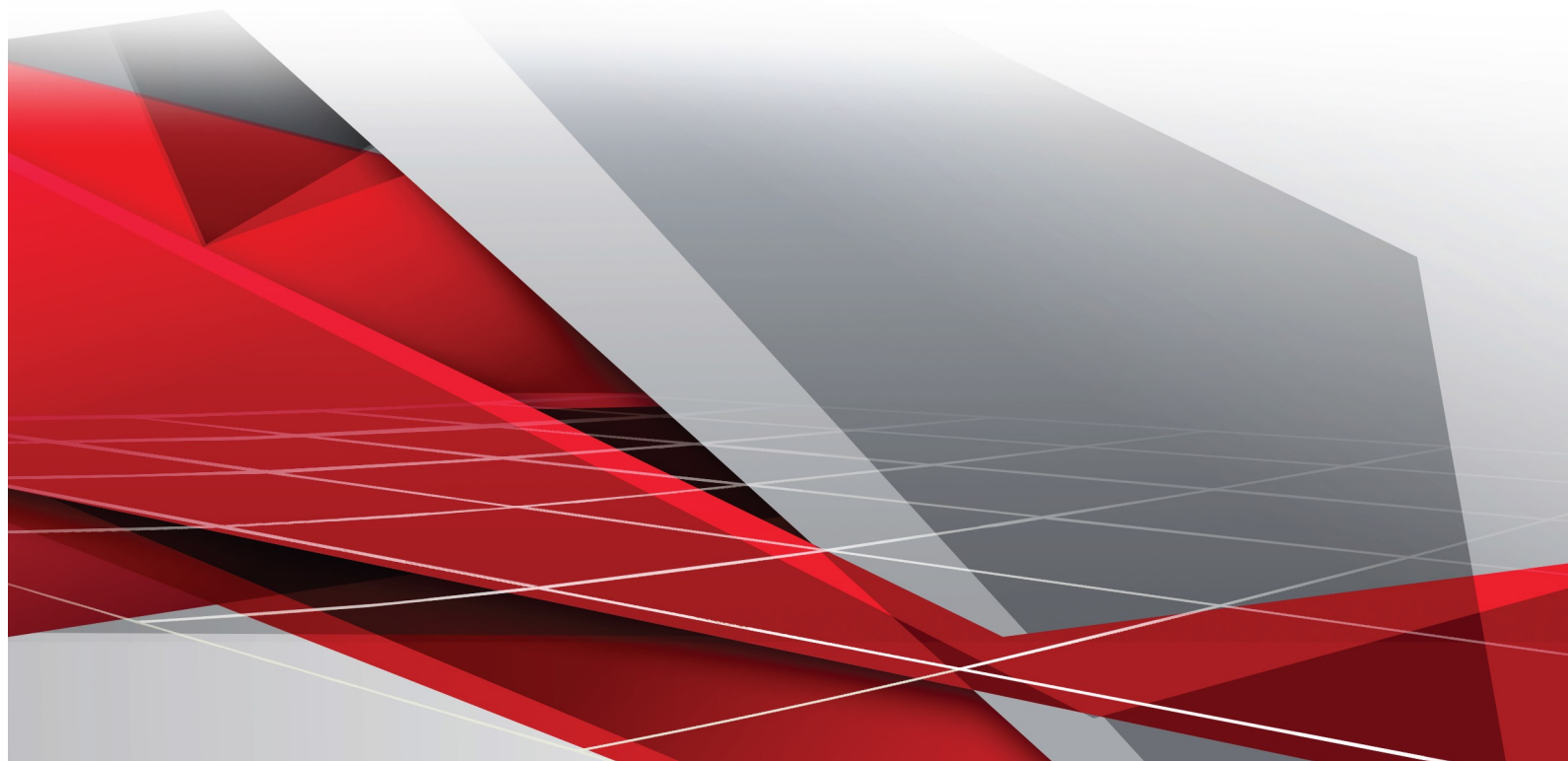


Oracle

Field Service Cloud / Oracle Service Cloud Integration using ICS

Release **February 2017**



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Preface

This document describes the integration between Oracle Field Service Cloud (OFSC) and Oracle Service Cloud (OSvC) using the Oracle Integration Cloud Service (ICS). It covers the requirements, setup and usage of the integration.

This integration is designed to demonstrate how an integration scenario could be built using the public integration and extension capabilities of Oracle Field Service Cloud (OFSC) and Oracle Service Cloud (OSvC) using Oracle Integration Cloud Service (ICS).

This integration is provided to help customers and partners confidently leverage our platform and proven design patterns to meet their own unique needs.

In the pages that follow, we document the detailed setup steps required to deploy the integration.

This guide accompanies the files that contain the necessary components to setup and demonstrate the MVP (Minimum Viable Product) integration presented here.

It is a starting point that shows how Oracle Service Cloud and Oracle Field Service Cloud can be connected to create a value-added business process and user experience. An implementer must enter the documented configurations and install the documented patches to create the MVP integration.

However, it is not meant to be a turnkey solution. Each customer's implementation of Oracle Service Cloud and Oracle Field Service Cloud is unique, and each customer has different needs that have led them to implement customizations that support their unique business requirements. While the steps in this document describe how to connect a non-customized Oracle Service Cloud instance to a non-customized Oracle Field Service Cloud instance, they could be combined with other customizations that have already been applied to a customer's instances.

Although the code delivered through the Accelerator Program has been developed thoughtfully, you should test and review it thoroughly in your own environment to ensure it meets your specific goals, including security and scalability.

Disclaimer: The sample code and content of this document is not certified or supported by Oracle; it is intended for educational or testing purposes only.

