Oracle Fusion Field Service

Using Cloud Portal for Oracle Fusion Field Service

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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.

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we're working to remove insensitive terms from our products and documentation. We're also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Contacting Oracle

Access to Oracle Support

Customers can access electronic support through 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 to Cloud Portal

Cloud Portal

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

> **Note:** You can manage your subscriptions in Cloud Portal, only if your environment has been provisioned before May 1, 2022. If it has been provisioned after this date, you can manage your subscriptions in OneConsole.

Cloud Portal is the centralized access point where you go to manage your Oracle Cloud deployments and environments. Cloud Portal provides options for both monitoring and operating your services. The **My Accounts** feature allows you to monitor the status of services for an entire account, across multiple data centers and identity domains. My Account displays information about active, expired, and pending services. The **My Accounts** feature lets you monitor and operate all active services within a single identity domain. You use **Oracle Cloud Applications Console** to perform all operating tasks after your services are activated.

For more information about the Cloud Portal, see the *Cloud Portal library* on Oracle Help Center.

Oracle Fusion Field Service and Cloud Portal

In this document, you can find the information that's specific to Oracle Fusion Field Service settings for Cloud Portal.

Oracle Fusion Field Service Cloud Service is available only if you've completed the following activities:

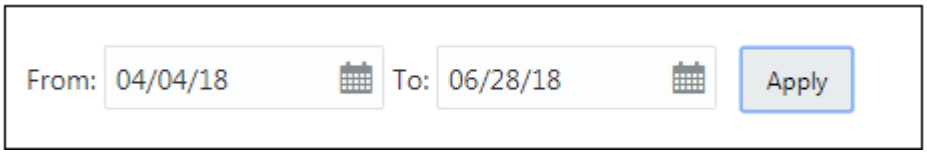
- **Subscription Provision Request**— You must have requested to provision an environment for Oracle Fusion Field Service.
- **Activating the Service** — You get an e-mail confirmation after the subscription request is fulfilled. Activate the service using the activation link provided in the e-mail.

2 Monitor Your Usage

View Usage Details in Billing Metrics

You can use the Cloud Portal to view the service usage anytime. Open the Billing Metrics tab to know the details about the Oracle Fusion Field Service usage and the charges for the usage.

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



Download Resource Information as CSV File

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

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

Results:

You can either open the CSV file and view it or Save the file.

Resource Summary

The Resource Summary lists the resources based on which you are billed for the Oracle Fusion Field Service 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 is populated for only one of the above resources that is included with your contract.

3 Business Metrics

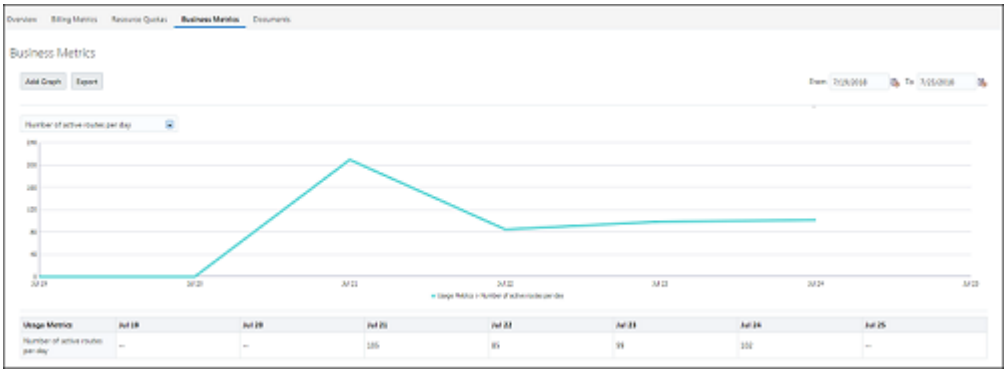
View Business Metrics for Any Period

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

Note: The Business Metrics is calculated at 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. Click the Calendar and 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.



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 mobile workers	Provides information about the number of active Mobile Workers grouped by day
Number of activated routes	Provides information about the number of active routes grouped by day

Metrics	Description
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: percentage of auto-routed activities
Number of manually assigned jobs	Provides information about a Routing usage metric, namely: percentage of manually assigned jobs
Number of not-routed jobs	Provides information about a Routing usage metric, namely: percentage 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 Mobile worker per day
Number of completed assignments	Provides information about the number of completed jobs metric, namely: average number of completed jobs per Mobile worker per day
Number of cancelled appointments	Provides information about the number of cancelled jobs metric, namely: average number of cancelled jobs per Mobile worker per day
Number of suspended appointments	Provides information about the number of suspended jobs metric, namely: average number of suspended jobs per Mobile worker per day
Number of not done appointments	Provides information about a number of not done jobs, namely: avg. number of not done jobs per Mobile worker per day
% of appointments started in time	Provides information about the percentage of jobs that started within Service window
% of appointments not started in time	Provides information about the percentage of jobs that started after Service window end time
% of appointments completed within SLA	Provides information about the percentage of jobs completed within SLA window
% of appointments completed outside SLA	Provides information about the percentage of jobs completed outside SLA window end time date and time

4 Service Console

About the Field Service Cloud Service Console

The Oracle Fusion Field Service Service Console provides details about the environments that you've subscribed to.

If you buy the base Stock Keeping Unit (SKU), it includes one Production environment and two Test environments. You can buy more Test environments, depending on your business need.

Your Provisioned Environments

The number of environments you get depends on the subscription.

Depending on the subscription, you get one production environment and at least two test environments. You can view the environment details by clicking **Open Service Console**.

The Open Service Console window shows the details of the environments related to the particular service.

Production Environment

The Production Environment has the following details:

- Subscription ID
- Environment Name
- Version
- URL

If the Production Environment is in configuration mode, the existing data in Production Environment is overwritten by the data copied from the Test Environments. When you move the environment to Production Go-Live mode, you can update the environment using the GUI, Export/Import, or using APIs only.

