
<td>Value</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>&lt;Password from Oracle Integration User&gt;</td>
</tr>
</tbody>
</table>

4. Click **Register**.
The CSF Key is created.

**Related Topics**
- Create the Oracle Integration User

**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 B2B Service.

Attachments can't be synchronized from B2B 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.

- 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
5 Oracle Integration Cloud Configuration

Overview of Oracle Integration Service

Oracle Integration Services (OIC) synchronizes Oracle B2B 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 B2B Service CSF Key (see the topic Create the Credential Store Framework (CSF) Key for Connecting to Oracle Integration in this guide) and 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 following topics.

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

**Related Topics**
- Add an Integration User
- Assign Integration Roles to a User

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 B2B 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 B2B 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 B2B 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 B2B Service and Oracle Field Service. Save the `orcl.r.b2bsvc_ofs_work_order_sync.20_10_0_developed.par` file to a local computer.
To create all the integration flows contained within the package, as well as the connections to Oracle B2B 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**.

**Related Topics**
- Oracle Support Document 2247612.1

### Configure Integration Connections

Do the following tasks to complete the integration between Oracle B2B Service and Oracle Field Service Cloud:

1. Configure a connection to Oracle B2B Service
2. Configure the Connection to Oracle Field Service

#### Configure a Connection to Oracle B2B Service

First, you configure the connection to Oracle B2B Service.

1. On the OIC homepage, click **Connections**.
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.

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Property Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSC Service Catalog WSDL URL</td>
<td>Enter the service catalog URL for your Oracle B2B Service instance. For example: https://&lt;common domain host&gt;/fndAppCoreServices/ServiceCatalogService?wsdl</td>
</tr>
<tr>
<td>OCS Event Catalog URL</td>
<td>Optionally, enter the event catalog URL for your Oracle B2B Service instance. For example: <a href="https://CRM">https://CRM</a> domain host&gt;/soa-infra</td>
</tr>
</tbody>
</table>

**Note:** This option applies only if this connection isn’t used for creating integrations that subscribe to events.

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Property Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interface Catalog URL</td>
<td>[https://%3ccommon]https://&lt;common domain host&gt;/helpPortalApi/otherResources/latest/interfaceCatalogs</td>
</tr>
</tbody>
</table>

6. Click **OK**.
7. Click **Configure Security**.
8. In the Credentials window, enter the values as shown in the following table.

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Property Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>User name</td>
<td>SERVICE_APP_ICS_ID</td>
</tr>
<tr>
<td>Password</td>
<td>Enter the password.</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>Reenter the password.</td>
</tr>
</tbody>
</table>

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 B2B 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
Verify Integration Synchronization

Here's how you verify the synchronization:

   
   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 B2B Service. Verify the scheduled time is updated on the work order in B2B Service.

3. Reschedule the work order in Oracle B2B 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.

   
   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.

7. After activation, verify that the integration synchronization is functional.
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 B2B Service, you can modify Channels, Service Requests, Messages, and Queues.

Modify the Field Service Pages

Here's how you modify SR page layouts.

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 Application 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:

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.
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
- Oracle Applications Cloud Configuring Applications Using Application Composer
7 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 B2B 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

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:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>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.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Email</td>
<td>If the contact has a primary email, it's automatically populated. You can change or add the contact's email by clicking the <strong>Manage Email</strong> link in the list of values.</td>
</tr>
<tr>
<td>Address</td>
<td>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 <strong>Manage Address</strong> link in the list of values.</td>
</tr>
</tbody>
</table>

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.
Update a Work Order

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

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 appears showing 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.

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 B2B 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 TOA.
- Oracle Integration didn't connect to TOA. An administrator must manually reschedule the work order.
11. Click **Save and Close**.

## 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.

## 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 Order Parts for a Work Order: For Oracle Service Logistics Cloud Users

Sometimes parts are required for a work order. If you're using Oracle Service Logistics Cloud, you can use the Parts Details tab to order parts that are required by the field service technician.

If parts are needed for a field service technician to resolve an issue, and you're using Service Logistics, the Parts Details tab is available on the View Work Order page. Use that tab to add the parts to the work order. 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.

**Related Topics**

- **Order Technician Replaceable Parts**
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.
8 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 B2B Service and Oracle Field Service. The mapping uses the Oracle Field Service standard and administrator-defined properties.

