



ORACLE

Spotlight On

Oracle Permitting and Licensing Update 26A



Code Enforcement

Consolidation of Code
Enforcement Attachments

Redwood Experience for
Dynamic Workflow and
Responsible Party in Notices



Code Enforcement

Consolidation of Code Enforcement Attachments

Code enforcement features include consolidation of code enforcement attachments and Redwood experience for dynamic workflow and responsible party in notices.

Go to Cases

C-251113-00640 UnsafeStructure Hearing

608 FORTRESS ISLE ALAMEDA CA 94501

Case Reported Date 11/12/25 Comply By 12/12/25 Days left to Comply 29

Update Case Status

Overview

Progress

Timeline

Workflow

Inspections

Time Recording

Case

Case Details

Property Information

Related Transactions

Code Violations

Citations

Attachments

Appeals and Hearings

Responsible Parties

Communication


Notices


Communication

Attachments

Case Intake All

Search

3 items + Download Delete 

<input type="checkbox"/>	File Name	File Size	Description	User Type	Uploaded By	Uploaded On	Actions
<input type="checkbox"/>	additional details.docx	0.00 B	location details	Agency staff	Sam Cook	11/12/25 11:50 PM	...
<input type="checkbox"/>	 crack2.jpg	11.49 KB	Another crack fo...	Agency staff	Sam Cook	11/12/25 11:49 PM	...
<input type="checkbox"/>	Inspection report1.docx	0.00 B	First inspection ...	Agency staff	Sam Cook	11/12/25 11:48 PM	...

All code enforcement attachments are now consolidated on the attachments page and listed under the Case, Intake and All tabs. The Case tab displays all attachments directly added to the case by agency staff or registered public users throughout the case's lifecycle.

Go to Cases

C-251113-00640 UnsafeStructure Hearing

608 FORTRESS ISLE ALAMEDA CA 94501

Case Reported Date: 11/12/25 Comply By: 12/12/25 Days left to Comply: 29

Update Case Status

Overview

Progress

Timeline

Workflow

Inspections

Time Recording

Case

Case Details

Property Information

Related Transactions

Code Violations

Citations

Attachments

Appeals and Hearings

Responsible Parties

Communication

Notices


Communication

Attachments

Case **Intake** All

Search

1 item Download Delete

	File Name	File Size	Description	User Type	Uploaded By	Uploaded On	Actions
<input type="checkbox"/>	 building crack.jpg	167.86 KB		Agency staff	Sam Cook	11/12/25 11:45 PM	...

The Intake tab lists attachments that were uploaded during the initial case creation or incident intake process, capturing files added when the case or incident was first reported.

Go to Cases

...
Update Case Status

C-251113-00640 UnsafeStructure
Hearing

608 FORTRESS ISLE ALAMEDA CA 94501

Case Reported Date: 11/12/25
Comply By: 12/12/25
Days left to Comply: 29

Overview
Progress
Timeline
Workflow
Inspections
Time Recording
Case
Case Details
Property Information
Related Transactions
Code Violations
Citations
Attachments
Appeals and Hearings
Responsible Parties
Communication
Notices
Communication

Attachments

Case
Intake
All

Search

5 Items
Download

	File Name	File Size	Description	User Type	Source	Uploaded By	Actions
<input type="checkbox"/>	Hearing schedule details.docx	0.00 B		Agency staff	Appeal and hearing	Sam Cook	...
<input type="checkbox"/>	additional details.docx	0.00 B	location details	Agency staff	Case	Sam Cook	...
<input type="checkbox"/>	crack2.jpg	11.49 KB	Another crack found during inspection	Agency staff	Case	Sam Cook	...
<input type="checkbox"/>	Inspection report1.docx	0.00 B	First inspection report prepared at site	Agency staff	Case	Sam Cook	...
<input type="checkbox"/>	building crack.jpg	167.86 KB		Agency staff	Case Intake	Sam Cook	...

The All tab provides a consolidated view of all attachments associated with the case, including those from the Case and Intake tabs as well as additional sources like appeals and inspections, allowing users to see every related file in one place.

Go to Cases

C-251113-00640 UnsafeStructure

Hearing

608 FORTRESS ISLE ALAMEDA CA 94501

Case Reported Date: 11/12/25 Comply By: 12/12/25 Days left to Comply: 29

Update Case Status

Overview

Progress

Timeline

Workflow

Inspections

Time Recording

Case

Case Details

Property Information

Related Transactions

Code Violations

Citations

Attachments

Appeals and Hearings

Responsible Parties

Communication

Notices

Communication

Attachments

Case Intake **All**

Q Search

5 Items Download

File Name

File Size

Description

User Type

Source

Uploaded By

Actions

Hearing schedule details.docx

0.00 B

Agency staff

Appeal and hearing

Sam Cook

...

additional details.docx

0.00 B

location details

Agency staff

Case

Sam Cook

...

crack2.jpg

11.49 KB

Another crack found during inspection

Agency staff

Case

Sam Cook

...

Inspection report1.docx

0.00 B

First inspection report prepared at site

Agency staff

Case

Sam Cook

...

building crack.jpg

167.86 KB

Agency staff

Case intake

Sam Cook

...

The Source column on the All tab indicates where an attachment originated within the case lifecycle. Specifically, it shows the process, event, or user action that added the attachment to the case.

