Oracle Field Service Cloud
Using Android and iOS Mobile Applications
## Contents

### Preface

<table>
<thead>
<tr>
<th>Preface</th>
<th>i</th>
</tr>
</thead>
</table>

### 1 Using Oracle Field Service Cloud Mobile Android Application

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>1</td>
</tr>
<tr>
<td>About Conditions for Gathering Coordinates</td>
<td>2</td>
</tr>
<tr>
<td>Install Oracle Field Service Cloud Mobile</td>
<td>2</td>
</tr>
<tr>
<td>Configure Oracle Field Service Cloud Mobile Instance</td>
<td>3</td>
</tr>
<tr>
<td>Activate or Deactivate Coordinate Gathering</td>
<td>5</td>
</tr>
<tr>
<td>About the OFSC Mobile Specifics</td>
<td>5</td>
</tr>
<tr>
<td>About Using the Barcode Scanner</td>
<td>5</td>
</tr>
<tr>
<td>Change the Oracle Field Service Cloud Mobile Instance</td>
<td>7</td>
</tr>
<tr>
<td>Troubleshoot Oracle Field Service Cloud Mobile Android Application</td>
<td>7</td>
</tr>
<tr>
<td>Creating Shortcuts for OFSC Mobile Instances</td>
<td>7</td>
</tr>
</tbody>
</table>
Preface

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

Using Oracle Applications

To find guides for Oracle Applications, go to the Oracle Help Center.

Documentation Accessibility

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 topics also available in this guide.

Contacting Oracle

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit My Oracle Support or visit Accessible Oracle Support if you are hearing impaired.

Comments and Suggestions

Please give us feedback about Oracle Applications Help and guides. Please take one of the following surveys:

- For web-based user guide, Web-based User Guide Survey
- For tutorial feedback, Tutorial Survey
1 Using Oracle Field Service Cloud Mobile Android Application

Overview

The Oracle Field Service Cloud Mobile for Android application uses a native implementation of Oracle Field Service Cloud Mobility in the application. This application is enhanced to improve the collection of resource geocoordinates using their mobile device in near real-time. The Mobility option of the application is configured in the same way as Oracle Field Service Cloud Mobility.

You can use the mobile application to find the location and track the travel patterns of a mobile resource. The mobile application is available on Google Play services.

This section discusses how to download, install and run the mobile application on devices.

In case you use Mobile Device Management (MDM) software, you should modify the instructions in accordance with MDM software.

Your mobile device must satisfy the following criteria to run the Oracle Field Service Cloud Mobile application:

- The mobile application must support Android 6.0 or later

  Note:
  
  - For the most recent Browser Support Policy, see Oracle Field Service Cloud Browser Support Policy

- Location services are available and enabled in High Accuracy mode (use GPS, WLAN and mobile network to determine location)

Security Notes

1. Information access:

   Oracle Field Service Cloud Mobile for Android doesn’t change customer or user sensitive information storage against existing secure storage which is implemented in Oracle Field Service Cloud Mobility.

2. Authentication:

   The feature does not require any additional user authentication against authentication which is implemented in Oracle Field Service Cloud Mobility.

3. Communication:

   - The application uses https protocol for any communication out of device.
   - The application does not support self-signed certificates.
   - The application obtains access token using secured Oracle Field Service Cloud API.
4. Device security:
   - The application doesn't manage or control any security related device options and doesn't require any specific options.
   - It is responsibility of client to set reasonable secure options of the device: set password for unlock device, encrypt device, disable any developer mode options and so on.
   - It is responsibility of client to verify any security tools for compatibility with the application:
     - The application mustn't be prevented from starting or launching of web applications.
   - The following Android permissions MUST NOT be blocked:
     - camera
     - storage
     - precise location (regularly GPS and network based)
     - full network access
     - view network connections
     - run at startup
     - access extra location provider commands

About Conditions for Gathering Coordinates

This section discusses the conditions followed when the mobile application collects coordinates of mobile resources.

Once the route of the resource is activated, the Oracle Field Service Cloud Mobile application starts collecting coordinates.