Work Order Created in Oracle B2B Service

The fields shown in the following table are updated when a work order is created in Oracle B2B Service:

<table>
<thead>
<tr>
<th>Oracle B2B Service Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>WO_INTEGRATION_STATUS_CD</td>
<td>ORA_WO_INT_CREATE_SUBMITTED</td>
</tr>
<tr>
<td>WO_INTEGRATION_MSG_CD</td>
<td>ORA_WO_INT_MSG_CREATE_SUB</td>
</tr>
</tbody>
</table>

Work Order Field Mapping

The following table shows the Oracle B2B Service work order field mapping to the Oracle Field Service activity.

<table>
<thead>
<tr>
<th>Oracle B2B Service Attribute</th>
<th>Data Type</th>
<th>Oracle Field Service Property</th>
<th>Data Type</th>
<th>Administrator-Defined Property</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wold</td>
<td>Long</td>
<td>apptNumber</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>WoNumber</td>
<td>String</td>
<td>wo_number</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>FsTypeCd</td>
<td>String</td>
<td>activityType</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetName</td>
<td>String</td>
<td>wo_asset_name</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetSerialNum</td>
<td>String</td>
<td>wo_asset_serial_num</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetInstallDate</td>
<td>Date</td>
<td>wo_asset_install_date</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetPurchaseDate</td>
<td>Date</td>
<td>wo_asset_purchase_d</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetStatusCd</td>
<td>String</td>
<td>wo_asset_status</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>Oracle B2B Service Attribute</td>
<td>Data Type</td>
<td>Oracle Field Service Property</td>
<td>Data Type</td>
<td>Administrator-Defined Property</td>
<td>Condition</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------</td>
<td>-------------------------------</td>
<td>-----------</td>
<td>-------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>PrimaryAssetProduct</td>
<td>String</td>
<td>wo_asset_product</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>AccountPartyName</td>
<td>String</td>
<td>wo_account_name</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>ContactName</td>
<td>String</td>
<td>customerName</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ContactEmail</td>
<td>String</td>
<td>customerEmail</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ContactPhoneNumber</td>
<td>String</td>
<td>customerPhone</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ContactAltPhoneNumber</td>
<td>String</td>
<td>customerCell</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Address1</td>
<td>String</td>
<td>streetAddress</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Address2</td>
<td>String</td>
<td>city</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Address3</td>
<td>String</td>
<td>postalCode</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Address4</td>
<td>String</td>
<td>stateProvince</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Country</td>
<td>String</td>
<td>country_code</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>TimezoneCode</td>
<td>String</td>
<td>timeZone</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>WoArea</td>
<td>String</td>
<td>resourceId</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>CaseNote</td>
<td>String</td>
<td>wo_case_note</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Duration</td>
<td>Integer</td>
<td>duration</td>
<td>Integer</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ReminderTime</td>
<td>Integer</td>
<td>reminderTime</td>
<td>Integer</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>
### Field Mapping for a Successful Activity Create

The following table shows the Oracle B2B Service work order field mapping to the Oracle Field Service activity for an Activity Create successful.

<table>
<thead>
<tr>
<th>Oracle B2B Service Attribute</th>
<th>Data Type</th>
<th>Oracle Field Service Property</th>
<th>Data Type</th>
<th>Administrator-Defined Property</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>WoStatusCd</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>=ORA_SVC_WO_PENDING</td>
</tr>
<tr>
<td>WoIntegrationMsgCd</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
<td>Null</td>
<td></td>
</tr>
<tr>
<td>WoIntegrationStatusCd</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
<td>=ORA_WO_INT_CREATE_SUCCESSFUL</td>
<td></td>
</tr>
<tr>
<td>ScheduledDate</td>
<td>String</td>
<td>Date</td>
<td>Date</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>ScheduledTimeSlot</td>
<td>String</td>
<td>Timeslot</td>
<td>String</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>FsActivityId</td>
<td>Long</td>
<td>activityId</td>
<td>Integer</td>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>

### Field Mapping for an Activity Create Failure

The following table shows the Oracle B2B Service work order field mapping to the Oracle Field Service activity for an Activity Create failure.

