

ESRI ArcGIS Field Maps Integration to Oracle Field Service Mobile

Release Notes

Release 24A

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ESRI ArcGIS Field Maps Integration to Oracle Field Service Mobile Release Notes

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Preface

Welcome to the ESRI ArcGIS Field Maps Integration to Oracle Field Service Mobile Release Notes for release 24A.

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 integration of the following products with ESRI ArcGIS Field Maps:

- Oracle Field Service
- Oracle Utilities Work and Asset Cloud Service

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Topic	Location
ESRI ArcGIS Field Maps Integration to Oracle Field Service Mobile documentation	https://docs.oracle.com/en/industries/energy-water/integrations-index.html
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 ESRI ArcGIS Field Maps Integration to Oracle Field Service Mobile 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
OFS	Oracle Field Service
ESRI	ESRI ArcGIS Field Maps
OIC	Oracle Integration Cloud
ICS	Integration Cloud Service
DVM	Domain Value Map (Lookup)
WACS	Oracle Utilities Work and Asset Cloud Service
WAM	Oracle Utilities Work and Asset Management

Chapter 1

Release Notes

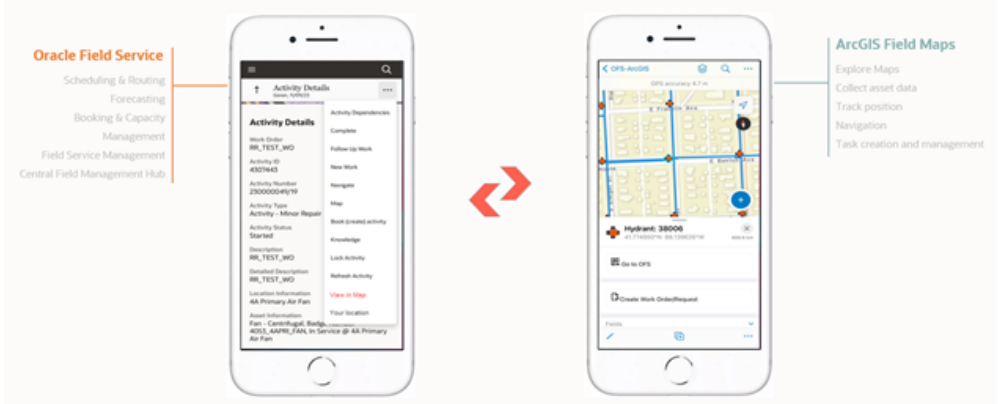
This release notes outlines the information about new and improved functionality in integrating ESRI ArcGIS Field Maps application with Oracle Field Service for release 24A. Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations to consider.

The release notes focuses on the following:

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

Integration Overview

The ESRI ArcGIS Field Maps to Oracle Field Service pre-built integration extends the capabilities of the Oracle Field Service mobile solution by bridging key GIS functionality from ESRI ArcGIS Field Maps. The solution enables seamless navigation between the two applications using parameterized deeplink calls for key use cases, as well as utility-specific workflows accessible from both the ESRI ArcGIS Field Maps and Oracle Field Service applications. Out of the box, the solution will also provide support for offline scenarios, adding efficiency and significant value to the field operations.



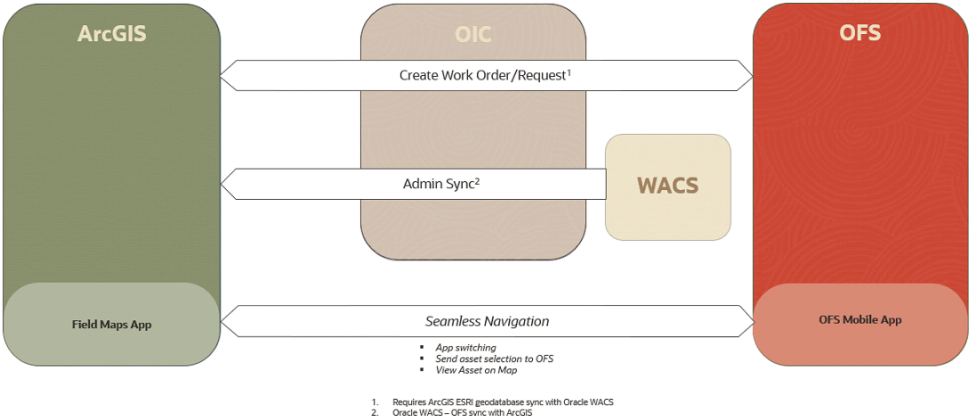
The integration unlocks key use cases for field crews, utilizing mapping functionality and geospatial data to improve efficiency and optimize workflows. Crews will now be able to:

- Locate and analyze assets in ESRI ArcGIS Field Maps.
- Create work orders/requests directly from ESRI ArcGIS Field Maps.
- Locate assets in ESRI ArcGIS Field Maps and complete work order/request workflows in Oracle Field Service.

