ORACLE

Spotlight on

Oracle Public Sector Permitting and Licensing Update 25A

Permits
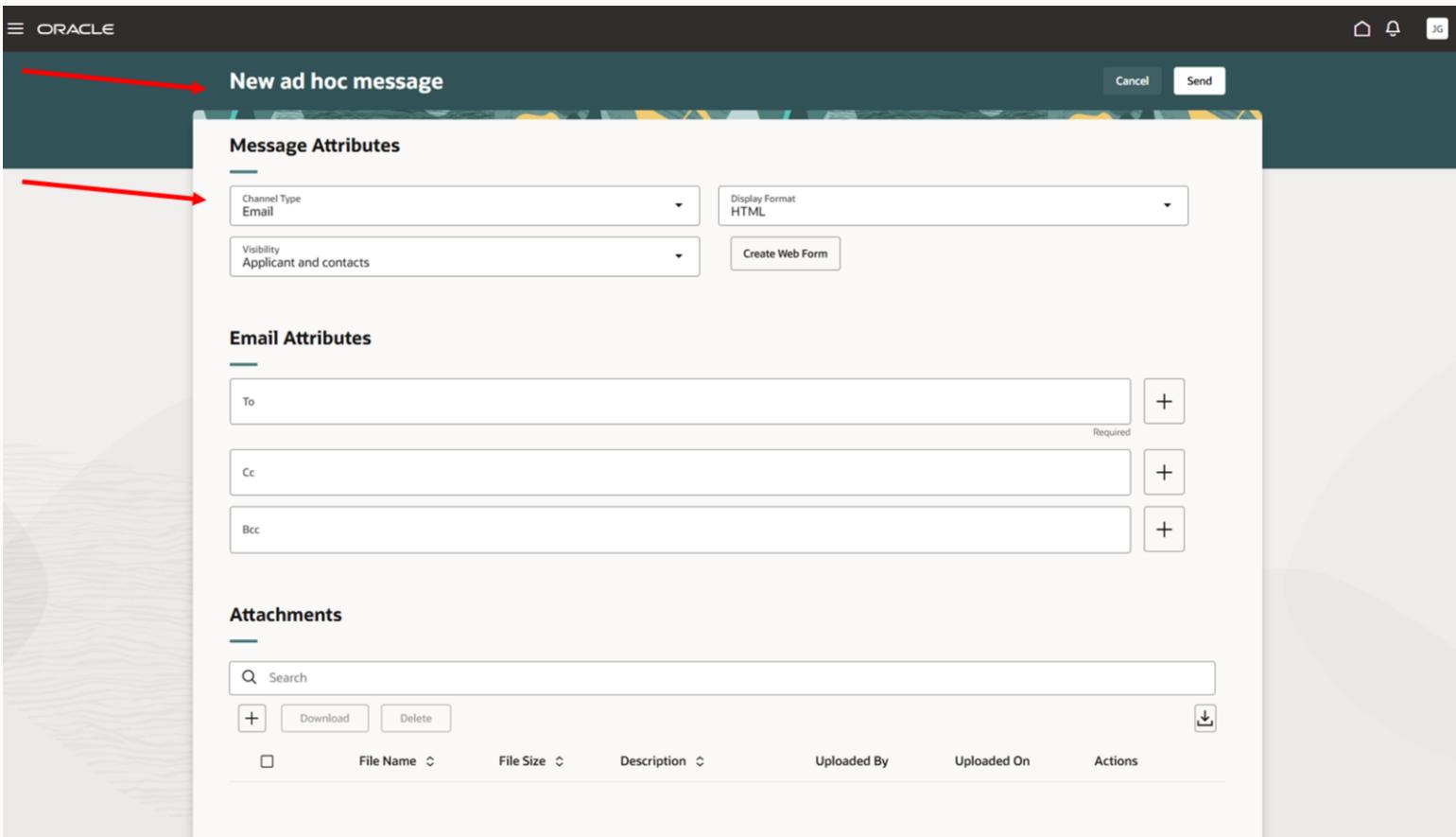
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AI Assist for Permit Ad Hoc
Messages

Contractor Condition
Applied for Expired
Insurance

Contractor Dashboard

Permits features include AI assist for permit ad hoc messages, contractor condition applied for expired insurance and contractor dashboard.