Test environment

The Test Environment has the following details:

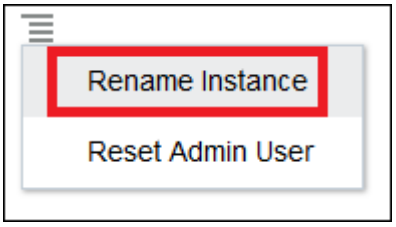
- Type
- Environment Name
- Version
- URL

Rename an Environment

You can rename an auto-generated environment name to a meaningful name, which becomes part of environment URL. This name is also visible to users on the Login page.

However, the auto-generated environment remains as is and the environment can be accessed using it.
To rename an environment:

1. Log in to Oracle Fusion Field Service Service Console with your credentials.
   You can see the list of your subscribed environments.
2. Click the menu on the right of the environment that you want to rename.
3. From the drop-down list, select **Rename Environment**.
   The **Rename Environment** dialog box appears.



4. Enter a valid name for your environment and click **Rename**.

> **Note:** A valid environment name can have numbers (0-9), lowercase letters (a-z), and dashes (-). The environment name must start and end with an alphanumeric number.

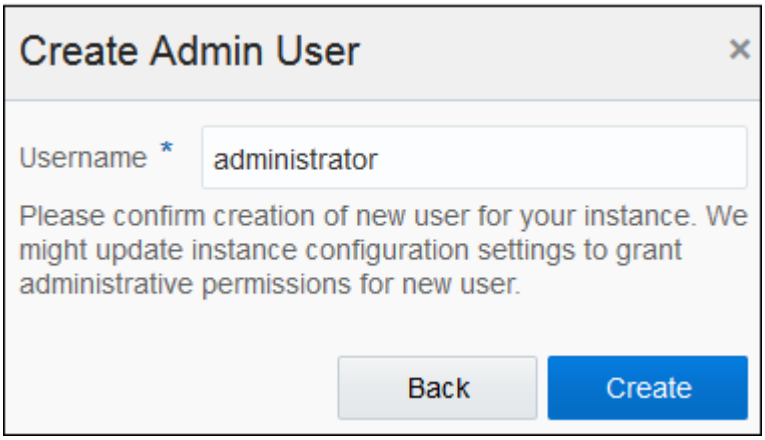
Create a New Admin User

You can create a new admin user from the Oracle Fusion Field Service Service Console.

To create a new admin user:

1. Log in to Oracle Fusion Field Service with your credentials and open **Service Console** .
2. Click the menu on the right of the environment for which you want to create a new admin user.
   The **Reset Admin User** dialog box appears.

3. Select **Create New User** and click **Continue**.
   The Create Admin User dialog box appears.



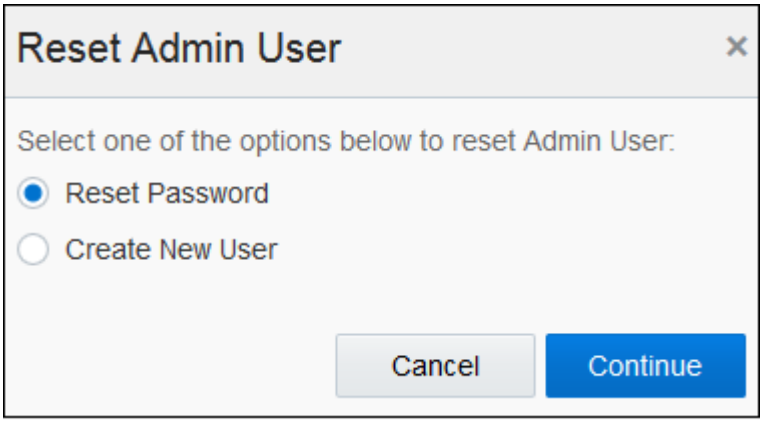
4. Click **Create**.
   A confirmation dialog appears and shows 'Admin user has been created successfully'.

Reset an Admin User Password

You can reset the password for an existing administrator from the Oracle Fusion Field Service Service Console.

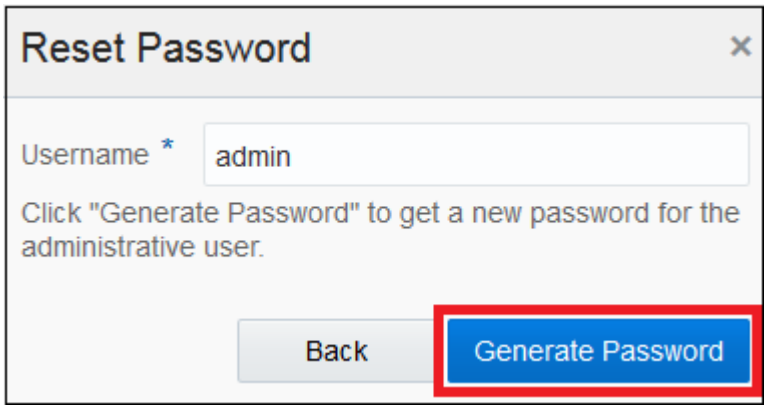
To reset the password for an existing administrator :

1. Sign in to Oracle Fusion Field Service with your credentials and open **Service Console**.
2. Click the menu on the right of the environment for which you want to reset the admin password.
   The **Reset Admin User** dialog box appears.



3. Select **Reset Password** and click **Continue**.

4. Enter the admin user name in the **Username** field.
5. Click **Generate Password**.



A confirmation window appears.

> **Note:** You can't reset the password for users that are associated with the 'SAML', 'LDAP', and 'OpenID' Login policies.

