

Oracle Utilities Testing Accelerator
Reference Guide for Oracle Utilities Rate Cloud
Service

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Oracle Utilities Testing Accelerator Reference Guide for Oracle Utilities Rate Cloud Service
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Preface

Welcome to the Oracle Utilities Testing Accelerator Reference Guide for Oracle Utilities Rate Cloud Service for release 24C.

This document describes the Oracle Utilities Rate Cloud Service components and function libraries used to create those components in Oracle Utilities Testing Accelerator. These components are used to build test flows in Oracle Utilities Testing Accelerator Workbench.

The preface includes the following sections:

- [Audience](#)
- [Related Documents](#)
- [Updates to the Documentation](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Abbreviations](#)

Audience

This guide is intended for QA/Test Engineers and Automation Developers to understand the various components and libraries available for them to automate the business test flows for Oracle Utilities Rate Cloud Service using Oracle Utilities Testing Accelerator for Oracle Utilities Rate Cloud Service.

Related Documents

For more information, refer to the following Oracle resources.

- *Oracle Utilities Testing Accelerator User's Guide for Cloud*
- *Oracle Utilities Testing Accelerator Reference Guide for Core*
- *Oracle Utilities Testing Accelerator Reference Guide for Oracle Utilities Customer Cloud Service*
- *Oracle Utilities Testing Accelerator Reference Guide for Oracle Utilities Billing Cloud Service*
- *Oracle Utilities Testing Accelerator Reference Guide for Oracle Utilities Rate Cloud Service*
- *Oracle Utilities Testing Accelerator Reference Guide for Oracle Utilities Customer Care and Billing Cloud Service*
- *Oracle Utilities Testing Accelerator Reference Guide for Oracle Utilities Meter Solution Cloud Service*
- *Oracle Utilities Testing Accelerator Reference Guide for Oracle Utilities Work and Asset Cloud Service*
- *Oracle Utilities Testing Accelerator Reference Guide for Oracle Utilities Digital Asset Cloud Service*

Also, see the following documentation libraries at [Oracle Help Center](#):

- Oracle Utilities Customer Care and Billing
- Oracle Utilities Digital Asset Cloud Service
- Oracle Utilities Digital Asset Management

Updates to the Documentation

Documentation updates are posted on [Oracle Help Center](#) as they become available.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the [Oracle's Accessibility Program](#) website.

Access to Oracle Support

Oracle customers have access to electronic support through [My Oracle Support](#). If you are hearing impaired, visit the [Oracle Accessibility Learning and Support](#) website for more information.

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

The following terms are used in this document:

Term	Expanded Form
OURCS/RCS	Oracle Utilities Rate Cloud Service
OUCCB/CCB	Oracle Utilities Customer Care and Billing
OUTA/UTA	Oracle Utilities Testing Accelerator

Chapter 1

Component Reference

This chapter lists the Oracle Utilities Rate Cloud Service starter components available to create flows in Oracle Utilities Testing Accelerator Workbench for testing the Oracle Utilities Rate Cloud Service applications. It includes the following sections:

- [Overview](#)
- [Components](#)

Overview

Oracle Utilities Testing Accelerator for Oracle Utilities Rate Cloud Service is a test starter pack built on top of Oracle Utilities Testing Accelerator that generates test automation scripts using Oracle Utilities Testing Accelerator Workbench.

Oracle Utilities Testing Accelerator for Oracle Utilities Rate Cloud Service contains out-of-the-box product-specific components used to build new test flows in Oracle Utilities Testing Accelerator Workbench to test the Oracle Utilities Rate Cloud Service applications. These out-of-the-box components correspond to specific business entities, such as business objects, service scripts, or business services used for interfacing with the application. Users can use these components as available or can extend them. Users can also create new components to be used to create flows. This starter pack also contains a set of function libraries that can be used for creating custom components.

Consider this pack to be a starter kit which can be expanded and built upon. A few sample flows are included as an example.

For more information about creating components and flows, refer to the *Oracle Utilities Testing Accelerator User's Guide* available on the [Oracle Utilities Testing Accelerator for Cloud Services](#) page on [Oracle Help Center](#).

Components

This section lists the starter components available for Oracle Utilities Rate Cloud Service.

Pre-requisites: The Inbound Web Service using the respective business object should be available in the application.

Additional Notes: Failure while creating, reading, or updating the component is logged in the test execution report, thus facilitating debugging/analysis of the problem.

The components are categorized under the following functional areas:

- [Rate Schedule](#)
- [Usage](#)

Rate Schedule

Component	Description
C1-ApplyToAdd	Used to add a calculation using Apply To Calculation rule. This component invokes the ATC1ApplyTo Inbound Web Service using the C1-ApplyTo Business Object.