Permits

AI Assist for Permit Ad Hoc Messages

AI Assist for Permit Ad Hoc Messages

A new feature, AI Assist, enables agency staff to automate Permit ad hoc emails and notifications, improving efficiency and creating messages that are professional and informative.

On the New ad hoc message page for a Permit, choose Email or Notification and scroll down to the Message Body section.

In the Message Body, you can enter a prompt. Always start with "Write an email" or "Write a notification"

Here is a sample prompt: "Write an email to the applicant that their permit is being processed. Include the permit type, permit number, and address for the permit. Let the applicant know who the permit has been assigned to, and that this person will follow up if additional information is required."

Click the AI Assist button.

Cancel Send

Attachments

Compose

From
sendmail-test-discard@oracle.com

+

Subject
Administrative user permit

+

Message Body

Dear Ms. Jose,

We are writing to you regarding the status of your application for a permit. Your application, submitted on Thursday, November 07, 2024, is currently being processed. The application, with Permit Number CK-2024-00237, is assigned to Joe Green for further review and assessment.

The permit, of type CKPERMITTYPE01, relates to the address 2901 Poplar Avenue, San Jose, CA, USA. Mr. Green will be in touch if any further information is required. Please direct any queries to him.

Thank you.

Sincerely,

Joe Green
City of San Jose Permitting
San Jose, US-CA, US, 78787

Insert in Message Body   AI Assist

AI Assist can help generate your message content. Enter what you want AI Assist to write about, select the key attributes to include and then click the AI Assist button. If you're not satisfied with the AI Assist suggestions, you can change your text and click the AI Assist button again. AI Assist may generate inaccurate content. Review message content for accuracy.

Agency staff can review and revise the AI Generated text and use the Insert in Message Body button to add any other event-specific attributes you might want to include in the email.

When you're ready, click Send.

Agency staff can save popular prompts offline to reuse for communications. AI Assist does not save previously created prompts.

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Permits

Contractor Condition Applied for Expired Insurance

To help you ensure all contractors meet regulatory requirements, your agency can run these new scheduled rules using the Business Rules Framework:

- Contractor License Expiration, and
- Contractor License Insurance Expiration

Business Rule Details

Resource Contractor Licenses
Event Contractor License Expiration Process Monitor
Rule Name Contractor License Expired Yesterday Schedule Rules

Rule Description

Enabled

⊿ Criteria

Simple	Advanced

Add Criteria   Add Group

Group				🗑
≡ Contractor Licenses License Status	[Equals]		ORA_ACTIVE	🗑
AND				
≡ Contractor Licenses Expire Date	[Equals]		$(Current Date)- 1	🗑

⊿ Actions

Action Name	Action Description	Configure	Actions
Apply contractor license condition ▾	Applies a condition to a contractor license	Configure	➕ 🗑
Relay to OIC ▾	Relays the event payload to the workflow engine	Configure	➕ 🗑

Cancel   Delete   Save

When a contractor's license expires or their insurance expires, the action for your scheduled business rule can apply a contractor license condition or relay data to the Oracle Integration Cloud.

Permits

Contractor Dashboard

The Contractor License dashboard visualizes several contractor license-related analyses like:
Top 10 contractors with the highest number of transactions,
Top 10 contractor types by offering, and
Top 10 contractor types by license types
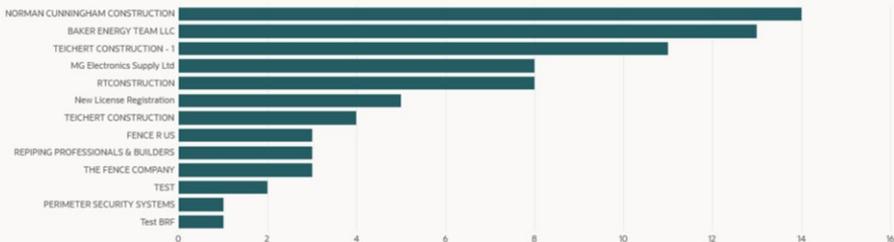
This completes the feature descriptions for Permits.

Planning and Zoning

Prevent Hearing Decision Update Prior to Hearing Date

Completed Reports Displayed in Attachments

Planning and zoning features include prevent hearing decision update prior to hearing date and completed reports displayed in attachments.