Use DKIM Validation for Emails

You can use DKIM (Domain Keys Identified Mail) to configure the email reply addresses with your own domains and subdomains, for the emails sent from Oracle Fusion Field Service. This helps in branding and personalizing your customer communications and reduces the risk of the emails being incorrectly marked as spam or blocked by recipients' email servers.

To enable DKIM, you must first register your domains and subdomains within Oracle Fusion Field Service. Emails sent on your behalf are signed with a digital signature, which can be verified by the receiving email server using the published DKIM key. This ensures that the content hasn't been tampered with and enables successful delivery to the intended recipient.

DKIM is an email authentication mechanism that ensures the integrity and legitimacy of emails. It helps recipients verify that the emails are legitimate emails sent by the domain's authorized mail servers (Oracle Fusion Field Service email infrastructure in our case) and haven't been altered in transit.

Register your Domain to Enable DKIM

You must register your domains and subdomains to use a custom email reply address for the communication that's sent by . This means, the email reply address you use is other than the default fs.ocs.oraclecloud.com or etadirect.com. This procedure helps you register the domain or subdomain for all your environments together.

Before you begin: Ensure that you've access to the DNS configuration of your domain and that you can make the required changes. If you're unsure about any step, consult with your IT team or relevant technical personnel for help.

1. Sign in to Cloud Portal or Cloud Console.
2. Click **Service Console** > **Email Domain Authentication**.
3. Click **Add Domain** in the **Registered Domains** section.

   The **Register Email Domain** dialog box appears.
4. Specify the domain or subdomain to register and click **Register**.

   For example, add your_business_unit.your_company.com. Domain registration begins and runs for a few minutes. When the domain is registered successfully, the **DKIM Signing Status** changes from Creating to Pending DNS.
5. To view the configuration requirements for the domain, click **Show Instruction**.

   The details required to configure the domain are displayed.
6. Configure your DNS setup for the domain as required, using the instructions shown on the **Configuration Instructions** page.

   Use only the system-generated CNAME Record and CNAME Value for all the email sending regions as shown on the **Configuration Instructions** page. After the DNS changes are applied, detects and updates the **DKIM Signing Status** from Pending DNS to Active. For more information about using the custom domain name in a Message Scenario, see the Message Scenario Configuration guide.

Note:

- You can register up to five (5) domains or subdomains per subscription.
- Registering a domain doesn't automatically include its subdomains.
- Registering and configuring a domain applies to the entire subscription and adding or changing Message Scenario steps are unique to each environment.
- You can’t change the domain after you register it. To change, you must delete the current domain and then add a new one.
- If you delete a domain and then re-register it, you must update the DNS setup, as the CNAME record and its value are generated with the new settings.

Enable or Disable Internet Caching

If you're using Oracle Fusion Field Service with Oracle Integration and you want your IP address to be added to the allowlist, you must disable internet caching just for the end point that's required for the integration. You can use the Content acceleration option in the Service Console to manage the internet caching.

You must disable content acceleration to prevent caching in these scenarios:

- To configure your environment for private access over VPN or FastConnect.
- To integrate Oracle applications (for example, integration through Oracle Cloud). Disabling this feature retains API requests within the Oracle network, reduces the rate of errors, and enhances integration reliability.
- To add your IP addresses to allowlist for integration with Oracle.

Follow these steps:

1. Sign in to Oracle Cloud Console (or Oracle Cloud Portal) and open the Service Console.
2. Go to the environment for which you want to disable internet caching. If your environment domain isn't OCI, then four domain names are displayed. If your environment domain is OCI, then two domain names are displayed. Select the domain for which you want to disable internet caching.
3. Click the actions menu and select **Content acceleration**.
4. Click **Enabled** and then click **Update**. Internet caching is updated for the domain and Enabled becomes Disabled. 'Internet caching is disabled' is displayed next to the domain name.

Move to Go-Live Mode

Initially, your Production environment is in Configuration mode. You can move this environment to Go-Live mode (or you can Go Live) after you complete configuring and testing the environment for all your business requirements.

When you're ready to move your Production environment to Go-Live mode, just click **Go Production to Live** on the **Available Environments** page in the Service Console. When your Production environment is in Configuration mode, you can copy the configurations from any Test environment. However, when you move to Go-Live mode, you must update the configuration only through the user interface, APIs, or by exporting and importing the settings.

You can't refresh a Production environment that's in Go-Live mode.

5 Update Date Selection in Service Console

Selecting Update Date

You can manage the schedule of quarterly updates using the Service Console.

You can select the update date of your choice to build a flexible schedule of quarterly updates, depending on your own preferences, business requirements, or other factors. In addition, you'll have more control over the environments, as scheduling the update makes the process much simpler and more transparent.

Oracle Fusion Field Service Update Process Rules

Some rules to keep in mind during the Update process.

