Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service

Release Notes

Release 22A

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Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Release Notes

Contents

Chapter 1

Preface

Welcome to the Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Release Notes.

This preface includes the following:

- Audience
- Documentation and Resources
- Updates to Documentation
- Documentation Accessibility
- Conventions
- Abbreviations

Audience

This document is intended for anyone implementing the Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service using Oracle Integration Cloud as the middle layer.

Documentation and Resources

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

Product Documentation

Topic	Description
Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service documentation Oracle Utilities Work and Asset Cloud Service documentation	Refer to the Oracle Energy and Water applications documentation page: https://docs.oracle.com/en/industries/utilities/integrations-index.html
Oracle Field Service documentation	https://docs.oracle.com/en/cloud/saas/field-service/22a/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud documentation	https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
My Oracle Support	Visit https://support.oracle.com regularly to stay informed about updates and patches.
Oracle Technology Network (OTN) for 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 Work and Asset 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.
italic	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
WACS	Oracle Utilities Work and Asset Cloud Service
OUWAM	Oracle Utilities Work and Asset Management
OFS	Oracle Field Service
OIC	Oracle Integration Cloud

Chapter 1

Release Notes

This release notes outlines the information about new and improved functionality in integrating Oracle Utilities Work and Asset 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.

The release notes focuses on the following:

- Integration Overview
- Supported Applications
- About Oracle Utilities Work and Asset Cloud Service
- About Oracle Field Service
- About Oracle Integration Cloud
- New Features Summary
- Known Issues

Integration Overview

Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service helps to manage a fieldwork originated in Oracle Utilities Work and Asset Cloud Service using Oracle Field Service. The integration can be leveraged to create/update/cancel/complete activities in the field using the Oracle Field Service solution.

The major business flows revolve around activities and usage reporting. The activities are created in Oracle Utilities Work and Asset Cloud Service and sent to Oracle Field Service so that the mobile worker performs the activity. The field activity completion information is sent from Oracle Field Service to Oracle Utilities Work and Asset Cloud Service. In addition, the integration supports admin sync from Oracle Utilities Work and Asset Cloud Service to Oracle Field Service.

The following diagram illustrates the business processes supported in this integration.
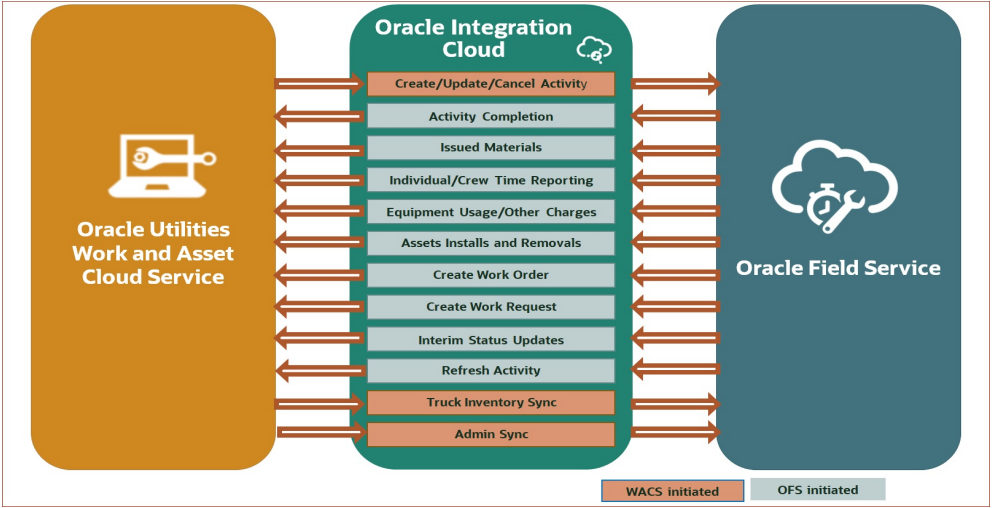
In this integration Oracle Integration Cloud is used as a middleware to connect the applications.

