

# **Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud**

(Also applicable to Oracle Utilities Customer To Meter)

Release Notes

Release 20C

**F35851-01**

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Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud, Release 20C Release Notes

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# Preface

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

## Audience

This document is intended for anyone implementing the integration of the following products with Oracle Field Service Cloud:

- Oracle Utilities Customer Cloud Service
- 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
Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Configuration Guide	Refer to the Oracle Utilities applications documentation page:
Oracle Utilities Customer To Meter documentation	<a href="http://docs.oracle.com/cd/E72219_01/documentation.html">http://docs.oracle.com/cd/E72219_01/documentation.html</a>
Oracle Utilities Customer Cloud Service documentation	
Oracle Field Service Cloud documentation	<a href="https://docs.oracle.com/en/cloud/saas/field-service/20d/index.html">https://docs.oracle.com/en/cloud/saas/field-service/20d/index.html</a>

## Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: <a href="https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html">https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html</a>
Oracle Support	Visit My Oracle Support at <a href="https://support.oracle.com">https://support.oracle.com</a> 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	<a href="http://www.oracle.com/technetwork/index.html">http://www.oracle.com/technetwork/index.html</a>
Oracle University for training opportunities	<a href="http://education.oracle.com/">http://education.oracle.com/</a>

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## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	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.

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## Abbreviations

This document includes the following abbreviations:

<b>Term</b>	<b>Expanded Form</b>
OUCCS	Oracle Utilities Customer Cloud Service
OFSC	Oracle Field Service Cloud
OIC	Oracle Integration Cloud
OUC2M	Oracle Utilities Customer To Meter

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# Release Notes

This release notes outlines the information about new and improved functionality in integrating Oracle Utilities Customer Cloud Service with Oracle Field Service Cloud (Release 20C). 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](#)
- [New Features Summary](#)
- [Known Issues](#)

# Overview

**Important!** This integration is applicable to both on-premises version of the solution (Oracle Utilities Customer To Meter (C2M)) and the SaaS version (Oracle Utilities Customer Cloud Service (CCS)).

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

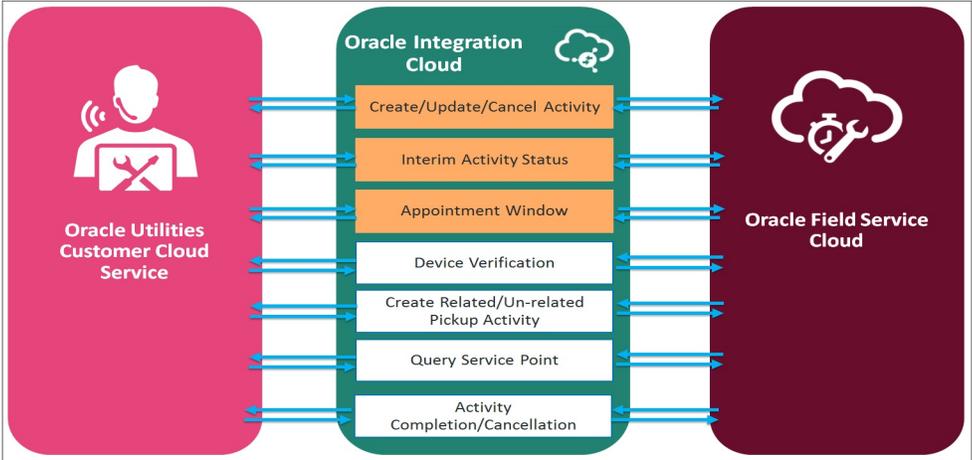
For more information about the functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud v20C Configuration Guide* at:

[https://docs.oracle.com/cd/F35853\\_01/index.htm](https://docs.oracle.com/cd/F35853_01/index.htm)

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 Cloud Initiated)
- Create Activity (Oracle Field Service Cloud Initiated)
- Activity Completion/Cancellation (Oracle Field Service Cloud Initiated)
- Query Service Point (Oracle Field Service Cloud Initiated)

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



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## Supported Applications

The supported application versions in this integration are:

- Oracle Utilities Customer To Meter - v2.7.0.3 and higher (on-premises). Integration works but the functionality will be limited.
- Oracle Utilities Customer Cloud Service - 20C or higher
- Oracle Integration Cloud - v20.4.2.0.0 or higher
- Oracle Field Service Cloud - 20D or higher

## New Features Summary

For the list of existing features, see Oracle Utilities Customer Cloud Service to Oracle Field Service Cloud v20B Release Notes at:

[https://docs.oracle.com/cd/F33063\\_01/index.htm](https://docs.oracle.com/cd/F33063_01/index.htm)

The following enhancements are included in this integration release:

- [Attachments Support](#)
- [Barcode Scanner Support](#)
- [UI Improvements](#)
- [Integration as Business Accelerator](#)

### Attachments Support

You can attach pictures, documents, and a customer signature to an activity from a Oracle Field Service Cloud mobile device and send them to Oracle Utilities Customer Cloud Service as part of field work completion information. Attachments can be linked to the corresponding activity, device or service point linked to that activity.

### Barcode Scanner Support

You can scan the device/item badge number or serial number instead of manually entering the badge number or serial number while doing the device/item verification from the mobile application either in iOS or android using the Barcode scanner.

### UI Improvements

Additional Servicepoint information details sent from Oracle Utilities Customer Cloud Service are being displayed for Item related activities in Oracle Field Service Cloud.

Glossary changes are added to keep the navigation labels consistent across the navigation screens.

Alert messages for any validation messages during the device verification or equipment related operations are displayed in line instead of an alert box.

## Integration as Business Accelerator

The integration is now made available as Business Accelerator. You can see all the Integration flows modified to Business Accelerator standards with change in the Integration flow names and Connection names. Base flows cannot be edited in business accelerator; they should clone the base copy of integration flow and can edit them if needed to plug in their custom changes.

## Known Issues

The known issues in this integration are:

- When the Oracle Field Service Cloud plugin is hosted in another web server and the hosted URL is configured in Oracle Field Service, the plugin will not load in the mobile application until the hosted server is accessible over the public network.
- Oracle Field Service Cloud does not allow to upload a zero-byte size file.