Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for Service Requests

Also applicable to:

Oracle Utilities Customer to Meter

Oracle Utilities Work and Asset Management

Release Notes

Release 24B

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Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for Service Requests Release Notes

Contents

Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for Service Requests release notes for 24B.

The preface includes the following:

- Audience
- Documentation and Resources
- Updates to Documentation
- Documentation Accessibility
- Conventions
- Acronyms

Audience

This document is intended for anyone implementing the Oracle Utilities Customer Cloud Service integration to Oracle Utilities Work and Asset Cloud Service.

Documentation and Resources

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

Product Documentation

Topic	Location
Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for Service Requests documentation	https://docs.oracle.com/en/industries/utilities/integrations-index.html
Oracle Utilities Customer Cloud Service documentation	https://docs.oracle.com/en/industries/utilities/customer-cloud-service/
Oracle Utilities Customer to Meter documentation	https://docs.oracle.com/en/industries/energy-water/advanced-meter/
Oracle Utilities Work and Asset Cloud Service documentation	https://docs.oracle.com/en/industries/energy-water/work-asset-cloud-service/index.html
Oracle Utilities Work and Asset Management documentation	https://docs.oracle.com/en/industries/energy-water/work-asset-management/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches. 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. For more information, refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm
Oracle University for training opportunities	http://education.oracle.com/

Updates to Documentation

The complete Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for Service Requests 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.

Acronyms

The following terms are used in this document:

Term	Expanded Form
OUCCS/CCS	Oracle Utilities Customer Cloud Service
OUC2M/C2M	Oracle Utilities Customer to Meter
OUWACS/WACS	Oracle Utilities Work and Asset Cloud Service
OUWAM/WAM	Oracle Utilities Work and Asset Management
OIC	Oracle Integration Cloud

Chapter 1

Release Notes

This release notes outline information about the new and improved functionality in the Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for Service Requests, release 24B. 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.

Important! This integration is also applicable to the following:

- Oracle Utilities Customer to Meter (C2M) and Oracle Utilities Customer Cloud Service (CCS)

- Oracle Utilities Work and Asset Management (WAM) and Oracle Utilities Work and Asset Cloud Service (WACS)

The release notes include the following:

- Overview of the Integration

- About Oracle Utilities Customer Cloud Service (CCS)

- About Oracle Utilities Work and Asset Cloud Service (WACS)

- About Oracle Integration Cloud (OIC)

- Supported Applications

- New Features Summary

- Known Issues

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Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for Service Requests Release Notes

Overview of the Integration

Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Work and Asset Cloud Service for Service Requests helps to manage a service call originated in Oracle Utilities Customer Cloud Service using Oracle Utilities Work and Asset Cloud Service. This pre-built integration represents significant business value for utilities that need to manage their service call operations.

The integration supports the following flows:

- Create Service Call (Oracle Utilities Customer Cloud Service Initiated)

- Update/Cancel Service Call (Oracle Utilities Customer Cloud Service Initiated)

- Query Service Call (Oracle Utilities Customer Cloud Service Initiated)

- Get Service Call Details (Oracle Utilities Customer Cloud Service Initiated)

- Get Related Documents (Oracle Utilities Customer Cloud Service Initiated)

For more information about the functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Work and Asset Cloud Service for Service Requests 24B Configuration Guide* included in this release. The documentation library is available omn Oracle Help Center at: https://docs.oracle.com/en/industries/energy-water/cloud-integrations/index.html