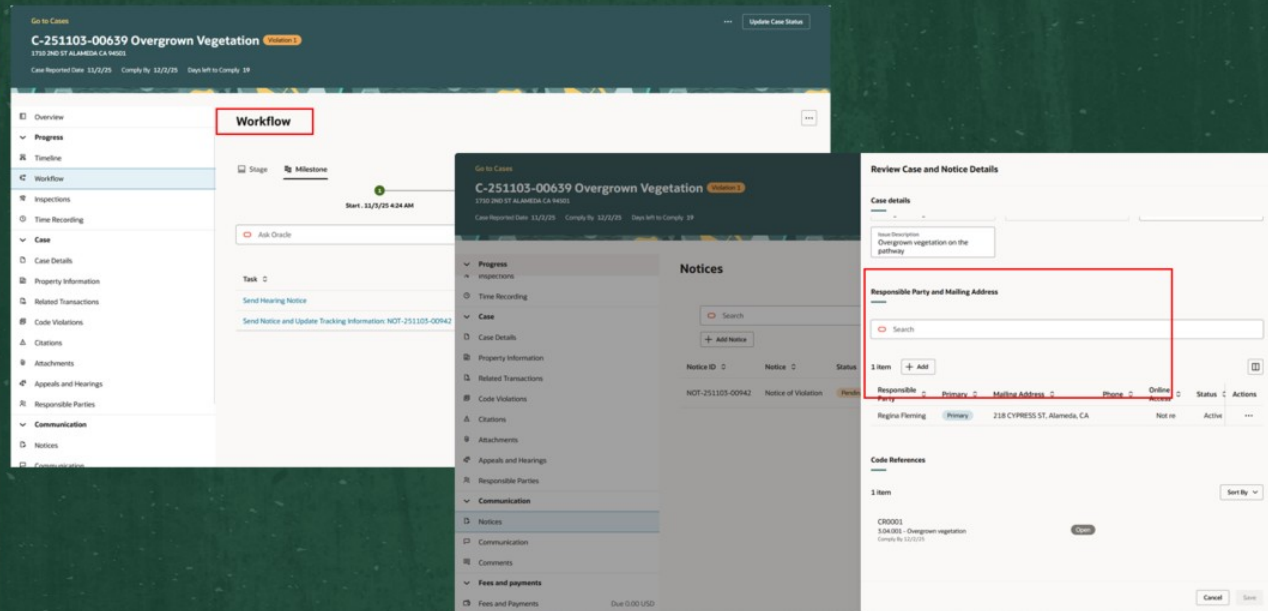
7



Code Enforcement

Redwood Experience for Dynamic Workflow and Responsible Party in Notices

Redwood Experience for Dynamic Workflow and Responsible Party in Notices



The enhanced Redwood user experience is now available for more Code Enforcement features in case management.

This example illustrates pages for dynamic workflow and responsible party in notices.

This completes the feature descriptions for Code Enforcement.



Business Licenses

Invoice Using Estimated
Renewal Fees for Licenses

Integration with Oracle
Receivables Invoicing and Fees
and Payments for Licenses



Business Licenses

Invoice Using Estimated Renewal Fees for Licenses

Go to Licenses Application Type

License Type Details

Documents

Document Group
Taxi

License Activity

Allow Amendment ☐

Allow Renewal ☐

License Period Format
YYYY

Expiration Group
Business License Expiration Group

Workflow Setup

Application

Application ID
Taxi_License

Version
2025.05.27

☐ Initiate application workflow on submit

Amendment

Application ID
Taxi_License

Version
2025.05.27

Process Definition
Amendment

Period Format Preview
2025

Convert Estimated Fees to Payable
Never

Renewal Period Open
Never

Past Expiration Grace Date
Expired

Agencies can now automate the process of generating, invoicing, and managing renewal fees for business licenses.

On the License Type page, select when estimated renewal fees should become payable in the License Activity section.

The 'Convert Estimated Fees to Payable' field provides the following options:

Never - Fees remain in the 'Estimated' status and are not converted to 'Payable' automatically. Use this if you want to handle the conversion manually.

Renewal Period Open - Estimated fees are converted to payable as soon as the license enters any renewal-eligible status, including 'About to Expire', 'Expired', or 'Past Grace Period'.

Expired - Estimated fees are converted to payable only when the license status is 'Expired'.

Past Expiration Grace Date - Estimated fees are converted to payable only after the license has moved beyond its renewal grace period.

Generate Fees

CancelSubmit

Description
Generates fees for application types with a fee schedule, using calculations based on the associated decision models.

Notify Me When This Process Ends

☐

Submission Notes

ParametersScheduleNotification

Classification
Business Licenses

Fee Calculation Type
Estimated Renewal Fees

Estimated Renewal Fees

Convert Estimated Fees to Payable

Run the Generate Fees job to first generate an estimated renewal fees and then use the newly added option to convert the estimated fees to payable.

Go to License Applications

BL Renewal Estimate Fee Calculation - AUTO-DEC2025-03438 - Origination 2025 Completed

RenewalEstimate_17625820251205_1201 SAGELINE DE ALAMEDA, US-CA 94601

Pay Fee

te Fee Calculation - AUTO-DEC2025-03438 - Origination 2025 Completed

IBORLINE DE ALAMEDA, US-CA 94601

Business Information

Owners

Location

Application

Application Details

Conditions

Attachments

Related Transactions

Fees and Payments

Progress

Workflow

Status History

Inspections

People

Contacts

Communication

Comments

Fees and Payments

Total Fees2,895.26 USD

Estimated Fees306.00 USD

Fees Paid1,959.26 USD

Search

Calculate Fees

Renewable Fees

Fee Description	Amount	Paid	Balance	Currency	Status	Department	Assessed Date	Due Date	Memo	Actions
Renewal	306.00		306.00	USD	Estimated	Building	12/12/25			...
Application Fee	25.00	25.00	0.00	USD	Paid	Planning and Zoning	12/12/24			...
Plan Review	1,939.26	1,939.26	0.00	USD	Paid	Building	12/12/24			...

Due 306.00 USD

Fees and Payments

Total Fees2,895.26 USD

Fees Paid1,959.26 USD

Balance Due306.00 USD

Search

Pay Fees

Calculate Fees

Renewable Fees

Fee Description	Amount	Paid	Balance	Currency	Status	Department	Assessed Date	Due Date	Memo	Actions
Renewal	306.00		306.00	USD	Due	Building	12/12/25			...
Application Fee	25.00	25.00	0.00	USD	Paid	Planning and Zoning	12/12/24			...
Plan Review	1,939.26	1,939.26	0.00	USD	Paid	Building	12/12/24			...

Due 306.00 USD

With this process, the system changes the status of estimated renewal fees to Due. Once the fees are due, it can be invoiced and paid.

Create Renewal Applications

CancelSubmit

Description
Create renewal applications for licenses where the estimated renewal fees were paid.

