

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

Release Notes

Release 24C

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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 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 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 My Oracle Support at 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 24C. 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:

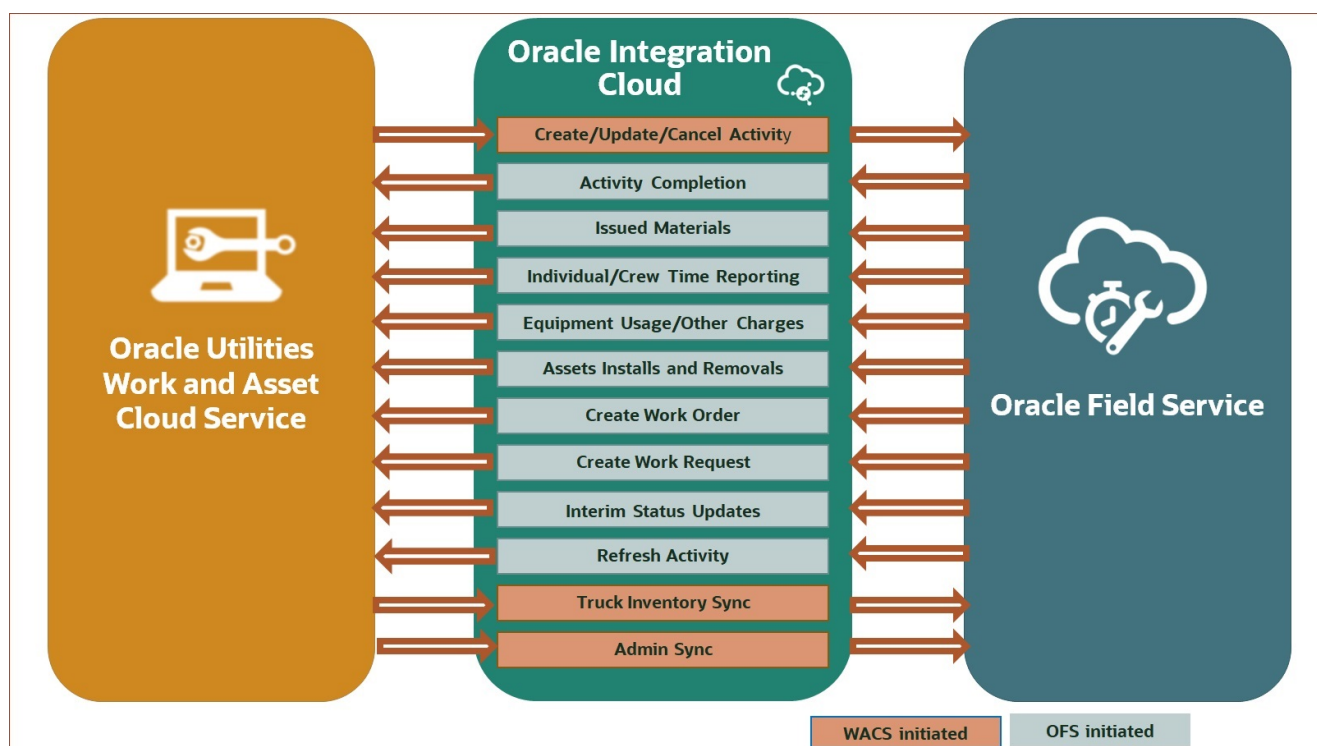
- [Integration Overview](#)
- [Supported Applications](#)
- [Browser-Based Client Versions](#)
- [About Oracle Utilities Work and Asset Cloud Service \(WACS\)](#)
- [About Oracle Field Service \(OFS\)](#)
- [About Oracle Integration Cloud \(OIC\)](#)
- [New Features Summary](#)
- [Limitations](#)
- [Known 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	V24.3.0.0.0 and higher (on-premises version)
Note that the integration will work, but the functionality will be limited.	

Supported Application	Version
Oracle Utilities Work and Asset Cloud Service	24C
Oracle Integration Cloud	V24.10 and higher
Oracle Field Service	24C 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 (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 *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:

- [Displaying Asset History Details](#)
- [Installing a Non-Issued Tracked Asset for Construction Work Activities](#)

Displaying Asset History Details

- In this release, a new Asset History plugin is introduced in Oracle Field Service.
- In Oracle Field Service, on the **Asset or Equipment Details** page, an **Asset History** button is provided under the **Quick Links**. This will allow field workers to view additional asset details, such as prior activities, service histories, and measurements.
- All these details are presented in a clear, organized table format. Field workers can utilize the filtering section to quickly narrow down the displayed data based on specific criteria.
- The asset history details are displayed regardless of whether the asset is in the Existing group, Installed group, Deinstalled group, or was Issued. However, the **Asset History** button will not be visible for the asset present in the truck.
- This makes sure that field workers are informed about what has been done on the asset previously.
- All Service Histories, Measurements, and Activities will appear in the Asset History plugin if the number of months for Service Histories, Measurements, and Activities is set to zero.

Installing a Non-Issued Tracked Asset for Construction Work Activities

- As part of this release, field workers can now install tracked assets to construction work activities, even if the asset has not been issued to the activity. Enter the badge number to select an asset.
- The **Install Asset** page has been updated to allow selecting an asset. You can select an asset in three methods: issued asset, truck asset, or badge number entry. Only one selection method can be used at a time.
- **New Truck** and **Asset** fields have been added to the **Install Asset** page, enabling workers to select compatible assets from trucks directly associated with the construction work activity.
- Field workers can install an asset directly from truck as well if the asset type matches compatible unit's requirements.

Limitations

The limitations at the time of this integration release are:

- The 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.
- The character limits for craft code and equipment code in Oracle Utilities Work and Asset Cloud Service are 35 and 34 characters respectively.
- Certain special characters (such as !*"^~`+:[\</#?) cannot be used when creating craft and equipment codes in Oracle Utilities Work and Asset Cloud Service. Their inclusion may cause an error in the Activity process flow.
- 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.