

ORACLE

Spotlight on

Oracle Public Sector Permitting and Licensing Update 25A



Permits

AI Assist for Permit Ad Hoc Messages

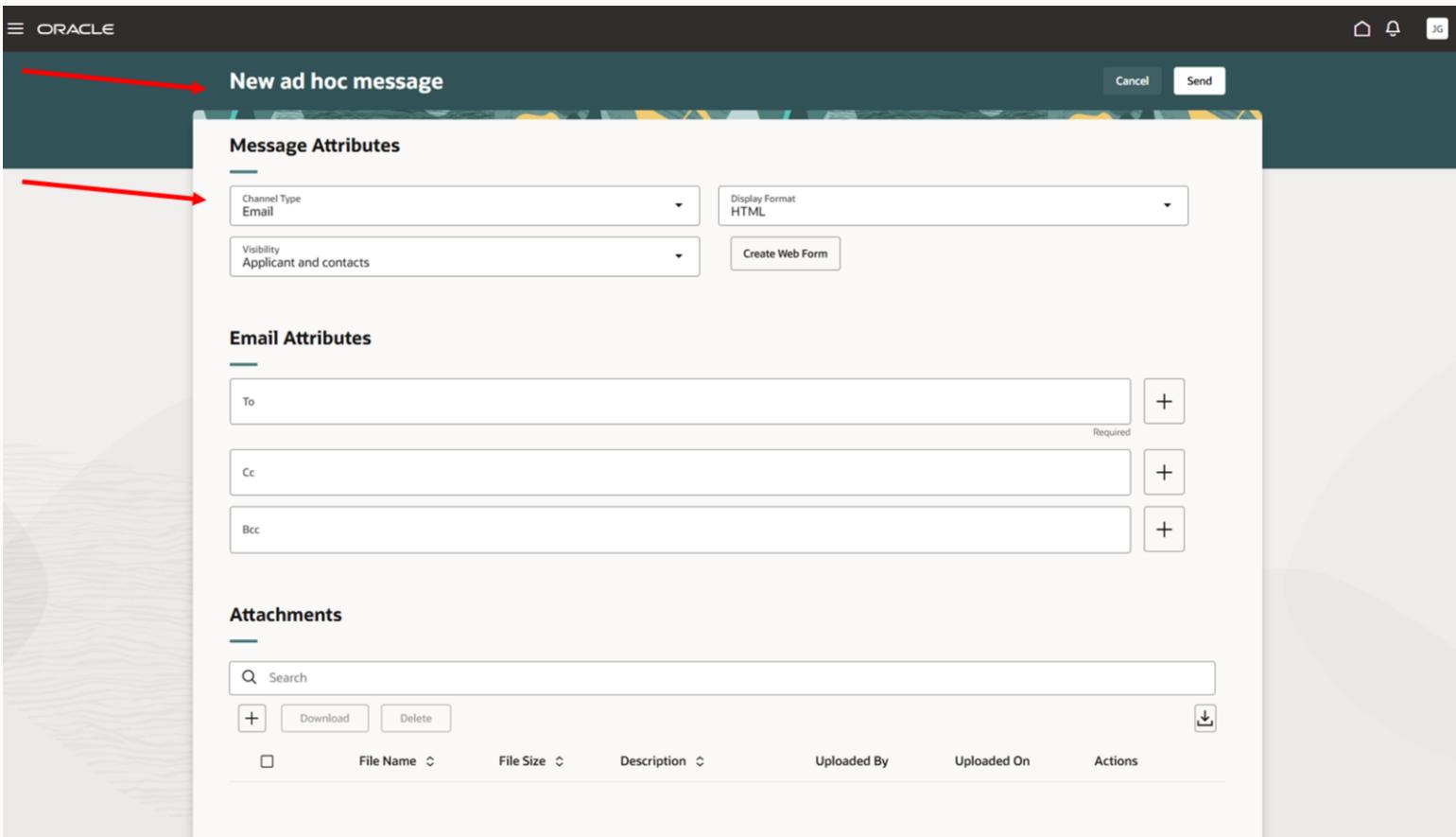
Contractor Condition Applied for Expired Insurance

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



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.

Attachments

Q Search

+ Download Delete

<input type="checkbox"/>	File Name	File Size	Description	Uploaded By	Uploaded On	Actions
--------------------------	-----------	-----------	-------------	-------------	-------------	---------

Compose

From
joegreen@cityofinnovation.gov

Subject
Administrative user permit

Message Body

Write an email to the applicant that their permit is being processed. Include the permit type, permit number, 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.