Notify Me When This Process Ends

☐

Submission Notes

Parameters

Schedule

Notification

Run the Create Renewal Applications job.

Fee Summary

Fee Summary

Additional fees may be assessed later

Total Fees
100.00 USD

Balance Due
100.00 USD

Fee Items	Amount	Currency	Status
Renewal	100.00	USD	Due

Cancel

Save

Continue

4 | 5

Applicant & Application

Property & Contractor

Contact & Comment

Fee Summary

Review

For licenses where the converted fees have been paid, this job creates renewal applications that are in the pending status. The paid fees will also be transferred to the pending renewal application.

Based on the Expiration Rules setup, the system sends notifications to the license holder or relevant user to inform them that a renewal application is pending. The user then needs to complete and submit the renewal application.



Business Licenses

Integration with Oracle Receivables Invoicing and Fees and Payments for Licenses

Integration with Oracle Receivables Invoices for Licenses

- Integration with Oracle Receivables enables agencies to process invoices when payments are made for fees.
- This feature supports integration with Oracle Receivables and Licensing, to include Business License fees that are due after an application is submitted.
- Agency staff can create a record of payments received, make adjustments, and create receipts.

Integration with Oracle Receivables enables agencies to process invoices when payments are made for fees.

This feature supports integration with Oracle Receivables and Licensing, to include Business License fees that are due after an application is submitted.

Agency staff can create a record of payments received, make adjustments, and create receipts.



Common Permitting and Licensing

Partial Payment for Multiple
Fee Items

Enable External Address
Information Data Retrieval

Expiration Date Fields in
Attachment Details

Embed AI Agents in Transaction
Pages for Agency Staff

Transaction Data Export to
GIS Data Layer for Planning
Code Enforcement, Business
Licenses, and Inspections

Real Time Integration with
Oracle Receivables for
Permits, Planning, and
Business Licensing

Allow for Allocation of Partial
Payment to Fee Items

New Property Information
Updated Events in BRF

Redwood Experience for
License List and Details,
Business List and Details, and
Confidential Attachments



Common Permitting and Licensing

Partial Payment for Multiple Fee Items

Back to Agency List

Agency Details
Agency ID 1

Cancel Save

General

Currency: United States dollar Oracle Policy Automation ID

Payments

Partial Payments: Not allowed Payment Allocation Order: Prioritize oldest

Allowed for agency users only

Not allowed

Allowed for all users

Parcel owner format: Use one field

Hide property owners from public users

User can create a new address on applications

Identify and import property information using GIS

Business

Business Number Rule: Entity Location Number Rule: BusLocation

Setup requires that the partial payments option is allowed for the user, and the allocation order is selected.

On the Agency Details page, under the Payments section, select the option to allow partial payments

[Back to Agency List](#) Cancel Save

Agency Details

Agency ID 1

General

Currency: United States dollar Oracle Policy Automation ID

Payments

Partial Payments: Not allowed

Payment Allocation Order: **Prioritize oldest**

Prioritize oldest

Prioritize newest

Property

Parcel Owner Format: Use one field

Hide property owners from public users: ☐

User can create a new address on applications: ☐

Identify and import property information using GIS: ☒

Business

Business Number Rule: Entity

Location Number Rule: BusLocation

... and select the allocation order to specify which applications should be prioritized while allocating the partial payment amount.

License Applications

Apply
Make a Payment

In Progress Applications
Submitted This Year 43
Created Last Quarter 29

55 items

Application ID	Application Type	Activity	Status	Conditions	Expiration Date	Doing Business As	Address	Balance (USD)	Actions
BusLic-NOV2025-0060	Contractor Registration	Origination	Submitted	Notice		Construction	1704 2ND ST, ALAMEDA, CA		...
BusLic-NOV2025-0041	Chauffeur License	Origination	Submitted			Air and Water Taxis are Us	740 PACIFIC AV, ALAMEDA, CA	Paid	...
BusLic-NOV2025-0059	Restaurant Business License	Origination	Inspection			Contractor - Handyman	1708 2ND ST, ALAMEDA, CA		...
AUTO-NOV2025-0000013486	Hotel-Motel Monthly Reporting	Origination	Submitted			Best Hotel #2	1816 2ND ST, ALAMEDA, CA	Paid	...
BusLic-NOV2025-0058	Contractor Registration	Origination	Submitted	Notice		Best Hotel #2	1816 2ND ST, ALAMEDA, CA		...
BusLic-JUL2025-0039	Contractor-commercial refrigeration License	Renewal 2025	In process	Notice		Contractor - Handyman	1708 2ND ST, ALAMEDA, CA		...
BusLicRetail-JUL2025-0039	Contractor Select	Renewal 2025	Submitted	Notice		Contractor - Handyman	1708 2ND ST, ALAMEDA, CA		...
BusLicRetail-OCT2025-0061	Credential	Origination	Submitted	Notice		abc location	1704 2ND ST, ALAMEDA, CA	Paid	...

Licenses
Permits
Planning Applications
All

In this example, agency staff makes a partial payment for selected applications. On the License Applications page, click the Make a Payment button.

Make Payments

Cancel

Proceed to Pay

Select a customer

Name

Abby Scott

Total Amount

1,926.42

Paying For

0 Items

Total Amount to Pay

0.00

Apply

Want to pay by deposit account?

☐

Select applications

Search

0 Items

Download

Print

	Application ID	Application Type	Amount	Amount to Pay	Status	Condition	Submitted Date	Pro
<input type="checkbox"/>	RESNEW-2025-0011	Vacation Rental Renewable	105.00	105.00			10/29/25	
<input type="checkbox"/>	RESADD-2025-00021	Residential Addition Construction	550.00	550.00			10/21/25	137
<input type="checkbox"/>	BusLicRetail-OCT2025-0060	Credential	140.00	140.00			10/19/25	170
<input type="checkbox"/>	AUTO-JUL2025-0000013481	Hotel-Motel Monthly Reporting	581.42	581.42			7/30/25	181
<input type="checkbox"/>	BusLicRetail-JUL2025-0051	Credential	140.00	140.00			7/30/25	170
<input type="checkbox"/>	BusLicRetail-JUL2025-0048	Credential	280.00	280.00	Processing payment		7/30/25	170
<input type="checkbox"/>	AUTO-JUL2025-0000013473	Hotel-Motel Business License	100.00	100.00			7/29/25	170

Select the customer.

