

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service

(Also applicable to Oracle Utilities Customer to Meter)

Release Notes

Release 22A

F56888-01

May 2022

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Release Notes
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Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Release Notes.

The preface includes the following:

- [Audience](#)
- [Documentation and Resources](#)
- [Updates to Documentation](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Abbreviations](#)

Audience

This document is intended for anyone implementing the integration of the following products with Oracle Field Service:

- Oracle Utilities Customer Cloud Service
- Oracle Utilities Customer to Meter

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Resource	Location
Oracle Utilities Customer Cloud Service Integration to Oracle Field Service documentation	https://docs.oracle.com/en/industries/utilities/integrations-index.html
Oracle Utilities Customer to Meter documentation	https://docs.oracle.com/en/industries/energy-water/c2m/
Oracle Utilities Customer Cloud Service documentation	https://docs.oracle.com/en/industries/utilities/customer-cloud-service/
Oracle Field Service documentation	https://docs.oracle.com/en/cloud/saas/field-service/22a/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches. Access the support site for the Edge Application Certification Matrix for Oracle Utilities products (Doc ID 1454143.1).
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

Updates to Documentation

The complete Oracle Utilities Customer Cloud Service Integration to Oracle Field Service documentation set is available from Oracle Help Center at <https://docs.oracle.com/en/industries/utilities/index.html>.

Visit [My Oracle Support](#) for additional and updated information about the product.

Documentation Accessibility

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

Access to Oracle Support

Oracle customers have access to electronic support for the hearing impaired. Visit: <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Abbreviations

This document includes the following abbreviations:

Term	Expanded Form
OUCCS	Oracle Utilities Customer Cloud Service
OFS	Oracle Field Service
OIC	Oracle Integration Cloud
OUC2M	Oracle Utilities Customer to Meter

Chapter 1

Release Notes

This release notes outline the information about new and improved functionality in integrating Oracle Utilities Customer Cloud Service with Oracle Field Service (Release 22A). Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations to consider.

Important! This integration is also applicable to Oracle Utilities Customer to Meter (OUC2M).

The release notes focuses on the following:

- [Overview](#)
- [Supported Applications](#)
- [New Features Summary](#)
- [Known Issues](#)

Overview

Important! This integration is applicable to both Oracle Utilities Customer To Meter (C2M) and Oracle Utilities Customer Cloud Service (CCS).

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service helps to manage a fieldwork originated in Oracle Utilities Customer Cloud Service using Oracle Field Service. This pre-built integration represents significant business value for utilities that need to manage their field operations.

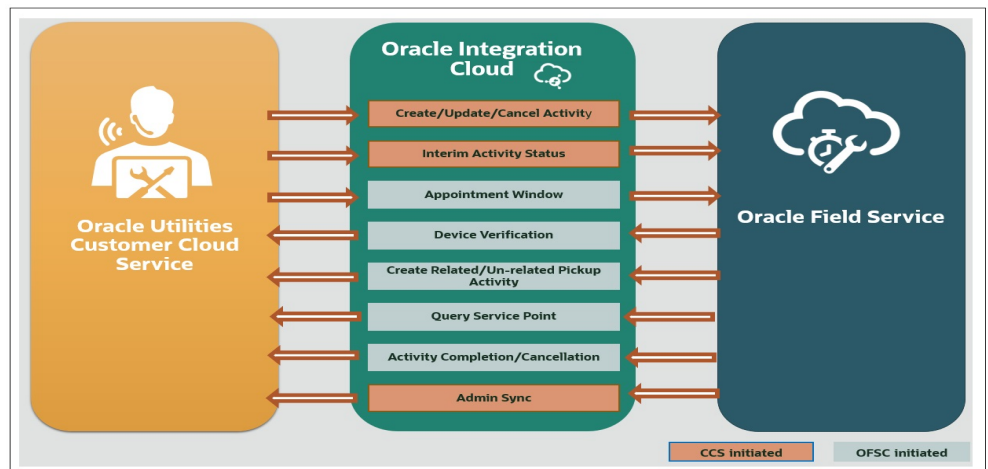
For more information about the functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Field Service 22A Configuration Guide* at:

https://docs.oracle.com/cd/F56892_01/index.htm

The integration supports the following flows:

- Process Activity (Oracle Utilities Customer Cloud Service Initiated)
- Appointment Window Request (Oracle Utilities Customer Cloud Service Initiated)
- Interim Activity Status (Oracle Utilities Customer Cloud Service Initiated)
- Device Verification (Oracle Field Service Initiated)
- Create Activity (Oracle Field Service Initiated)
- Activity Completion/Cancellation (Oracle Field Service Initiated)
- Query Service Point (Oracle Field Service Initiated)

The following diagram illustrates the business processes supported in this integration.



Supported Applications

The supported application versions in this integration are:

Application	Version
Oracle Utilities Customer to Meter	2.9.0.0.0 and higher (on-premises)
	Integration works but the functionality will be limited.
Oracle Utilities Customer Cloud Service	22A or higher
Oracle Integration Cloud	22.1.3.0.0 or higher
Oracle Field Service	22A or higher

New Features Summary

The following enhancements are included in this integration release:

- [ODM Activity Support](#)

ODM Activity Support

Integration between Oracle Customer Cloud Service and Oracle Field Service now supports passing activities for operational devices to Oracle Field Service for subsequent scheduling and field work. Crew can now record results of field activities in **Service Histories**. The **Field Activity** UI now shows a list of service histories valid for assets and allows crew to enter device related information into **Service Histories**. Service histories can be filed for existing and new devices and also for the device's equipment.

Only Questionnaire- and General asset- specific service history types are supported in this integration release.

Known Issues

The known issues in this integration are:

- Currently, only **two** service history types are supported: General and Questionnaire. Downtime and Failure will be supported in future releases.
- Only asset related service histories are supported in the current release.
- Cancellation of device activities from Oracle Field Service is not supported.
- Fields related to disconnection do not display the values after selecting them.
- Service histories for service point level equipment are not supported.
- Plugins fail to load in Oracle Field Service when crew clicks on it. This issue is intermittent. As a workaround, crew can refresh the plugin page or clear the cache to make it work as expected.