Rich text editor toolbar with icons for font color, background color, bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, link, unlink, and undo.

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.

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.

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

Rich text editor toolbar with icons for font size, font color, background color, bold, italic, underline, link, unlink, text color, background color, bulleted list, numbered list, indent, outdent, link, unlink, and undo.

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.

Permits

— Contractor Condition Applied for Expired Insurance

City of INNOVATIONOIC

Scheduled Rules

Event	Event Description	Resource
Scheduled Event: Updated Business License Application Fees Due	Scheduled rule event based on assessed or updated business license activity fees with a due status.	Business License Activity
Business License Credential Expiration	Scheduled rule event based on business license credential expiration.	Business License Credentials
Code Enforcement Case Fee Due Date Scheduled Event	Scheduled rule event based on a code enforcement case fee due date.	Code Enforcement Overdue Case Fees
Code Enforcement Violation	Scheduled rule event based on a code enforcement violation.	Code Enforcement Violation Fees
Contractor License Insurance Expiration	Scheduled rule event based on contractor license insurance expiration.	Contractor License Insurances
Contractor License Expiration	Scheduled rule event based on contractor license expiration.	Contractor Licenses
Permit Plan Review Cycle Due Date Scheduled Event	Scheduled rule event based on a permit application's plan review cycle due date.	Permit Plan Review Cycle Due Date
Permit Plan Review Department Due Date Scheduled Event	Scheduled rule event based on a permit application's plan review department due date.	Permit Plan Reviewer Due Date

Page 1 of 2 (1-8 of 12 items) | Show Default

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](#)
[Schedule Rules](#)

Rule Name Contractor License Expired Yesterday

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	+ -

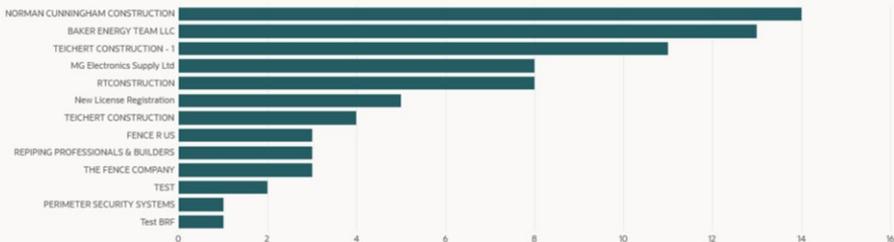
[Cancel](#) [Delete](#) [Save](#)

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

Top 10 Contractors with highest number of Transactions



Refresh - Print - Export

Top 10 Contractor types by Offering classification



Refresh - Print - Export

Top 10 Transactional Contractor types by License type



Refresh - Print - Export



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.

