

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

Release Notes

Release 24A

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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 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 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](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
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 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:

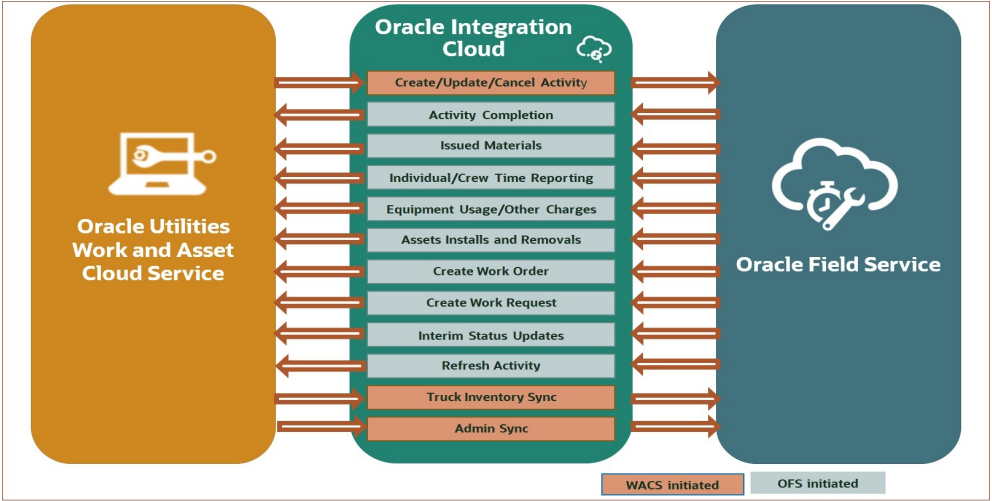
- [Integration Overview](#)
- [Supported Applications](#)
- [Browser-Based Client Versions](#)
- [About Oracle Utilities Work and Asset Cloud Service](#)
- [About Oracle Field Service](#)
- [About Oracle Integration Cloud](#)
- [New Features Summary](#)
- [Known Issues](#)

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	24A
Oracle Integration Cloud	V24.02 and higher
Oracle Field Service	24A 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:

- [Construction Work Activity Completion](#)
- [Unlock Functionality For Dispatcher](#)
- [Asset Attribute Plugin](#)

Construction Work Activity Completion

- As part of this release, completion details captured in Oracle Field Service for a construction work activity to be passed to Oracle Utilities Work and Asset Management or Oracle Utilities Work and Asset Cloud Service, and these details are used to complete the activity in Oracle Utilities Work and Asset Management or Oracle Utilities Work and Asset Cloud Service.
- Tracked and Non-tracked asset details can be updated as completion details are being sent to Oracle Utilities Work and Asset Management or Oracle Utilities Work and Asset Cloud Service.

Unlock Functionality For Dispatcher

- As part of this release, the Unlock functionality is provided for Administrator. This user has the access to unlock any of the activity which is locked by any other mobile user.

Asset Attribute Plugin

- As part of this release, a new plugin “Asset Attribute Plugin” is introduced in Oracle Field Service.
- Each asset type in Oracle Utilities Work and Asset Cloud Service records which characteristic types can be used for asset attributes for assets of that types. The asset attributes are sent as part of asset details as outbound message sent to Oracle Field Service. In Oracle Field Service, on the **Asset** or **Equipment** details page, an **Asset Attribute** button is provided under the **Quick Links** section to display the list of Asset Attributes of the asset in View Only mode.
- The asset attributes are displayed regardless of whether the asset is in the Existing group, Installed group, Deinstalled group, or was Issued. However, the **Asset Attribute** button is not be visible if the asset does not have any asset attributes.
- If the asset attribute send to Oracle Field Service is having empty respective value, it is displayed as empty value in Asset Attribute list in Oracle Field Service.
- In this release, mobile storeroom or truck assets are not covered.

Limitations

The limitations at the time of this integration release are:

- Date fields that are used in plugins will populate yesterday's date on first click. User should select the respective current date upon clicking the **Calendar** icon which is available in the **Date** field.

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.
- Activity creation will fail in Oracle Integration Cloud if craft and equipment from Oracle Utilities Work and Asset Cloud Service have special characters.
- Refresh activity operation or Resend from Oracle Utilities Work and Asset Cloud Service is not updating the Asset Attributes for existing pool inventories if there is any change in asset attributes in Oracle Utilities Work and Asset Cloud Service.