Make Payments

Cancel

Proceed to Pay

Select a customer

Name

Abby Scott

Total Amount

1,926.42

Paying For

3 Items

Total Amount to Pay

795.00

Apply

Want to pay by deposit account?

☐

Select applications

Search

3 of 8 selected

Download

Print

	Application ID	Application Type	Amount	Amount to Pay	Status	Condition	Submitted Date	Pro
<input checked="" type="checkbox"/>	RESNEW-2025-0011	Vacation Rental Renewable	105.00	105.00			10/29/25	
<input checked="" type="checkbox"/>	RESADD-2025-00021	Residential Addition Construction	550.00	550.00			10/21/25	137
<input checked="" type="checkbox"/>	BusLicRetail-OCT2025-0060	Credential	140.00	140.00			10/19/25	17K
<input type="checkbox"/>	AUTO-JUL2025-0000013481	Hotel-Motel Monthly Reporting	581.42	581.42			7/30/25	181
<input type="checkbox"/>	BusLicRetail-JUL2025-0051	Credential	140.00	140.00			7/30/25	17K
<input type="checkbox"/>	BusLicRetail-JUL2025-0048	Credential	280.00	280.00	Processing payment		7/30/25	17K
<input type="checkbox"/>	AUTO-JUL2025-0000013473	Hotel-Motel Business License	100.00	100.00			7/29/25	17K

Select the items for payment.

Make Payments

CancelProceed to Pay

Select a customer

Name

Abby Scott

Total Amount

1,926.42

Paying For

3 Items

Total Amount to Pay

700

Apply

Want to pay by deposit account?

☐

Select applications

Search

3 of 8 selected

Download

Print

	Application ID	Application Type	Amount	Amount to Pay	Status	Condition	Submitted Date	Pro
<input checked="" type="checkbox"/>	RESNEW-2025-0011	Vacation Rental Renewable	105.00	105.00			10/29/25	
<input checked="" type="checkbox"/>	RESADD-2025-00021	Residential Addition Construction	550.00	550.00			10/21/25	151
<input checked="" type="checkbox"/>	BusLicRetail-OCT2025-0060	Credential	140.00	140.00			10/19/25	170
<input type="checkbox"/>	AUTO-JUL2025-0000013481	Hotel-Motel Monthly Reporting	581.42	581.42			7/30/25	181
<input type="checkbox"/>	BusLicRetail-JUL2025-0051	Credential	140.00	140.00			7/30/25	170
<input type="checkbox"/>	BusLicRetail-JUL2025-0048	Credential	280.00	280.00	Processing payment		7/30/25	170
<input type="checkbox"/>	AUTO-JUL2025-0000013473	Hotel-Motel Business License	100.00	100.00			7/29/25	170

Enter a different partial amount to pay.

Make Payments

Cancel Proceed to Pay

Select a customer

Name

Abby Scott

Total Amount

1,926.42

Paying For

3 Items

Total Amount to Pay

700.00

Apply

Want to pay by deposit account?

☐

Select applications

Search

3 of 8 selected

Download

Print

	Application ID	Application Type	Amount	Amount to Pay	Status	Condition	Submitted Date	Pro
<input checked="" type="checkbox"/>	RESNEW-2025-0011	Vacation Rental Renewable	105.00	10.00			10/29/25	
<input checked="" type="checkbox"/>	RESADD-2025-00021	Residential Addition Construction	550.00	550.00			10/21/25	137
<input checked="" type="checkbox"/>	BusLicRetail-OCT2025-0060	Credential	140.00	140.00			10/19/25	176
<input type="checkbox"/>	AUTO-JUL2025-0000013481	Hotel-Motel Monthly Reporting	581.42	581.42			7/30/25	181
<input type="checkbox"/>	BusLicRetail-JUL2025-0051	Credential	140.00	140.00			7/30/25	176
<input type="checkbox"/>	BusLicRetail-JUL2025-0048	Credential	280.00	280.00	Processing payment		7/30/25	176
<input type="checkbox"/>	AUTO-JUL2025-0000013473	Hotel-Motel Business License	100.00	100.00			7/29/25	176

Click Apply to recalculate the payment allocation.

Make Payments

Cancel Proceed to Pay

Select a customer

Name

Abby Scott

Total Amount

1,926.42

Paying For

3 Items

Total Amount to Pay

700.00

Apply

Want to pay by deposit account?

☐

Select applications

Search

3 of 8 selected

Download

Print

	Application ID	Application Type	Amount	Amount to Pay	Status	Condition	Submitted Date	Pro
<input checked="" type="checkbox"/>	RESNEW-2025-0011	Vacation Rental Renewable	105.00	10.00			10/29/25	
<input checked="" type="checkbox"/>	RESADO-2025-00021	Residential Addition Construction	550.00	550.00			10/21/25	137
<input checked="" type="checkbox"/>	BusLicRetail-OCT2025-0060	Credential	140.00	140.00			10/19/25	176
<input type="checkbox"/>	AUTO-JUL2025-0000013481	Hotel-Motel Monthly Reporting	581.42	581.42			7/30/25	181
<input type="checkbox"/>	BusLicRetail-JUL2025-0051	Credential	140.00	140.00			7/30/25	176
<input type="checkbox"/>	BusLicRetail-JUL2025-0048	Credential	280.00	280.00	Processing payment		7/30/25	176
<input type="checkbox"/>	AUTO-JUL2025-0000013473	Hotel-Motel Business License	100.00	100.00			7/29/25	176

Here, you see the recalculated amounts to pay. The second and third items are allocated to be paid in full. The first item is allocated 10 USD. Now when you click Proceed to Pay, the system will make the payments according to this allocation.

Make Payments

Cancel

Proceed to Pay

Select a customer

Name

Abby Scott

Total Amount

1,926.42

Paying For

3 items

Total Amount to Pay

700.00

Apply

Want to pay by deposit account?