Component	Description
C1-ApplyToRead	Used to read a calculation using Apply To Calculation rule. This component invokes the ATC1ApplyTo Inbound Web Service using the C1-ApplyTo Business Object.
C1-ApplyToUpdate	Used to update a calculation using Apply To Calculation rule. This component invokes the ATC1ApplyTo Inbound Web Service using the C1-ApplyTo Business Object.
C1-ApplyToDelete	Used to delete a Bill Factor TOU Value. This component invokes the ATC1BillFactorTOUValue Inbound Web Service using the C1-BillFactorTOUValAdd Business Object.
C1-ApplyCCLChargesAdd	Used to add calculation using Calculate Climate Change Levy and Relief Charges Calculation Rule. This component invokes the ATC1ApplyCCLCharges Inbound Web Service using the C1-ApplyCCLCharges Business Object.
C1-ApplyCCLChargesRead	Used to read calculation using Calculate Climate Change Levy and Relief Charges Calculation Rule. This component invokes the ATC1ApplyCCLCharges Inbound Web Service using the C1-ApplyCCLCharges Business Object.
C1-ApplyCCLChargesUpdate	Used to update calculation using Calculate Climate Change Levy and Relief Charges Calculation Rule. This component invokes the ATC1ApplyCCLCharges Inbound Web Service using the C1-ApplyCCLCharges Business Object.
C1-ApplyCCLChargesDelete	Used to delete calculation using Calculate Climate Change Levy and Relief Charges Calculation Rule. This component invokes the ATC1ApplyCCLCharges Inbound Web Service using the C1-ApplyCCLCharges Business Object.
C1-ApplyVatToCrossRefChargeAdd	Used to add a calculation using Apply VAT to Cross Referenced Charges calculation rule. This component invokes the ATC1ApplyTo Inbound Web Service using the C1-ApplyVatToCrossRefCharge Business Object.

Component	Description
C1-ApplyVatToCrossRefChargeDelete	Used to delete a calculation using Apply To Calculation rule. This component invokes the ATC1ApplyVatToCrossRefCharge Inbound Web Service using the C1-ApplyVatToCrossRefCharge Business Object.
C1-ApplyVatToCrossRefChargeUpdate	Used to update a calculation using Apply To Calculation rule. This component invokes the ATC1ApplyVatToCrossRefCharge Inbound Web Service using the C1-ApplyVatToCrossRefCharge Business Object.
C1-ApplyVatToCrossRefChargeRead	Used to read a calculation using Apply To Calculation Rule. This component invokes the ATC1ApplyVatToCrossRefCharge Inbound Web Service using the C1-ApplyVatToCrossRefCharge Business Object.
C1-BillFactorAdd	Used to add a Bill Factor Value. This component invokes the ATC1BillFactor Inbound Web Service using the C1-BillFactorPhysicalBO Physical Business Object.
C1-BillFactorDelete	Used to delete a Bill Factor Value. This component invokes the ATC1BillFactor Inbound Web Service using the C1-BillFactorPhysicalBO Physical Business Object.
C1-BillFactorUpdate	Used to update a Bill Factor Value. This component invokes the ATC1BillFactor Inbound Web Service using the C1-BillFactorPhysicalBO Physical Business Object.
C1-BillFactorRead	Used to read a Bill Factor Value. This component invokes the ATC1BillFactor Inbound Web Service using the C1-BillFactorPhysicalBO Physical Business Object.
C1-BillFactorValueAdd	Used to add a Bill Factor TOU Value. This component invokes the ATC1BillFactorValue Inbound Web Service using the C1-BillFactorValuePhysicalBO Physical Business Object.

Component	Description
C1-BillFactorValueDelete	Used to delete a Bill Factor TOU Value. This component invokes the ATC1BillFactorValue Inbound Web Service using the C1-BillFactorValuePhysicalBO Physical Business Object.
C1-BillFactorValueUpdate	Used to update a Bill Factor TOU Value. This component invokes the ATC1BillFactorValue Inbound Web Service using the C1-BillFactorValuePhysicalBO Physical Business Object.
C1-BillFactorValueRead	Used to read a Bill Factor TOU Value. This component invokes the ATC1BillFactorValue Inbound Web Service using the C1-BillFactorValuePhysicalBO Physical Business Object.
C1-BillFactorTOUValAdd	Used to add a Bill Factor TOU Value. This component invokes the ATC1BillFactorTOUValue Inbound Web Service using the C1-BillFactorTOUValAdd Business Object.
C1-BillFactorTOUValDelete	Used to delete a Bill Factor TOU Value. This component invokes the ATC1BillFactorTOUValue Inbound Web Service using the C1-BillFactorTOUValAdd Business Object.
C1-BillFactorTOUValUpdate	Used to update a Bill Factor TOU Value. This component invokes the ATC1BillFactorTOUValue Inbound Web Service using the C1-BillFactorTOUValAdd Business Object.
C1-BillFactorTOUValRead	Used to read a Bill Factor TOU Value. This component invokes the ATC1BillFactorTOUValue Inbound Web Service using the C1-BillFactorTOUValAdd Business Object.
C1-BillFactorIntervalValueAdd	Used to add a Bill Factor Interval Value. This component invokes the ATC1IntervaValueSet Inbound Web Service using the C1-IntervalValueSetPhysicalBO Business Object.

