

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

(Also applicable to Oracle Utilities Work and Asset
Management)

Release Notes

Release 19C

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Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud, Release 19C Release Notes

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Preface

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

This preface includes the following:

- [Audience](#)
- [Documentation and Resources](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Abbreviations](#)

Audience

This document is intended for anyone implementing the Oracle Utilities Work and Asset Management/Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud 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	Description
Integration documentation:	
Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud Release Notes	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud Configuration Guide	
Edge application documentation:	
Oracle Utilities Work and Asset Management	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Utilities Work and Asset Cloud Service	
Oracle Field Service Cloud	https://docs.oracle.com/en/cloud/saas/field-service/19d/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	Visit My Oracle Support at https://support.oracle.com 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) or refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm

Resource	Location
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

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
WACS	Oracle Utilities Work and Asset Cloud Service
WAM	Oracle Utilities Work and Asset Management
OFSC	Oracle Field Service Cloud
OIC	Oracle Integration Cloud

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 Cloud (Release 19C). 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 Work and Asset Management (OUWAM).

The release notes focuses on the following:

- [Integration Overview](#)
- [Supported Applications](#)
- [About Oracle Utilities Work and Asset Cloud Service](#)
- [About Oracle Field Service Cloud](#)
- [About Oracle Integration Cloud](#)
- [Known Issues](#)

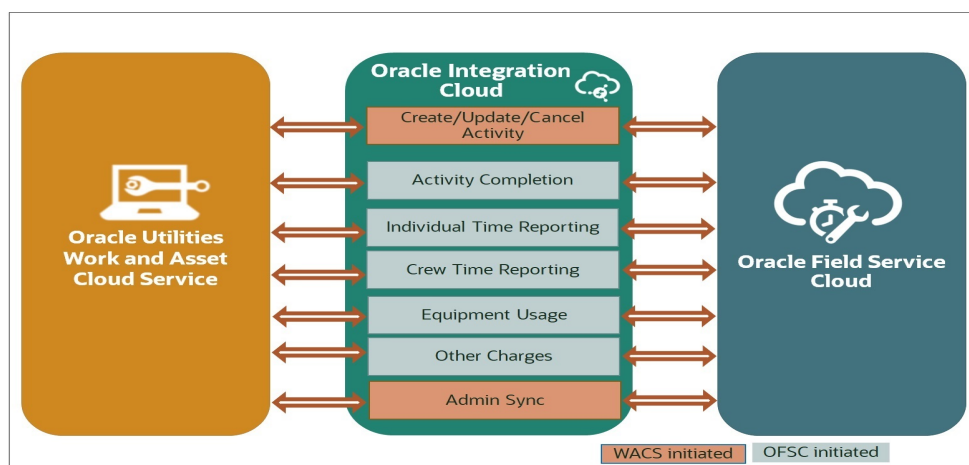
Integration Overview

Important! This integration is applicable to both SaaS version (Oracle Utilities Work and Asset Cloud Service (WACS)) and on-premises version of the solution (Oracle Utilities Work and Asset Management (WAM)).

Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Cloud helps to manage a fieldwork originated in Oracle Utilities Work and Asset Cloud Service using Oracle Field Service Cloud. The integration can be leveraged to create/update/cancel/complete activities in the field using the Oracle Field Service Cloud 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 Cloud so that the mobile worker performs the activity. The field activity completion information is sent from Oracle Field Service Cloud 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 Cloud.

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 supported application versions in this integration are:

- Oracle Utilities Work and Asset Management - v2.2.0.6

or

Oracle Utilities Work and Asset Cloud Service - 19C

- Oracle Integration Cloud - v19.4.3 or higher
- Oracle Field Service Cloud - 19D or higher

About Oracle Utilities Work and Asset Cloud Service

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 Cloud

Oracle Field Service Cloud 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

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.

Known Issues

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

- Crews cannot perform cross combinations of Offline and Online due to the lack of Oracle Field Service Cloud lock functionality. This will be taken care in later releases.
- In Oracle Utilities Work and Asset Cloud Service duplicate attachments are created in service history while the completion message is sent from Oracle Field Service Cloud with attachments.
- Validation errors are not thrown when records are saved without selecting the crew members.

- Resource usage details cannot be completed in Offline as it needs connectivity with Oracle Integration for Cloud. After the crew is connected, details can be submitted.