

**Oracle Utilities Customer Cloud Service
Integration to Oracle Utilities Work and
Asset Cloud Service for Service Requests**

Data Mapping Guide

Release 22B

F60965-01

August 2022

Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for
Service Requests Data Mapping Guide

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Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for Service Requests 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 integration of the following products:

- Oracle Utilities Customer Cloud Service or Oracle Utilities Customer to Meter
- Oracle Utilities Work and Asset Cloud Service or Oracle Utilities Work and Asset Management

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 for Service Requests documentation	https://docs.oracle.com/en/industries/utilities/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/

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 version of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training purposes	http://education.oracle.com/

Updates to Documentation

The complete Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for Service Requests 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
OIC	Oracle Integration Cloud
CCS	Oracle Utilities Customer Cloud Service
C2M	Oracle Utilities Customer to Meter

Appendix A

Data Mapping

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

- [Create Service Call](#)
- [Get Service Call](#)
- [Process Service Call](#)
- [Query Service Call](#)
- [Related Documents](#)
- [Update or Cancel Service Call](#)

Create Service Call

This section describes data mapping for the following:

- [Oracle Utilities Customer Cloud Service Create Service Call](#)

Oracle Utilities Customer Cloud Service Create Service Call

The “CreateServiceCallMappings” integration point details are as shown in the table below:

Oracle Utilities Customer Cloud Service Request Message			Oracle Cloud Infrastructure Process Flow Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2
requestMessage	components.schemas.requestMessage_request	Group	requestMessage	components.schemas.request-wrapper	Group			
callBackRequired	requestMessage	callbackRequired	callbackRequired	requestMessage	string			
detailedDescription	requestMessage	string	detailedDescription	requestMessage	string			
serviceCode	requestMessage	string	serviceCode	requestMessage	string			
serviceCallCommAction	requestMessage	serviceCallCommAction	serviceCallCommAction	requestMessage	string			
locationDetails	requestMessage	Group	locationDetails	requestMessage	Group			
country	locationDetails	string	country	locationDetails	string			
address3	locationDetails	string	address3	locationDetails	string			
address2	locationDetails	string	address2	locationDetails	string			
city	locationDetails	string	city	locationDetails	string			
address1	locationDetails	string	address1	locationDetails	string			
inCityLimit	locationDetails	boolean	inCityLimit	locationDetails	string			

Oracle Utilities Customer Cloud Service Request Message			Oracle Cloud Infrastructure Process Flow Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2
houseType	locationDetails	houseType	houseType	locationDetails	string			
latitude	locationDetails	string	latitude	locationDetails	string			
county	locationDetails	string	county	locationDetails	string			
geoCode	locationDetails	string	geoCode	locationDetails	string			
number1	locationDetails	string	number1	locationDetails	string			
number2	locationDetails	string	number2	locationDetails	string			
wamNodeId	locationDetails	string	wamNodeId	locationDetails	string			
postal	locationDetails	string	postal	locationDetails	string			
address4	locationDetails	string	address4	locationDetails	string			
state	locationDetails	string	state	locationDetails	string			
crossStreet	locationDetails	string	crossStreet	locationDetails	string			
mdmSpId	locationDetails	string	mdmSpId	locationDetails	string			
longitude	locationDetails	string	longitude	locationDetails	string			
description	requestMessage	string	description	requestMessage	string			
requiredByDate	requestMessage	date	requiredByDate	requestMessage	string			
serviceCallCommId	requestMessage	string	serviceCallCommId	requestMessage	string			
contactDetails	requestMessage	Group	contactDetails	requestMessage	Group			
contactHomePhone	contactDetails	string	contactHomePhone	contactDetails	string			
contactPrimaryPhone	contactDetails	string	contactPrimaryPhone	contactDetails	string			
contactFirstName	contactDetails	string	contactFirstName	contactDetails	string			
communicationType	contactDetails	communicationType	communicationType	contactDetails	string			
contactLastName	contactDetails	string	contactLastName	contactDetails	string			

Oracle Utilities Customer Cloud Service Request Message			Oracle Cloud Infrastructure Process Flow Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2
contactMobilePhone	contactDetails	string	contactMobilePhone	contactDetails	string			
serviceCategory	requestMessage	string	serviceCategory	requestMessage	string			

Get Service Call

This section describes data mapping for the following:

- [Oracle Cloud Infrastructure Fault Mappings](#)
- [Oracle Utilities Customer Cloud Service Get Service Call Request](#)
- [Oracle Utilities Work and Asset Cloud Service Get Service Call Response](#)

Oracle Cloud Infrastructure Fault Mappings

The “FaultMappings” integration point details are as shown in the table below:

Oracle Cloud Infrastructure Fault Message			API Invocation Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2	
fault	\$getServiceCallDetail FaultObject	Group							
errorCode	fault	string	errorCode	APIInvocationError	string				
			errorDetails	APIInvocationError	Group				
\$errorDetails		Field	instance	errorDetails	string				
\$errorCode		Field	errorCode	errorDetails	string				

Oracle Utilities Customer Cloud Service Get Service Call Request

The “getServiceCallReqMessage” integration point details are as shown in the table below:

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2	
requestMessage	components.schemas. requestMessage_request	Group							
serviceCallId	requestMessage	string	serviceCallId	TemplateParameters	string				

Oracle Utilities Work and Asset Cloud Service Get Service Call Response

The “getServiceCallResMessage” integration point details are as shown in the table below:

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2	
GETSERVICECALL_response	getServiceCallResponse	Group							
info	GETSERVICECALL_response	string	responseMessage	components.schemas.responseMessage_response	Field				
serviceCallNumber	GETSERVICECALL_response	string	serviceCallNumber	responseMessage	string				
description	GETSERVICECALL_response	string	description	responseMessage	string				
detailedDescription	GETSERVICECALL_response	string	detailedDescription	responseMessage	string				
\$getServiceCallDetails		Group							
getServiceCallResponse	\$getServiceCallDetails	Group							
serviceCategory	serviceCategory	string	serviceCategory	responseMessage	string	OUTL-BRT-CCS_WACS_ServiceCategory	WACS_ServiceCategory	CCS_ServiceCategory	This lookup transforms CCS service category to WACS service category and vice versa.
serviceCode	serviceCode	string	serviceCode	responseMessage	string	OUTL-BRT-CCS_WACS_ServiceCode	WACS_ServiceCode	CCS_ServiceCode	This lookup transforms CCS service code to WACS service code and vice versa.
requiredByDate	GETSERVICECALL_response	string	requiredByDate	responseMessage	date				

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2	
status	GETSERVICECALL_response	string	statusDescription	responseMessage	string				
callbackRequired	GETSERVICECALL_response	string	callBackRequired	responseMessage	string	OUTL-BRT-CCS_WACS_CallBackCode	WACS_CallBackCode	CCS_CallBackCode	This lookup transforms CCS call back to WACS call back and vice versa.
callbackCompleted	GETSERVICECALL_response	string	callBackCompleted	responseMessage	string	OUTL-BRT-CCS_WACS_CallBackCode	WACS_CallBackCode	CCS_CallBackCode	This lookup transforms CCS call back to WACS call back and vice versa.
address1	GETSERVICECALL_response	string	address1	responseMessage	string				
address2	GETSERVICECALL_response	string	address2	responseMessage	string				
address3	GETSERVICECALL_response	string	address3	responseMessage	string				
address4	GETSERVICECALL_response	string	address4	responseMessage	string				
number1	GETSERVICECALL_response	string	number1	responseMessage	string				
number2	GETSERVICECALL_response	string	number2	responseMessage	string				
crossStreet	GETSERVICECALL_response	string	crossStreet	responseMessage	string				

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2	
houseType	GETSERVICECALL_response	string	houseType	responseMessage	string	OUTL-BRT-CCS_WACS_HouseType	CCS_HouseType	WACS_HouseType	This lookup transforms CCS house type to WACS house type and vice versa.
inCityLimit	GETSERVICECALL_response	boolean	inCityLimit	responseMessage	boolean				
geographicCode	GETSERVICECALL_response	string	geoCode	responseMessage	string				
suburb	GETSERVICECALL_response	string	suburb	responseMessage	string				
city	GETSERVICECALL_response	string	city	responseMessage	string				
county	GETSERVICECALL_response	string	county	responseMessage	string				
state	GETSERVICECALL_response	string	state	responseMessage	string				
postal	GETSERVICECALL_response	string	postal	responseMessage	string				
country	GETSERVICECALL_response	string	country	responseMessage	string				
latitude	GETSERVICECALL_response	decimal	latitude	responseMessage	decimal				
longitude	GETSERVICECALL_response	decimal	longitude	responseMessage	decimal				
firstName	GETSERVICECALL_response	string	contactFirstName	responseMessage	string				
lastName	GETSERVICECALL_response	string	contactLastName	responseMessage	string				