Component	Description
C1-BillFactorIntervalValueDelete	Used to delete a Bill Factor Interval Value. This component invokes the ATC1IntervaValueSet Inbound Web Service using the C1-IntervalValueSetPhysicalBO Business Object.
C1-BillFactorIntervalValueUpdate	Used to update a Bill Factor Interval Value. This component invokes the ATC1IntervaValueSet Inbound Web Service using the C1-IntervalValueSetPhysicalBO Business Object.
C1-BillFactorIntervalValueRead	Used to read a Bill Factor Interval Value. This component invokes the ATC1IntervaValueSet Inbound Web Service using the C1-IntervalValueSetPhysicalBO Business Object.
C1-CalculateServiceQuantityAdd	Used to add Calculate Service Quantity record. This component invokes the ATC1CalculateServiceQuantity Inbound Web Service using the C1-CalculateServiceQuantity Business Object.
C1-CalculateServiceQuantityDelete	Used to delete a Calculate Service Quantity record. This component invokes the ATC1CalculateServiceQuantity Inbound Web Service using the C1-CalculateServiceQuantity Business Object.
C1-ServiceQuantityUpdate	Used to update a Service Quantity charge record. This component invokes the ATC1ServiceQuantity Inbound Web Service using the Business Object.
C1-SimpleSummaryAdd	Used to add a Simple Summary charge record. This component invokes the ATC1SimpleSummary Inbound Web Service using the Business Object.
C1-SimpleSummaryDelete	Used to delete a Simple Summary charge record. This component invokes the ATC1SimpleSummary Inbound Web Service using the Business Object.
C1-SimpleSummaryRead	Used to read a Simple Summary charge record. This component invokes the ATC1SimpleSummary Inbound Web Service using the Business Object.
C1-SimpleSummaryUpdate	Used to update a Simple Summary charge record. This component invokes the ATC1SimpleSummary Inbound Web Service using the Business Object.

Component	Description
C1-SteppedSQAdd	Used to add a Stepped SQ charge record. This component invokes the ATC1SteppedSQ Inbound Web Service using the Business Object.
C1-SteppedSQDelete	Used to add read a Stepped SQ charge record. This component invokes the ATC1SteppedSQ Inbound Web Service using the Business Object.
C1-SteppedSQRead	Used to read a Stepped SQ charge record. This component invokes the ATC1SteppedSQ Inbound Web Service using the Business Object.
C1-SteppedSQUpdate	Used to update a Stepped SQ charge record. This component invokes the ATC1SteppedSQ Inbound Web Service using the Business Object.
C1-SummaryAdd	Used to add a Summary charge record. This component invokes the ATC1Summary Inbound Web Service using the Business Object.
C1-SummaryDelete	Used to delete a Summary charge record. This component invokes the ATC1Summary Inbound Web Service using the Business Object.
C1-SummaryRead	Used to read a Summary charge record. This component invokes the ATC1Summary Inbound Web Service using the Physical Business Object.
C1-SummaryUpdate	Used to update a Summary charge record. This component invokes the ATC1Summary Inbound Web Service using the Business Object.

Usage

Component	Description
X1-UsageAndChargeRequestAdd	Used to add a Usage and Charge Request record. This component invokes the ATX1UsageAndChargeRequest Inbound Web Service using the X1-UsageAndChargeRequest Business Object.

Component	Description
X1-UsageAndChargeRequestDelete	Used to delete a Usage and Charge Request record. This component invokes the ATX1UsageAndChargeRequest Inbound Web Service using the X1-UsageAndChargeRequest Business Object.
X1-UsageAndChargeRequestRead	Used to read a Usage and Charge Request record. This component invokes the ATX1UsageAndChargeRequest Inbound Web Service using the X1-UsageAndChargeRequest Business Object.
X1-UsageAndChargeRequestUpdate	Used to update a Usage and Charge Request record. This component invokes the ATX1UsageAndChargeRequest Inbound Web Service using the X1-UsageAndChargeRequest Business Object.
X1-VectorMathNonMeterAdd	Used to add a Usage and Charge Request record. This component invokes the ATX1VectorMathNonMeter Inbound Web Service using the X1-VectorMathNonMeter Business Object.
X1-VectorMathNonMeterDelete	Used to delete a Usage and Charge Request record. This component invokes the ATX1VectorMathNonMeter Inbound Web Service using the X1-VectorMathNonMeter Business Object.
X1-VectorMathNonMeterRead	Used to read a Usage and Charge Request record. This component invokes the ATX1VectorMathNonMeter Inbound Web Service using the X1-VectorMathNonMeter Business Object.
X1-VectorMathNonMeterUpdate	Used to update a Usage and Charge Request record. This component invokes the ATX1VectorMathNonMeter Inbound Web Service using the X1-VectorMathNonMeter Business Object.

Appendix A

Inbound Web Services

The Oracle Utilities Rate Cloud Service components are developed using web services method, and these components require Inbound Web Services to be defined in the application.

For instructions to create, import, or search an Inbound Web Service, see **Setting Up Inbound Web Services** in *Oracle Utilities Testing Accelerator User's Guide* available on the [Oracle Utilities Testing Accelerator for Cloud Services](#) page on [Oracle Help Center](#).

The list of Inbound Web Services provided to use with the delivered components and flows is as follows:

- ATC1ApplyTo
- ATC1BillFactorTOUValue
- ATC1ApplyCCLCharges
- ATC1ApplyVatToCrossRefCharge
- ATC1BillFactor
- ATC1BillFactorValue
- ATC1BillFactorTOUValue
- ATC1IntervaValueSet
- ATC1CalculateServiceQuantity
- ATC1ServiceQuantity
- ATC1SimpleSummary
- ATC1SteppedSQ
- ATC1Summary

Appendix B

Identifying Fields For a Web Service Request

The requisite fields need to be filled up with data in order to map the value on a given schema.

Example: When a person is added online, only the field description is shown, but the exact field mapping is hidden from the user.

