

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

Release Notes

Release 22B

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

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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	Location
Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service documentation	https://docs.oracle.com/en/industries/utilities/integrations-index.html
Oracle Utilities Work and Asset Cloud Service documentation	https://docs.oracle.com/en/industries/energy-water/work-asset-cloud-service/index.html
Oracle Field Service documentation	https://docs.oracle.com/en/cloud/saas/field-service/22b/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](https://support.oracle.com) 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
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 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.

The release notes focuses on the following:

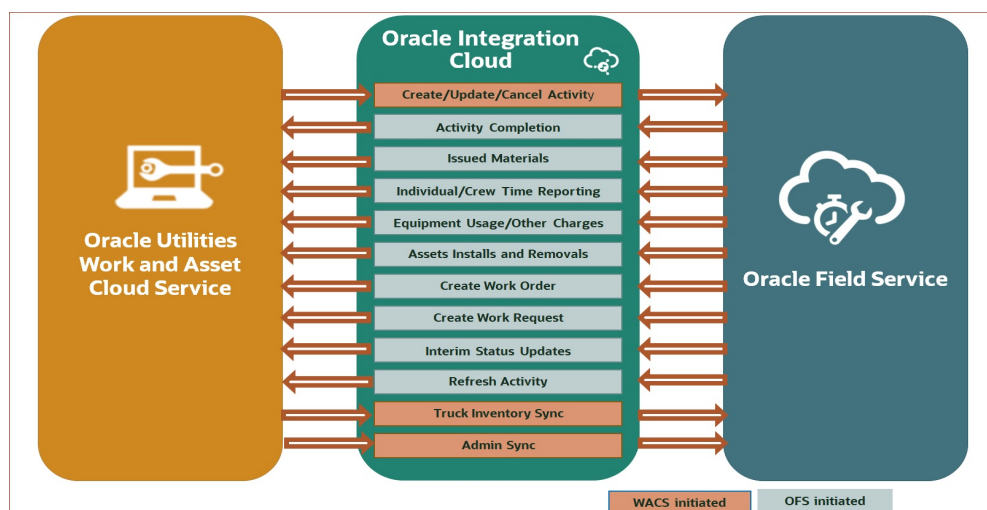
- [Integration Overview](#)
- [Supported Applications](#)
- [About Oracle Utilities Work and Asset Cloud Service](#)
- [About Oracle Field Service](#)
- [About Oracle Integration Cloud](#)
- [New Features Summary](#)
- [Known Issues](#)

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	22B
Oracle Integration Cloud	V22.2.2.0.0 and higher
Oracle Field Service	22B 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* documentation at:

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

The following enhancements are included in this integration:

- [Configurable Lock/Unlock Functionality](#)
- [Timesheet Improvements](#)
- [Handling Special Characters](#)
- [Improvements to Admin Sync Flow](#)
- [Localization Improvements](#)

- [Namespace Support for Cloud](#)
- [UI Improvements and Other Enhancements](#)

Configurable Lock/Unlock Functionality

The implementers have the choice to make **Lock/Unlock** optional, which will be decided based on the configuration property value. Crew can now make changes to their lead's activities based on the lock enable/disable. Crew cannot make any changes to lead's activity if the lock is enabled. Changes can be done if it is disabled.

Timesheet Improvements

Until previous release, an employee had to manually enter the time in the time cards.

Starting 22B, time spent on an activity will be defaulted on time cards based on the actual time spent on the activity. In addition, the employee skills selection will be limited by the resource skills defined in Oracle Field Service. If a resource has only one skill, then the employee skill will be defaulted to it. If the resource has multiple skills, the selection will be limited to those skills. Optionally, an employee can see the list of all skills and choose between them. It is confined to mobile worker in this release. The supervisor will be provided with this provision in future releases.

Handling Special Characters

The Admin Sync flow is enhanced to handle equipment to have special characters.

Improvements to Admin Sync Flow

The Admin Sync flow is enhanced to include the ability to create work skills, work skill properties and work skill conditions for the related equipment sync from Oracle Utilities Work and Asset Management.

Localization Improvements

The validation of date fields is modified to compare the respective date to current date instead of DateTime on Timesheet, Equipment usage and other usage forms.

Namespace Support for Cloud

Plugins are enhanced to support namespace prefix discrepancy from Oracle Utilities Work and Asset Cloud Service which does not return namespace prefix in Inbound Web Service response for the applicable plugins. Due to this, Service History and Planned Service History plugins do not load if an activity is created in Oracle Field Service. When an activity is created in Oracle Field Service, the Inbound Web Service request to Oracle Work and Asset Cloud Service is sent to fetch the details.

UI Improvements and Other Enhancements

- Until release 22A, storeroom synchronization did not process all trucks due to the limit in the number of trucks to process (100). This has been fixed in the 22B release to handle more than 100 trucks.
- The creation of Equipment Workskills related objects has been made optional in Oracle Field Service. A new property “createEquipmentWorkSkills.flag” is added to handle this.
- Removed the mandatory check for optional elements for DateTime in the plugins.

Known Issues

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

- Even after the supervisor locks an activity, assistant mobile worker is able to perform the asset level operations. It is expected in this release.
- This issue is applicable with Oracle Field Service 22C. When storerooms without any inventories are synchronized from Oracle Utilities Work and Asset Cloud Service to Oracle Field Service, the following error is generated:
“Mandatory element absent:'resources[0]/inventory[0]”
“Refresh activity” in Oracle Field Service and “material return” in Oracle Utilities Work and Asset Cloud Service are two other operations that are causing the same error. The issue is in review.
- If deleting an attachment or service history in Downtime Service History is in progress and you try to cancel the delete action, you cannot save or complete the service history as date time format is changed.
- Duplicate material usage inbounds are created for multi-day activities on day 2.
- There is an intermittent issue with undo operations for install asset, attach component and use item for multi-day activities.
- While performing asset operations, the Asset plugin does not load in offline mode with truck assigned to the user.
- Unable to pull the issued assets data from Oracle Utilities Work and Asset Management through Refresh Activity in multi-day activities. Also, issued asset operations are not working for multi-day activity.