<table>
<thead>
<tr>
<th>Oracle B2B Service Attribute</th>
<th>Data Type</th>
<th>Oracle Field Service Property</th>
<th>Data Type</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ResolutionDueDateLocal</td>
<td>String</td>
<td>slaWindowEnd</td>
<td>String</td>
<td>If RequestedDate = &quot;&quot; and ResolutionDueDateLocal ! = &quot;&quot; then concat((substring(ResolutionDueDateLocal,1,10), ' ', (substring(ResolutionDueDateLocal,12,8))) else NA</td>
</tr>
<tr>
<td>RequestedDate</td>
<td>Date</td>
<td>date</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>RequestedTimeSlot</td>
<td>String</td>
<td>timeSlot</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>SrNumber</td>
<td>String</td>
<td>wo_sr_number</td>
<td>String</td>
<td>yes</td>
</tr>
</tbody>
</table>
### Work Order Updated Field Mappings R13 (1.0)

The following tables detail field mappings for OEC OFSC Work Order Updated R13 (1.0) between Oracle B2B Service and Oracle Field Service. The mapping uses the Oracle Field Service standard and administrator-defined properties.

#### Work Order Rescheduled in Oracle B2B Service

When a work order is rescheduled in Oracle B2B Service, even if other fields are also updated, the fields shown in the following table are updated.

<table>
<thead>
<tr>
<th>Oracle B2B Service Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>WO_INTEGRATION_STATUS_CD</td>
<td>ORA_WO_INT_RESCHED_SUBMITTED</td>
</tr>
<tr>
<td>WO_INTEGRATION_MSG_CD</td>
<td>ORA_WO_INT_MSG_RESCHED_SUB</td>
</tr>
</tbody>
</table>

#### Work Order Updated in Oracle B2B Service

When a work order is updated in Oracle B2B Service, the fields shown in the following table are updated.

<table>
<thead>
<tr>
<th>Oracle B2B Service Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>WO_INTEGRATION_STATUS_CD</td>
<td>ORA_WO_INT_UPDATE_SUBMITTED</td>
</tr>
<tr>
<td>WO_INTEGRATION_MSG_CD</td>
<td>ORA_WO_INT_MSG_UPDATE_SUB</td>
</tr>
</tbody>
</table>

#### Work Order Field Mapping

The following table shows the Oracle B2B Service work order field mapping to the Oracle Field Service Activity.
<table>
<thead>
<tr>
<th>Oracle B2B Service Attribute</th>
<th>Data Type</th>
<th>Oracle Field Service Property</th>
<th>Data Type</th>
<th>Administrator-Defined</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wold</td>
<td>Long</td>
<td>apptNumber</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>WoNumber</td>
<td>String</td>
<td>wo_number</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetName</td>
<td>String</td>
<td>wo_asset_name</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetSerialNumber</td>
<td>String</td>
<td>wo_asset_serial_number</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetInstallDate</td>
<td>Date</td>
<td>wo_asset_install_date</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetPurchaseDate</td>
<td>Date</td>
<td>wo_asset_purchase_date</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetStatusCode</td>
<td>String</td>
<td>wo_asset_status</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetProduct</td>
<td>String</td>
<td>wo_asset_product</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>AccountPartyName</td>
<td>String</td>
<td>wo_account_name</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>ContactName</td>
<td>String</td>
<td>customerName</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ContactEmail</td>
<td>String</td>
<td>customerEmail</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ContactPhoneNumber</td>
<td>String</td>
<td>customerPhone</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ContactAltPhoneNumber</td>
<td>String</td>
<td>customerCell</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Address1</td>
<td>String</td>
<td>streetAddress</td>
<td>String</td>
<td>NA</td>
<td>concat(Address1,Address2)</td>
</tr>
<tr>
<td>Address2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>String</td>
<td>city</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>PostalCode</td>
<td>String</td>
<td>postalCode</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>State</td>
<td>String</td>
<td>stateProvince</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>
Field Mapping for an Update Successful
The following table shows the Oracle B2B Service work order field mapping to the Oracle Field Service activity for an update successful.