☐

Select applications

Search

5 of 8 selected

Application ID

Application Type

Amount

Amount to Pay

Status

Condition

Submitted Date

Pro

<input checked="" type="checkbox"/>	RESNEW-2025-0011	Vacation Rental Renewable	105.00	10.00		10/29/25	
<input checked="" type="checkbox"/>	RESADD-2025-00021	Residential Addition Construction	550.00	550.00		10/21/25	135
<input checked="" type="checkbox"/>	BusLicRetail-OCT2025-0060	Credential	140.00	140.00		10/19/25	170
<input type="checkbox"/>	AUTO-JUL2025-0000013481	Hotel-Motel Monthly Reporting	581.42	581.42		7/30/25	181
<input type="checkbox"/>	BusLicRetail-JUL2025-0051	Credential	140.00	140.00		7/30/25	170
<input type="checkbox"/>	BusLicRetail-JUL2025-0048	Credential	280.00	280.00	Processing payment	7/30/25	170
<input type="checkbox"/>	AUTO-JUL2025-0000013473	Hotel-Motel Business License	100.00	100.00		7/29/25	170

Click Proceed to Pay.



Common Permitting and Licensing

Enable External Address Information Data Retrieval

[Go to Permit Applications](#)

...

Pay Fees

CKPERMITTYPE01 • CK-2025-01572

Inspection

3904 Cabell Avenue RIA, Arlington, US-VA 22201

Overview

Application

Application Details

Property Information

Attachments

Conditions

Related Transactions

Fees and Payments

Fees and Payments

Due 0.00 USD

Progress

Property Information

Q

Search for an address by street number and name, and select enter to search

2 items

Select from Map

Create New

Type	Address	Address Condition	Primary Address	Parcel	Actions
Property	4292 Rhode Island Avenue RIA, HANNA, US-UT 84031		Yes	7426819555?	<div></div> <div></div>
Property	3904 Cabell Avenue RIA, Arlington, US-VA 22201		Yes	1852311131?	<div></div> <div></div>

Agencies can now enable direct integration with external GIS platforms such as ESRI S3 for real-time property address data retrieval.

[Go to Permit Applications](#)

...

Pay Fees

CKPERMITTYPE01 • CK-2025-01572 Inspection
3904 Cabell Avenue RIA, Arlington, US-VA 22201

Overview

Application

Application Details

Property Information

Attachments

Conditions

Related Transactions

Fees and Payments

Fees and Payments Due 0.00 USD

Progress

Workflow

Property Information

Q 201

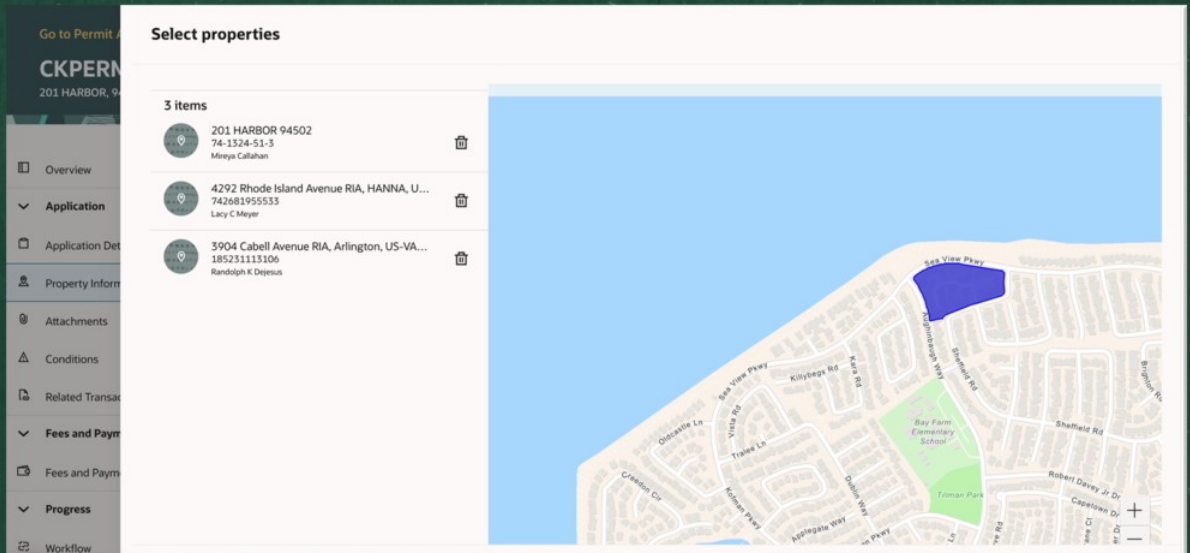
2201 SANTA CLARA 94501
71-219-32

201 HARBOR 94502
74-1324-51-3

2012 EAGLE 94501
71-253-3

2018 EAGLE 94501
71-253-4

Simple, focused search options make it quick and easy for you to locate and select the exact property information you need.

