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

Release Notes

Release 23C

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

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Chapter 1

Preface

Welcome to the Oracle Utilities Work and 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 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/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/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.
italic	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
OUWACS/WACS	Oracle Utilities Work and Asset Cloud Service
OUWAM/WAM	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 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.
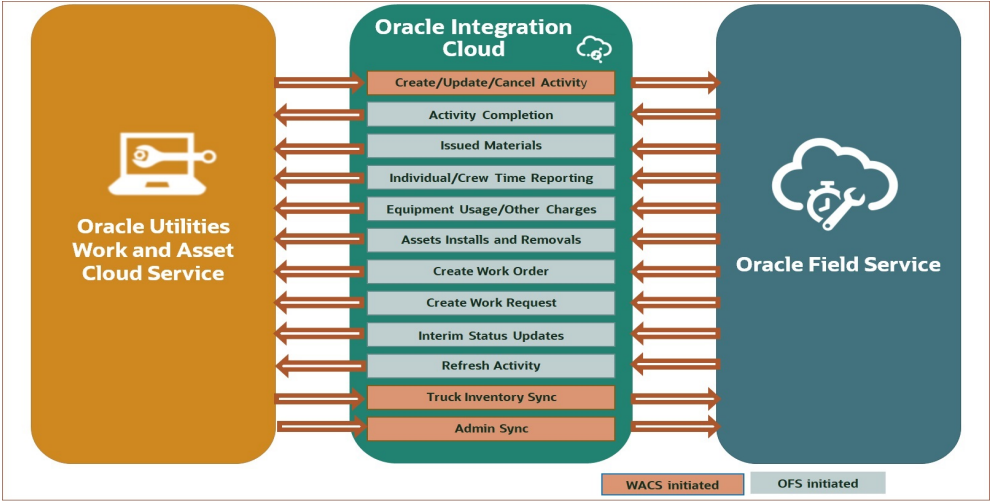
The release notes focuses on the following:

- Integration Overview
- Supported Applications
- Browser-Based Client Versions
- 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	V2.4.0.1.2 and higher (on-premises version) **Note** that the integration will work but the functionality will be limited.
Oracle Utilities Work and Asset Cloud Service	23C
Oracle Integration Cloud	V23.4.3.0.0 and 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 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:

- Control Flags in Construction Work Activity

Control Flags in Construction Work Activity

- As part of this release, the asset, badge, and serial number controls are passed from Oracle Utilities Work and Asset Management/Oracle Utilities Work and Asset Cloud Service while installing a planned asset.

- **Badge Number**, **Serial Number**, and **Asset Number** fields should be displayed and validated based on the value of the corresponding control element values.

- Field worker can remove an installed tracked or non-tracked asset as part of the construction work activities.

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.

- 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).

- Warning message is not displayed when an issued asset is already installed at the location and the tries to install an asset from the truck. The asset is getting replaced. Since the asset should not get replaced, perform the undo install operation for the asset which is already installed and then perform other operations.

- The **Issued Component** label is not displayed in the existing pool of components that are issued to activity.

- User should not refresh the activity in the Admin console, as resource preferences are not displayed after refresh activity.

- Refresh activity operation is creating duplicate locations in the existing pool when an asset from the truck is installed, the activity is refreshed, and then undo the installed asset.