<table>
<thead>
<tr>
<th>Oracle B2B Service Attribute</th>
<th>Data Type</th>
<th>Oracle Field Service Property</th>
<th>Data Type</th>
<th>Administrator-Defined</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>WoIntegrationMsgCd</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
<td>Null</td>
<td></td>
</tr>
<tr>
<td>WoIntegrationStatusCd</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
<td>If(WoIntegrationStatusCd = ORA_WO_INT_RESCHED_SUBMITTED Then ORA_WO_INT_RESCHED_SUCCESSFUL ORA_WO_INT_UPDATE_SUCCESSFUL)</td>
<td></td>
</tr>
<tr>
<td>ScheduledDate</td>
<td>String</td>
<td>Date</td>
<td>Date</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>ScheduledTimeSlot</td>
<td>String</td>
<td>Timeslot</td>
<td>String</td>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>

Field Mapping for an Activity Update Failure
The following table shows the Oracle B2B Service work order field mapping to the Oracle Field Service activity for an update failure.
### Work Order Canceled Field Mappings R13 (1.0)

The following tables detail field mappings for OEC OFSC Work Order Canceled R13 (1.0) between Oracle B2B Service and Oracle Field Service. The mapping uses the Oracle Field Service standard and administrator-defined properties.

#### Work Order Canceled in Oracle B2B Service

When a work order is canceled in Oracle B2B Service the fields shown in the following table are updated.

<table>
<thead>
<tr>
<th>Oracle B2B Service Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>WO_INTEGRATION_STATUS_CD</td>
<td>ORA_WO_INT_CANCEL_SUBMITTED</td>
</tr>
<tr>
<td>WO_INTEGRATION_MSG_CD</td>
<td>ORA_WO_INT_MSG_CANCEL_SUB</td>
</tr>
</tbody>
</table>

#### Work Order Field Mapping

The following table shows the Oracle B2B Service work order field mapping to the Oracle Field Service Activity.
### Field Mapping for a Cancel Successful Activity

The following table shows the Oracle B2B Service work order field mapping to the Oracle Field Service activity for a cancel successful.

<table>
<thead>
<tr>
<th>Oracle B2B Service Attribute</th>
<th>Data Type</th>
<th>Oracle Field Service Property</th>
<th>Data Type</th>
<th>Administrator-Defined</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wold</td>
<td>Long</td>
<td>apptNumber</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetName</td>
<td>String</td>
<td>wo_asset_name</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetSerialNumber</td>
<td>String</td>
<td>wo_asset_serial_number</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetInstallDate</td>
<td>Date</td>
<td>wo_asset_install_date</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetPurchaseDate</td>
<td>Date</td>
<td>wo_asset_purchase_date</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetStatusCo</td>
<td>String</td>
<td>wo_asset_status</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>PrimaryAssetProduct</td>
<td>String</td>
<td>wo_asset_product</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>AccountPartyName</td>
<td>String</td>
<td>wo_account_name</td>
<td>String</td>
<td>yes</td>
<td>NA</td>
</tr>
<tr>
<td>ContactName</td>
<td>String</td>
<td>customerName</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ContactEmail</td>
<td>String</td>
<td>customerEmail</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ContactPhoneNumber</td>
<td>String</td>
<td>customerPhone</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ContactAltPhoneNumber</td>
<td>String</td>
<td>customerCell</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>TimezoneCode</td>
<td>String</td>
<td>timeZone</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>CaseNote</td>
<td>String</td>
<td>wo_case_note</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>ReminderTime</td>
<td>Integer</td>
<td>reminderTime</td>
<td>Integer</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Oracle B2B Service Attribute</td>
<td>Data Type</td>
<td>Oracle Field Service Property</td>
<td>Data Type</td>
<td>Condition</td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------</td>
<td>------------------------------</td>
<td>-----------</td>
<td>-----------</td>
<td></td>
</tr>
<tr>
<td>WoStatusCd</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
<td>=ORA_SVC_WO_CANCELED</td>
<td></td>
</tr>
<tr>
<td>WoIntegrationMsgCd</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
<td>Null</td>
<td></td>
</tr>
<tr>
<td>WoIntegrationStatusCd</td>
<td>String</td>
<td>NA</td>
<td>NA</td>
<td>=ORA_WO_INT_CANCEL_SUCCESSFUL</td>
<td></td>
</tr>
<tr>
<td>ScheduledDate</td>
<td>String</td>
<td>Date</td>
<td>Date</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>ScheduledTimeSlot</td>
<td>String</td>
<td>Timeslot</td>
<td>String</td>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>