The integration will be facilitated via Oracle Integration Cloud and will include flows for creating work orders/requests, both from ESRI ArcGIS Field Maps and Oracle Field Service. The Admin Sync flow will maintain parity between the structure of the work order and work request forms in Oracle Field Service and the forms used in ESRI ArcGIS Field Maps.

The integration will be available for both iOS and Android platforms respectively.

The following diagram illustrates the business processes supported in this integration.



Prerequisites

This integration requires Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service to be in place for all Oracle Utilities Work and Asset Cloud Service to Oracle Field Service and Oracle Field Service to Oracle Utilities Work and Asset Cloud Service related to workflows.

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 on-premises versions (Oracle Utilities Work and Asset Management) may have limited functionality as they trail cloud-based versions (Oracle Utilities Work and Asset Cloud Service) due to the release frequency.
Oracle Utilities Work and Asset Cloud Service	24A
Oracle Integration Cloud	V24.02 and higher
Oracle Field Service	24A or higher
ESRI ArcGIS Field Maps	24A

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 efficiently manages asset lifecycles, streamlines maintenance operations, maximizes supply chain performance, enhances safety, and improves regulatory compliance.

About ESRI ArcGIS Field Maps

ESRI ArcGIS Field Maps is an all-in-one application that uses data-driven maps and mobile forms to help workers perform data capture and editing, find assets and information, and report their real-time locations. ESRI ArcGIS Field Maps is the go-to field application that streamlines the critical workflows mobile personnel use every day.

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 *ESRI ArcGIS Field Maps Integration to Oracle Field Service Mobile* documentation at: <https://docs.oracle.com/en/industries/energy-water/integrations-index.html>

The following enhancements are included in this integration:

- [Admin Sync](#)
- [Create Work Order/Work Request in Field Maps](#)
- [Create Work Order/Work Request in Oracle Field Service via Parameters](#)
- [Navigation](#)

Admin Sync

The Admin Sync business process will keep parity between domain and contingent values as a one-way synchronization from Oracle Utilities Work and Asset Cloud Service and Oracle Field Service to ESRI ArcGIS Field Maps via Oracle Integration Cloud. These

values will, in turn, populate the work order/work request values in ESRI ArcGIS Field Maps.

Create Work Order/Work Request in Field Maps

The Create Work Order/Request flow uses a scheduled process to retrieve work order/work request entries from ESRI ArcGIS Field Maps, obtain an Asset ID from Oracle Utilities Work and Asset Cloud Service, and create the work order/work request in Oracle Field Service based on the asset selection. The integration currently supports single asset selection for this workflow.

Create Work Order/Work Request in Oracle Field Service via Parameters

The Create Work Order/Work Request business flow provides an alternative method for creating work order/work request. It allows the user to select an asset on the map, then send the selection to Oracle Field Service to complete the workflow. The integration currently supports single asset selection for this workflow.

Navigation

The navigation between the Oracle Field Service mobile application and ESRI ArcGIS Field Maps will be conducted via deeplink technology for a seamless user experience. The deeplinks contain custom parameters for targeted landing locations within the mobile applications, as well as in-context variables (GIS ID) to support the primary workflows.

Known Issues

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

Bug/Reference Number	Description
(J) 11319	Show Warning Message when navigating from Field Maps in offline mode to create Work Order/Work Request in OFS.
(J) 11337	Work Order is created in the Non-Scheduled pool in OFS even though the crew creates it via the “Work it” option.
(J) 11318	“Required By Date” field, the date that gets populated was always a day prior WACS OFS.
36464061	In OFS, the “LOCATE ON MAP” button is not working for both Work Requests and Orders pages (iOS only). The user is not redirected on press.
36540386	“LOCATE ON MAP” button in pickup work plugin is not working as expected in both the platforms. Clicking it redirects the user to the queries asset location vs. the asset location associated with the activity (or activity location if asset not selected).

Bug/Reference Number	Description
36553803	Generated attachment is not specific on error cause in “OU ARCGIS OFS WORK TASKS PROCESS FLOW” when WAM is down.
36543924	Work request for non assets submitted in fm passing location coordinates in unknown crs instead of actual lat long.
36553751	Email is not specific on error cause in “ou arcgis ofs admin files create flow” when WAM is down.