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2
primaryPhone	GETSERVICECALL_response	string	contactPrimaryPhone	responseMessage	string			
mobilePhone	GETSERVICECALL_response	string	contactMobilePhone	responseMessage	string			
homePhone	GETSERVICECALL_response	string	contactHomePhone	responseMessage	string			
communicationlogs	GETSERVICECALL_response	Field			Field			
			communicationLog	responseMessage	Group			
creationDateTime		string	createDateTime	communicationLog	dateTime			
firstName		string	contactFirstName	communicationLog	string			
lastName		string	contactLastName	communicationLog	string			
info		string			Field			
comments		string	comments	communicationLog	string			
response		string	response	communicationLog	string			

Process Service Call

This section describes data mapping for the following:

- [Oracle Cloud Infrastructure Fault Mappings](#)
- [Oracle Utilities Work and Asset Cloud Service Send Positive Response](#)
- [Oracle Utilities Customer Cloud Service Update Service Call](#)
- [Oracle Utilities Customer Cloud Service Cancel Service Call](#)
- [Oracle Utilities Customer Cloud Service Create Service Call](#)
- [Oracle Cloud Infrastructure Remote Fault Mappings](#)

Oracle Cloud Infrastructure Fault Mappings

The “FaultMappings” integration point details are as shown in the table below:

Oracle Cloud Infrastructure Fault Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2	
requestMessage	request-wrapper	Group							
serviceCallCommId	requestMessage	string	serviceCallCommId	TemplateParameters	string				
			components.schemas.UPD ATE_request	update	Group				
serviceCallCommId	requestMessage	string	serviceCallCommId	components.schemas.UP DATE_request	string				
			isInError	components.schemas.UP DATE_request	boolean				Hard coded as "true"
msg		Field	messageCategory	components.schemas.UP DATE_request	string				User Defined Func: getMessageCategory(msg)
msg		Field	messageNumber	components.schemas.UP DATE_request	string				User Defined Func: getMessageNumber(msg)

Oracle Cloud Infrastructure Fault Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping		Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2	
msg		Field	messageText	components.schemas.UP DATE_request	string				User Defined Func: getMessageText (msg)

Oracle Utilities Work and Asset Cloud Service Send Positive Response

The “sendPositiveResponse” integration point details are as shown in the table below:

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column
requestMessage	request-wrapper	Group						
serviceCallCommId	requestMessage	string	serviceCallCommId	TemplateParameters	string			
			components.schemas.UPD ATE_request	update	Group			
serviceCallCommId	requestMessage	string	serviceCallCommId	components.schemas.UP DATE_request	string			
\$invokeWAMCreateServiceCall		Group						
createServiceCallResponse	\$invokeWAMCreateServiceCall	Group						
CREATESERVICECALL_ALL_response	createServiceCallResponse	Group						
serviceCallId	CREATESERVICECALL_ALL_response	string	serviceCallId	components.schemas.UP DATE_request	string			

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column
serviceCallNumber	CREATESERVICEC ALL_response	string	serviceCallNumber	components.schemas.UP DATE_request	string			
communicationId	CREATESERVICEC ALL_response	string	externalId	components.schemas.UP DATE_request	string			

Oracle Utilities Customer Cloud Service Update Service Call

The “updateServiceCallMappings” integration point details are as shown in the table below:

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column
execute		Outerm osttag	createCommunication		Outerm osttag			
request-wrapper	execute	Group	CREATECOMMUNICAT ION_request	createCommunication	Group			
requestMessage	request-wrapper	Group						
serviceCallCommId	requestMessage	string	communicationExternald	CREATECOMMUNICA TION_request	string			
comments	requestMessage	string	comments	CREATECOMMUNICA TION_request	string			
contactDetails	requestMessage	Group						