Following are the methods you can use to identify fields for a web service request and add data in those fields:

- [Debug Mode in the Application](#)
- [IE Development Tool Bar](#)
- [SOAP UI](#)

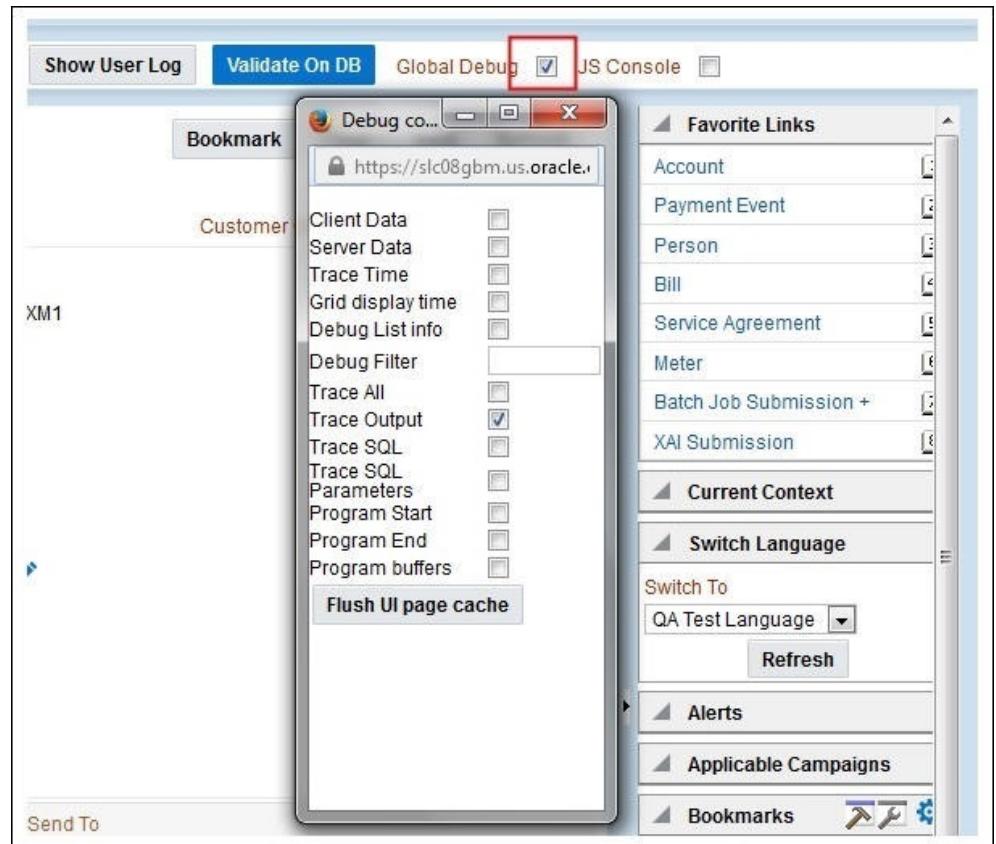
Debug Mode in the Application

The debug mode enables users to check the field mapping on a given maintenance page. This is actually the easiest among the different possible ways; however some clients may have system restriction (such as access restriction) on using debug mode.

To enter test data in the requisite fields using the debug method:

1. Login to the Oracle Utilities Rate Cloud Service application in the 'debug' mode.
2. Before clicking the Debug mode switch ensure to navigate first to the target page.

Example: Person maintenance page



3. Perform the required action and click **Save**.

Example: The figure below shows adding a person (person name, person phone, person contacts, Person IDs, etc)

The screenshot displays the 'Person' form in the Oracle Utilities Testing Accelerator application. The form is in debug mode, as indicated by the 'Start Debug' button and the 'Show Trace' button. The form includes several sections for adding and managing person information:

- Person Information:** Includes fields for 'Person ID', 'Person/Business' (set to 'Person'), and 'Life Support / Sensitive Load' (set to 'None').
- Person Names:** Includes a table for adding names. The first entry has a 'Name Type' of 'Primary' and a 'Person Name' of 'Sanity,48173'.
- Person Phones:** Includes a table for adding phone numbers. The first entry has a 'Phone Type' of 'Primary' and a 'Phone Number' of '523-65-5514'.
- Person Contacts:** Includes a table for adding contact information. The first entry has a 'Contact Routing' of 'Primary' and a 'Contact Information' of '523-65-5514'.
- Person IDs:** Includes a table for adding identification numbers. The first entry has a 'Primary ID' checked, an 'ID Type' of 'Social security number', and an 'ID Number' of '523-65-5514'.

The schema window showing the populated values is displayed.