Following conditions are true:

- Coordinates are collected only if the mobile resource is logged into the Oracle Field Service Cloud Mobile application and the route is activated.
- Coordinates are collected continuously regardless of whether Oracle Field Service Cloud application started, stopped, or the mobile device is locked.
- Coordinates are provided continuously when internet connection is active.
- Coordinates gathering is stopped when the mobile resource logs out from Oracle Field Service Cloud Mobile application or when the route of the mobile resource is deactivated.

**Important:** In case, the mobile resource does not deactivate the route, coordinates gathering is automatically terminated within 2 hours after working hours.

Install Oracle Field Service Cloud Mobile

This section describes how to install Oracle Field Service Cloud Mobile from the Google Play Store.

Ensure that you are using an Android device with active internet connection and access to Google Play Store.

1. Open Google Play Store on the mobile device.
2. Find the application 'Oracle Field Service Cloud Mobile and select it. 
   You can download the Oracle Field Service Cloud Mobile App from Google Play Store directly using the following link: https://play.google.com/store/apps/details?id=com.oracle.ofsc.
3. Select Install.

The Oracle Field Service Cloud Mobile application is downloaded and installed in the target device.

Configure Oracle Field Service Cloud Mobile Instance

You should download and install the Oracle Field Service Cloud Mobile application from the Google Play Store.

To configure Oracle Field Service Cloud Mobile Instance:

1. Open the Oracle Field Service Cloud Mobile application.
2. Read and accept End User License Agreement.
3. Specify the Oracle Field Service Cloud Mobility instance to be connected.
4. In the instance name field (for example, sunrise or sunrise.test), enter the name of the instance you want to switch and then select OK.

   Note: In the instance name field, in case the user type is assigned a login policy (like LDAP, SAML, etc.), it is required to type in full path to the login page (including the https://).

   Note: Do not include the 'etadirect.com' domain in the instance name field.

5. Enter login (username) and password.

You can also create shortcuts for the Oracle Field Service Cloud Mobile instances. Using the shortcut, you can open the Oracle Field Service Cloud Mobile and load the instances automatically.

To use this option, you need to create and download an XML file to the device. A sample XML file is explained below:

```xml
<?xml version="1.0" ?>
<instance>
  <name>Demo</name>
  <url>http://demo.etadirect.com/m</url>
</instance>
```

In the above sample,
- <instance> — root node
- <name> — child of <instance>, contains the Name of the shortcut to be displayed.
- <url> — child of <instance>, contains the URL of the Mobility instance.

Simplified Log In

The field resources use the same instance most of the time to login to the Mobile App.

To minimize this effort of using the same series of steps to login to a particular instance every time, you can use the Mobile Device Management (MDM) option.

Using MDM
In general, the field resource needs to provide the instance name and other details to access a particular instance. The MDM makes it easy by populating the last used instance for field resources. The user just needs to select and access the instance. If there is more than one instance that the resource uses frequently, all such instances are listed under the Instance name drop down. You can select the required instance and access it.

Offline

If the field resource used a particular instance at least once, the instance availability check is done and if the device is online, the offline data is updated. When the device is offline, the field resource can continue to work by entering the password or PIN (depending on configuration).
Using Single Sign On (SSO) within Application

Similar to the OFSC, you can also use the Single Sign On technology in the installed application.

SP initiated login

Using the SP initiated login is same as described in the ‘Configure Oracle Field Service Cloud Instance’ section.

Activate or Deactivate Coordinate Gathering

You should download Oracle Field Service Cloud Mobile application using Google Play. The application is installed on the device and first run passed.

To activate or deactivate Coordinate Gathering:

1. Open the Oracle Field Service Cloud Mobile application.
   The application opens the Oracle Field Service Cloud instance that you specified previously.
2. Select **Activate Route**.
   The application starts collecting GPS coordinates.
3. Switch to another Android application and then switch to the Oracle Field Service Cloud mobile instance.
   You will notice that the application continues to obtain GPS coordinates.
4. Select **Deactivate Route**.
   The application stops collecting GPS coordinates.

About the OFSC Mobile Specifics

When using File Property with GUI type ‘Image’, the camera opens automatically and there is no possibility to select an existing image from the gallery. If you want to select an image from the gallery, the File Property with GUI type must be set as ‘File’ and not as ‘Image’.

About Using the Barcode Scanner

You can use the Barcode Scanner button to search for inventory in the Oracle Field Service Cloud Mobile application.