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column	
contactFirstName	contactDetails	string	firstName	CREATECOMMUNICA TION_request	string				
contactLastName	contactDetails	string	lastName	CREATECOMMUNICA TION_request	string				
communicationType	contactDetails	string	communicationType	CREATECOMMUNICA TION_request	string	OUTL-BRT- CCS_WACS_C ommunication Type	CCS_Type	WACS_Type	This lookup transforms CCS communication type to WACS communication type and vice versa.
contactPrimaryPhone	contactDetails	string	primaryPhone	CREATECOMMUNICA TION_request	string				
contactHomePhone	contactDetails	string	homePhone	CREATECOMMUNICA TION_request	string				
contactMobilePhone	contactDetails	string	mobilePhone	CREATECOMMUNICA TION_request	string				
			originatingEntity	CREATECOMMUNICA TION_request	Group				
"W1WR"		Field	entityType	originatingEntity	string	OUTL-BRT- CCS_WACS_E ntityType	CCS_Entity	WACS_Entity	This lookup transforms CCS entity type to WACSS entity type and vice versa.

Oracle Utilities Customer Cloud Service Cancel Service Call

The “cancelServiceCallMappings” integration point details are as shown in the table below:

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column	
requestMessage	request-wrapper	Group							
serviceCallId	requestMessage	string	serviceCallId	TemplateParameters	string				
			CANCELSERVICECALL_ request	cancelServiceCall	Group				
serviceCallCommId	requestMessage	string	communicationExternalId	CANCELSERVICECAL L_request	string				
comments	requestMessage	string	comments	CANCELSERVICECAL L_request	string				
contactDetails	requestMessage	Group							
contactFirstName	contactDetails	string	firstName	CANCELSERVICECAL L_request	string				
contactLastName	contactDetails	string	lastName	CANCELSERVICECAL L_request	string				
communicationType	contactDetails	string	communicationType	CANCELSERVICECAL L_request	string	OUTL-BRT- CCS_WACS_C ommunication Type	CCS_Type	WACS_Type	This lookup transforms CCS communication type to WACS communication type and vice versa.
contactPrimaryPhone	contactDetails	string	primaryPhone	CANCELSERVICECAL L_request	string				
contactHomePhone	contactDetails	string	homePhone	CANCELSERVICECAL L_request	string				

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column
contactMobilePhone	contactDetails	string	mobilePhone	CANCELSERVICECAL	string			
				L_request				
serviceCallCancelReasonDescription	requestMessage	string	cancelReason	CANCELSERVICECAL	string			
				L_request				

Oracle Utilities Customer Cloud Service Create Service Call

The “createServiceCallMappings” integration point details are as shown in the table below:

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column
execute		Outerm osttag	createServiceCall		Outerm osttag			
request-wrapper	execute	Group	CREATESERVICECALL_ request	createServiceCall	Group			
requestMessage	request-wrapper	Group						
serviceCallCommId	requestMessage	string	serviceCallExternalId	CREATESERVICECAL	string			
				L_request				
description	requestMessage	string	description	CREATESERVICECAL	string			
				L_request				
detailedDescription	requestMessage	string	detailedDescription	CREATESERVICECAL	string			
				L_request				

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping		Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column	
serviceCategory	requestMessage	string	serviceCategory	CREATESERVICECAL L_request	string	OUTL-BRT- CCS_WACS_S erviceCategory	CCS_ServiceC ategory	WACS_Service Category	Only if (/nssrcmpr:execute/nssrcdf:request-wrapper/nssrcdf:requestMessage/nssrcdf:serviceCategory !=")
serviceCode	requestMessage	string	serviceCode	CREATESERVICECAL L_request	string	OUTL-BRT- CCS_WACS_S erviceCode	CCS_ServiceC ode	WACS_Service Code	Only if (/nssrcmpr:execute/nssrcdf:request-wrapper/nssrcdf:requestMessage/nssrcdf:serviceCategory !=")
requiredByDate	requestMessage	string	requiredByDate	CREATESERVICECAL L_request	string				Only if (/nssrcmpr:execute/nssrcdf:request-wrapper/nssrcdf:requestMessage/nssrcdf:requiredByDate !=")

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping		Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column	
callbackRequired	requestMessage	string	callbackRequired	CREATESERVICECAL L_request	string	OUTL-BRT- CCS_WACS_C allBackCode	CCS_CallBack Code	WACS_CallBac kCode	Only if (/nssrcmpr:execut e/ nssrcdfl:request -wrapper/ nssrcdfl:request Message/ nssrcdfl:callBac kRequired !=")
locationDetails	requestMessage	Group							
wamNodeId	locationDetails	string	locationId	CREATESERVICECAL L_request	string				Only if (/nssrcmpr:execut e/ nssrcdfl:request -wrapper/ nssrcdfl:request Message/ nssrcdfl:locatio nDetails/ nssrcdfl:wamN odeId !=")

