

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

Release Notes

Release 23A

**F77619-01**

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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 for release 23A.

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	<a href="https://docs.oracle.com/en/industries/energy-water/integrations-index.html">https://docs.oracle.com/en/industries/energy-water/integrations-index.html</a>
Oracle Utilities Work and Asset Cloud Service documentation	<a href="https://docs.oracle.com/en/industries/energy-water/work-asset-cloud-service/index.html">https://docs.oracle.com/en/industries/energy-water/work-asset-cloud-service/index.html</a>
Oracle Field Service documentation	<a href="https://docs.oracle.com/en/cloud/saas/field-service/index.html">https://docs.oracle.com/en/cloud/saas/field-service/index.html</a>

### Additional Documentation

Resource	Location
Oracle Integration Cloud documentation	<a href="https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html">https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html</a>
My Oracle Support	Visit <a href="https://support.oracle.com">https://support.oracle.com</a> regularly to stay informed about updates and patches.
Oracle Technology Network (OTN) for latest versions of documents	<a href="http://www.oracle.com/technetwork/index.html">http://www.oracle.com/technetwork/index.html</a>
Oracle University for training opportunities	<a href="http://education.oracle.com/">http://education.oracle.com/</a>

## 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/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
<b>boldface</b>	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

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## 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 23A). 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:

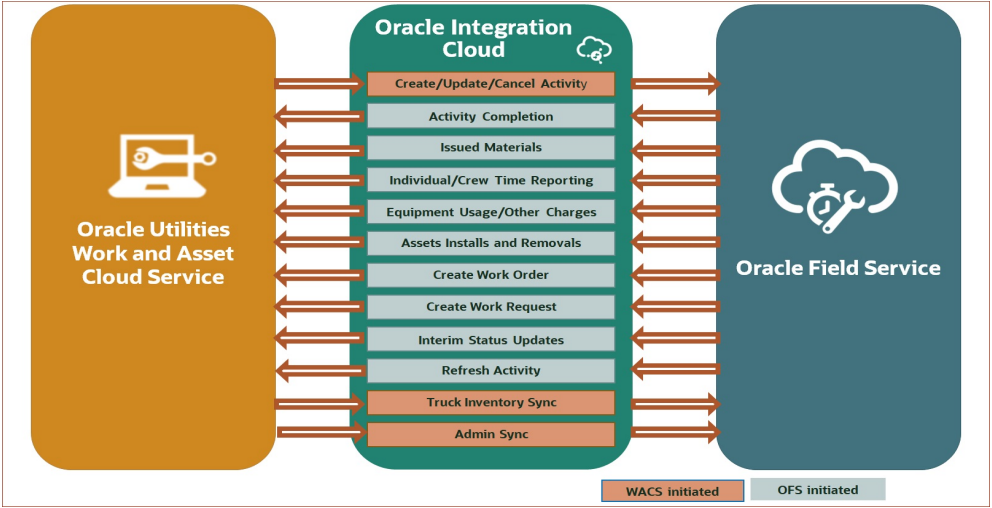
- [Integration Overview](#)
- [Supported Applications](#)
- [About Oracle Utilities Work and Asset Cloud Service](#)
- [About Oracle Field Service](#)
- [About Oracle Integration Cloud](#)
- [New Features Summary](#)
- [Known Issues](#)

# 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	V2.4.0.1.1 and higher (on-premises version)
	<b>Note</b> that the integration will work but the functionality will be limited.
Oracle Utilities Work and Asset Cloud Service	23A
Oracle Integration Cloud	V23.1.3.0.0 and higher
Oracle Field Service	23A 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:

- [Attachment Support In Planned Service History](#)
- [Support Attachments From WAM](#)
- [Support Activity Dependencies](#)
- [OFS Domain Name Changes](#)

## Attachment Support In Planned Service History

- The Planned Service History plugin is enhanced with attachment support similar to the Service History plugin. Using this feature, the mobile workers can add attachments.
- In the **Planned Service History > Service History Entry** page, the **Attach** button is added to support attachments in Planned Service History.
- Users can add up to 15 activity levels (planned) and asset level service histories (combined) under any activity.

## Support Attachments From WAM

- The Attachment section allows users to add attachments from the Oracle Utilities Work and Asset Management application in the Work Activity page. The attachments are then passed to Oracle Field Service after sending outbound message for an activity from Oracle Utilities Work and Asset Management to Oracle Field Service.
- On the Oracle Field Service mobile screen, attachments can only be downloaded for viewing. Users will not have any privileges to modify or delete these attachments from Oracle Utilities Work and Asset Management.

## Support Activity Dependencies

- Work activities in Oracle Utilities Work and Asset Cloud Service may have dependencies on other activities within the same work order or on activities in different work orders. These dependencies can have timing options, such as “after finish” and “after start”. They will be reflected in the Oracle Field Service system by linking the dependent activities together.
- The previous releases (before 23A) of this integration did not support Activity Dependencies.
- The Activity Dependency information is added to the Work Activity API to be consumed by a mobile solution or Oracle Field Service. Oracle Field Service already includes this functionality, but was not used to send information. It has been enhanced in this integration to utilize this information.

## OFS Domain Name Changes

- To support dynamic Oracle Field Service domain names, in 23A release, the `ofsc_siteAddress` property is deprecated from the Oracle Field Service properties. The `ofsc_hostname` property is added instead.
- An example API path to be configured under `ofsc_hostname` can be:  
`https://<site address>.<domainName>`

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# 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.
- Undo use item is getting displayed in day2 when the item is used for day1 in multiday activity.
- Error message is not displayed in the Oracle Field Service mobile screen when the crew member starts the successor activity before the predecessor activity.
- In the Oracle Field Service mobile screen, when the crew navigates to the **Activity Dependencies** tab, the same activity is displayed on the **Successor and Predecessor** tab.
- When the user refreshes an activity in Oracle Field Service after the asset is issued from Oracle Utilities Work and Asset Cloud Service, even though there is no asset installed, when the user uses the item from truck, the **All Applicable Assets** button is displayed on the Planned Service History plugin.
- When the user installs an issued asset from an existing asset list and then issues an asset from Oracle Utilities Work and Asset Cloud Service, after refreshing the activity in Oracle Field Service, on the Planned Service History plugin in any Service History page, the **All Applicable Assets** button is missing. It is displayed only after the user re-installs the asset (by doing Undo Install and install the asset again).
- When the user attaches an issued component to any asset, the **All Applicable Asset** button is not displayed in the Planned Service History plugin.
- Admin Sync known issue:
  - The enumeration “wam\_actType\_psh” to maintain the relationship between the activity types and PSH associated with the activity types. It stores the PSH details as part of the name for the enumeration label. In Oracle Field Service, there is a restriction on the size of the name. If there are more than 5-6 PSHs for that activity type, Oracle Field Service displays a 500 error.
- User cannot click the **Calendar** in IOS (all date-time and date fields).