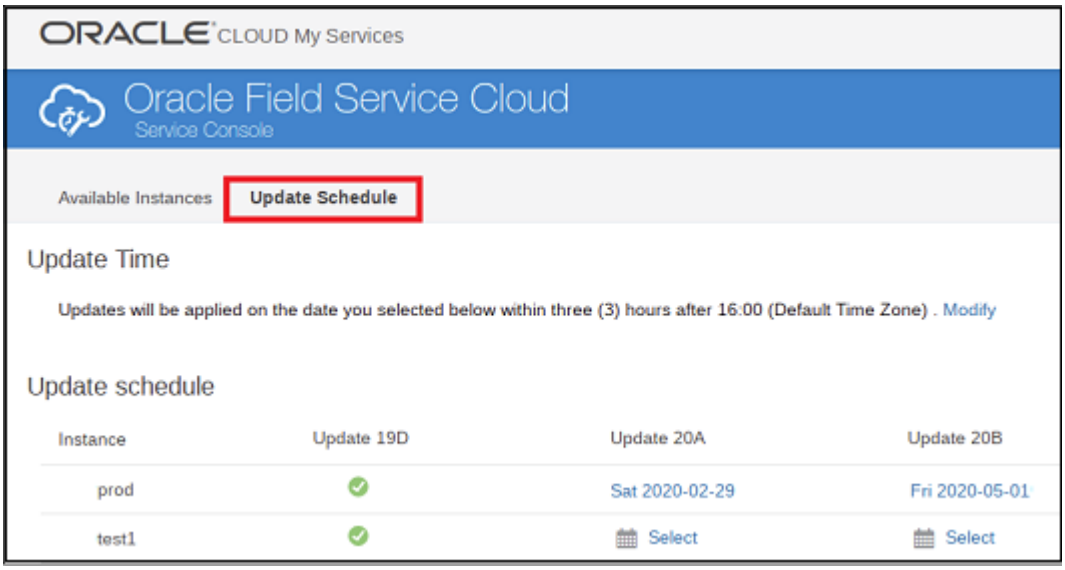
- Oracle releases Updates four times a year. The Updates are available from the first Friday of each quarter in a year (in the months of Feb, May, Aug, and Nov).
- You can select any date within the quarterly Update period to schedule or re-schedule quarterly Updates for the respective Prod and Test environments. The quarterly Update period lasts for 77 days starting from the quarterly Update General Availability date. Oracle manages the quarterly Updates for Test Preview environments and these cannot be configured.
- It's possible to pick update dates for four future GA updates. For example, if the current release is 21C, you can pick Update dates for 21D, 22A, 22B, and 22C.
- Oracle defines the number of updates and availability that can happen per day. The available dates are allotted on first come, first served basis.
- Updates are performed during the standard 3-hour update window. You can specify an update window, which is applied to all the environments in your subscription. If you do not specify any update window, the default update window is applied depending on the geographical region in which the hosting takes place.
    - North America (NA) and Latin America (LATAM) – AMER : Friday, 21:00 CDT/CST
    - Europe and Africa - EMEA : Friday, 21:00 BST/GMT8
- Update selection is not available in the following cases:
    - You have an Oracle maintained extension.
    - You don't have access to your Oracle Fusion Field Service environments from the Cloud Portal.
- Oracle reserves the right to cancel an update if the conditions are not optimal. In such a case, you'll be notified to select a different date.

Pick a Date to Update Schedule

You can manage a schedule for quarterly Updates from the **Update Schedule** tab and select the update dates for any of the quarterly Updates ahead. You can schedule updates for all the environments, except the **Test preview** environment, which is managed by Oracle.

1. Open the Service Console and go to the **Update Schedule** page.
2. Identify the environment for which you want to schedule an update and click **Select** in the appropriate column.
3. To schedule an update, pick any of the available dates from the calendar.
4. To re-schedule an update, click a date that's shown as a link, and select a different date from the calendar.

   Completed updates appear as green check boxes and you can't reschedule them. This screenshot shows the Update Schedule page:



Default Update Schedule

Oracle defines a default update schedule and this schedule is applied to all your environments.

If you don’t want to use the default schedule, you can select a different schedule manually.

Here’s the default schedule:

- 1st Friday of a quarter (in the months of Feb, May, Aug, and Nov) - Test Preview environment
- 3rd Friday of a quarter (in the months of Feb, May, Aug, and Nov) - Prod environment
- 4th Friday of a quarter (in the months of Feb, May, Aug, and Nov) - remaining Test environments

Update Scheduling Best Practices

- Plan the timing of your Prod and remaining Test environments to ensure your update is like-for-like.
- Allocate a sufficient amount of time to review and validate the new quarterly Update. We don't recommend continually shifting and pushing the Update out to the last available days since these days might be already fully booked by customers.

Configure the Update Window

The **Update Window** is a standard three hour duration allocated for running the updates that you can configure in the Service Console.

Update Window Best Practices

Configure the update window outside of the organization's standard business hours.

1. Click **Modify** in the **Update Time** section.
   The **Setup Update Window** dialog box appears.
2. From the **Update Window Start** drop-down list, select the time at which you want to start the update window.
3. Select the required time zone from the Time Zone drop-down list and click **Save**.

View Request History

You can use the **Requests History** page to view the historical data of requests you've made from the Service Console. You can view details such as the requested operations, the requestor, and the request time.

Follow these steps to view request history:

- Navigate to the **Available Environments** tab and select **Request History** for the environment for which you want to see the history. Currently, the **Update was scheduled**, **Update was rescheduled** and **Refresh was requested** operations are recorded in the Request History. The history of requests is displayed in the 'from newest – to oldest' order. Each record represents a specific operation requested from Service Console for this environment.

Self-Scheduling Weekly Maintenance Packs

You can manage the Oracle Fusion Field Service environments on your own, including scheduling Weekly Maintenance Packs and quarterly updates. Scheduling Weekly Maintenance Packs is a simple operation and doesn't require extra communications with Oracle.

You do not need to follow the pre-defined schedule to implement a Weekly Maintenance Pack for all the environments within a week. You can run Weekly Maintenance Packs based on your convenience and your organization's rules and business processes.

Weekly Maintenance Packs Applied by Oracle

Oracle is eligible to apply Weekly Maintenance Packs to customer environments when issues impacting service availability are detected. These cases can consist of, but are not limited to security, performance, and infrastructural issues. When these issues are detected and fixes are provided, Oracle applies the Weekly Maintenance Packs at its discretion.

