

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service

(Also applicable to Oracle Utilities Customer to Meter)

Release Notes

Release 22B

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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/22b/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 22B). 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.

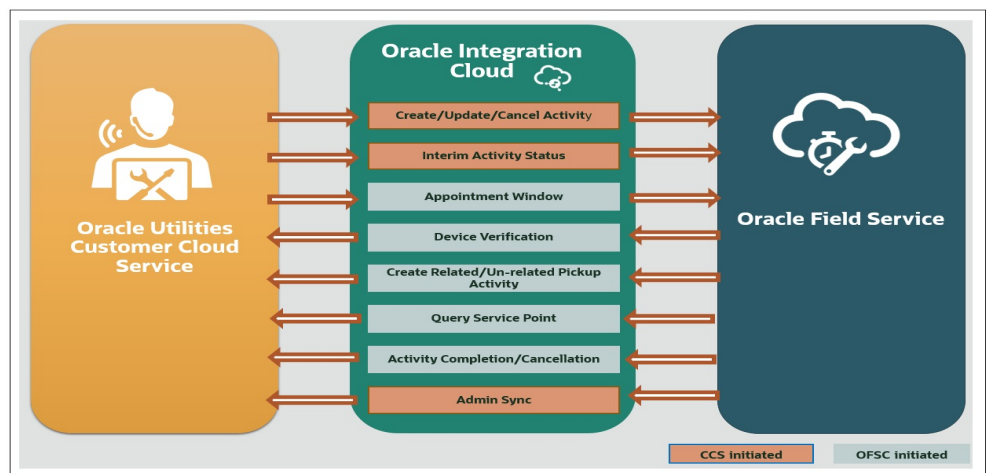
For more information about the functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Field Service 22B Configuration Guide* included in this release. The documentation is available on Oracle Help Center at:

<https://docs.oracle.com/en/industries/utilities/integrations-index.html>

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	2.9.0.0.1 and higher (on-premises)
	Integration works but the functionality will be limited.
Oracle Utilities Customer Cloud Service	22B and higher
Oracle Integration Cloud	22.3.1.0.0 and higher
Oracle Field Service	22B or higher

New Features Summary

The following enhancements are included in this integration release:

- [Localization](#)
- [Pickup Improvements](#)
- [UI and Error Handling Improvements](#)
- [Namespace Support for Cloud](#)

Localization

The following features are available as part of localization:

- Support for multiple languages: Multiple languages are supported in the integration translation.
- Support for Date Time format: Localization now supports the Date Time format.
- Handling special characters: Special characters supported by Oracle Field Service enumerations that come from Oracle Utilities Customer Cloud Service to Oracle Field Service are handled in the integration.

Pickup Improvements

For related pickups, customer information and service point details from parent activity are taken and displayed for the child activity. If the parent activity has the customer information and service point information, it is displayed. Else, the details are not shown.

UI and Error Handling Improvements

Now Oracle Utilities Customer Cloud Service will be able to send emergency information and populate the emergency indicator. The information is displayed in Oracle Field Service.

Error handling in plugins has been improved to generate an error if you provide an asset badge number that is already installed on the service point.

The business email notifications in Oracle Integration Cloud integration flows have been enhanced.

Namespace Support for Cloud

In this integration release, plugins have been enhanced to support namespace prefix discrepancy from Oracle Utilities Customer Cloud Service which does not return namespace prefix in inbound web service response for the plugins applicable.

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.
- Existing equipment is not getting displayed in existing pool when user creates related pickup work.
- Equipment gets duplicated when you click **Get Service Histories** of the existing equipment and then click **Move Equipment to New Meter**.
- For Connect Service Point to Item and Disconnect Service Point Activities, a new **Item Details** section is displayed.
- When you choose French as the Language and try to verify device in offline mode, a warning message is displayed as undefined.