The following diagram illustrates the business processes that are supported in this integration product.
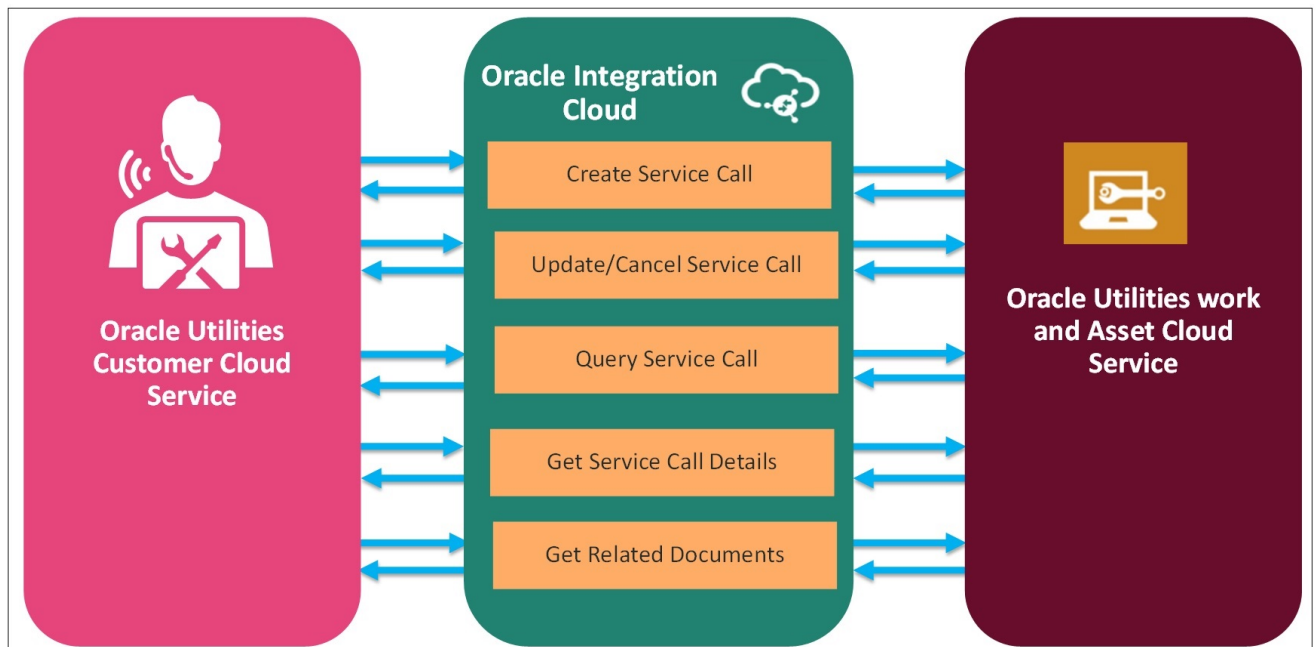
About Oracle Utilities Customer Cloud Service (CCS)

It is a customer information system (CIS) combined with Oracle Utilities Meter Data Management System and Oracle Utilities Operational Device Management as one single solution. It has pre-built integration with head-end and AMI systems and captures data

from multiple sources and has multi-channel communication. With smart meters, this solution is capable of managing any size of smart programs with varying maturity levels.

Various flows, such as meter, person, service agreement, service points, meter reading and meter configuration are performed in a single application.

About Oracle Utilities Work and Asset Cloud Service (WACS)

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 Oracle Integration Cloud (OIC)

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 applications that are on cloud and on-premises can be integrated using Oracle Integration Cloud. 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.

Supported Applications

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

Application	Version
Oracle Utilities Customer to Meter	V2.9.0.0.1 and higher (on-premises) **Note** that the integration works, but the functionality will be limited.
Oracle Utilities Customer Cloud Service	24B or higher
Oracle Utilities Work and Asset Cloud Service	24B or higher
Oracle Utilities Work and Asset Management	V2.4.0.0.1 121 000 or higher
Oracle Integration Cloud	24.06.0.0.0 and 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 new features are included in this integration release:

- Creating Service Calls
- Create Service Call Communication
- Querying Service Calls
- Retrieving Service Call Details
- Get Service Call Related Documents

Creating Service Calls

You can now create service calls in Oracle Utilities Customer Cloud Service and send them to Oracle Utilities Work and Asset Cloud Service.

Create Service Call Communication

You can add comments to an existing service call or cancel the service call and send it to Oracle Utilities Work and Asset Cloud Service.

Querying Service Calls

You can query service calls created in both Oracle Utilities Customer Cloud Service and Oracle Utilities Work and Asset Cloud Service.

Retrieving Service Call Details

You can retrieve service call details from Oracle Utilities Work and Asset Cloud Service and view the communication logs associated with service calls.

Get Service Call Related Documents

You can view related documents associated with service calls, such as work order and work activity created in Oracle Utilities Work and Asset Cloud Service and linked to that service call.

Known Issues

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

- Service point ID is not being passed from Oracle Utilities Customer Cloud Service to OIC create service call request payload.
- Cannot add service call communication type in Oracle Utilities Customer to Meter.

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- While searching for a service call in an external system with date/time format as XSD or searching a service call with any given criteria, no records are being displayed.

- When a new service call communication is created with mandatory fields and it is considered as a parent service call for add comment/cancel action, empty service location address fields are not hidden.