

Oracle Utilities Notifications Hub

Data Mapping Guide

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Oracle Utilities Notifications Hub Data Mapping Guide

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Contents

Preface	i
Audience	ii
Documentation and Resources	ii
Updates to Documentation.....	iii
Documentation Accessibility	iii
Conventions.....	iii
Acronyms	iii
Appendix A	
Data Mapping	A-1
Oracle Utilities CCB OCI Stream Notif Upload	A-2
Oracle Utilities NMS OCI Stream Notif Upload	A-4
Oracle Utilities OCI Stream Notif linkChannel.....	A-6
Oracle Utilities OCI Stream Responsys Notif Send	A-8

Preface

Welcome to the Oracle Utilities Notifications Hub Data Mapping Guide.

The preface includes the following:

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

Audience

This document is intended for anyone implementing the Oracle Utilities Notifications Hub integration.

Documentation and Resources

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

Product Documentation

Topic	Location
Oracle Utilities Notifications Hub integration documentation	https://docs.oracle.com/en/industries/utilities/integrations-index.html
Oracle Utilities Customer Cloud Service documentation	https://docs.oracle.com/en/industries/utilities/customer-cloud-service/
Oracle Utilities Customer Care and Billing documentation	https://docs.oracle.com/en/industries/energy-water/ccb/
Oracle Utilities Customer to Meter documentation	https://docs.oracle.com/en/industries/energy-water/c2m/
Oracle Utilities Network Management System documentation	https://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Responsys documentation	https://docs.oracle.com/en/cloud/saas/marketing/responsys.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	<p>Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches.</p> <p>Refer to the <i>Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)</i> on My Oracle Support to determine if support for newer versions of the listed products is included.</p> <p>For more information, refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</p>
Oracle University for training opportunities	http://education.oracle.com/

Updates to Documentation

The complete Oracle Utilities Notifications Hub 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.

Acronyms

The following terms are used in this document:

Term	Expanded Form
OUCCB/CCB	Oracle Utilities Customer Care and Billing
OUNMS	Oracle Utilities Network Management System
OIC	Oracle Integration Cloud
DVM	Domain Value Map (Lookup)
Responsys	Oracle Responsys
OCI Stream	Oracle Cloud Infrastructure Stream

Appendix A

Data Mapping

This appendix provides mapping details for each integration point, including the following:

- [Oracle Utilities CCB OCI Stream Notif Upload](#)
- [Oracle Utilities NMS OCI Stream Notif Upload](#)
- [Oracle Utilities OCI Stream Notif linkChannel](#)
- [Oracle Utilities OCI Stream Responsys Notif Send](#)

Oracle Utilities CCB OCI Stream Notif Upload

The Oracle Utilities CCB OCI Stream Notif Upload integration point details are as shown in the table below:

Oracle Utilities Customer Care and Billing Outbound Message			Oracle Cloud Infrastructure Stream			DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
sendDetail		Root					
accountId	sendDetail	Field	accountId	Message.request-wrapper.content	Field		
cisDivision	sendDetail	Field	cisDivision	Message.request-wrapper.content	Field	OUTL-BRT-NOTIFHUB_DeliveryRouting	
			deliveryInstance		Field		
notificationType	sendDetail	Field	notificationType	Message.request-wrapper.content	Field		
			key	Message.config-parameters	Field		
syncRequestId	sendDetail	Field	messageId	Message.request-wrapper.content	Field		
deliveryInfo	sendDetail	List	Message		List		
deliveryType	deliveryInfo	Field	deliveryChannel	Message.request-wrapper.content	Field		
contactValue	deliveryInfo	Field	deliveryValue	Message.request-wrapper.content	Field		
templateName	deliveryInfo	Field	notificationTemplate	Message.request-wrapper.content	Field		
dndStartTime	deliveryInfo	Field					
dndEndTime	deliveryInfo	Field					

Oracle Utilities Customer Care and Billing Outbound Message			Oracle Cloud Infrastructure Stream			DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
firstName	deliveryInfo	Field	firstName	Message.request-wrapper.content	Field		
lastName	deliveryInfo	Field	lastName	Message.request-wrapper.content	Field		
language	deliveryInfo	Field	language	Message.request-wrapper.content	Field		
personId	deliveryInfo	Field	personId	Message.request-wrapper.content	Field		
contactId	deliveryInfo	Field	contactId	Message.request-wrapper.content	Field		
overrideDND	deliveryInfo	Field					
notificationPreferenceId	deliveryInfo	Field					
templateParm	sendDetail	List	data	Message.request-wrapper.content	List		
key	templateParm	Field	key	Message.request-wrapper.content.data	Field		
value	templateParm	Field	value	Message.request-wrapper.content.data	Field		
			origin	Message.request-wrapper.content	Field		Defaulted to 'CCB'