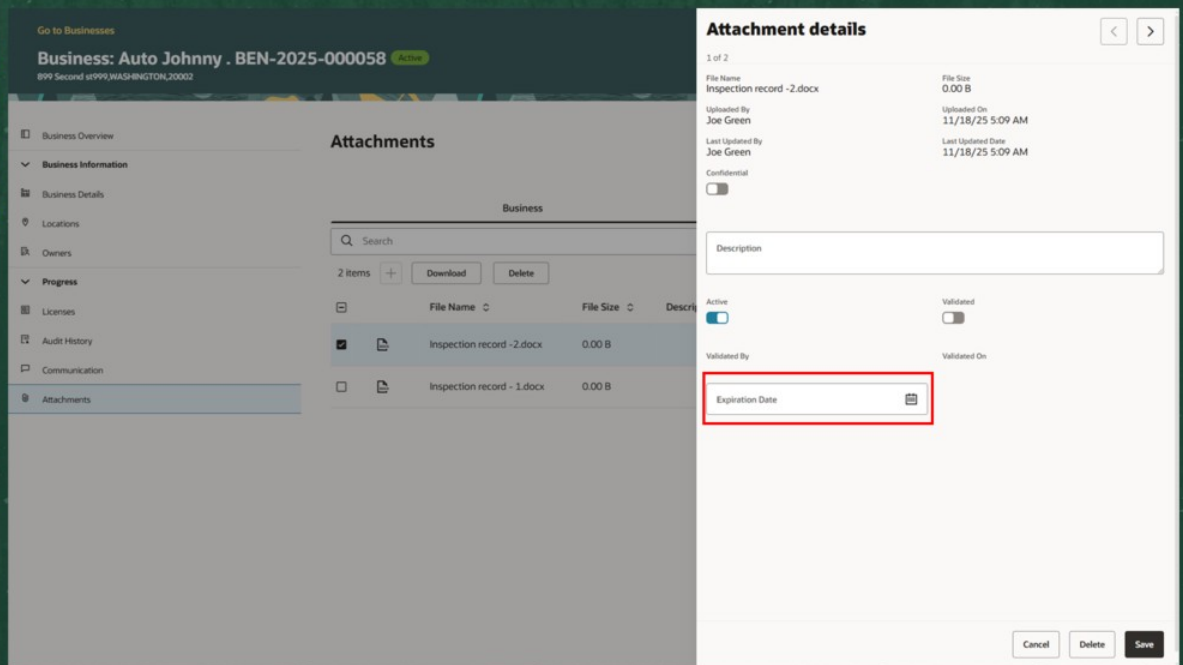


You can also search for a property address on the map.



Common Permitting and Licensing

Expiration Date Fields in Attachment Details

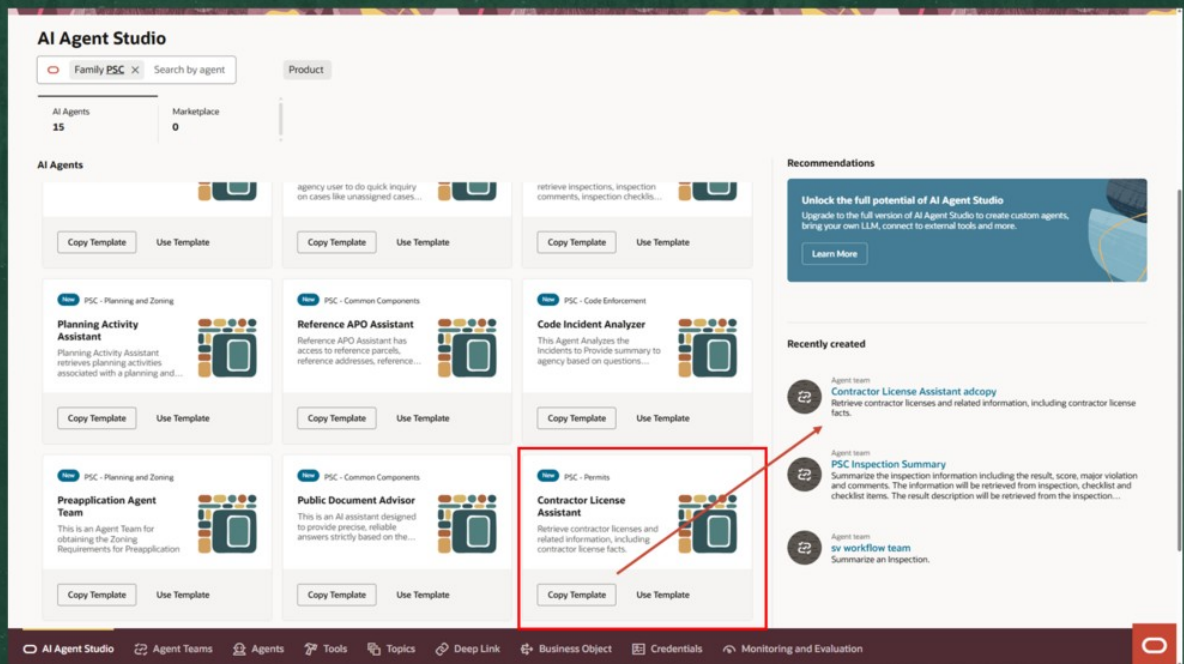


A Date field has been added to the Attachments framework on the new Redwood Experience pages. It appears in the attachment details drawer for Permit, Planning & Zoning, and Business record attachments. Entering a date indicates, when an attachment is no longer valid, helping agencies track and manage time-sensitive documents more effectively.



Common Permitting and Licensing

Embed AI Agents in Transaction Pages for Agency Staff



Agencies can now enable the AI Assist button for agency staff access to delivered or custom agents on a variety of pages displayed using the Redwood Experience interface. The Contractor License Assistant agent is one of more than ten agents available to use out-of-the-box or as a template.

Agent Teams

Contractor X Search by agent team name, cod... Family Product Tags Created By

Have questions about building better AI agents?
Get expert guidance on designing, optimizing, and scaling high-performance AI agents. Ask Oracle

1 item + Import Published Draft

Agent Team Name	Description	Agent Team Code	Family	Product	Status	Version	Created By	Tags	Actions
Contractor License Assistant adcopy	Retrieve contractor licenses and related information, including contractor license facts.	PUBLIC_SECTOR_CONTRACTOR_LICEN SE_AGENT_ADCOPY	PSC	Permits	Published	1	Joe Green		

AI Agent Studio Agent Teams Agents Tools Topics Deep Link Business Object Credentials Monitoring and Evaluation

After AI functionality is enabled for the offering, and the agent is published, you're ready to associate the AI Assist button with the agent on the extensible transaction page.