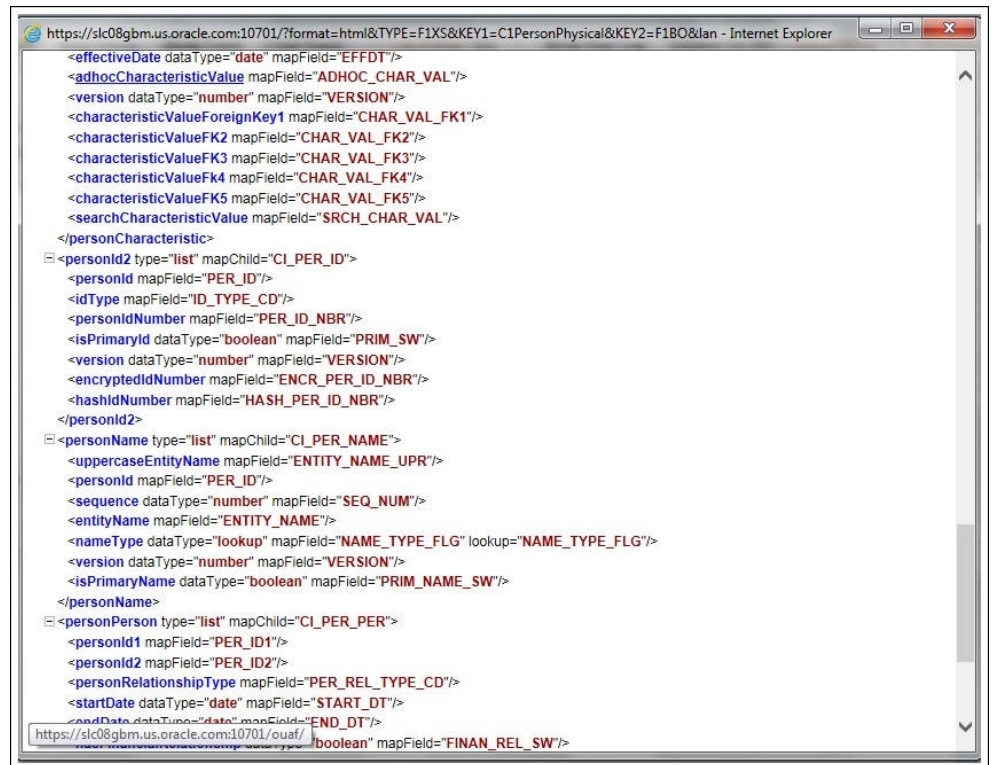
```

https://stc08gbm.us.oracle.com:10701/ousf/cisMain.jsp?language=ENG
<field name="IN_CITY_LIM_LBL">In City Limit</field>
<field name="GEO_CODE_LBL">Geographic Code</field>
<list name="PER_IDENTIFIER">
  <listHeader>
    <field name="PER_ID"></field>
    <field name="LAST_ID_TYPE_CD"></field>
    <field name="moreRows">false</field>
    <field name="remainingRows">0</field>
    <field name="lastInfo"></field>
  </listHeader>
  <listBody action="A">
    <field name="PER_ID"></field>
    <field name="ID_TYPE_CD">SSN</field>
    <field name="PER_ID_NBR">523-65-5514</field>
    <field name="PRIM_SW">true</field>
    <field name="VERSION">0</field>
    <field name="ENCR_PER_ID_NBR"></field>
    <field name="HASH_PER_ID_NBR"></field>
    <field name="IDENTIFIER_FMT">999-99-9999</field>
  </listBody>
</list>
<list name="PER_NAME">
  <listHeader>
    <field name="PER_ID"></field>
    <field name="LAST_SEQ_NUM">0</field>
    <field name="moreRows">false</field>
    <field name="remainingRows">0</field>
    <field name="lastInfo"></field>
  </listHeader>
  <listBody action="A">
    <field name="ENTITY_NAME_UPR"></field>
    <field name="PER_ID"></field>
    <field name="SEQ_NUM">0</field>
    <field name="ENTITY_NAME">Sanity,48173</field>
    <field name="NAME_TYPE_FLG">PRIM</field>
    <field name="VERSION">0</field>
    <field name="PRIM_NAME_SW">false</field>
  </listBody>
</list>
<list name="PER_CHAR">
  <listHeader>
    <field name="PER_ID"></field>
    <field name="LAST_CHAR_TYPE_CD"></field>
    <field name="LAST_EFFDT"></field>
    <field name="moreRows">false</field>
    <field name="remainingRows">0</field>
    <field name="lastInfo"></field>
  </listHeader>
  <listBody action="A">

```

- Navigate to the Business Object or Business Service look up window for the requisite field.

Example: In the figure below, ENTITY_NAME is named as entityName.



- In the flow, search for the requisite field and enter the component test data.

WS-SETXMLLISTELEMNT			uppercaseEntityName	☐	
WS-SETXMLLISTELEMNT			personId	☐	
WS-SETXMLLISTELEMNT			sequence	☐	
WS-SETXMLLISTELEMNT			entityName	☐	Sanity,UserTesting3
WS-SETXMLLISTELEMNT			nameType	☐	PRIM
WS-SETXMLLISTELEMNT			version	☐	
WS-SETXMLLISTELEMNT			isPrimaryName	☐	

- Click **Save** to save the test data.

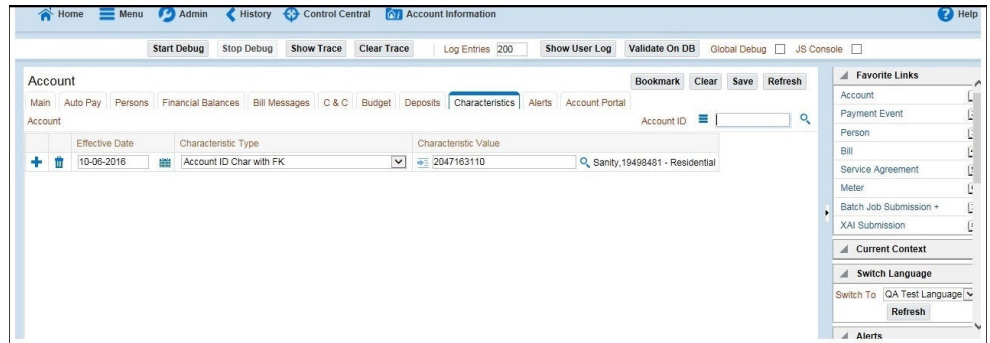
IE Development Tool Bar

The IE Development tool bar, available in IE11, enables users to inspect the page and its field mapping. It is on a 1:1 basis, meaning one inspect = one field.

