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

Release Notes

Release 24B

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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 24B.

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 24B. Each section includes brief description of the feature, the steps to enable or start using the feature, and any tips or considerations to consider.
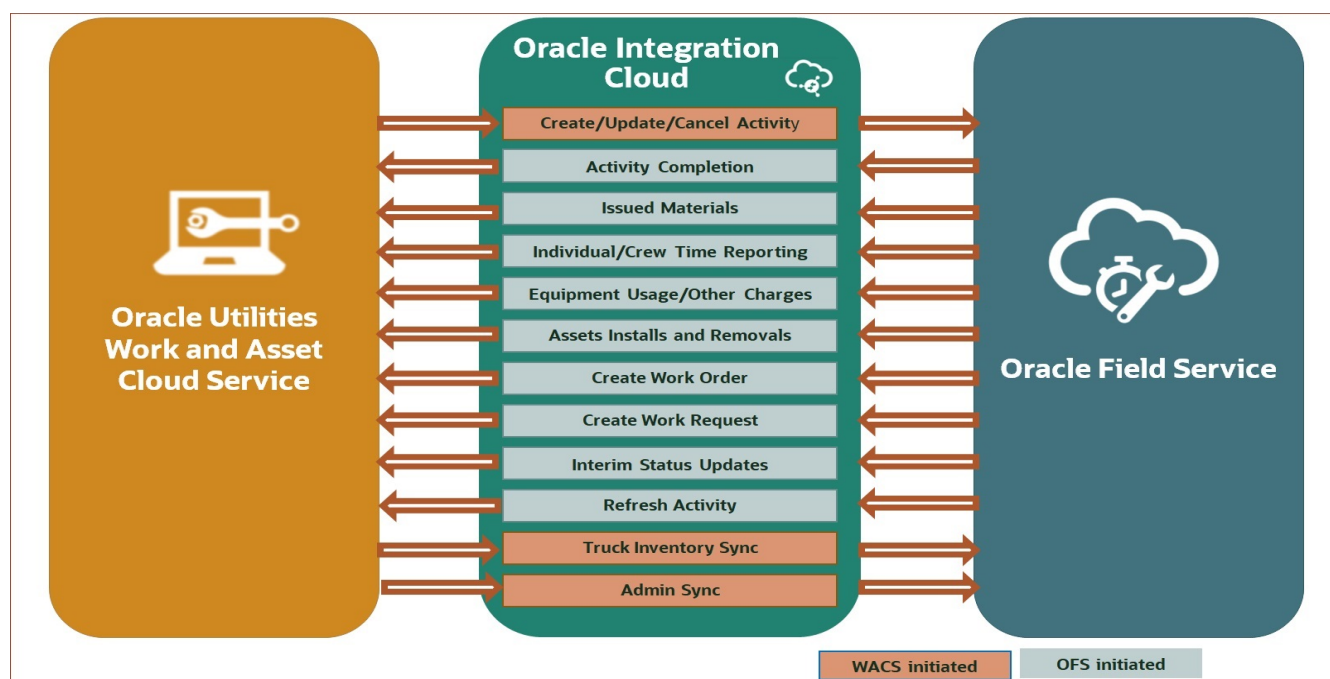
The release notes focuses on the following:

- Integration Overview
- Supported Applications
- Browser-Based Client Versions
- About Oracle Utilities Work and Asset Cloud Service (WACS)
- About Oracle Field Service (OFS)
- About Oracle Integration Cloud (OCI)
- New Features Summary
- Limitations
- 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 | V24.2.0.0.0 and higher (on-premises version)<br><br>**Note** that the integration will work but the functionality will be limited. |
| Oracle Utilities Work and Asset Cloud Service | 24B |

| Supported Application | Version |
|---|---|
| Oracle Integration Cloud | V24.06 and higher |
| Oracle Field Service | 24B 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 (WACS)

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 (OFS)

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 (OCI)

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 on Oracle Help Center at: https://docs.oracle.com/en/industries/energy-water/integrations-index.html

The following enhancements are included in this integration:

- Interim Completion of Construction Work Activity
- Asset Attributes Updates

## Interim Completion of Construction Work Activity

- As part of this release, the integration is extended to support the Interim completion of Construction Work Activities.

- Interim completion will allow the details of installation, removal, service histories and measurements to be sent from OFSC to WAM when an individual segment is completed, for activities that requires more than one day of work (i.e., multiday activities).

- **Percent Complete** field in WACS/WAM shows how much percentage of activity is completed.

- Service Histories, Planned Service Histories and Measurements are displayed in view mode only if those details have been sent to WACS/WAM in previous segments of the activity. User has no access to edit them.

- **Undo** option will not be available for operations (installation, removal, material usage) once details have been sent to WACS/WAM in previous segments.

- For Non-construction multiday activities, details will be sent to WACS/WAM only when an activity is completed in OFSC.

## Asset Attributes Updates

- As part of this release, asset attribute plugin is extended to allow a field worker to update asset attributes.

- 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 Link**s section to display the list of Asset Attributes of the asset in edit 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.

- Field worker has the ability to both correct existing details & record new details of asset attributes for the assets they are working on.

# 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.

- Inventories are not updating correctly for trucks when user clicks the Update Truck Inventory button in Oracle Field Service.

- Consider an asset is removed in one of the segments for Construction Multi-Day Activity, and this information is sent to Oracle Utilities Work and Asset Cloud Service as part of Interim Completion. Service Histories that are added for this removed asset in successor segments will cause completion error in Oracle Utilities Work and Asset Cloud Service.