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping		Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column	
mdmSpId	locationDetails	string	locationExternalId	CREATESERVICECAL	string				Only if (/nssrcmpr:execute/nssrcdf:request-wrapper/nssrcdf:requestMessage/nssrcdf:locationDetails/nssrcdf:mdmSpId !=")
country	locationDetails	string	country	CREATESERVICECAL	string				
address1	locationDetails	string	address1	CREATESERVICECAL	string				
address2	locationDetails	string	address2	CREATESERVICECAL	string				
address3	locationDetails	string	address3	CREATESERVICECAL	string				
address4	locationDetails	string	address4	CREATESERVICECAL	string				
crossStreet	locationDetails	string	crossStreet	CREATESERVICECAL	string				
houseType	locationDetails	string	houseType	CREATESERVICECAL	string	OUTL-BRT-CCS_WACS_HouseType	CCS_HouseType	WACS_HouseType	This look up is used to transform ccs house type to wacs house type and vice versa.

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column
number1	locationDetails	string	number1	CREATESERVICECAL	string			
number2	locationDetails	string	number2	CREATESERVICECAL	string			
geoCode	locationDetails	string	geographicCode	CREATESERVICECAL	string			
city	locationDetails	string	city	CREATESERVICECAL	string			
county	locationDetails	string	county	CREATESERVICECAL	string			
state	locationDetails	string	state	CREATESERVICECAL	string			
postal	locationDetails	string	postal	CREATESERVICECAL	string			
latitude	locationDetails	string	latitude	CREATESERVICECAL	decimal			
longitude	locationDetails	string	longitude	CREATESERVICECAL	decimal			
contactDetails	requestMessage	Group						
contactFirstName	contactDetails	string	firstName	CREATESERVICECAL	string			
contactLastName	contactDetails	string	lastName	CREATESERVICECAL	string			
contactPrimaryPhone	contactDetails	string	primaryPhone	CREATESERVICECAL	string			

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column
contactMobilePhone	contactDetails	string	mobilePhone	CREATESERVICECAL	string	L_request		
contactHomePhone	contactDetails	string	homePhone	CREATESERVICECAL	string	L_request		

Oracle Cloud Infrastructure Remote Fault Mappings

The “Remote Fault Mappings” integration point details are as shown in the table below:

Oracle Cloud Infrastructure Fault Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column
requestMessage	request-wrapper	Group						
serviceCallCommId	requestMessage	string	serviceCallCommId	TemplateParameters	string			
			components.schemas.UPD ATE_request	update	Group			
serviceCallCommId	requestMessage	string	serviceCallCommId	components.schemas.UP DATE_request	string			
			isInError	components.schemas.UP DATE_request	boolean			Hard coded as "true"

Oracle Cloud Infrastructure Fault Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping		Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column	
			messageCategory	components.schemas.UPDATE_request	string	OUTL-BRT-CCS_WACS_C : onfigProps	PropertyName : ccs.remote.fault.messagecategory	Value : 22001	This lookup sets or unsets config properties
			messageNumber	components.schemas.UPDATE_request	string	OUTL-BRT-CCS_WACS_C : onfigProps	PropertyName : ccs.remote.fault.messagenumber	Value : 2850	This lookup sets or unsets config properties.
			messageText	components.schemas.UPDATE_request	string				Hard coded as "Target application invocation issue : error code 500"

Query Service Call

This section describes data mapping for the following:

- [Oracle Cloud Infrastructure Fault Mappings](#)
- [Oracle Utilities Customer Cloud Service Query Service Call Request](#)
- [Oracle Utilities Work and Asset Cloud Service Query Service Call Response](#)

Oracle Cloud Infrastructure Fault Mappings

The “FaultMappings” integration point details are as shown in the table below:

Oracle Cloud Infrastructure Fault Message			API Invocation Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2	
fault	\$queryServiceCallFaultObject	Group							
errorCode	fault	string	errorCode	APIInvocationError	string				
			errorDetails	APIInvocationError	Group				
\$errorDetails		Field	instance	errorDetails	string				
\$errorCode		Field	errorCode	errorDetails	string				