Contractors

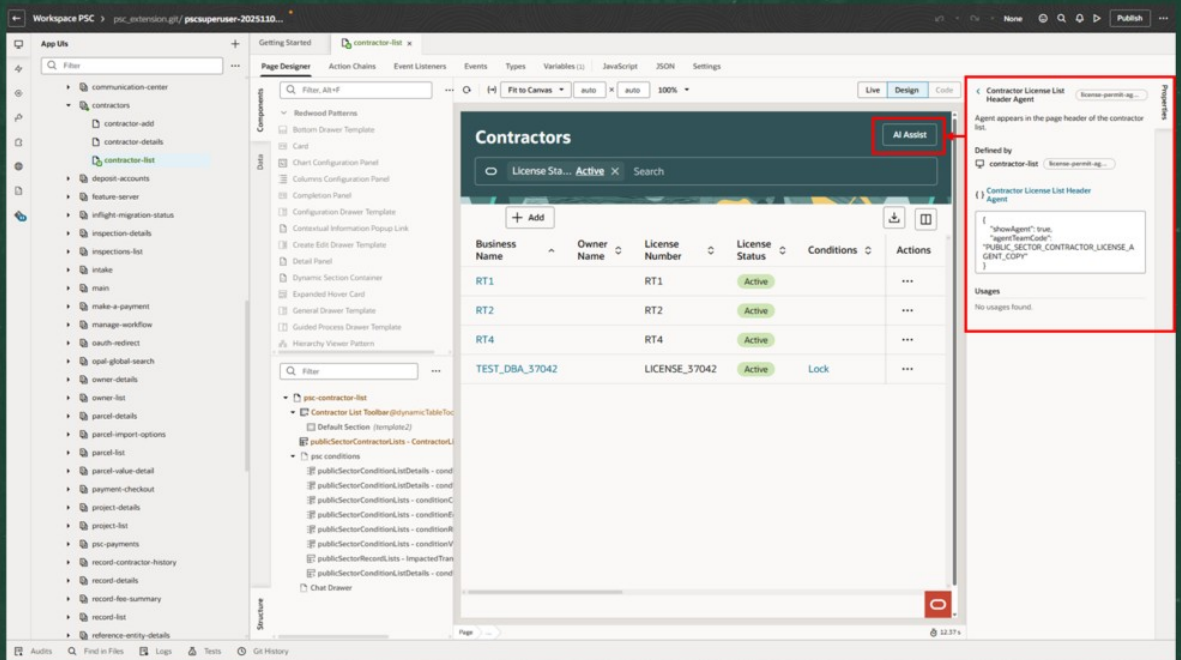
License Sta... Active X Search

Business Name	Owner Name	License Number	License Status	Conditions	License Type	Issue Date	Expire Date	Address	City	State	Postal Code	Phone	Actions
RT1		RT1	Active		Electrical contractor	12/1/21	11/30/25	1111	A and M College	TX	77843		...
RT2		RT2	Active		General Construction	11/7/24	12/31/25	111	Glendale Springs	North Carolina	28629		...
RT4		RT4	Active		General	11/10/22	12/31/25	11	Aaron	Kentucky	42602		...
TEST_DBA_37042		LICENSE_37042	Active	Lock	LICENSE		11/30/25	62 Hinton Avenue	Copperton Township	Utah	84006		...

[+ Add](#)
[Download](#)
[Print](#)

[Edit Page in Visual Builder Studio](#)

You can add access to AI-powered agents on different transaction list and detail pages, such as the agency's Contractors list. List and detail pages for addresses, parcels, businesses, and more are also delivered with express setup. Use the pencil icon to edit the page in Visual Builder Studio.



Add the agent team code to associate the agent with the AI Assist button. Once published, find information and perform the tasks at hand with the assistance of AI agents.



Common Permitting and Licensing

Transaction Data Export to GIS Data Layer for Planning, Code Enforcement, Business Licenses, and Inspections

Transaction Data Export to GIS Data Layer for Planning, Code Enforcement, Business Licenses, and Inspections

Transaction to GIS attributes mapping details

Offering: Business Licenses

Mapping Name: License Inspections

Description: For BL Inspections on layer

Feature Service: ExportPermitsToGIS

Layer: Addresses - 4

Resource: Business License Inspection

Transaction Type: Business Consultation

Map required attributes

GIS Attributes	Type	Transaction Attributes
<input type="text"/>	Number	Inspection Key
Latitude	Number	Latitude
<input type="text"/>		

Cancel Save

Confidential – Oracle Internal

In this release, export also supports data for the Planning and Zoning, Code Enforcement, and Business Licenses offerings, and inspections data for Permits and Business Licenses.

Your agency defines the mapping between the transaction attributes and respective GIS attributes on the ESRI side so that the agency can send the data to a map layer for display.



Common Permitting and Licensing

Real Time Integration with Oracle Receivables for Permits, Planning, and Business Licensing

Real Time Integration with Oracle Receivables for Permits, Planning, and Business Licensing

To improve customer service and operational efficiency, the new real-time AR integration enables agency staff to instantly synchronize financial information—such as fee balances, invoices, and payments—with the Oracle Receivables system, instead of waiting for overnight or periodic batch processing.

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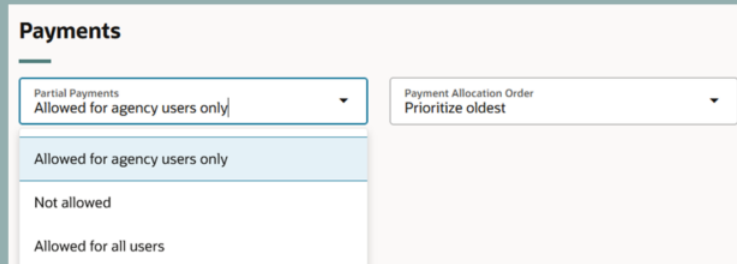


Common Permitting and Licensing

Allow for Allocation of Partial Payment to Fee Items

Allow for the Allocation of Partial Payment to Fee Items

- **When Fusion Receivables integration is enabled for Permits, Planning, and Business Licenses, partial payments received against invoices are first recorded in Fusion Receivables and then applied to the invoice.**
- Partial payments are allocated to the fee items associated with the invoice based on agency payment options: prioritize oldest or prioritize newest.



The screenshot shows a settings panel titled "Payments". It contains two main sections. The first section, "Partial Payments", has a dropdown menu currently set to "Allowed for agency users only". Below this dropdown is a list of three options: "Allowed for agency users only" (highlighted in light blue), "Not allowed", and "Allowed for all users". The second section, "Payment Allocation Order", has a dropdown menu currently set to "Prioritize oldest".


