

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

Release Notes

Release 22C

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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/energy-water/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/22d/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/energy-water/integrations-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 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.

The release notes focuses on the following:

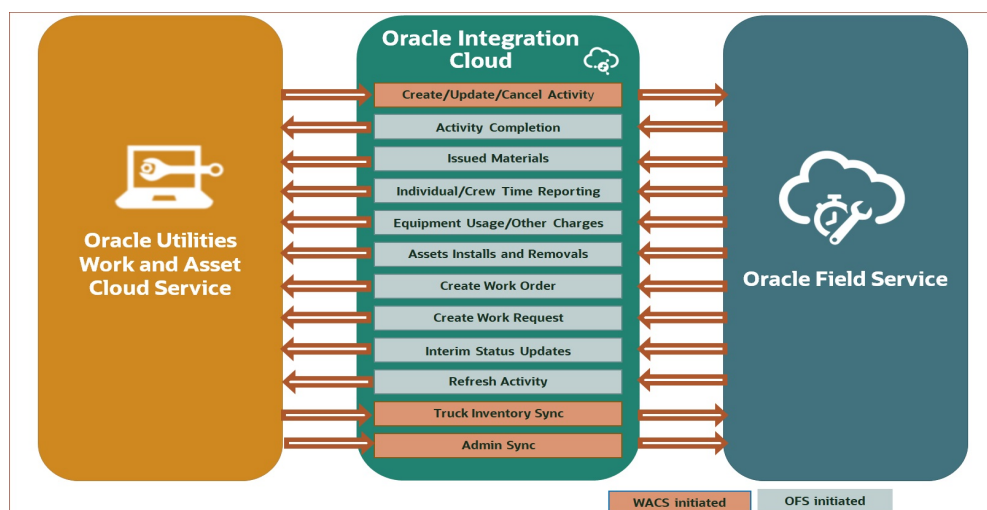
- [Integration Overview](#)
- [Supported Applications](#)
- [About Oracle Utilities Work and Asset Cloud Service](#)
- [About Oracle Field Service](#)
- [About Oracle Integration Cloud](#)
- [New Features Summary](#)
- [Known Issues](#)
- [Known UI Issues](#)

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	V2.4.0.1.0 and higher (on-premises version)
	Note that the integration will work but the functionality will be limited.
Oracle Utilities Work and Asset Cloud Service	22C
Oracle Integration Cloud	V22.4.2.0.0 and higher
Oracle Field Service	22C 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/energy-water/integrations-index.html>

The following enhancements are included in this integration:

- [Timesheet Improvements](#)
- [Improvements to Activity Duration](#)
- [Namespace Support Improvements](#)
- [Activity Level Service Histories Support](#)

Timesheet Improvements

- Work skill enhancements, which were available only for mobile workers until 22B, are now supported for supervisors also. Now supervisors can add individual timesheets for employees separately where work skills are dynamically changed based on the employee selected in the drop-down and also add group timesheet where each employee has an individual drop-down and the work skills of all the employees will auto-populate.
- Made changes to the timesheet to dynamically change Hours value based on the changes in WorkStopped and WorkStarted and the field is made read-only.

Improvements to Activity Duration

The activity duration from Oracle Utilities Work and Asset Cloud Service is now passed to Oracle Field Service and is shown in the **Activity Details** page. If Oracle Utilities Work and Asset Cloud Service does not pass any duration field, then the Oracle Field Service duration is displayed.

Namespace Support Improvements

Resource Usage and Service History 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.

Activity Level Service Histories Support

- Until release 22B, the integration only supports asset specific service histories on Activity. In this release, activity level service histories have also been supported.
- In **Planned Service History**, the **Service History Entry** page is provided with two options for the user either to enter service histories at **Activity** level or at **All Applicable Assets**.
- If **Activity** is selected, service history will be added at the **Activity** level. When it is completed, no asset will be linked to that service history. If **All Applicable Assets** is selected, the existing behavior will be followed where relevant assets will be linked to that particular service history.

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.
- Duplicate material usage inbounds are created for multi-day activities on day 2.
- When a user removes an asset and there are required service histories on the removed asset, the user is not able to complete activity. This issue is intermittent.
- User is not able to provide the activity level service history when it has only asset location. This is expected for this release.

- User is able to provide service history after the asset is removed from the asset location. This is expected for this release.
- When an asset is removed from the asset location and the user completes an activity in Oracle Field Service, asset is not removed in Oracle Utilities Work and Asset Management after completing the inbound.

Known UI Issues

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

- For an admin user, the Oracle Utilities Work and Asset Management activity duration is not getting displayed in the **Activity** screen.
- Downtime service history planned flag is getting displayed as 'yes' in the **Asset Service History**.
- For failure service history, the required flag is not getting displayed as 'yes' when the user installs an issued asset or an asset from truck.
- The **All Applicable Asset** button is getting displayed when the user uses an item from the truck and when there are no assets installed.
- User is not able to click the calendar in IOS (all date-time and date fields).
- After an activity is completed, both default activity duration and Oracle Utilities Work and Asset Management activity duration are getting displayed in the Oracle Field Service **Activity Details** pages.
- Asset information is getting displayed in the Planned Service History. This is expected for this release.
- When French is selected as the language, error messages are getting displayed in both English and French. This is occurring when the user provides badge number that is not present in Oracle Utilities Work and Asset Management, which is not suitable for location while performing operations like replace, install, and attach component.
- When the user provides activity duration rounded off to two decimals, the duration is not getting displayed in proper format in the **Activity Details** page in Oracle Field Service.
- User is able to view the trucks of crew lead in **Assets/Equipment** page.
- When the user performs material return and clicks **Refresh Activity**, the **Assets** drop-down is getting displayed in **Asset/Equipment Details** page.