Oracle Utilities NMS OCI Stream Notif Upload

The mapping details for Oracle Utilities NMS OCI Stream Notif Upload are as shown in the table below:

Oracle Utilities Network Management System (Source)			Oracle Cloud Infrastructure Stream (Target)			DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
CUSTOMERACCOUNT	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA/AFFECTEDCUSTOMERLIST/AFFECTEDCUSTOMER	Field	accountId		Field		
PARAMTRIGGERCODE	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA	Field	notificationType		Field		
		Field	messageId		Field		NMS Violation ID
		Field	origin		Field		Defaulted to 'NMS'
		Field	notificationTemplate		Field		
"OUTAGETIME,CUSTOMERSOUT,CAUSE,ESTRESTTIME,CREWETA,COMPLETIONTIME (each configured element in nms.datafield.propertylist)"	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA/POST_SRSOUTPUT	Field	key	data	Field	OUTL-BRT-NOTIFHUB_ConfigProps	The property is nms.datafield.propertylist and the default values provided are OUTAGETIME,CUSTOMERSOUT,CAUSE,ESTRESTTIME,CREWETA,COMPLETIONTIME.
value of each configured element in nms.datafield.propertylist	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA/POST_SRSOUTPUT	Field	value	data	Field		

Oracle Utilities Network Management System (Source)			Oracle Cloud Infrastructure Stream (Target)			DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
CUSTOMERADDRESS	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA/AFFECTEDCUSTOMERLIST/AFFECTEDCUSTOMER	Field	customeraddress1				
PICKLIST/each child element	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA	Field	key	data			
PICKLIST/each child element value	MYC_SPECIFIC_CUST_UNPLANNED_OUTAGE/DATAAREA	Field	value	data			

Oracle Utilities OCI Stream Notif linkChannel

The mapping details for Oracle Utilities OCI Stream Notif linkChannel are as shown in the table below:

Source OCI Stream		CCB REST Web Service Name : C1-AccountNotificationPreferences		Target OCI Stream		DVM	Comments
Element Name	Type	Element Name	Type	Element Name	Type		
		accounts[sequence=offset]/ notificationPreferences	List	Message	List		This mapping is done for each Source Stream Message. For the given Account ID and Notification Type Code combo from the Source Stream Message, get the collection of notification preferences. Publish a message for each Notification Preference in the collection to the Target Stream.
offset	Field						
messageId	Field	../personContact/contactId		messageId	Field		Concatenate Source Stream messageId-CCB Contact ID.
origin	Field			origin	Field		Origin of the message
accountId	Field			accountId	Field		
notificationType	Field			notificationType	Field		
		accounts[sequence=offset]/ cisDivision		cisDivision	Field		
		../personContact/personId		personId	Field		
		../personContact/contactId		contactId	Field		
		../personContacts/language		language	Field		
		../personContacts/firstName		firstName	Field		
		../personContacts/lastName		lastName	Field		
		../DeliveryType		deliveryChannel	Field		

Source OCI Stream		CCB REST Web Service Name : C1-AccountNotificationPreferences		Target OCI Stream		DVM	Comments
Element Name	Type	Element Name	Type	Element Name	Type		
		../personContacts/ contactValue		deliveryValue	Field		
notificationTemplate	Field	../personContact/template		notificationTemplate	Field		If Source Stream Message has template value, pass the value. If not, use the template value coming from CCB.
		accounts[sequence=offset]/ cisDivision		deliveryInstance		OUTL-BRT- NOTIFHUB_ Delivery Routing	Maps CIS Division to the Delivery Instance to route the message to.
data	List			data	List		Pass all the key value pairs from the Source Stream message.
key	Field			key	Field		
value	Field			value	Field		

Oracle Utilities OCI Stream Responsys Notif Send

The mapping details for Oracle Utilities OCI Stream Responsys Notif Send are as shown in the table below:

