

Oracle Field Service Cloud

Using Cloud Portal for Oracle Field Service Cloud

19A

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display in any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

The business names used in this documentation are fictitious, and are not intended to identify any real companies currently or previously in existence.

Contents

| | |
|--|----------|
| Preface | i |
| <hr/> | |
| 1 Introduction | 1 |
| About the OFSC Service in Cloud Portal | 1 |
| 2 About the Billing Metrics | 3 |
| Using the Billing Metrics | 3 |
| Download as CSV File | 3 |
| Resource Summary | 3 |
| 3 About the Business Metrics | 5 |
| Using the Business Metrics | 5 |
| 4 OFSC Service Console | 7 |
| About the OFSC Service Console | 7 |
| About the Instances | 7 |

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 Introduction

About the OFSC Service in Cloud Portal

The Cloud Portal provides information about the service that the user has an active subscription .

The OFSC Service is available to the user only if the user has completed the following steps:

- Subscription Provision Request — The user must have requested for OFSC Service Provision.
- Activating the Service — The user gets an e-mail confirmation after successful subscription request. An activation link is provided in the email, using which the user must activate the service.

For detailed information about the Cloud Portal accounts and subscriptions, see Cloud Portal documentation.

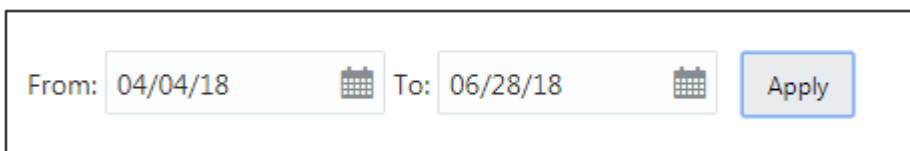
2 About the Billing Metrics

Using the Billing Metrics

The Billing Metrics tab provides details about the OFSC Service usage and the charges for the usage.

These details were sent to the users manually, but, using the Cloud Portal, the users can view the service usage anytime.

You can view the billing metrics for any specific period using the Calendar selection.



The screenshot shows a date selection interface within a rectangular border. On the left, the text "From:" is followed by a text input field containing "04/04/18" and a calendar icon. In the middle, the text "To:" is followed by a text input field containing "06/28/18" and a calendar icon. On the right, there is a blue button with the text "Apply".

Download as CSV File

You can download the resource information as a CSV file using this option.

1. Under the Billing Metrics tab, click Download as CSV file.

A dialog appears on the screen. You can select an option to Open or Save the CSV file.

Resource Summary

This section provides information about the subscribed resources.

The Resource Summary lists the resources based on which the user is billed for the OFSC Service. The Billing Metrics information is calculated based on one of the following resources:


- Hosted Named Seat Month
- Hosted Named User
- Appointments

The metrics information will be populated for only one of the above resources that is included with the customer contract.