When Fusion Receivables integration is enabled for Permits, Planning, and Business Licenses, partial payments received against invoices are first recorded in Fusion Receivables and then applied to the invoice.

Partial payments are allocated to the fee items associated with the invoice based on agency payment options: prioritize oldest or prioritize newest.



Common Permitting and Licensing

New Property Information Updated Events in BRF



Property Information Updated Events

- Permit Property Information Updated
- Planning Property Information Updated
- Business License Property Information Updated

Business Rules Framework, or BRF, now includes three new events to help track updates made to property information— Permit Property Information Updated, Planning Property Information Updated, and Business License Property Information Updated.

When property details are modified for a permit, a planning application, or a business license, the change is automatically recorded on the BRF View Logs page.

This enhancement improves tracking and provides better visibility into event type, resource, timestamp, and status.



Common Permitting and Licensing

Redwood Experience for License List and Details, Business List and Details, and Confidential Attachments

Redwood Experience for License List and Details

Licenses

Effective Date 11/13/25 - 11/13/25

Expiration Date 11/13/25 - 11/13/25

Apply

5 items

License ID	License Type	Status	Conditions	Effective Date	Expiration Date	Doing Business As	Address	Balance (USD)	Actions
BL-DM-10008	BLQAORIGNOFEE	Active		7/25/21	8/9/25				
BL-DM-10009	BLQAORIGNOFEE	Active		7/25/21	8/9/25				
BL-DM-10003	BLQAORIGNOFEE	Active		7/25/21	8/9/25				
BL-DM-10004	BLQAORIGNOFEE	Active		7/25/21	8/9/25				
BL-DM-10002	BLQAORIGNOFEE	Active		7/25/21	8/9/25				

Go to Licenses

Hotel-Motel Business License • AUTO-BL-250808-00647

Auto Johnny's Restaurant, 3754547548006, 2212 SOUTHSIDE CENTER C, ALAMEDA, US-CA 94601

Expired Desc

View Certificate

Reporting Overview

Map View

Business Information

Business Details

Owner

Location

Reporting Information

Reporting Details

Reporting Activity

Conditions

Fees and Payments

Fees and Payments Summary

Additional Information

Audit History

1 item needs your attention

Reporting overdue

Reporting was due on 9/20/25

Report

General

Current Reporting Period 2025

Effective Date 8/7/25

Reporting Start Date 7/1/25

Reporting End Date 7/31/25

Next Reporting Due Date 9/20/25

Description Chain of Restaurants

Report

The enhanced Redwood user experience is available for more Permitting and Licensing features, including businesses and licenses, as well as confidential attachments. The list of licenses administered by an agency and the license parent details including license reporting are now displayed with the new look and feel...

Redwood Experience for Business List and Details

Businesses

Search

Status: Provisional at 3

5 items

Legal Name	Business	Status
Tech Constructions	BUS-NOV-00001	Provisional
Anne's Band of Hammers	BUS-JUN-00022	Active
Best Hotel	BUS-JUL-00023	Active
Air and Water Taxi are us	BUS-OCT-00001	Provisional
abc business	BUS-OCT-00002	Provisional

Business: Best Hotel . BUS-JUL-00023 Active

123 Main St,Pleasanton,94588

Business Overview

- Business Information
- Business Details
- Locations
- Owners
- Progress
- Licenses
- Audit History
- Communication
- Attachments

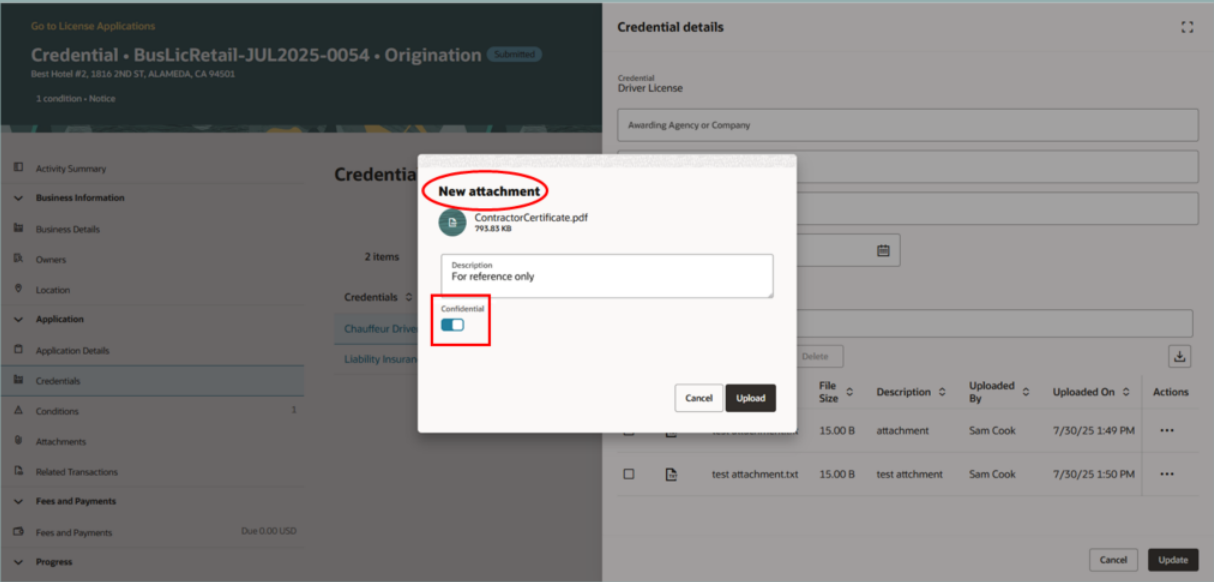
General

Legal Name: Best Hotel
Ownership Type: CORPORATION
Address: 123 Main St,Pleasanton,CA,CA,Pleasanton,US,94588
Status: Active
Hide Business from Public View: No

Renew Licenses
View License Certificates
Apply for New License

...as are the business records associated with licenses and license activity.

Redwood Experience for Confidential Attachments



Confidential attachments for Business Licenses provide for the secure handling and management of sensitive documents.

This completes the feature descriptions for Common Permitting and Licensing.