Supported Applications

The following table lists the supported application versions in this integration:

Supported Application	Version
Oracle Utilities Work and Asset Management	V2.4.0.0.0 and higher (on-premises version) **Note** that the integration will work but the functionality will be limited.
Oracle Utilities Work and Asset Cloud Service	22A
Oracle Integration Cloud	V22.1.3.0.0 and higher
Oracle Field Service	22A or higher

About Oracle Utilities Work and Asset Cloud Service

Oracle Utilities Work and Asset Cloud Service maintains information about assets and features and functions around managing those assets. The solution provides a means of recording asset acquisition, maintenance, procurement, installation and removal.

Oracle Utilities Work and Asset Cloud Service provides functionality to manage the receipt, installation, maintenance, tracking and removal of assets. The application also manages approval processing, tracks purchasing transactions, manages inventory and resources, and tracks costs, accounting and financial transactions.

About Oracle Field Service

Oracle Field Service is built on time-based, self-learning, and predictive technology, empowering to solve business problems while evolving the field service organization. It has various modules to choose, such as forecasting, routing, capacity, mobility, collaboration, core manage, smart location, customer communication, and more. It leverages the performance pattern profiles to create optimal daily routes and schedules and continues to learn as employee work patterns change over time.

About Oracle Integration Cloud

Oracle Integration Cloud is a unified platform to integrate the applications, automate processes, and create applications.

Using Process Builder the business processes can be rapidly designed, automated, and managed in the cloud. Using integrations connect the applications into a continuous business flow. The integrations can be quickly developed and activated between both the applications that live in the cloud; and the applications still live on premises. The lookups help to match application specific codes between the two applications.

Integration Insights and Stream Analytics helps to simplify and extract business metrics and create custom dashboards.

New Features Summary

For a list of existing features, refer to the Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud 22A documentation.

The following enhancements are included in this integration:

- Mobile Inventory Management
- Follow Up Orders
- Time Entry for Crew Supervisor
- Placing New Activities to Buckets based on Service Area
- Admin Sync Changes
- Localization

Mobile Inventory Management

The following new features are available in Mobile Inventory Management:

Install Truck Assets

Crew members can now install and replace assets and asset components directly from the truck. They can now choose an asset listed as truck inventory and perform asset install / replacement on that asset.

Allow Negative Quantity for Truck Inventory

Crew can now use inventories even when their quantity shown as 0 or negative. This allows crew to issue inventory if the physically have it on the truck even when due to some discrepancy mobile storerooms show it quantity as 0.

Follow Up Orders

Crew can now perform asset and inventory related operations on Follow Up orders. This includes:

- Assets installation, removal and replacement
- Issuing inventories from truck

Time Entry for Crew Supervisor

Crew Supervisor can now enter their time and resource usage on Oracle Field Service Mobile. Prior the solution only supported entering time for individual team members or allowing crew supervisor to make time entry for crew members.

Placing New Activities to Buckets based on Service Area

All activities sent from Oracle Utilities Work and Asset Cloud Service used to be placed on the single bucket for unassigned activities. Now customers will be able to set up multiple buckets for different Service Areas/Integration will place new activities to the buckets that correspond their service areas.

Admin Sync Changes

Admin sync used to override all changes done to activity types in Oracle Field Service. Changes were made to preserve activity type attributes values for existing activity types to protect them from overriding by Admin Sync.

Localization

The following features are available:

Support for Multiple Languages

Multiple languages are supported now for this integration translation.

Support for Multiple Date / Time format

Localization is now supported for Date Time format.

Special Characters Handling

Special characters are handled.

Known Issues

The known issues at the time of this integration release are:

- The craft code should be having any special characters from Oracle Utilities Work and Asset Cloud Service to Oracle Field Service.

- After attaching the component either from truck or issued component in Oracle Field Service, it currently throws an error "Required Service Histories Not Completed While Completing Activity". It will be addressed in future release of the integration.

- In Oracle Field Service, the **Undo Attachment** button is not displayed for components attached from the truck.