

**Oracle Utilities Digital Asset Cloud
Service Integration to Oracle Field
Service**

Release Notes

Release 23C

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Oracle Utilities Digital Asset Cloud Service Integration to Oracle Field Service Release Notes

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Preface

Welcome to the Oracle Utilities Digital Asset Cloud Service Integration to Oracle Field Service Release Notes for release 23C.

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 Digital 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 Digital Asset Cloud Service Integration to Oracle Field Service documentation	https://docs.oracle.com/en/industries/energy-water/integrations-index.html
Oracle Utilities Digital Asset Cloud Service documentation	https://docs.oracle.com/en/industries/energy-water/digital-asset-cloud-service/index.html
Oracle Field Service documentation	https://docs.oracle.com/en/cloud/saas/field-service/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 Digital 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
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
OU DACS/DACS	Oracle Utilities Digital Asset Cloud Service
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 Digital Asset Cloud Service with Oracle Field Service for release 23C. 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.

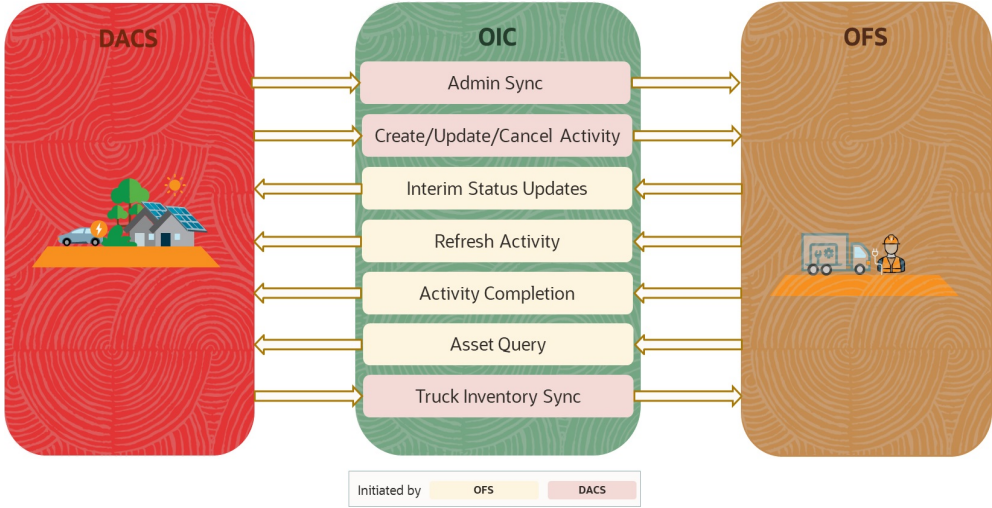
The release notes focuses on the following:

- [Integration Overview](#)
- [Supported Applications and Versions](#)
- [Browser-Based Client Versions](#)
- [About Oracle Utilities Digital Asset Cloud Service](#)
- [About Oracle Field Service](#)
- [About Oracle Integration Cloud](#)
- [New Features Summary](#)
- [Known Issues](#)

Integration Overview

The Oracle Utilities Digital Asset Cloud Service integration to Oracle Field Service facilitates the exchange of field work activity related information during installation or removal of device(s) for enrollment or unenrollment, replacement of device(s), activity completion, and home energy assessment.

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 and Versions

The following table lists the supported application versions in this integration:

Supported Application	Version
Oracle Utilities Digital Asset Cloud Service	23B or higher
Oracle Integration Cloud	V23.12 or higher
Oracle Field Service	23D 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

About Oracle Utilities Digital Asset Cloud Service

Oracle Utilities Digital Asset Cloud Service provides the core functionality for utilities to create, run, and maintain demand response and distributed energy resource programs.

It comprises the following functional areas:

- **Asset and Device Management:** Maintenance of controllable assets, such as “smart” thermostats, electric vehicle chargers, storage batteries, and other types of devices.
- **Program Enrollment/Unenrollment:** Identifying specific customers that are eligible for particular programs, and establishing relationships between the customers, the programs, and if appropriate, device locations where one or more controllable devices are (or have been) installed.
- **Program Management:** Creation and maintenance of Demand Response Programs to which customers can subscribe and which allows utilities to temporarily alter the settings of specific devices in their homes as a response to periods of high demand.
- **Program Subscriptions:** Maintenance of a customer's program subscriptions that represent the customer's enrollment in a program and device registration. Program subscriptions link the customer to a program and device location where controllable devices are installed.
- **Demand Response Event Management:** Identification and reservation of a customer's controllable devices in response to usage demand.

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

The following new features were included in this integration:

- [Plugin Screen for Recording Controlled Devices](#)
- [Support to Install Multiple Controllable Assets at Work Location](#)
- [Contact Information Support](#)

Plugin Screen for Recording Controlled Devices

In this integration release, the new **Plugin** screen records multiple controlled devices. Controlled devices are devices that are customer-owned.

This plugin allows a field worker to add, edit, and delete the controlled devices that were already added while performing an activity at the location. These details are sent to Oracle Utilities Digital Asset Cloud Service as part of activity completion.

Support to Install Multiple Controllable Assets at Work Location

Until previous release, only a single asset could be installed in the work location. Starting this integration, a field worker can install multiple assets at the work location.

Field workers can also install multiple controllable assets on the work location. They can remove the controllable assets that are already installed at the work location.

Contact Information Support

In this release, customer contact information is also sent as part of activity creation to Oracle Field Service. Customer Information includes Contact Name, Contact Number, Email Address, and Contact Notes. Field workers will be able to view these details in their handheld devices. They have no access to update these details.

Known Issues

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

- An activity should not be refreshed when **dacs_assets_allowed** flag is set to “W1SG” and when there is an asset already present in the installed pool.