**Note:** The Barcode Scanner button is available in the inventory search screen when using Oracle Field Service Cloud Mobile – the iOS and Android applications. The button is not available when using the browser-based Oracle Field Service Cloud Mobile application unless a plug-in is developed and configured.

In general, parts and equipment have barcodes printed on their package. The new Barcode Scanner button added to the Search field helps you to find a part or equipment without the need to type any text and tap the Search button. This feature
allows the Barcode Scanner to scan the barcode and Search is run without the need to tap the button and populate the result.

The following figure shows the inventory search screen with the Barcode Scanner option:

![Barcode Scanner Screen][1]

To use the Barcode Scanner:

1. From the Resource Info screen, click any activity. The Activity details screen appears.
2. Click the Search button present on the screen. The Search by keyword text box with the barcode scanner appears on the screen.
3. Click the Barcode scanner button and place the mobile in front of the printed barcode on any of the packages. The barcode information is captured and the search is run.

All the relative inventory items will appear on the screen. You can select the required part or equipment and continue with your activity.

<table>
<thead>
<tr>
<th>Barcode Type</th>
<th>Android</th>
<th>iOS</th>
</tr>
</thead>
<tbody>
<tr>
<td>QR_CODE</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>DATA MATRIX</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>UPC_A</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>UPC_E</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>EAN_8</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>EAN 13</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>CODE_39</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>CODE_93</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>CODE_128</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>CODABAR</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>ITF</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>RSS14</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>PDF417</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>RSS_EXPANDED</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

[1]: placeholder for image of barcode scanner screen
Change the Oracle Field Service Cloud Mobile Instance

You can change/update the Oracle Field Service Cloud Mobile instance name. For example: Moving from a TEST name to a PROD name.

To change the Oracle Field Service Cloud Mobile Instance:

1. Open the Oracle Field Service Cloud Mobile application.
2. Navigate to the **OFSC Mobility Instance** page.
3. In the **instance name** field, enter the name of the instance you want to switch and then select **OK**.

Troubleshoot Oracle Field Service Cloud Mobile Android Application

This section lists a set of troubleshooting steps for Oracle Field Service Cloud Mobile application.

1. Activity and Inventory is not updated in my instance
   - Check to see if the instances are the same (Mobile and Manage).
2. Coordinates were not gathered
   - Verify if the resource is logged in and their route is active
   - If using a Mobile Device Management (MDM) solution, ensure that the geolocation services are available.
3. Requirements when using MDM software
   - The application must not prevent a user from starting or launching of a web application.
   - Following Android permissions MUST NOT be blocked:
     - precise location (GPS and network based)
     - full network access
     - view network connections
     - run at startup

Creating Shortcuts for OFSC Mobile Instances

You can create shortcuts to open the OFSC Mobile app and load the desired Mobility instance automatically.

This option is supported in OFSC Mobile for Android only.

In order to create the shortcut, you must create and download the XML file on the device. The XML file contains the following content nodes:

- `<instance>` — *required*, root node
- `<name>` — *required*, child of `<instance>`, contains the Name of the shortcut to be displayed
• `<url>` — *required*, child of `<instance>`, contains the complete URL of the desired Mobility Instance

Example:

```xml
<?xml version="1.0" ?>
<instance>
  <name>Demo</name>
  <url>http://demo.etadirect.com/m</url>
</instance>
```

After downloading the XML file, launch it and select the OFSC Mobile app (Field Service) option.

The Field Service option appears as shown below:

![Field Service option](image_url)

When OFSC app opens, it loads the Mobility instance specified the in the `<url>` node.

In addition, it creates the shortcut on the Mobile screen. When you click the shortcut button, the configured Mobility instance opens.
# Revision History

This document will continue to evolve as existing sections change and new information is added.

<table>
<thead>
<tr>
<th>Date</th>
<th>What’s Changed</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2019</td>
<td>• Minor updates</td>
<td></td>
</tr>
<tr>
<td>August 2018</td>
<td>• About Conditions for Gathering Coordinates</td>
<td></td>
</tr>
<tr>
<td>February 2018</td>
<td>• Added new information related to iOS application</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Added information related to Android application from Using Smart Location guide.</td>
<td></td>
</tr>
</tbody>
</table>