

Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud

Release Notes

Release 20A

F28366-01

March 2020

Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud, Release 20A Release Notes

Copyright ©2019, 2020 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Preface	i
Documentation and Resources	i
Documentation Accessibility	ii
Conventions.....	ii
Abbreviations	iii
Release Notes	1-1
Overview	1-2
About Oracle Utilities Customer Care and Billing	1-2
About Oracle Field Service Cloud	1-3
About Oracle Integration Cloud	1-3
Supported Applications	1-3
Known Issues	1-3

Preface

This document is intended for anyone implementing the Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud.

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 Customer Care and Billing 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 Customer Care and Billing Integration to Oracle Field Service Cloud Configuration Guide	
Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud Data Mapping Guide	
Edge application documentation:	
Oracle Utilities Customer Care and Billing	
Oracle Field Service Cloud	

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 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
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
OUCCB	Oracle Utilities Customer Care and Billing
OFSC	Oracle Field Service Cloud
OIC	Oracle Integration Cloud

Release Notes

This release notes provides an overview of Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud, Release 20A. It includes the following:

- [Overview](#)
- [About Oracle Utilities Customer Care and Billing](#)
- [About Oracle Field Service Cloud](#)
- [About Oracle Integration Cloud](#)
- [Supported Applications](#)
- [Known Issues](#)

Overview

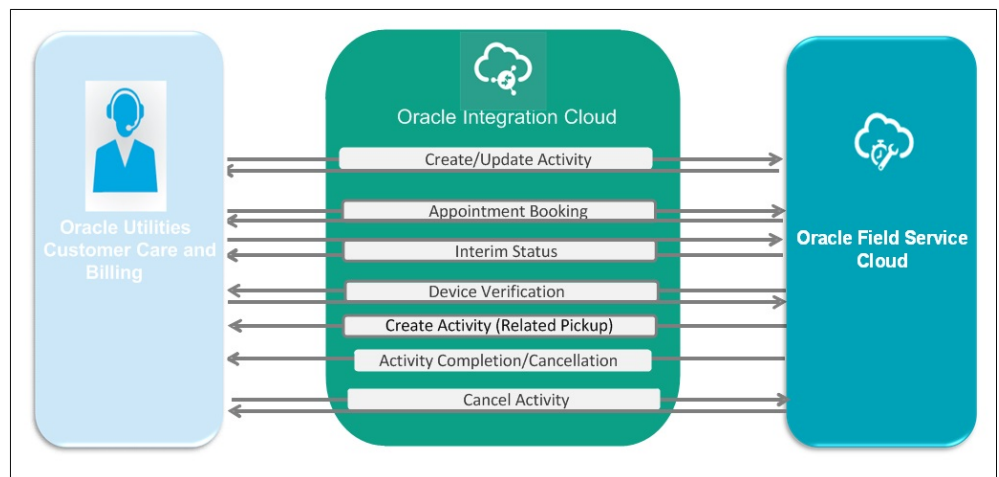
Oracle Utilities Customer Care and Billing Integration to Oracle Field Service Cloud helps to manage a fieldwork originated in Oracle Utilities Customer Care and Billing using Oracle Field Service Cloud. This pre-built integration represents significant business value for utilities that need to manage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

For more information about the functionality, refer to the *Oracle Utilities Customer Care and Billing to Oracle Field Service Cloud Configuration Guide*.

The integration supports the following flows:

- Create/Update activity (Oracle Utilities Customer Care and Billing initiated)
- Cancel activity (Oracle Utilities Customer Care and Billing initiated)
- Appointment window request
- Device verification
- Pickup activity (Oracle Field Service Cloud initiated)
- Activity completion/cancellation (Oracle Field Service Cloud initiated)
- Interim activity status update

The following diagram illustrates the business processes that are supported in this integration product.



In this integration Oracle Integration Cloud is used as a middleware to connect the applications. It uses SOAP and REST APIs to facilitate communication between these two applications.

About Oracle Utilities Customer Care and Billing

Oracle Utilities Customer Care and Billing manages customer information associated with field activities and processes the associated billing. Typically, processing begins when a customer logs a request or field activity for work. Oracle Utilities Customer Care and Billing communicates this field activity to Oracle Field Service Cloud as a work order/activity.

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 integrations connect the applications into a continuous business flow. The integrations can be quickly developed and activated between both the cloud and on-premise applications. The lookups help to match application specific codes between the two applications. Oracle Integration Cloud provides graphical mapper where user can map just by drag and drop between the applications.

Supported Applications

The supported application versions in this integration are:

- Oracle Utilities Customer Care and Billing - V2.7.x or higher
- Oracle Integration Cloud - V20.1.3.0.0 or higher
- Oracle Field Service Cloud - 20A or higher

Known Issues

The table below lists the known issues in this integration.

Bug Number	Description
29374951	APPOINTMENT TIME SLOTS RETURNED ONLY FOR THE 'FROM' AND 'TO' DATES SPECIFIED IN CCB APPOINTMENT REQUEST
29352850	UNABLE TO CANCEL THE CCB FIELD ACTIVITY WHEN THE REOPENED ACTIVITY IN OFSC IS IN PENDING STATUS