3 About the Business Metrics

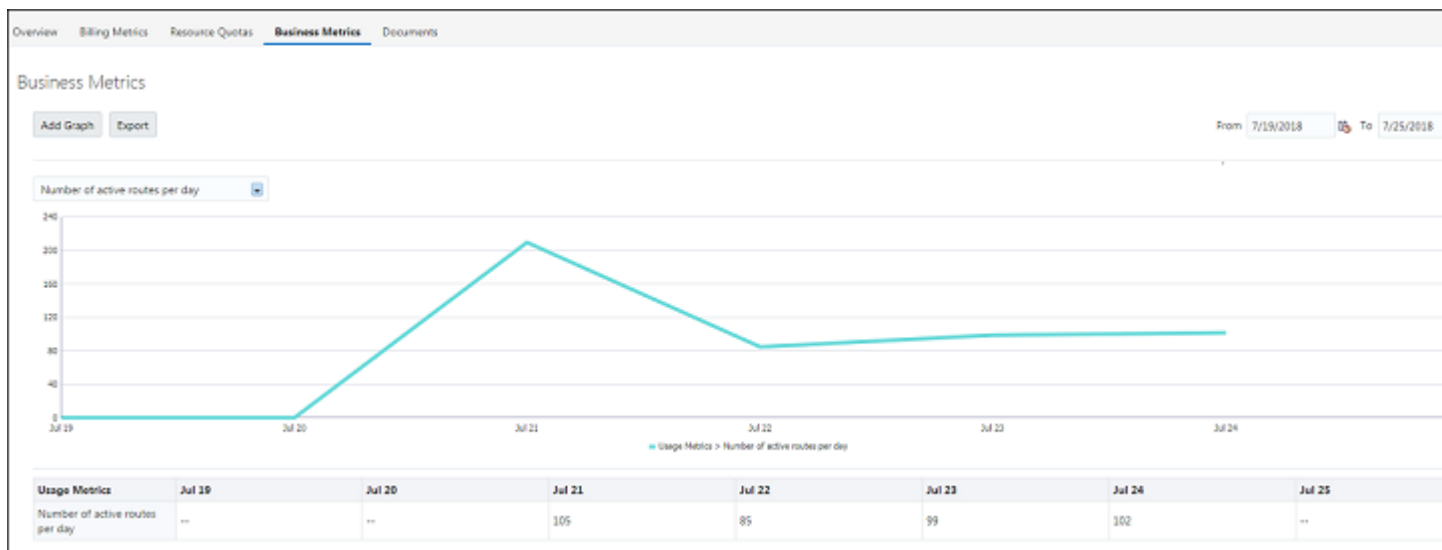
Using the Business Metrics

The Business Metrics tab provides details about the business metrics displayed on the Cloud Portal.

 **Note:** The Business Metrics is calculated during the end of the day and only for the Production environments.

To view the Business Metrics for a particular period, use the procedure below:

1. From the Calendar option, select the dates for which you want to view the business metrics.
2. From the drop down list, select the type of business metrics you want to view. The specific Billing Metrics appears as a graph on the screen.



Types of Business Metrics

The following table lists different types of business metrics:

| Metrics | Description |
|----------------------------------|---|
| File management: number of files | Provides information about a file storage usage metric, namely: number of requests to File storage grouped by day |
| File management: number of bytes | Provides information about a file storage usage metric, namely: number of transferred bytes grouped by day |
| Number of logged users | Provides information about the number of active users that logged into the system grouped by day |
| Number of technicians | Provides information about the number of active Field resources grouped by day |

| Metrics | Description |
|---|---|
| Number of activated routes | Provides information about the number of active routes grouped by day |
| Number of sent messages | Provides information about the number of messages sent out through the Notification Engine grouped by day |
| Number of auto-routed activities | Provides information about a Routing usage metric, namely: % of auto-routed activities |
| Number of manually assigned jobs | Provides information about a Routing usage metric, namely: % of manually assigned jobs |
| Number of not-routed jobs | Provides information about a Routing usage metric, namely: % of not-routed jobs |
| Routing Usage | Provides information about a Routing usage metric, namely: a number of routing runs per day |
| Average Travel Time | Provides information about a Travel time metric, namely: average travel duration per day. |
| Number of assigned appointments | Provides information about the number of assigned jobs metric, namely: average number of assigned jobs per Field resource per day |
| Number of completed assignments | Provides information about the number of completed jobs metric, namely: average number of completed jobs per Field resource per day |
| Number of cancelled appointments | Provides information about the number of cancelled jobs metric, namely: average number of cancelled jobs per Field resource per day |
| Number of suspended appointments | Provides information about the number of suspended jobs metric, namely: average number of suspended jobs per Field resource per day |
| Number of not done appointments | Provides information about a number of not done jobs, namely: avg. number of not done jobs per Field resource per day |
| % of appointments started in time | Provides information about the % of jobs that started within Service window |
| % of appointments not started in time | Provides information about the % of jobs that started after Service window end time |
| % of appointments completed within SLA | Provides information about the % of jobs completed within SLA window |
| % of appointments completed outside SLA | Provides information about the % of jobs completed outside SLA window end time date and time |

4 OFSC Service Console

About the OFSC Service Console

The Oracle Field Service Console provides details about the instances that are provided to the customer for the subscription.

In a customer buys base SKU, it includes one Production instance and two Test instances. But, the customer can buy more Test instances depending on the business need.

About the Instances

The number of instances a customer gets depends on the subscription.

Depending on the subscription, a customer gets one production instance and at least two test instances. You can view the instance details from the Open Service Console button.

Once you click the Open Service Console window, you can view the details of the instances related to the particular service.

Production Instance

The Production Instance has the following details:

- Subscription ID
- Instance Name
- Version
- URL

If the Production Instance is in configuration mode, the existing data in Production Instance is overwritten by the data copied from the Test Instances. Once the instance is moved to Production Go-Live mode, the instance can be updated using the GUI, Export/Import, or using APIs only.

Test Instance

The Test Instance has the following details:

- Type
- Instance Name
- Version
- URL

Revision History

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

| Date | What's Changed | Notes |
|---------------|---|-------|
| November 2018 | <p>The following topics are added:</p> <ul style="list-style-type: none">• Using the Business Metrics <p>The following topics are updated:</p> <ul style="list-style-type: none">• Using the Billing Metrics• Resource Summary | |
| May 2018 | <ul style="list-style-type: none">• New document for 18C | |

