

**Oracle Utilities Customer Cloud Service
Integration to Oracle Field Service**

(Also applicable to Oracle Utilities Customer to Meter)

Release Notes

Release 22C

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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 for release 22C.

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/energy-water/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/energy-water/customer-cloud-service/index.html
Oracle Field Service documentation	https://docs.oracle.com/en/cloud/saas/field-service/22d/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/energy-water/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 22C). 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](#)
- [Browser-Based Client Versions](#)
- [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).

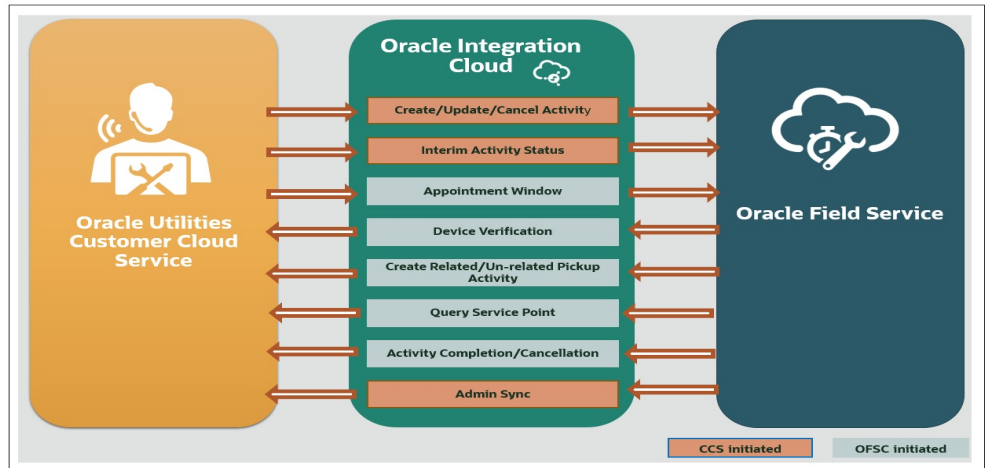
Oracle Utilities Customer Cloud Service Integration to Oracle Field Service helps to manage a fieldwork originated in Oracle Utilities Customer Cloud Service using Oracle Field Service. This pre-built integration represents significant business value for utilities that need to manage their field operations.

For more information about the functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Field Service 22C Configuration Guide* included in this release. The documentation is available on Oracle Help Center at: <https://docs.oracle.com/en/industries/energy-water/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)
- Admin Sync (Oracle Integration Cloud 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	2.9.0.0.0 and higher (on-premises)
	Integration works but the functionality will be limited.
Oracle Utilities Customer Cloud Service	22C and higher
Oracle Integration Cloud	22.4.3.0.0 and higher
Oracle Field Service	22D or higher

Browser-Based Client Versions

The following table lists the web browsers this integration supports:

Browser	Google Chrome (for Mobility)
Mobile Application	iOS/Android

New Features Summary

The following enhancements are included in this integration release:

- [Localization Improvements](#)
- [Dynamic Namespace Support for On-Premises](#)
- [Activity-Level Service History Support](#)
- [Asset-Level Service History Support Improvements](#)
- [Admin Sync Improvement](#)
- [Cancellation Of Future Appointments](#)
- [Multi Time Zone Support in Appointments](#)

Localization Improvements

The following features are available as part of localization:

- Support for multiple languages
- Support for Date Time format

Dynamic Namespace Support for On-Premises

In this integration release, plugins have been enhanced to support namespace prefix discrepancy from Oracle Utilities Customer to Meter which may return any namespace prefix in Inbound Web Service response for the plugins applicable.

Activity-Level Service History Support

Integration between Oracle Utilities Customer Cloud Service and Oracle Field Service now supports passing activities for operational devices to Oracle Field Service for subsequent scheduling and fieldwork. Crew can now record the field activities results in Service Histories. The **Field Activity** UI now shows a list of service histories valid for assets and planned service histories valid for performing the specific field activity.

It allows crew to enter device related information into Service Histories and activity related information into planned/activity-level service histories.

Questionnaire and General Service history types are supported at activity level as downtime and failure service history types are always asset specific.

Asset-Level Service History Support Improvements

In the previous releases, only general and questionnaire service history type support was available at asset-level. Now, the Integration solution has been enhanced to support all service history types: general, questionnaire, downtime, and failure at asset-level.

Admin Sync Improvement

The Admin Sync process has been improved to synchronize the activity types from Oracle Utilities Customer to Meter to Oracle Field Service and add a new activity type in Oracle Field Service only if it does not exist in Oracle Field Service.

Cancellation Of Future Appointments

The Process Activity flow is enhanced to cancel the future appointments as well. The customer can cancel the activity with future appointments now.

Multi Time Zone Support in Appointments

The Appointment flow is enhanced to support multi time zones. The time slots will be sent with the XSD offset, so that the applications can convert slots in their time zone easily.

The multi time zone works fine in activity creation only when the Service Point time zone and Oracle Utilities Customer Cloud Service time zone is same.

Limitations:

- The Oracle Field Service Enterprise Edition license is a minimal requirement to support related pick up activities in Oracle Field Service.

Known Issues

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

- Existing equipment does not get displayed in the existing pool when a 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**.
- User is able to complete the activity, even if the required service histories are not provided at either asset or activity level.
- Moving the equipment from an existing meter to a new meter is failing.
- When a user uploads multiple attachments separately, the activity completion is failing in Oracle Utilities Customer to Meter.
- Date/date time automatic selection via calendar/date picker is not working in IOS device.
- The multi time zone is not supported in Activity creation because there is a dependency on Oracle Field Service and Oracle Integration Cloud date or library function changes.
- Use **Complete All** to complete Failure Service History without the mandatory fields.
- User cannot complete the Meter Exchange activity when maximum service histories are added to an old meter.
- In the **Appointment Booking** results zone, the date time values are off by 1 hour.
- User can complete an activity even if the required service histories are not provided at either asset or activity level.
- When a user uploads multiple attachments separately, the activity completion fails in Oracle Utilities Customer Cloud Service.