OCI Target Notification Stream		"Responsys //rest/api/v1.3/campaigns/{notificationTemplate}/sms //rest/api/v1.3/campaigns/{notificationTemplate}/email"				DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
messageId		Field					Not Mapped
origin		Field					Not Mapped
accountId		Field	optionalData/value (optionalData/key = INT_ACCOUNT_ID')	mergeTriggerRecordData/ mergeTriggerRecords			
notificationType		Field	optionalData/value (optionalData/key = INT_NOTIFYTYPE')	mergeTriggerRecordData/ mergeTriggerRecords			
cisDivision				mergeTriggerRecordData/ mergeTriggerRecords			Not Mapped
contactId			optionalData/value (optionalData/key = INT_CONTACT_ID')	mergeTriggerRecordData/ mergeTriggerRecords			
personId			optionalData/value (optionalData/key = INT_PERSON_ID')	mergeTriggerRecordData/ mergeTriggerRecords			
language				mergeTriggerRecordData/ mergeTriggerRecords			
firstName			optionalData/value (optionalData/key = INT_FIRST_NAME')	mergeTriggerRecordData/ mergeTriggerRecords			
lastName			optionalData/value (optionalData/key = INT_LAST_NAME')	mergeTriggerRecordData/ mergeTriggerRecords			

OCI Target Notification Stream			"Responsys //rest/api/v1.3/campaigns/{notificationTemplate}/sms //rest/api/v1.3/campaigns/{notificationTemplate}/email"		DVM	Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
deliveryChannel						OUTL-BRT- NOTIFHUB_ DeliveryChannel	This lookup is used to determine if the SMS or Email campaign API needs to be invoked.
deliveryValue			fieldValues	mergeTriggerRecordData/ mergeTriggerRecords			
notificationTemplate							This value is used to populate the campaign name in the API URL.
deliveryInstance							This value is used to determine the Responsys instance to invoke. RESP1,RESP2,RESP3 correspond to three Responsys instance connections that is provided out of the box.
			fieldValues	mergeTriggerRecordData/ mergeTriggerRecords			Mapped to fieldName CUSTOMER_ID as contactination of accountId personId.
			fieldNames	mergeTriggerRecordData			Multiple fieldNames nodes with each mapped as following EMAIL_ADDRESS_ if the campaign type is email MOBILE_NUMBER_ if the campaign type is sms CUSTOMER_ID_
data		List					
key	data	Field	optionalData/key				
value	data	Field	optionalData/value				

OCI Target Notification Stream			"Responsys //rest/api/v1.3/campaigns/{notificationTemplate}/sms //rest/api/v1.3/campaigns/{notificationTemplate}/email"		DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	
			matchColumnName1	mergeTriggerRecordData/ mergeRule		EMAIL_ADDRESS_ for Email MOBILE_NUMBER_ for SMS. These values are hardcoded in the flow.
			matchColumnName2	mergeTriggerRecordData/ mergeRule		null
			insertOnNoMatch	mergeTriggerRecordData/ mergeRule		True. Same for Email and SMS.
			defaultPermissionStatus	mergeTriggerRecordData/ mergeRule	OUTL-BRT- NOTIFHUB_ConfigProps	This is the same value sent for Email and SMS. Property name: resp.email.permission
			rejectRecordIfChannelE mpty	mergeTriggerRecordData/ mergeRule	OUTL-BRT- NOTIFHUB_ConfigProps	Property name: resp.reject.channel.empty
			optoutValue	mergeTriggerRecordData/ mergeRule	OUTL-BRT- NOTIFHUB_ConfigProps	Metadata value to indicate optoutValue. Property name: resp.optout.value.
			optinValue	mergeTriggerRecordData/ mergeRule	OUTL-BRT- NOTIFHUB_ConfigProps	Metadata value to indicate optinValue. Property name: resp.optin.value
			updateOnMatch	mergeTriggerRecordData/ mergeRule	OUTL-BRT- NOTIFHUB_ConfigProps	Property name: resp.update.on.match
			htmlValue	mergeTriggerRecordData/ mergeRule		"H" Same for both Email and SMS

OCI Target Notification Stream			"Responsys //rest/api/v1.3/campaigns/{notificationTemplate}/sms //rest/api/v1.3/campaigns/{notificationTemplate}/email"			DVM	Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type		
			textValue	mergeTriggerRecordData/ mergeRule			"T" value is passed
			matchOperator	mergeTriggerRecordData/ mergeRule		OUTL-BRT- NOTIFHUB_ConfigProps	Same for both SMS and Email. Property name: resp.match.operator