

# **ESRI ArcGIS Field Maps Integration to Oracle Field Service Mobile**

Release Notes

Release 24C

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

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# Contents

<b>Preface</b> .....	<b>i</b>
Audience .....	ii
Documentation and Resources .....	ii
Updates to Documentation.....	iii
Documentation Accessibility .....	iii
Conventions.....	iii
Abbreviations .....	iii
 <b>Chapter 1</b>	
<b>Release Notes</b> .....	<b>1-1</b>
Integration Overview .....	1-2
Prerequisites.....	1-3
Supported Applications .....	1-4
Browser-Based Client Versions .....	1-4
About Oracle Utilities Work and Asset Cloud Service (WACS).....	1-4
About ESRI ArcGIS Field Maps (ArcGIS).....	1-4
About Oracle Field Service (OFS) .....	1-5
About Oracle Integration Cloud (OIC) .....	1-5
New Features Summary.....	1-5
Activities Sync - (Asset Search) Optimizations .....	1-5
Error Notification Improvements .....	1-5
Known Issues .....	1-6

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# Preface

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

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	<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 Work and Asset Cloud Service 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 Work and Asset Cloud Service documentation	<a href="https://docs.oracle.com/en/industries/energy-water/work-asset-cloud-service/index.html">https://docs.oracle.com/en/industries/energy-water/work-asset-cloud-service/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 documentation	<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>
My Oracle Support	Visit <a href="https://support.oracle.com">https://support.oracle.com</a> regularly to stay informed about updates and patches.
Oracle Technology Network (OTN) for 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>

# 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
<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.

## 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

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## Release Notes

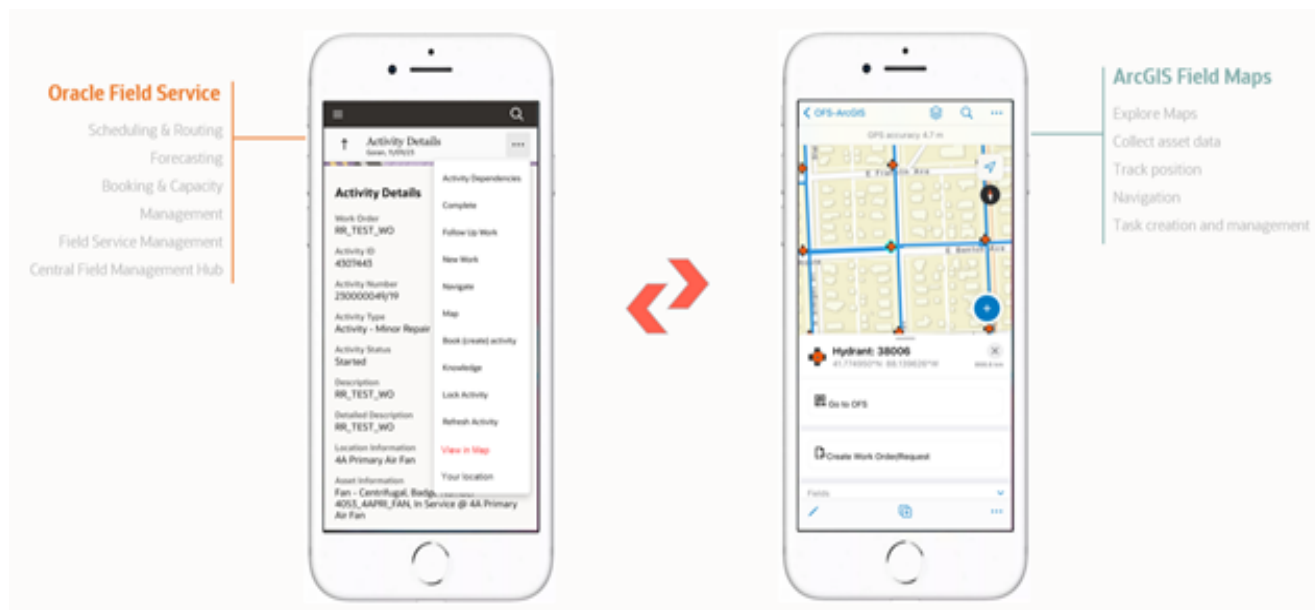
This release notes outlines the information about new and improved functionality in integrating ESRI ArcGIS Field Maps application with Oracle Field Service for release 24C. Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations 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 \(WACS\)](#)
- [About ESRI ArcGIS Field Maps \(ArcGIS\)](#)
- [About Oracle Field Service \(OFS\)](#)
- [About Oracle Integration Cloud \(OIC\)](#)
- [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:

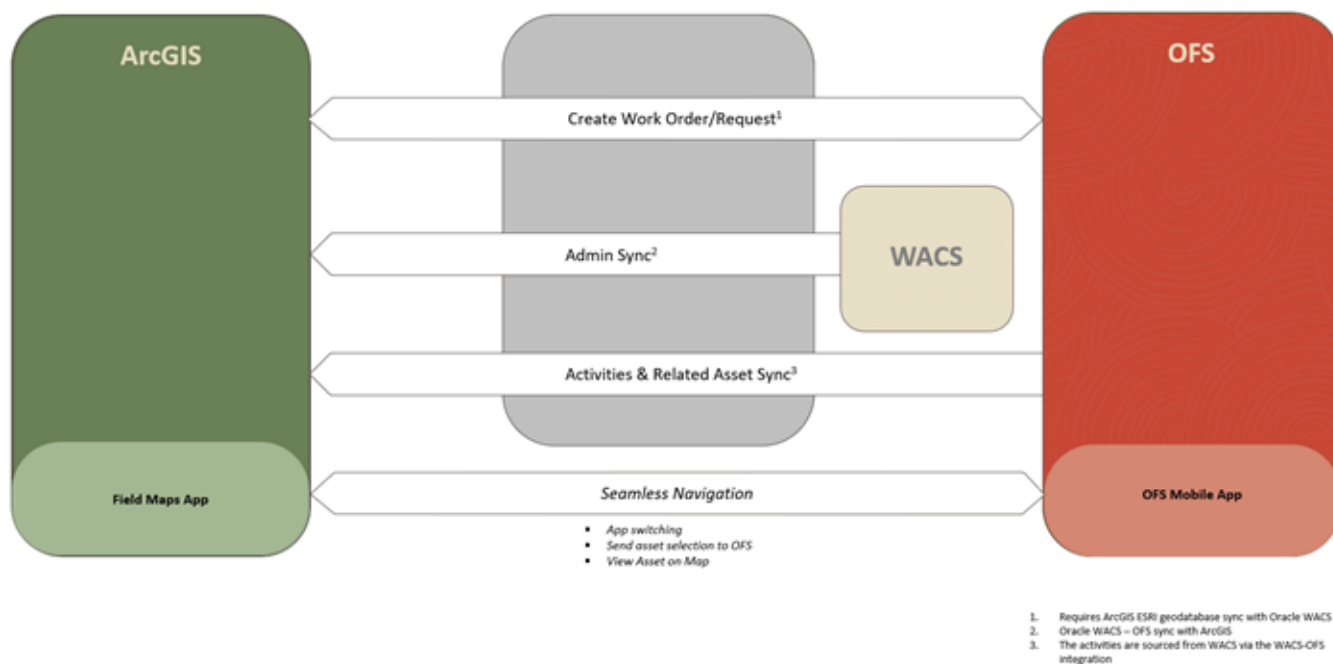
- Locate and analyze assets in ESRI ArcGIS Field Maps.
  - Ability to search for assets (Poles, Transformers, Hydrants, etc.) based on pre-defined searchable fields via a text search.
  - Ability to visually identify assets within a particular region on the map.
  - Ability to view and update asset attributes directly from Field Maps.
- Create work orders/requests directly from ESRI ArcGIS Field Maps.
  - Field technicians can now create both work orders and work requests within Field Maps. The forms are in synchronization with the forms within Oracle Field Service for a streamlined experience.
- Locate assets in ESRI ArcGIS Field Maps and complete work order/request workflows in Oracle Field Service.
  - Alternatively, assets can be selected from the map and the required work request/order can be created within Oracle Field Service. This provides a second option for initiating mission critical work.
- View work activities in ESRI ArcGIS Field Maps.
  - Ability to view nearby activities, status, and related assets for additional insights available to field technicians.

- Limitations/Considerations:
  - The **View Work Activities** feature is supported by multiple flows and includes a mechanism for configuring historical lookback windows to determine which activities will be synchronized on the map, along with a process to purge older activities (Suspended, Cancelled, Completed passed a defined period threshold - configurable per activity status).
    - Only scheduled activities will be considered within this flow.
    - Activities must contain coordinates (latitude/longitude) to be included in the synchronization to ESRI.
  - Related Asset searches (within Activity view) rely on a strict mapping between Oracle Utilities Work and Asset Management/Oracle Utilities Work and Asset Cloud Service asset type and a corresponding ESRI asset type and in turn a specific Feature layer for proper operation.

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)  <b>Note</b> 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 and higher
Oracle Integration Cloud	V24.02 and higher
Oracle Field Service	24B or higher
ESRI ArcGIS Field Maps	24C

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

## About ESRI ArcGIS Field Maps (ArcGIS)

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 (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 (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 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 Release Notes](#) for release 24B on [Oracle Energy and Water Integrations](#) documentation.

The following enhancements are included in this release:

- [Activities Sync - \(Asset Search\) Optimizations](#)
- [Error Notification Improvements](#)

### Activities Sync - (Asset Search) Optimizations

The asset search configuration in Oracle Integration Cloud lookups has been optimized by removing a strict asset type dependency and leveraging the feature layer IDs instead. This supports scenarios where a single asset type can be found in multiple feature layers.

### Error Notification Improvements

Additional improvements were made to both technical and functional error notifications for better clarity and issue resolution.

For additional information, refer to the [ESRI ArcGIS Field Maps Integration to Oracle Field Service Mobile Configuration Guide](#) on [Oracle Energy and Water Integrations](#) documentation.

# Known Issues

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

Bug/Reference Number	Description
37069526	Failed OIC instance ID is not appended to email notification when failure occurs at asset search in the Activities Sync flow.
37049460	Description for cancelled activities in the Activities Delete flow in OIC and in email content should in line with the logic.
37036703	Activities Sync flow failed to send email notification in case of business fault.
36972889	Work Task flow receives a positive acknowledgement in cases when CREATEWORKREQUEST fails.
36972603	Warning message when navigating from Field Maps in offline mode to create workorder/work request in OFS.