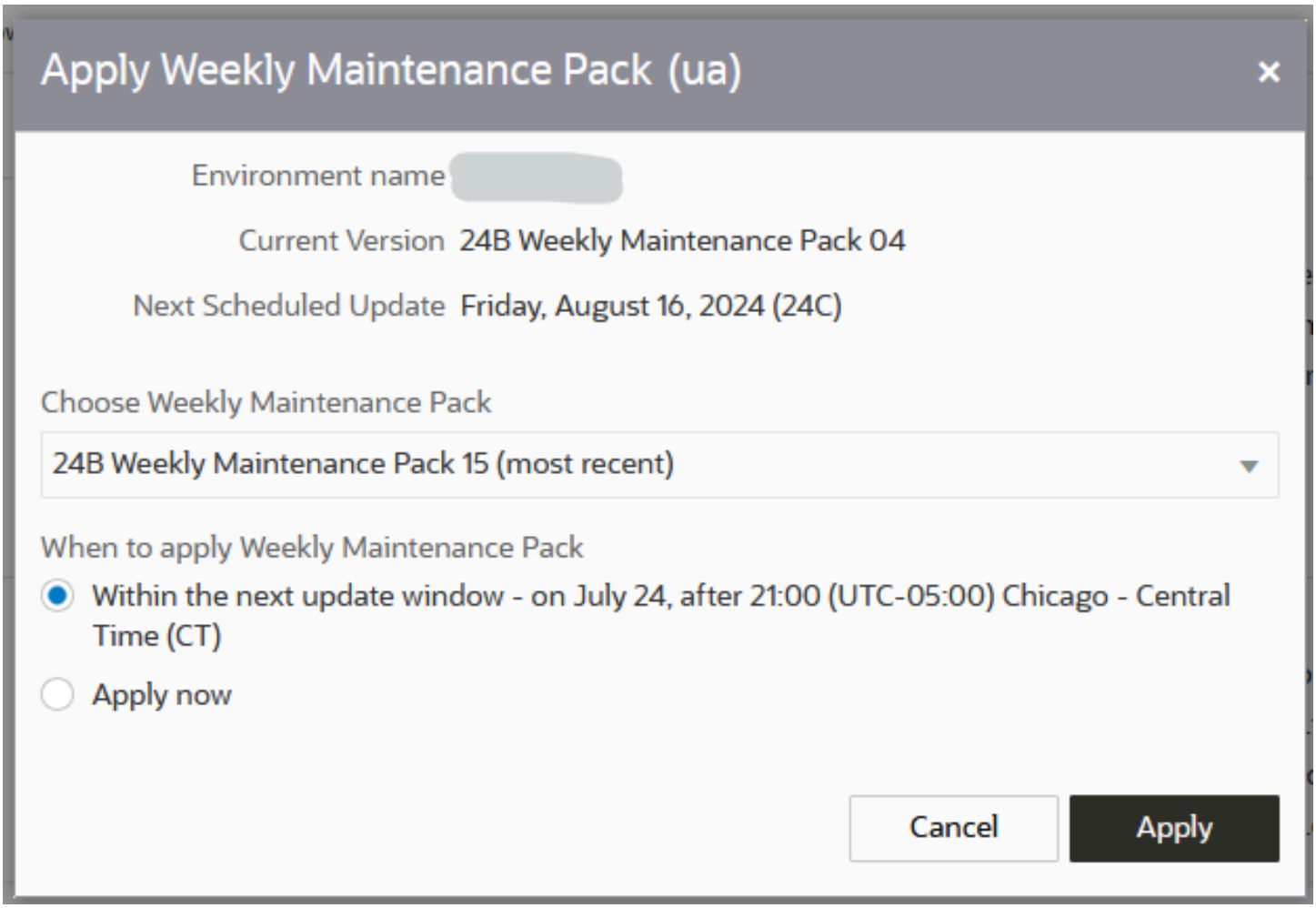
Schedule your Weekly Maintenance Packs

You can use the Cloud Portal to schedule the Oracle Fusion Field Service quarterly and Weekly Maintenance Packs based on your convenience and your organization's rules and business processes. There's no extra communication required with Oracle, when you use this option.

1. Log in to your Cloud Portal account.

2. Click **Apply Weekly Maintenance Pack**.

   The **Apply Weekly Maintenance Pack** dialog box displays the environment name, version, and planned update date. This indicates that a quarterly update or a Weekly Maintenance Pack is scheduled. You can use this data to pick a version for update and a time line. This screenshot shows the **Apply Weekly Maintenance Pack** dialog box:

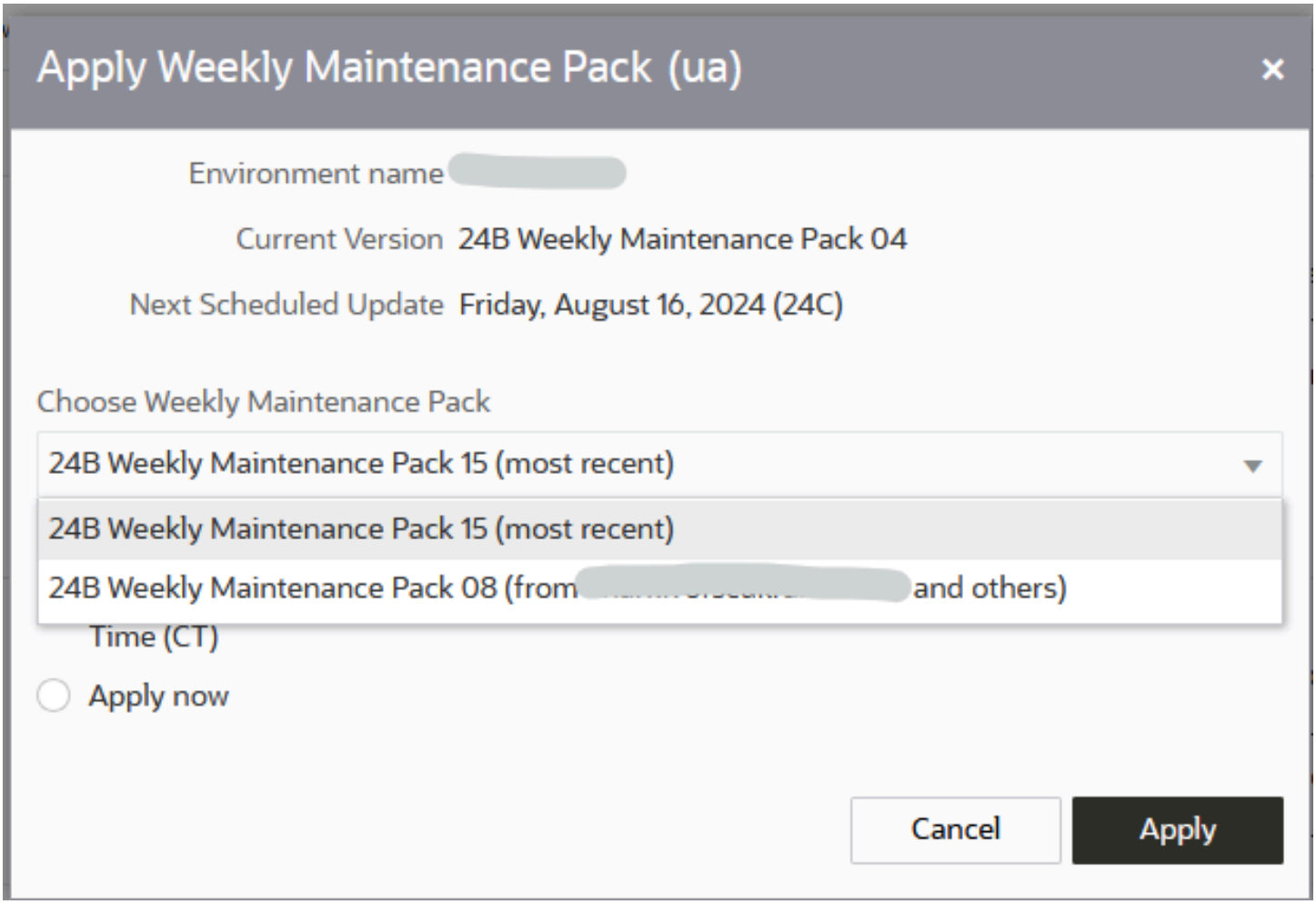


3. Click **Choose Weekly Maintenance Pack** and select the update that you want to schedule.

   The list includes the most recent Weekly Maintenance Pack and the environments where all other Weekly Maintenance Packs are available. Typically, the *most recent* Weekly Maintenance Pack is the last released Weekly Maintenance Pack for a quarterly update. However, *most recent* is also the newest Weekly Maintenance Pack in a data center, where your environment is available. Oracle releases Weekly Maintenance Packs on a weekly basis (typically, on Tuesdays). However, it takes some time to distribute them across all data-centers. During this routine, it might happen that versions of the *most recent* Weekly Maintenance Pack differ depending on geographical regions. That's, customers from Europe can apply the newly released Weekly Maintenance Pack, while for customers in North America the previous Weekly Maintenance Pack is shown as the *most recent*. The best practice is to wait until the newest Weekly Maintenance Pack appears; it should appear within a day.

   You can also select a Weekly Maintenance Pack from another environment. Weekly Maintenance Packs for other environments are shown only if the environments are running on higher versions when compared to the current environment selected to apply the Weekly Maintenance Pack. For example, let's say there are four environments in subscriptions running on Weekly Maintenance Packs 1, 2, 3, and 6 for Update 21C. To apply another Weekly

Maintenance Pack to the second environment of Weekly Maintenance Pack 2, 21C Weekly Maintenance Packs 3 and 6 are available for selection, while Weekly Maintenance Pack 1 isn't. This screenshot shows the Weekly Maintenance Packs and their corresponding environments available for selection:



4. Select one of these options under **When to apply Weekly Maintenance Pack**:
    - **Within the nearest update window**: Select this option to start the Weekly Maintenance Pack during the update window that's configured for this subscription within the Service Console. Here, the date and time of the update is shown automatically in the update window's time zone. You can change the update window on the **Update schedule** page of the Service Console.
    - **Apply now**: Select this option to start the Weekly Maintenance Pack right away.
5. Click **Apply**.

   Oracle triggers the 'Weekly Maintenance Pack scheduled' email. The 'Weekly Maintenance Pack completed' notification is sent when the update completes. The request to schedule the Weekly Maintenance Pack is shown on the **Environment history** page. The record for the completed Weekly Maintenance Pack is also displayed on the same page.

   > **Note:** You can schedule a Weekly Maintenance Pack to a maximum of two days before the next planned update date.

6 Refresh an Environment

About Refreshing an Environment

You can refresh an environment by replacing the existing data of your Oracle Fusion Field Service environment with the data from another environment.

Alternatively, you can refresh the environment by changing the environment state to 'newly-provisioned' state.

The **Refresh Environment** option is present in the menu for every environment. In case of Test environments, you'll find this option always available.

The **Refresh Environment** option is available only from Update 19C or later.

> **Note:** In case of a Production environment, the **Refresh Environment** option is shown until the environment is switched to 'Go-Live' mode. You can't view this option after the Production environment is in 'Go-Live' mode. Further, you'll only be able to copy configurations with or without data from Production to TEST environments, but not from TEST to Production.

How to Refresh an Environment

You can refresh an environment either by creating it from scratch or by copying data from another environment.

- Start Over — Use this option to start configuring the environment all over again.
- Refresh From Another Environment — Use this option to select a source environment, the data, and version for this operation.