Planning and Zoning

Prevent Hearing Decision Update Prior to Hearing Date

Prevent Hearing Decision Update Prior to Hearing Date

- Prevent Decision Update by Agency Staff Before Hearing
- Updates Possible On or After Hearing Date
- Ensures Accuracy of Hearing Decisions

Agency staff are now restricted from making updates to a hearing decision once the planning hearing is scheduled.

This prevents agency staff from prematurely or mistakenly updating the decision before the hearing date.

Agency staff can still make updates to the decision on or after the hearing date.

Planning and Zoning

Completed Reports Displayed in Attachments

Completed Reports Displayed in Attachments
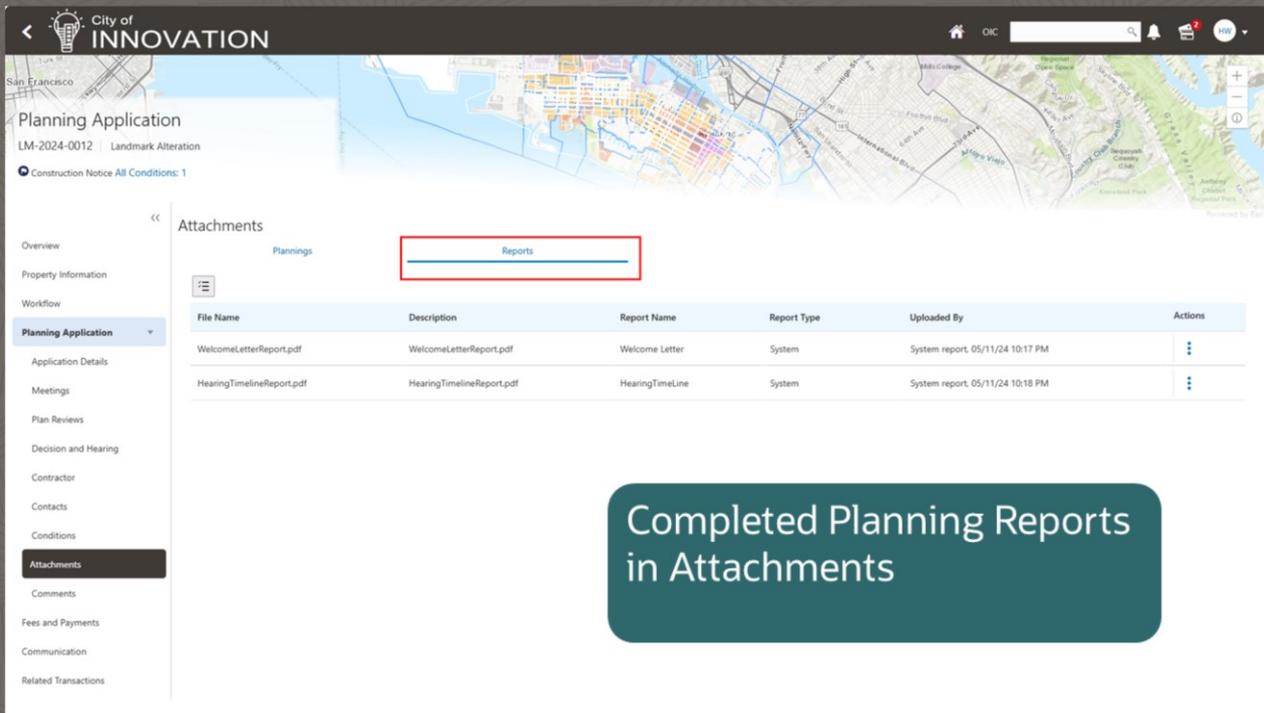
Applicants can now view, and download completed planning reports from the Attachments page. The planning reports generated and completed by the agency staff on the Reports page are added to the Attachments page as well, enabling applicants to access them.

This completes the feature descriptions for Planning and Zoning.

Business Licenses

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Audit History for License Transactions

Estimated Fees for Renewal

Business License Solution Package

Business licenses features include audit history for license transactions, estimated fees for renewal and business license solution package.