**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 B2B Service through Oracle Integration.

**Work Order Field Mapping**

The following table shows the Oracle Field Service activity field mapping to the Oracle B2B Service work order.
<table>
<thead>
<tr>
<th><strong>Oracle B2B Service Attribute</strong></th>
<th><strong>Data Type</strong></th>
<th><strong>Oracle Field Service Property</strong></th>
<th><strong>Data Type</strong></th>
<th><strong>Condition</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>ContactName</td>
<td>String</td>
<td>customerName</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>ContactEmail</td>
<td>String</td>
<td>customerEmail</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>ContactPhoneNumber</td>
<td>String</td>
<td>customerPhone</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>ContactAltPhoneNumber</td>
<td>String</td>
<td>customerCell</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>Address1</td>
<td>String</td>
<td>streetAddress</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>Address2</td>
<td>String</td>
<td>streetAddress</td>
<td>Null</td>
<td>NA</td>
</tr>
<tr>
<td>Address3</td>
<td>String</td>
<td>streetAddress</td>
<td>Null</td>
<td>NA</td>
</tr>
<tr>
<td>Address4</td>
<td>String</td>
<td>streetAddress</td>
<td>Null</td>
<td>NA</td>
</tr>
<tr>
<td>City</td>
<td>String</td>
<td>City</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>PostalCode</td>
<td>String</td>
<td>postalCode</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>State</td>
<td>String</td>
<td>stateProvince</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>Province</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>String</td>
<td>country_code</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>FsNote</td>
<td>String</td>
<td>wo_fs_note</td>
<td>String</td>
<td>NA</td>
</tr>
<tr>
<td>DeliveryWinStartDate</td>
<td>DateTime</td>
<td>deliveryWindowStart</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DeliveryWinStartEnd</td>
<td>DateTime</td>
<td>deliveryWindowEnd</td>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>

**Condition**

- If `deliveryWindowStart` = ""
- Then `concat(substring(deliveryWindowStart,1,10),"T",substring(deliveryWindowStart,12,8),"Z")`

- If `deliveryWindowEnd` = ""
- Then `concat(substring(deliveryWindowEnd,1,10),"T",substring(deliveryWindowEnd,12,8),"Z")`
<table>
<thead>
<tr>
<th><strong>Oracle B2B Service Attribute</strong></th>
<th><strong>Data Type</strong></th>
<th><strong>Oracle Field Service Property</strong></th>
<th><strong>Data Type</strong></th>
<th><strong>Condition</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>ActualStartDate</td>
<td>DateTime</td>
<td>startTime</td>
<td>NA</td>
<td>If startTime ≠ &quot;&quot; Then concat((substring(startTime,1,10),&quot;T&quot;,substring(startTime,12,8),'Z'))</td>
</tr>
<tr>
<td>EstimatedStartTime</td>
<td>DateTime</td>
<td></td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>ActualEndDate</td>
<td>DateTime</td>
<td>endTime</td>
<td>NA</td>
<td>If endTime ≠ &quot;&quot; Then concat((substring(endTime,1,10),&quot;T&quot;,substring(endTime,12,8),'Z'))</td>
</tr>
<tr>
<td>BookedDate</td>
<td>DateTime</td>
<td>timeOfBooking</td>
<td>NA</td>
<td>If timeOfBooking ≠ &quot;&quot; Then concat((substring(timeOfBooking,1,10),&quot;T&quot;,substring(timeOfBooking,12,8),'Z'))</td>
</tr>
<tr>
<td>FsContactFlag</td>
<td>Boolean</td>
<td></td>
<td>NA</td>
<td>If customerName is updated from Oracle Field Service Cloud, set to true.</td>
</tr>
<tr>
<td>WoIntegrationMsgCd</td>
<td>String</td>
<td></td>
<td>NA</td>
<td>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</td>
</tr>
<tr>
<td>WoIntegrationStatusCd</td>
<td>String</td>
<td></td>
<td>NA</td>
<td>If update successful and no address fields were updated with ORA_WO_INT_FS_UPDATE.Receive Then ORA_WO_INT_FS_UPDATE_RECEIVE_ELSE Else ORA_WO_INT_FS_UPDATE_FAILED</td>
</tr>
</tbody>
</table>