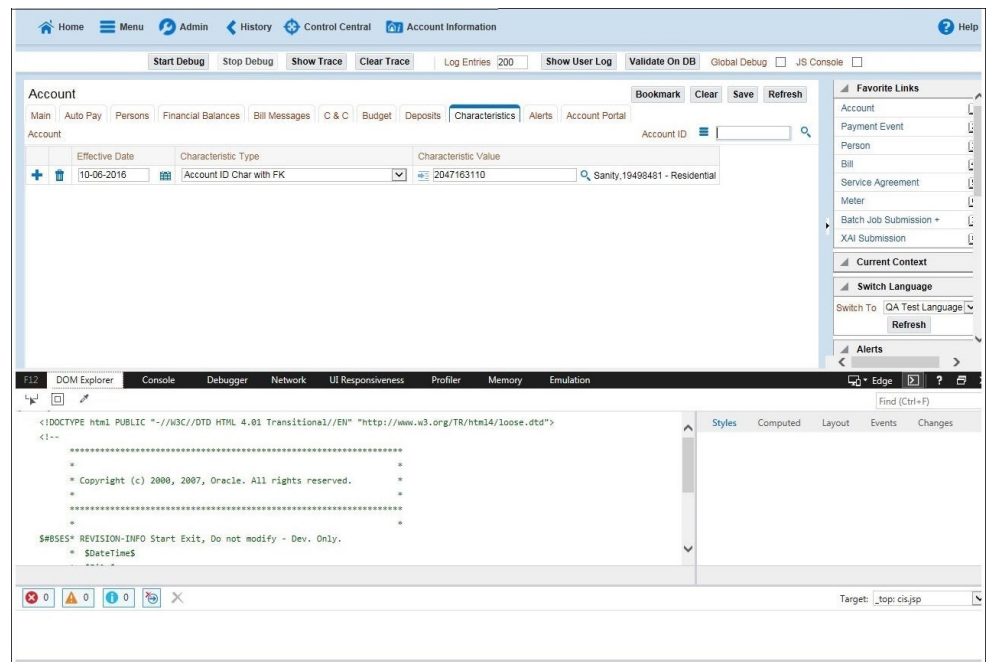
To enter test data in the requisite fields using the IE Development tool bar, follow these steps:

1. Login to Oracle Utilities Rate Cloud Service using Internet Explorer 11.
2. Navigate to the page where the requisite field needs to be updated with data.

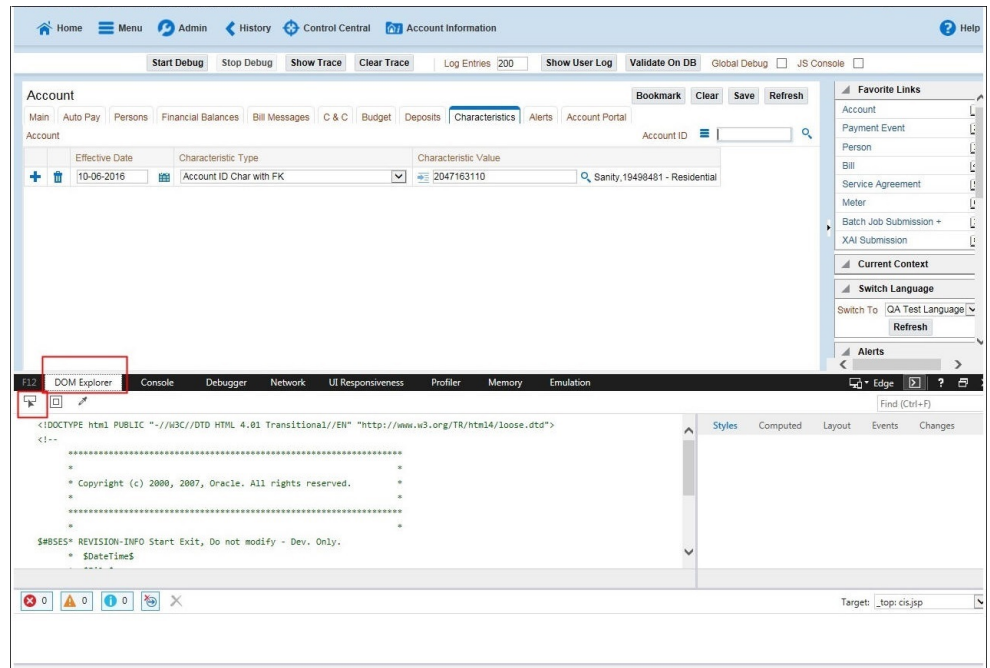
Example: The figure below shows the **Account** page where the **Characteristic Value** field on the **Characteristics** tab needs to be updated.