Business Licenses

Audit History for License Transactions

Audit History
License Number:AUTO-NOV2024-00040

Business Licenses   Fees   Business Tax Related   Inactivation or Reactivation Request

🔍 Actions **Update** ✕   Date Range **11/1/24 - 11/1...** ✕

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Action Date ⌄	Action By ⌄	Actions ⌄	Record ID ⌄	Modified Object ⌄	Field Name ⌄	Old Value ⌄	New Value ⌄
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	License Status		Active
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	Status	License Issued	Completed
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	System Status	LCI	CMP
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	Expiration Date		2024-11-21 07:59:59.0
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	Issue Date		2024-11-05 08:30:00.0
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	About to Expire Date		2024-11-15 08:00:00.0
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	Date Originally Issued		2024-11-05 08:30:00.0
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	BusStatus	PRVSNL	ACTIVE
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	Grace Period End Date		2024-11-26 07:59:59.0
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	License Period		2024
11/5/24 10:47 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	Approved Effective Date		2024-11-05
11/5/24 10:38 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	Status	Inspection	License Issued
11/5/24 10:38 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	System Status	INS	LCI
11/5/24 8:22 PM	OIC_USER	Update	CDRM_10204	BLQAORIGMITYPE	Status	In Process	Inspection

The Business Licenses page, Audit History tab now uses the new Redwood user interface.

You can use the search bar to filter the data and click column headers to sort.

At the top, there are separate tabs for Business Licenses, Fees, Business Tax Related information, and so on.

Business Licenses   Fees   Business Tax Related   Inactivation or Reactivation Request

🔍 Actions **Update** ✕   Date Range **11/1/24 - 11/1...** ✕

Action Date ⌄	Action By ⌄	Actions ⌄	Record ID ⌄	Modified Object ⌄	Field Name ⌄	Old Value ⌄	New Value ⌄

Business Licenses

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Estimated Fees for Renewal

Agencies can configure the Renewal Estimate option, which allows them to calculate the estimated renewal fees and penalties for expiring business licenses. The estimated fees and penalties are calculated during the about to expire and expiration phases, respectively.

The penalty fees are estimated based on the configured formula against the outstanding time. When an agency or applicant submits the renewal application, actual renewal fees and penalties will be calculated using the Renewal option.

Business Licenses

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Business License Solution Package

Business License Solution Package

25.01 Solution Package Delivered for Business License - Restaurant

Agencies can now import the delivered solution package for the business license -restaurant workflow to accelerate their process implementation.

This completes the feature descriptions for Business Licenses.

Common Permitting and Licensing

Display Unified Messaging
System Status in
Communication Logs

Mobile Phone Option Added to
Public Registration

Common permitting and licensing features include display unified messaging system status in communication logs and mobile phone option added to public registration.

Common Permitting and Licensing
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Display Unified Messaging System Status in
Communication Logs

Agency staff can now check the status of Ad Hoc Messages sent through the Unified Messaging Service (UMS) to make sure that all messages were delivered as requested.

After sending an email Ad Hoc Message, agency staff can run the Sync Email Message Status ESS job to see if any email messages failed.

Error Log Details

Record First Key Name	LnpRecordKey
Record First Key Value	300100614427740
Record Second Key Name	
Record Second Key Value	
Event Name	Permit Withdrawn
Template name	RET129
Message ID	300100614487614
Channel Type	Email
Recipient	300100614487615
Error ID	300100614462089
Created By	PSC_SUPERUSER
Date and Time	11/1/24 9:03 AM
Error Text	Invalid email address: system-admin
Delivery Status	DELIVERY_TO_GATEWAY_FAILURE
Job Process ID	74315
Delivery Error	Invalid email address: testuser.com
Delivery Datetime	11/1/24 9:03 AM

If any messages fail, agency staff can review the Error Log Details page and take action on them.

Common Permitting and Licensing

Mobile Phone Option Added to Public Registration

Mobile Phone Option Added to Public Registration

New mobile phone type on the Register and Manage Account pages

The registrant's mobile phone number can now be captured during registration and when agency staff is managing public user accounts. A mobile number will be needed for agencies to opt into multifactor authentication using a phone.

This completes the feature descriptions for Common Permitting and Licensing.

We have only shown you the highlights of the public sector licensing and permitting update. For more information see the What's New document on oracle.com/readiness.