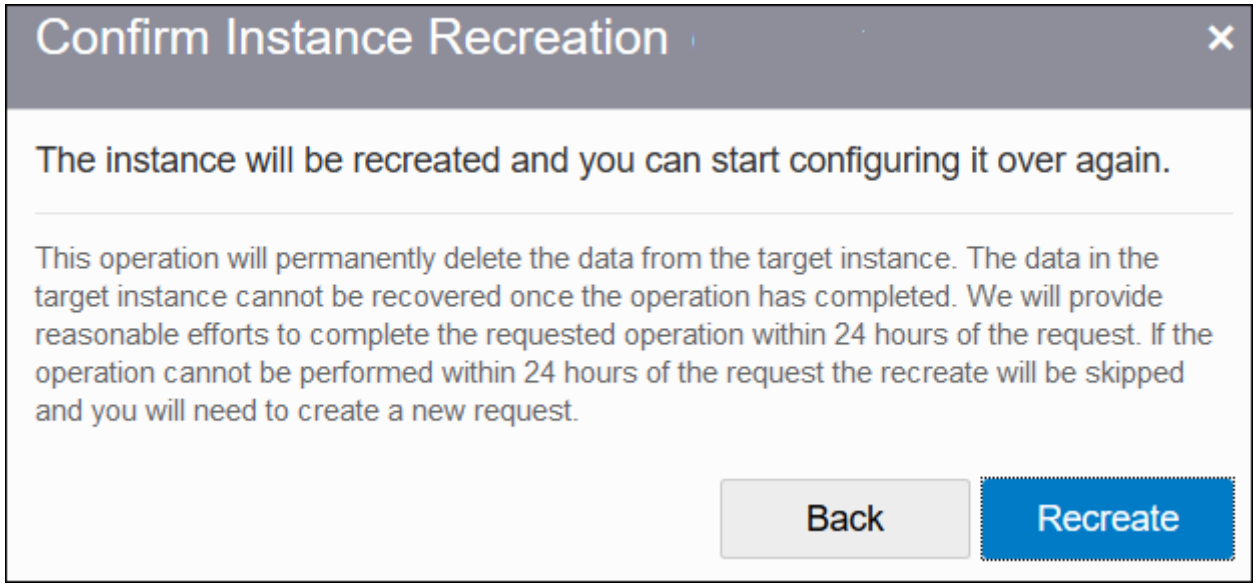
Refresh an Environment from Start

When you refresh an environment from the beginning, you refresh it with the default settings.

> **Note:** You should have the admin rights to configure an environment. If you don't have the admin rights, you can create an admin user using the **Reset Admin User** option.

1. Open the Service Console.
2. Click **Start Over** and then click **Continue**.

3. On the **Confirm Environment Refresh** page, click **Refresh**.
   This screenshot shows the **Confirm Environment Refresh** page:

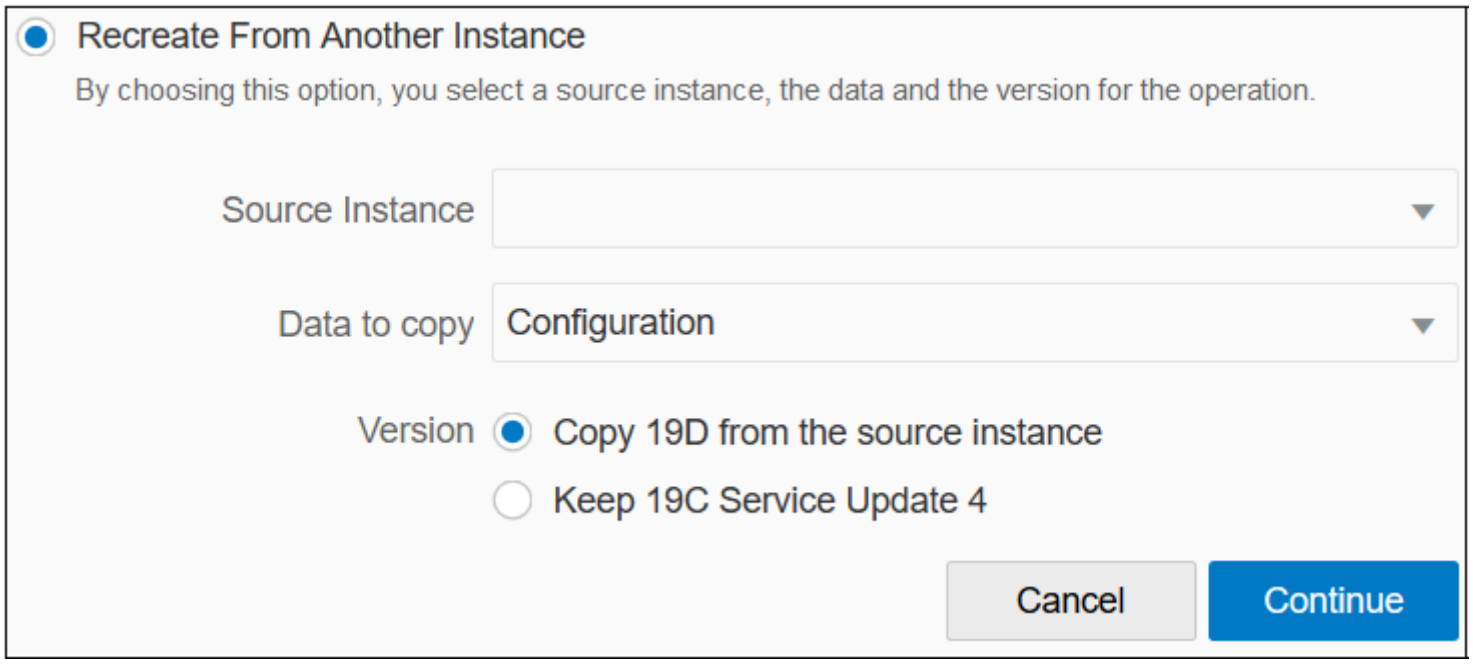


Refresh from Another Environment

You can refresh an environment from another environment when you want to use the existing data.

