Oracle Utilities Customer Cloud Service Integration to Oracle Field Service

(Also applicable to Oracle Utilities Customer to Meter)

Release Notes

Release 25.4

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Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Release Notes

Contents

Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Release Notes for release 25.4.

The 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 Oracle Field Service:

- Oracle Utilities Customer Cloud Service
- Oracle Utilities Customer to Meter

Documentation and Resources

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

Product Documentation

Resource	Location
Oracle Utilities Customer Cloud Service Integration to Oracle Field Service documentation	https://docs.oracle.com/en/industries/energy-water/integrations-index.html
Oracle Utilities Customer to Meter documentation	https://docs.oracle.com/en/industries/energy-water/c2m/
Oracle Utilities Customer Cloud Service documentation	https://docs.oracle.com/en/industries/energy-water/customer-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 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 regularly to stay informed about updates and patches. Access the support site for the edge application Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1).
Oracle Technology Network (OTN) 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 Customer 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
OUCCS/CCS	Oracle Utilities Customer Cloud Service
OFS	Oracle Field Service
OIC	Oracle Integration Cloud
OUC2M/C2M	Oracle Utilities Customer to Meter

Chapter 1

Release Notes

This release notes outline the information about new and improved functionality in integrating Oracle Utilities Customer Cloud Service with Oracle Field Service V25.4. 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 Oracle Utilities Customer to Meter (OUC2M).

The release notes focuses on the following:

- Overview
- Supported Applications
- Browser-Based Client Versions
- New Features Summary
- Known Issues

Overview

Important! This integration is applicable to both Oracle Utilities Customer to Meter (C2M) and Oracle Utilities Customer Cloud Service (CCS).

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service helps to manage a fieldwork originated in Oracle Utilities Customer Cloud Service using Oracle Field Service. This pre-built integration represents significant business value for utilities that need to manage their field operations.

For more information about the functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Configuration Guide* included in this release. The documentation is available on the Oracle Energy and Water Integrations page on Oracle Help Center.

The integration supports the following flows:

- Process Activity (Oracle Utilities Customer Cloud Service Initiated)
- Appointment Window Request (Oracle Utilities Customer Cloud Service Initiated)
- Interim Activity Status (Oracle Utilities Customer Cloud Service Initiated)
- Device Verification (Oracle Field Service Initiated)
- Create Activity (Oracle Field Service Initiated)
- Activity Completion/Cancellation (Oracle Field Service Initiated)
- Query Service Point (Oracle Field Service Initiated)
- Admin Sync (Oracle Integration Cloud initiated)

The following diagram illustrates the business processes supported in this integration:
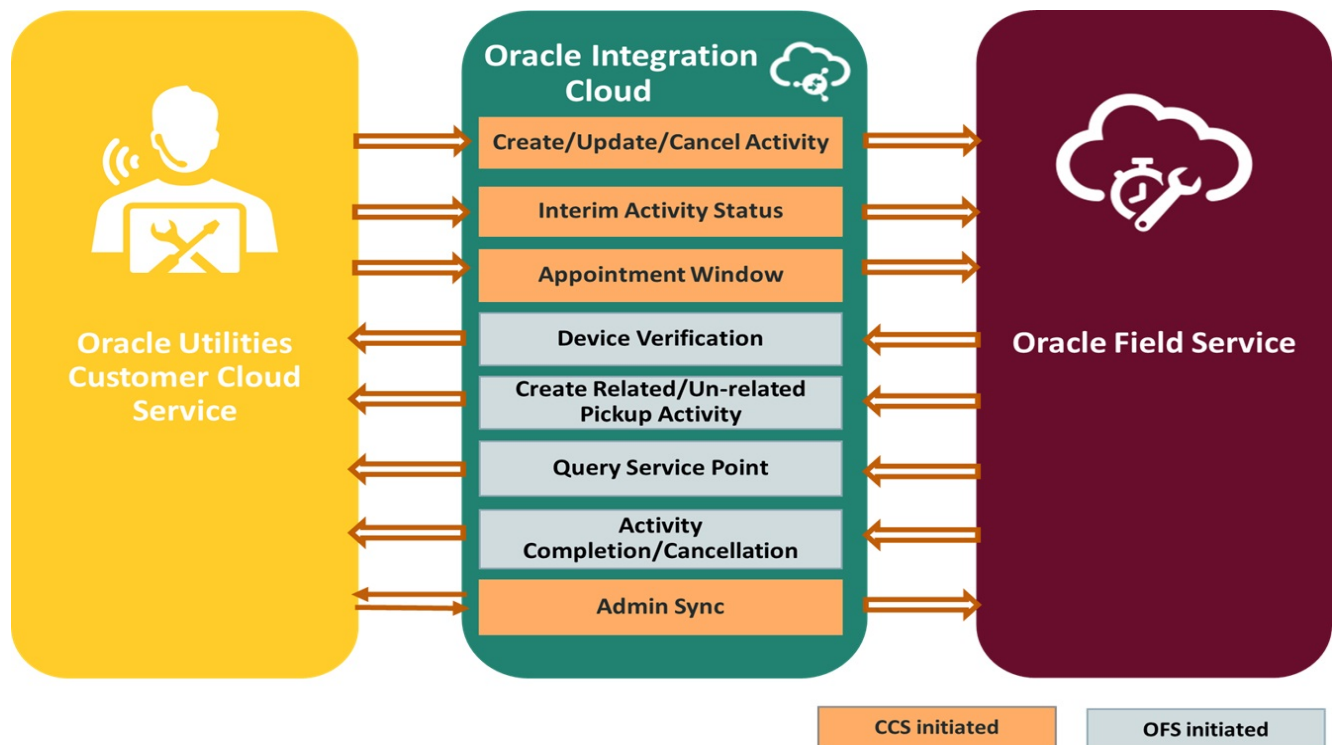
Supported Applications

The supported application versions in this integration are:

Application	Version
Oracle Utilities Customer to Meter	V25.4 035 000 and higher (on-premises) Integration works but the functionality will be limited.
Oracle Utilities Customer Cloud Service	25.4 and higher
Oracle Integration Cloud	25.02.2 and higher
Oracle Field Service	25A or higher

Note: All project related flows will work only in OIC GEN3.

Browser-Based Client Versions

The following table lists the web browsers this integration supports:

Browser	Google Chrome (for Mobility)
Mobile Application	iOS/Android

New Features Summary

The following enhancements are included in this integration release:

- Oracle Integration Cloud GEN3

Oracle Integration Cloud GEN3

This integration is certified in Oracle Integration Cloud GEN3 with project support.

Known Issues

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

- Existing equipment does not get displayed in the existing pool when a user creates related pickup work.

- User is able to complete the activity, even if the required service histories are not provided at either asset or activity level.

- Date/date time automatic selection via calendar/date picker is not working in IOS device.

- The multi time zone is not supported in Activity creation because there is a dependency on Oracle Field Service and Oracle Integration Cloud date or library function changes.

- Use **Complete All** to complete Failure Service History without the mandatory fields.

- User cannot complete the Meter Exchange activity when maximum service histories are added to an old meter.

- In the **Appointment Booking** results zone, the date time values are off by 1 hour.

- User can complete an activity even if the required service histories are not provided at either asset or activity level.