Oracle Utilities Customer Cloud Service Query Service Call Request

The “QueryServiceCallReq” integration point details are as shown in the table below:

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column	
requestMessage	components.schemas.requestMessage_request	Group							
searchLimit	requestMessage	decimal	limit	QueryParameters	string				
			SEARCHSERVICECALL_request	searchServiceCall	Group				
serviceCallNumber	requestMessage	string	serviceCallNumber	SEARCHSERVICECALL_request	string				
description	requestMessage	string	description	SEARCHSERVICECALL_request	string				
serviceCategory	requestMessage	string	serviceCategory	SEARCHSERVICECALL_request	string	OUTL-BRT-CCS_WACS_ServiceCategory	CCS_ServiceCategory	WACS_ServiceCategory	This lookup transforms CCS service category to WACS service category and vice versa.
serviceCode	requestMessage	string	serviceCode	SEARCHSERVICECALL_request	string	OUTL-BRT-CCS_WACS_ServiceCode	CCS_ServiceCode	WACS_ServiceCode	This lookup transforms CCS service code to WACS service code and vice versa.
contactFirstName	requestMessage	string	firstName	SEARCHSERVICECALL_request	string				

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column
contactLastName	requestMessage	string	lastName	SEARCHSERVICECAL	string	L_request		
phone	requestMessage	string	phoneNumber	SEARCHSERVICECAL	string	L_request		
address1	requestMessage	string	address	SEARCHSERVICECAL	string	L_request		
city	requestMessage	string	city	SEARCHSERVICECAL	string	L_request		
postal	requestMessage	string	postal	SEARCHSERVICECAL	string	L_request		

Oracle Utilities Work and Asset Cloud Service Query Service Call Response

The “QueryServiceCallResponse” integration point details are as shown in the table below:

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Work and Asset Cloud Service Column	Oracle Utilities Customer Cloud Service Column
SEARCHSERVICECAL ALL_response	searchServiceCallResponse	Group						
serviceCalls	SEARCHSERVICECAL ALL_response	Field	responseMessage	components.schemas.responseMessage_response	responseMessage			

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Work and Asset Cloud Service Column	Oracle Utilities Customer Cloud Service Column	
creationDateTime		string	createDateTime	serviceCallsResult	dateTime				
serviceCall		Group							
serviceCallId	serviceCall	string	serviceCallId	serviceCallsResult	string				
serviceCallNumber		string	serviceCallNumber	serviceCallsResult	string				
description		string	description	serviceCallsResult	string				
serviceCategory	serviceCategory	string	serviceCategory	serviceCallsResult	string	OUTL-BRT-CCS_WACS_ServiceCategory	WACS_ServiceCategory	CCS_ServiceCategory	This lookup transforms CCS service category to WACS service category and vice versa
serviceCode	serviceCode	string	serviceCode	serviceCallsResult	string	OUTL-BRT-CCS_WACS_ServiceCode	WACS_ServiceCode	CCS_ServiceCode	This lookup transforms CCS service code to WACS service code and vice versa
status		string	serviceCallStatusDescription	serviceCallsResult	string				
requiredByDate		string	requiredByDate	serviceCallsResult	date				
callbackRequired		string	callBackRequired	serviceCallsResult	string	OUTL-BRT-CCS_WACS_CallBackCode	WACS_CallBackCode	CCS_CallBackCode	This lookup transforms CCS call back to WACS call back and vice versa
country		string	country	serviceCallsResult	string				

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping		Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Work and Asset Cloud Service Column	Oracle Utilities Customer Cloud Service Column
postal		string	postal	serviceCallsResult	string			
address1		string	address1	serviceCallsResult	string			
geographicCode		string	geoCode	serviceCallsResult	string			
geocodeLatitude		decimal	latitude	serviceCallsResult	decimal			
geocodeLongitude		decimal	longitude	serviceCallsResult	decimal			
firstName		string	contactFirstName	serviceCallsResult	string			
lastName		string	contactLastName	serviceCallsResult	string			
primaryPhone		string	contactPrimaryPhone	serviceCallsResult	string			
mobilePhone		string	contactMobilePhone	serviceCallsResult	string			
homePhone		string	contactHomePhone	serviceCallsResult	string			

Related Documents

This section describes data mapping for the following:

- [Oracle Cloud Infrastructure Fault Mappings](#)
- [Oracle Utilities Work and Asset Cloud Service Get Related Documents Response](#)
- [Oracle Utilities Customer Cloud Service Get Related Documents Request](#)

Oracle Cloud Infrastructure Fault Mappings

The “FaultMappings” integration point details are as shown in the table below:

Oracle Cloud Infrastructure Fault Message			API Invocation Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 2	
		Outerm osttag	APIInvocationError		Outerm osttag				
\$errorCode		Field	errorCode	APIInvocationError	string				

Oracle Utilities Work and Asset Cloud Service Get Related Documents Response

The “GetRelDocumentsResMappings” integration point details are as shown in the table below:

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column	
getServiceCallEntities Response	\$invokeWACSRelated Docs	Group	components.schemas.responseMessage_response	CCS-WACS_GET-RELDOSCSResponse	Group				
GETSERVICECALL ENTITIES_response	getServiceCallEntities Response	Group							

Oracle Utilities Work and Asset Cloud Service Response Message			Oracle Utilities Customer Cloud Service Request Message			DVM Mapping		Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column	
relatedDocuments	GETSERVICECALL_ENTITIES_response	Field	responseMessage	components.schemas.responseMessage_response	responseMessage				
			childDocuments	responseMessage	Group				
entityType		string	childDocumentEntityType	childDocuments	string	OUTL-BRT-CCS_WACS_EntityType	CCS_Entity	WACS_Entity	This lookup transforms CCS entity type to WACS entity type and vice versa
entity		Group							
entityId	entity	string	childDocumentPK	childDocuments	string				
info		string			childDocuments				
communicationlogs	GETSERVICECALL_ENTITIES_response	Field			responseMessage				
info		string	communications	responseMessage	communications				

Oracle Utilities Customer Cloud Service Get Related Documents Request

The “GetRelDocumentsReqMappings” integration point details are as shown in the table below:

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping		Comments	
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Oracle Utilities Customer Cloud Service Column	Oracle Utilities Work and Asset Cloud Service Column	
components.schemas.requestMessage_request	CCS-WACS_GET-RELDOCS	Group	TemplateParameters	getServiceCallEntities	Group				
requestMessage	components.schemas.requestMessage_request	Group							
parentDocumentEntityType	requestMessage	string	entityType	TemplateParameters	string	OUTL-BRT-CCS_WACS_EntityType	CCS_Entity	WACS_Entity	This lookup transforms CCS entity type to WACS entity type and vice versa.
parentDocumentPK	requestMessage	string	entityId	TemplateParameters	string				

Update or Cancel Service Call

This section describes data mapping for the following:

- [Oracle Utilities Customer Cloud Service Update or Cancel Service Call](#)

Oracle Utilities Customer Cloud Service Update or Cancel Service Call

The “UpdateOrCancelServiceCallMappin” integration point details are as shown in the table below:

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 1	
requestMessage	components.schemas.requestMessage_request	Group	requestMessage	components.schemas.updateOrCancel-request-wrapper	Group				
serviceCallId	requestMessage	string	serviceCallId	requestMessage	string				
comments	requestMessage	string	comments	requestMessage	string				
serviceCallCancelReason	requestMessage	serviceCallCancelReason	serviceCallCancelReason	requestMessage	string				
serviceCallCancelReasonDescription	requestMessage	string	serviceCallCancelReasonDescription	requestMessage	string				
serviceCallCommAction	requestMessage	serviceCallCommAction	serviceCallCommAction	requestMessage	string				
serviceCallCommId	requestMessage	string	serviceCallCommId	requestMessage	string				
contactDetails	requestMessage	Group	contactDetails	requestMessage	Group				
contactHomePhone	contactDetails	string	contactHomePhone	contactDetails	string				
contactPrimaryPhone	contactDetails	string	contactPrimaryPhone	contactDetails	string				
contactFirstName	contactDetails	string	contactFirstName	contactDetails	string				
contactLastName	contactDetails	string	contactLastName	contactDetails	string				

Oracle Utilities Customer Cloud Service Request Message			Oracle Utilities Work and Asset Cloud Service Request Message			DVM Mapping			Comments
Element Name	Parent Element	Type	Element Name	Parent Element	Type	DVM	Column 1	Column 1	
communicationType	contactDetails	communicationType	communicationType	contactDetails	string				
contactMobilePhone	contactDetails	string	contactMobilePhone	contactDetails	string				