1. Open the Service Console.

2. Click **Refresh from Another Environment**.
   This screenshot shows the Refresh from Another Environment dialog box:



3. Complete these fields:

Field	Action
Source environment	Select the environment from which you want to create a new environment.
Data to copy	Select the type of data you want to copy over to the new environment. The options are: o Configuration o Configuration and data for future o Configuration, data for future, and 7 days from the past You can select the **Configuration** option only when you refresh a production environment. Some configuration elements are included and some aren't when you refresh an environment from another environment. See the Data Copied and Not Copied when Refreshed from Another Environment topic.
Version	Select how you want to handle the version. You can't view this field when the versions of both the environments (source and target) are same. Further, you can't copy the version from the source environment when you refresh a 'Test preview' environment.

4. Click **Continue**.
5. On the confirmation page, click **Refresh** to continue with your selection or click **Back** to change your selection.
   You can use the **Start Over** option any number of times for an environment. However, you can use the **Refresh from Another Environment** option for an environment only once a day. If you refresh an environment using the **Refresh From Another Environment** option, it takes more time to process the data. For example, you've three TEST

environments – Test1, Test2, and Test3. You request a Refresh of Test2 from Test1, which means you can't request a Refresh of Test2 in the same day. However, you can request for a Refresh of Test3 from Test2.

Data Copied and Not Copied when Refreshed from Another Environment

When you refresh an environment from another environment, some data is (or configuration elements are) copied and some isn't copied.

This table gives the configuration elements that are copied when you refresh an environment from another environment.

Data Copied with the Environment		
Activity Types	Applications	Business Rules
Capacity Categories	Collaboration / Helpdesk groups and their members	Company Settings
Daily Extract, BICS / DbaaS Configuration	Dashboards (both Reports and Dashboards)	Display The following important note applies to the Daily Extract functionality: **Note:** This information only applies to Oracle Field Service environments. You can verify whether you've Oracle Field Service or Oracle Fusion Field Service, by signing in and checking on the **About** page.
Filters	Forms and Plugins	Geocoding Configuration
Glossary	Holidays	Inventory Types
Link Templates	Login Policies	Message Scenarios
Oracle Knowledge	Organizations	Properties
Quota (configuration settings)	Resources	Resource Types
Resource Settings	Routing Settings	Time Slots
Themes	User and User Types	Work Schedules
Work Skills	Work Skill Conditions	Work Zones
Work Zone Layers		

In addition to the above configuration elements, the following data is copied when you select the **Refresh From Another Environment** option with **data for future** or **data for future and 7 days from the past** option:

- Activities
- Inventory
- Quota (quota values)
- Statistics Parameters (both the parameters, estimated activity, and travel durations)
- Service requests
- Parts catalog

> **Note:** Customer information including phone numbers, emails, and so on are copied while copying the data. So, be very careful if message scenarios use this information and contact customers accidentally from your TEST environments that are copied from Production or other TEST environments. For Statistics, only the durations are copied not the raw, reported data. In addition, the process that calculates statistics isn't run in non-production environments (that is, TEST). This means any started and completed activities aren't used to create statistics in a non-production environment.

If you've integrated an external application using Oracle Integration, the application is copied over to the target environment. However, you must reactivate the target environment in Oracle Integration to restart the data flow.

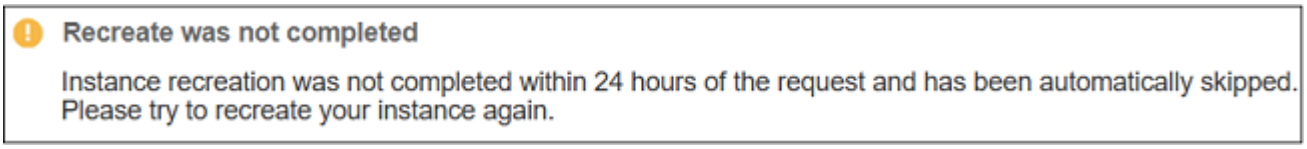
This data won't be copied for any type of operation:

Data that is Not Copied		
Certificates (uploaded for SAML & Open ID login policies and Applications)	Collaboration chats	Daily extract archives The following important note applies to the Daily Extract functionality: **Note:** This information only applies to Oracle Field Service environments. You can verify whether you've Oracle Field Service or Oracle Fusion Field Service, by signing in and checking on the **About** page.
BICS / DBaaS / OAC real time data	GPS tracks / positions	Files (images, file attachments, signatures, and user avatars)
History (activity, resource, and inventory)	Logs	Messages
Plug-ins credentials (credentials should be manually re-configured)	Work zone shapes	Subscriptions (event subscriptions)

Refreshing Environment Operation Incomplete

In general, it could take up to twenty-four (24) hours after your request to complete the refresh environment operation.

However, if the operation can't be completed within twenty-four hours of the request, it will be skipped and you'll have to create a new request. You'll notice a message displayed on the main screen of Service console if the operation isn't completed within the time.



Data Management on Target Environment

This section describes how the data is treated on the target environment, when you refresh an environment.

Delivery Channels: Message Scenarios and Applications

The Delivery channels end points are preserved on the target environment at the beginning of refresh environment operation and restored upon completion of the operation. The system restores end points only for delivery channels that match between source and target environment (for example, same delivery channels on Production and Test).

For the delivery channels that don't match end point, they'll be deleted and you've to configure them again.

Applications

If you haven't configured any application on the target environment, all the applications are copied from the source environment and created as inactive on the target environment. If you've configured applications on the target environment, the applications from the source are still copied, but the Client Secret isn't copied. You'll have to regenerate the Client ID and Client Secrets in the copy and configure the end points manually to enable communications.

Data Deletion

Once the operation is completed, all the data present on the target environment is deleted permanently without the possibility to restore it.

Revision History

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

Date	What's Changed	Notes
February 2022	Minor updates	