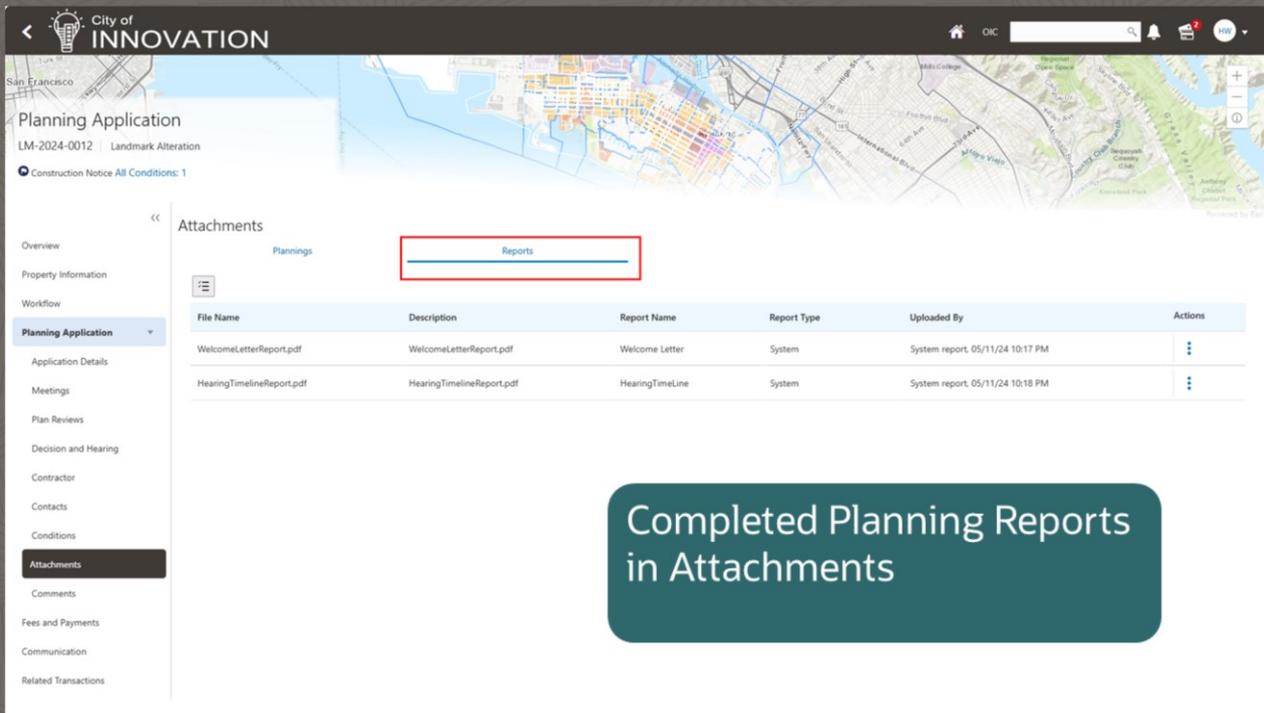
Agency staff can still make updates to the decision on or after the hearing date.



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

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

Q Actions Update x Date Range 11/1/24 - 11/1... x



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

—
Estimated Fees for Renewal

CITY OF INNOVATION

Restaurant - AUTO-OCT2023-00257 Active

2201 South Shore Center, Alameda, California 94501

Johnny's Pizza Express

Fees and Payments Summary

Total Fees	In Review	Not Payable
375,000.00	60,000.00	130,000.00

Search

4 Items

License Period	Activity	Activity Status	Total Fees
February 2024	Renewal	In Progress	175,000.00
January 2024	Renewal	Completed	100,000.00
December 2023	Amendment	Completed	50,000.00
December 2023	Origination	Completed	50,000.00

Total fees details

Restaurant
AUTO-OCT2023-00257
2201 South Shore Center, Alameda, California 94501
Johnny's Pizza Express

▼ Total Fees

Technology Surcharge	Pending	10,000.00
Business Name Change	In Hold	15,000.00
Minority Own Business	Waived	20,000.00
Amnesty Relieved Fee	Cancelled	10,000.00
Renewal Fee	Full	60,000.00
State Fee	Full	40,000.00
Miscellaneous	Processing Payment	10,000.00
Technology Surcharge	Est	5,000.00
State Technology Fee	Est	1,000.00
Business Tax	Est	4,000.00
Total Fee		175,000.00

- > In Review
- > Not Payable
- > **Estimated Fees**
- > Fees Paid
- > Balance Due

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

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

Display Unified Messaging System Status in
Communication Logs

ORACLE

Permit
ZPER-LIB-2024-00071 | mCONTUCPER

Communication

Message ID	Date and Time	Subject	Channel Type	Status	Actions
300100614487618	11/1/24 9:02 AM	TEST EMAIL24	Email	Sent	 
300100614487616	11/1/24 9:02 AM	test for invalid email	Email	Sent	 
300100614487614	11/1/24 9:02 AM	TEST EMAIL29	Email	Sent	 

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.

ORACLE

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

3001006144413160

27 Copyright © 2023, Oracle and/or its affiliates

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

The screenshot shows a registration form titled 'Register'. At the top right, there is an illustration of a person parasailing. Below the title, there is a toggle switch for 'Hide contact information from public view'. The form is divided into sections: 'Account details' with fields for 'First Name', 'Last Name', 'Email Address', and 'Confirm Email Address'; 'Phone' with a 'Select the phone type' section containing 'Mobile', 'Work', and 'Home' buttons, a 'Country' dropdown set to 'US', and a 'Phone Number' field with a '+1' prefix; and 'Address' with a 'Country/Region' dropdown set to 'United States'. A red box highlights the 'Mobile' button in the 'Phone' section, with a red arrow pointing from a callout box on the right.

New mobile phone type on the Register and Manage Account pages

Confidential - Oracle Restricted

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.