3. Press **F12**. The browser displays the F12 developer tools that help in building and debugging web pages.

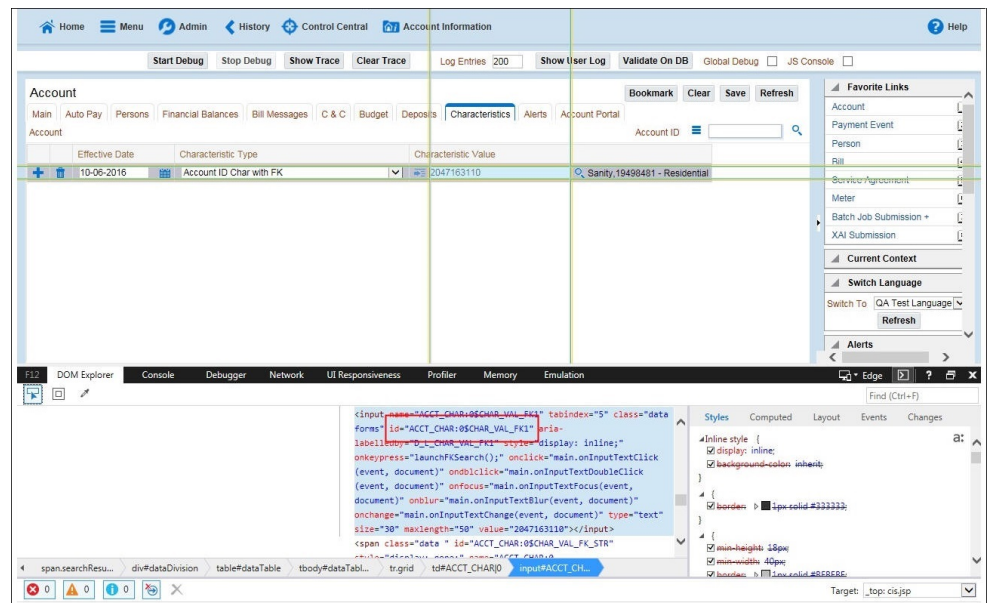


- On the F12 tools menu, click the **DOM Explorer** tab, and then click the **Select element** icon.



- On the application page, click the field for which you need to enter the data. The DOM Explorer shows the HTML for the selected field.

Example: Click the **Characteristic Value** field on the **Account** page. The DOM Explorer shows the **ID** of that field.



- On the object lookup window, search the requisite field.

Example: Search for CHAR_VAL_FK1.

```

<version dataType="number" mapField="VERSION"/>
</accountAlert>
<accountAutopay type="list" mapChild="CI_ACCT_APAY">
  <accountAutoPayId mapField="ACCT_APAY_ID"/>
  <accountId mapField="ACCT_ID"/>
  <startDate dataType="date" mapField="START_DT"/>
  <endDate dataType="date" mapField="END_DT"/>
  <autopaySource mapField="APAY_SRC_CD"/>
  <externalAccountId mapField="EXT_ACCT_ID"/>
  <expireDate dataType="date" mapField="EXPIRE_DT"/>
  <entityName mapField="ENTITY_NAME"/>
  <comments mapField="COMMENTS"/>
  <version dataType="number" mapField="VERSION"/>
  <autopayMaxWithdrawalAmount dataType="money" mapField="APAY_MAX_WDRWL_AMT"/>
  <autoPayMethod dataType="lookup" mapField="APAY_METHOD_FLG" lookup="APAY_METHOD_FLG"/>
  <encryptedExternalAccountId mapField="ENCR_EXT_ACCT_ID"/>
</accountAutopay>
<accountCharacteristic type="list" mapChild="CI_ACCT_CHAR">
  <accountId mapField="ACCT_ID"/>
  <characteristicType mapField="CHAR_TYPE_CD"/>
  <effectiveDate dataType="date" mapField="EFFDT"/>
  <characteristicValue mapField="CHAR_VAL"/>
  <adhocCharacteristicValue mapField="ADHOC_CHAR_VAL"/>
  <version dataType="number" mapField="VERSION"/>
  <characteristicValueForeignKey1 mapField="CHAR_VAL_FK1"/>
  <characteristicValueFK2 mapField="CHAR_VAL_FK2"/>
  <characteristicValueFK3 mapField="CHAR_VAL_FK3"/>
  <characteristicValueFK4 mapField="CHAR_VAL_FK4"/>
  <characteristicValueFK5 mapField="CHAR_VAL_FK5"/>
  <searchCharacteristicValue mapField="SRCH_CHAR_VAL"/>
</accountCharacteristic>
<accountMessage type="list" mapChild="CI_ACCT_MSG">
  <accountId mapField="ACCT_ID"/>

```

7. In the flow, add the necessary data into the field.

WS-SETXMLLISTELEMNT				characteristicValue	☐	2047163110
WS-SETXMLLISTELEMNT				adhocCharacteristic...	☐	
WS-SETXMLLISTELEMNT				version	☐	
WS-SETXMLLISTELEMNT				characteristicValueF...	☐	
WS-SETXMLLISTELEMNT				characteristicValueFK2	☐	
WS-SETXMLLISTELEMNT				characteristicValueFK3	☐	
WS-SETXMLLISTELEMNT				characteristicValueFk4	☐	
WS-SETXMLLISTELEMNT				characteristicValueFK5	☐	

8. Click **Save** to save the data.

SOAP UI

This method is an alternative to the other methods mentioned above if the user is familiar with SOAP UI.

