

**Oracle Utilities Customer Care and Billing  
Integration to Oracle Field Service**

Release Notes

Release 24A

**F96261-01**

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Oracle Utilities Customer Care and Billing Integration to Oracle Field Service 24A 1Release Notes

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# Preface

Welcome to the Oracle Utilities Customer Care and Billing Integration to Oracle Field Service release notes.

The preface includes the following:

- [Audience](#)
- [Documentation and Resources](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Acronyms](#)

# Audience

This document is intended for anyone implementing the Oracle Utilities Customer Care and Billing integration to Oracle Field Service.

## Documentation and Resources

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

### Product Documentation

Topic	Description
Oracle Utilities Customer Care and Billing 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 Customer Care and Billing documentation	<a href="https://docs.oracle.com/en/industries/energy-water/ccb/index.html">https://docs.oracle.com/en/industries/energy-water/ccb/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 Service documentation	Refer to the OIC documentation at: <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>
Oracle Support	<p>Visit My Oracle Support at <a href="https://support.oracle.com">https://support.oracle.com</a> regularly to stay informed about updates and patches.</p> <p>Refer to the <i>Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)</i> on My Oracle Support to determine if support for newer versions of the listed products is included.</p> <p>For more information, refer to the Oracle Utilities Integrations page at <a href="http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm">http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</a></p>
Oracle Technology Network (OTN) 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>

# 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.

## Acronyms

The following terms are used in this document:

Term	Expanded Form
OUCCB/CCB	Oracle Utilities Customer Care and Billing
OFS	Oracle Field Service
OIC	Oracle Integration Cloud

# Chapter 1

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## Release Notes

This release notes provides an overview of Oracle Utilities Customer Care and Billing Integration to Oracle Field Service for release 24A. It includes the following:

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

# Overview

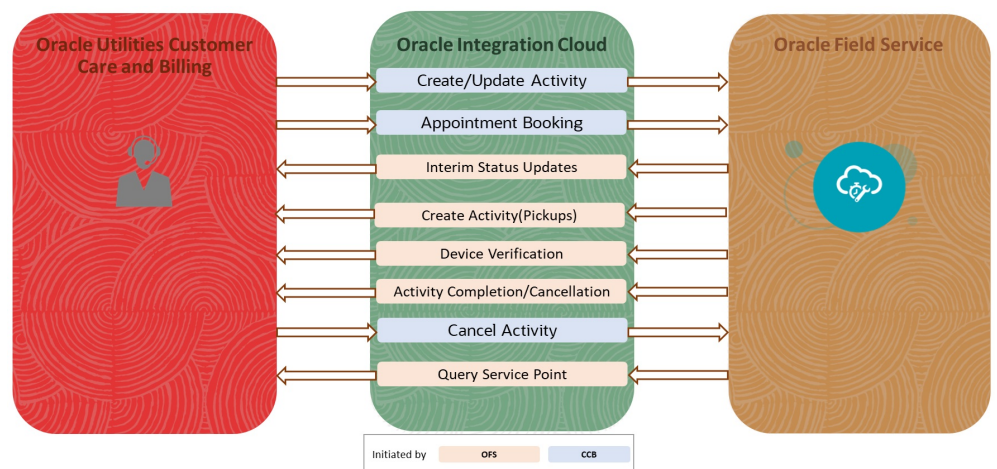
Oracle Utilities Customer Care and Billing Integration to Oracle Field Service helps to manage a fieldwork originated in Oracle Utilities Customer Care and Billing using Oracle Field Service. This pre-built integration represents significant business value for utilities that need to manage their field operations.

The integration supports the following flows:

- Create/Update activity (Oracle Utilities Customer Care and Billing initiated)
- Cancel activity (Oracle Utilities Customer Care and Billing initiated)
- Appointment window request (Oracle Utilities Customer Care and Billing initiated)
- Device verification (Oracle Field Service initiated)
- Create activity (Oracle Field Service initiated)
- Activity completion/cancellation (Oracle Field Service initiated)
- Interim activity status update (Oracle Field Service initiated)
- Query Service Point (Oracle Field Service initiated)

For more information about the functionality, refer to the *Oracle Utilities Customer Care and Billing to Oracle Field Service Configuration Guide* included in this release.

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



In this integration, Oracle Integration Cloud is used as a middleware to connect the applications. It uses SOAP and REST APIs to facilitate communication between these two applications.

## About Oracle Utilities Customer Care and Billing

Oracle Utilities Customer Care and Billing manages customer information associated with field activities and processes the associated billing. Typically, processing begins when a customer logs a request or field activity for work. Oracle Utilities Customer Care



and Billing communicates this field activity to Oracle Field Service as a work order/activity.

## 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 integrations connect the applications into a continuous business flow. The integrations can be quickly developed and activated between both the cloud and on-premise applications. The lookups help to match application specific codes between the two applications. Oracle Integration Cloud provides graphical mapper where user can map just by drag and drop between the applications.

## Supported Applications

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

Product Name	Version
Oracle Utilities Customer Care and Billing	V2.8.0.0.0 or higher
Oracle Integration Cloud	V24.02.0.0.0 or higher
Oracle Field Service	24A or higher

Refer to the *Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)* on My Oracle Support to determine if support for newer versions of the listed products is included.

## New Features Summary

The following enhancements are included in this release:

- [Oracle Integration Cloud GEN3](#)

## Oracle Integration Cloud GEN3

This package is certified in Oracle Integration Cloud GEN3.

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## Known Issues

The following table lists the known issues in this integration.

<b>Bug Number</b>	<b>Description</b>
29374951	APPOINTMENT TIME SLOTS RETURNED ONLY FOR THE 'FROM' AND 'TO' DATES SPECIFIED IN CCB APPOINTMENT REQUEST
33209851	ERROR MESSAGE IS SHOWN AS XML ALONG WITH THE MESSAGE
33247871	PLUGIN PORTALS ARE NOT GETTING LOADED IN OFSC MOBILITY PORTAL, AFTER SUSPENDING AN ACTIVITY IN THE LIST