

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

Release Notes

Release 25.4

G35529-01

June 2025

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

Copyright © 2000, 2025 Oracle and/or its affiliates.

Contents

Preface	i
Audience	ii
Documentation and Resources	ii
Updates to Documentation.....	ii
Documentation Accessibility	iii
Conventions.....	iii
Abbreviations	iii
 Chapter 1	
Release Notes	1-1
Integration Overview	1-2
Supported Applications	1-2
Browser-Based Client Versions	1-3
About Oracle Utilities Work and Asset Cloud Service (WACS).....	1-3
About Oracle Field Service (OFS)	1-3
About Oracle Integration Cloud (OIC)	1-3
New Features Summary.....	1-4
Support for Resource Types Changing State	1-4
Additional Filters and Retrieval Options for Asset History Details.....	1-4
Activity Assets and Truck Items Pages.....	1-5
Limitations	1-5
Known Issues	1-5

Preface

Welcome to the Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Release Notes for release 25.4.

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 25.4. 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.

The release notes focuses on the following:

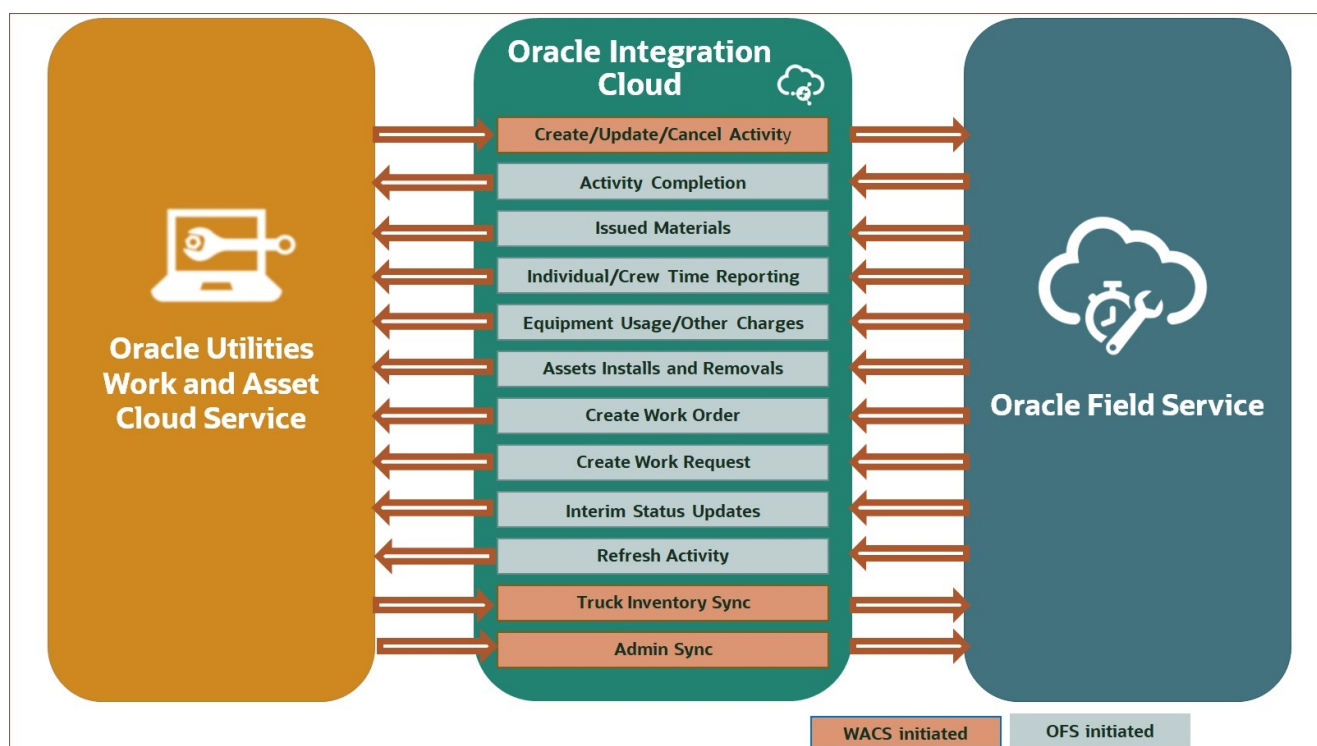
- [Integration Overview](#)
- [Supported Applications](#)
- [Browser-Based Client Versions](#)
- [About Oracle Utilities Work and Asset Cloud Service \(WACS\)](#)
- [About Oracle Field Service \(OFS\)](#)
- [About Oracle Integration Cloud \(OIC\)](#)
- [New Features Summary](#)
- [Limitations](#)
- [Known 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	V25.4 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	V25.4 and higher
Oracle Integration Cloud	25.02.2 and higher
Oracle Field Service	25A and 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:

- [Support for Resource Types Changing State](#)
- [Additional Filters and Retrieval Options for Asset History Details](#)
- [Activity Assets and Truck Items Pages](#)

Support for Resource Types Changing State

The Admin Data Sync process now supports a Resource Type in Oracle Utilities Work and Asset Cloud Service, that is a Craft, Equipment, or Miscellaneous Resource Type, changing from 'active' to 'inactive', or 'inactive' to 'active'. The Oracle Integration Cloud "Oracle Utilities WACS OFSC Admin Data Sync" process creates or updates skills and properties in Oracle Field Service for the Resource Types in Oracle Utilities Work and Asset Cloud Service.

- For a Resource Type in Oracle Utilities Work and Asset Cloud Service, if there is no corresponding Skill, property, or property enumeration value in Oracle Field Service, and the Resource Type is 'active', then a new Skill, property or property enumeration value is created.
- If a corresponding Skill, property or property enumeration value exists in Oracle Field Service for a Resource Type in Oracle Utilities Work and Asset Cloud Service, then the status of the Skill, property or property enumeration value is updated including changing the status from 'active' to 'inactive', or 'inactive' to 'active'.

Additional Filters and Retrieval Options for Asset History Details

The following new features have been added to the **Asset History** page included in the Asset History Details plugin.

- A Service History Type filter has been added to retrieve previous service histories based on their type.
- A Measurement Type filter has been added to retrieve previous measurements based on their type.
- Previous service histories, measurements, and activities can optionally be listed based on a number of records rather than a number of months. The number of records to be retrieved are defined in the following properties in the "WAMOFSC_ConfigProps" Oracle Integration Cloud lookup.
 - serviceHistorySearch.records
 - measurementSearch.records

- activitySearch.records

To support the new filters, the Admin Data Sync process has been modified to include Service History Types and Measurement Types.

Activity Assets and Truck Items Pages

Two new pages, **Activity Assets** and **Truck Items**, are introduced in this release. These pages can be used as an alternative way to view assets related to an activity, and the assets and items in truck storerooms. These pages are not applicable to construction work activities.

The **Activity Assets** and **Truck Items** pages are included in the new Activity Assets plugin. You can navigate to them from the **Activity Details** page and can access them only if the **User Experience Version** is set to “2”.

- **User Experience Version** is configured in Oracle Integration Cloud using the “WAMOFSC_ConfigProps” lookup property user.experience.version.

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.