To identify the requisite fields using SOAP UI, follow these steps:

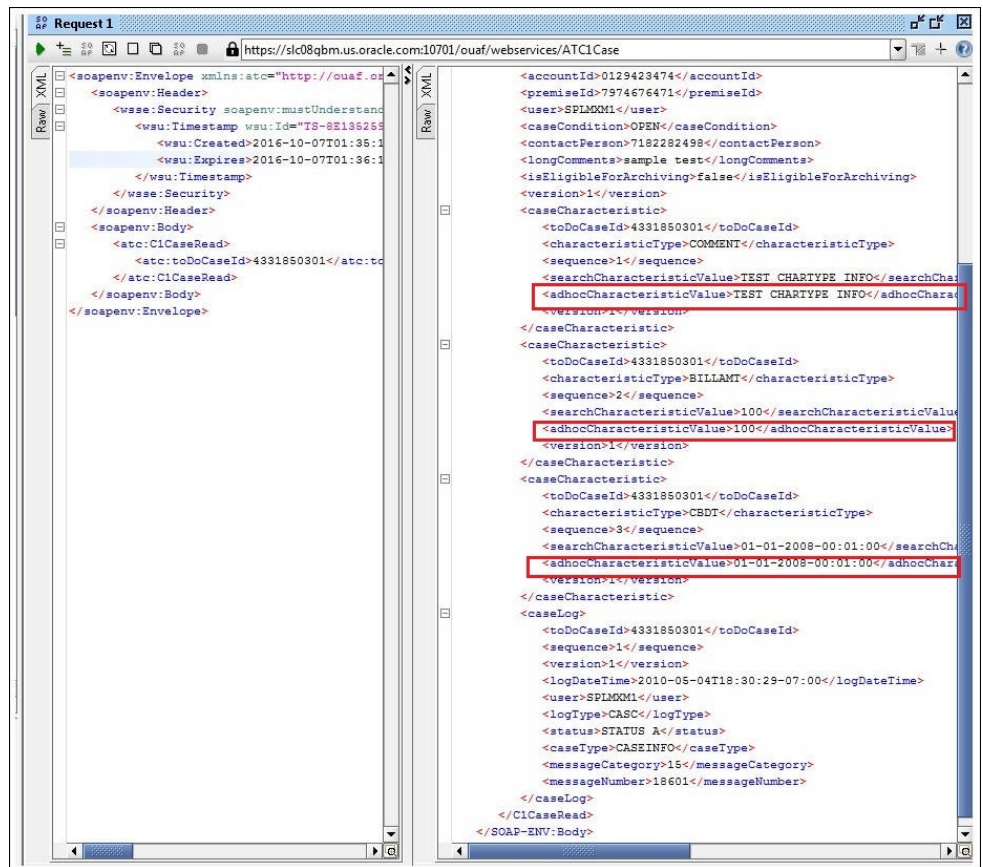
1. Login to the Oracle Utilities Rate Cloud Service application.
2. Navigate to the page where the test data has to added. Add the data in the respective fields.

Example: The figure below shows the **Case** page where **Characteristics Type** and **Characteristic Value** are added in the **Characteristics** section.

The screenshot displays the 'Case' page in the Oracle Utilities Rate Cloud Service application. The page includes a navigation bar at the top with links for Home, Menu, Admin, History, Control Central, and Account Information. Below the navigation bar, there are tabs for 'Main', 'Case Portal', and 'Log'. The 'Case Info' section shows details for a case titled 'TEST CASE INFO', including its status (STATUS A), date/time opened (05-04-2010 06:30PM), and case ID (4331850301). The 'Actions' section shows the current status (STATUS B) and a comment field containing 'sample test'. The 'Contact Information' section includes fields for Contact Person (7182282498, Smith, Dan), Preferred Contact Method, Contact Instructions, Callback Phone Type, and Callback Phone Number. The 'Characteristics' section at the bottom contains a table with three rows, each with a 'Characteristic Type' and a 'Characteristic Value'.

Characteristic Type	Characteristic Value
Short comment	TEST CHARTYPE INFO
Bill Amount	100
Callback Date / Time	01-01-2008-00:01:00

- On the SOAP UI, perform a Read using the data that has been added on the **Case** page (in step 2). The result is displayed in the right pane.



- Copy the values and paste them in the respective fields on the flow. Example: COMMENT and TEST CHARTYPE INFO are the values for characteristicType and adhocCharacteristicValue fields.

Note: Not all fields populated on the SOAP response needs to be populated on the flow. (Example: version, info, other type of description, etc).

WS-SETXMLLISTELEMENT		Add	caseCharacteristic	
WS-SETXMLLISTELEMENT			toDoCaseId	
WS-SETXMLLISTELEMENT			characteristicType	COMMENT
WS-SETXMLLISTELEMENT			sequence	1
WS-SETXMLLISTELEMENT			searchCharacteristicValue	
WS-SETXMLLISTELEMENT			characteristicValueFK5	
WS-SETXMLLISTELEMENT			characteristicValueFK4	
WS-SETXMLLISTELEMENT			characteristicValueFK3	
WS-SETXMLLISTELEMENT			characteristicValueFK2	
WS-SETXMLLISTELEMENT			characteristicValueForei...	
WS-SETXMLLISTELEMENT			adhocCharacteristicValue	TEST CHARTYPE INFO
WS-SETXMLLISTELEMENT			characteristicValue	
WS-SETXMLLISTELEMENT			version	

- Click **Save** to save the data.