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Comments and Suggestions

If you find an error or want to suggest enhancements to our documentation, please take one of the following surveys:

- For web-based user guide, <http://documentation.custhelp.com/ci/documents/detail/5/4/12>.
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Thank you for helping us improve our documentation.

1 Integration Requirements

In order to configure the OFSC / OSvC integration using ICS, the following are required:

Software

1. Oracle Field Service Cloud instance, version 17.2 or greater.
2. Oracle Service Cloud instance, version 16.8 or greater.
3. Oracle Integration Cloud Service instance.

Files

Download the following files:

1. ICS Integration par file (OFSC-OSvC.par).
2. Setup script to migrate OFSC resources to OSvC.
3. OSvC Custom Object XML.

2 Integration Setup

This section will discuss how to configure the integration.

❗ Important: The username used to configure Integration Cloud Service and Oracle Field Service Cloud must match for echo suppression. The default username is *icsuser*. To use a different username, see the section [Modifying the Echo Suppression User](#).


Configuring Integration Cloud Service

Importing integration par file and activating integrations within ICS.

Steps

1. Save the integration par file OFSC-OSvC.par in your local folder.
2. Login to your ICS instance, and select Packages from the list of items shown in the home screen.

Also Learn About




Create Lookups

Lookups
Map the different values used by your applications to describe the same things, like country or state codes.

[Learn More](#)

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View Packages

Packages
Group related integrations into a single package to make them easy to import and export. You create a package when you create an integration.

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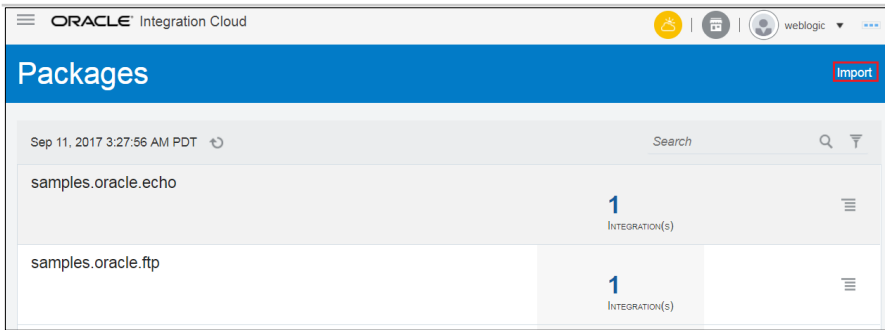
Create Agents

Agents
Connect to on-premise applications.

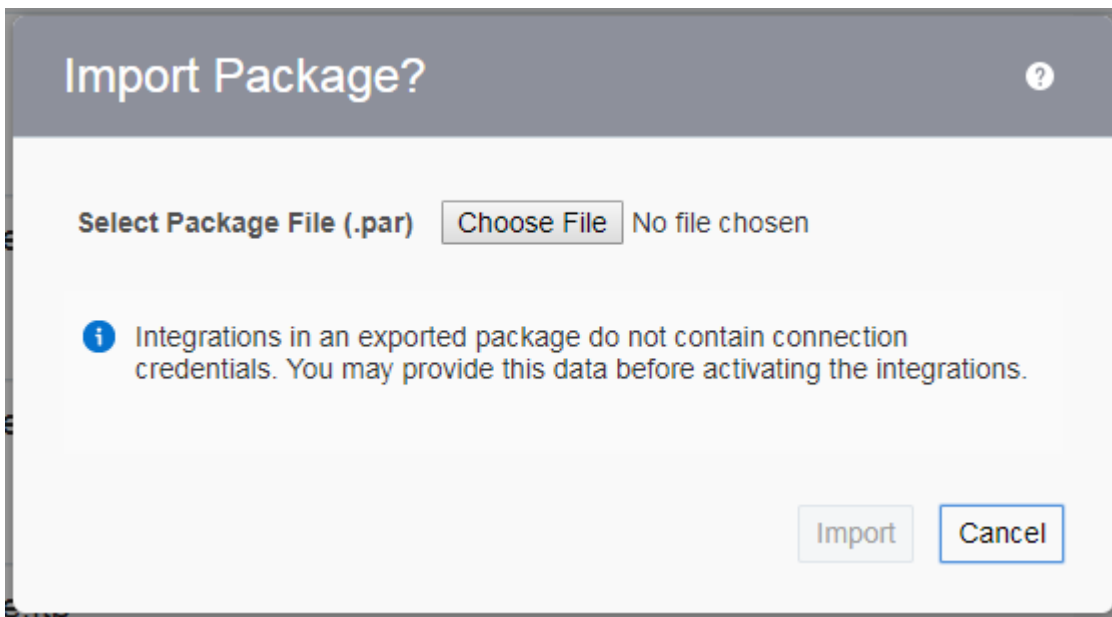
[Learn More](#)

[Show Me](#)

3. Click the **Import** button on the packages screen.



4. Click the **browse** button on the *Import Package* window and open the integration par saved in your local machine. Then click the **Import** button.



5. Go to the *Connections* page by clicking **Connections** from the list of items displayed on the left of screen.

OFSC-OSvC Integration Using ICS

The screenshot shows the Oracle Integration Cloud Designer interface. The left sidebar contains a menu with items: Integrations, Connections (highlighted with a red box), Lookups, Packages, Agents, Adapters, and Libraries. The main panel displays the 'Packages' page with a table of integration packages. The table has three columns: Package Name, Integration Count, and Actions. The packages listed are OFSC-OSvC (6 integrations), samples.oracle.callout (1 integration), and samples.oracle.echo (1 integration). The 'Import' button is visible in the top right corner.

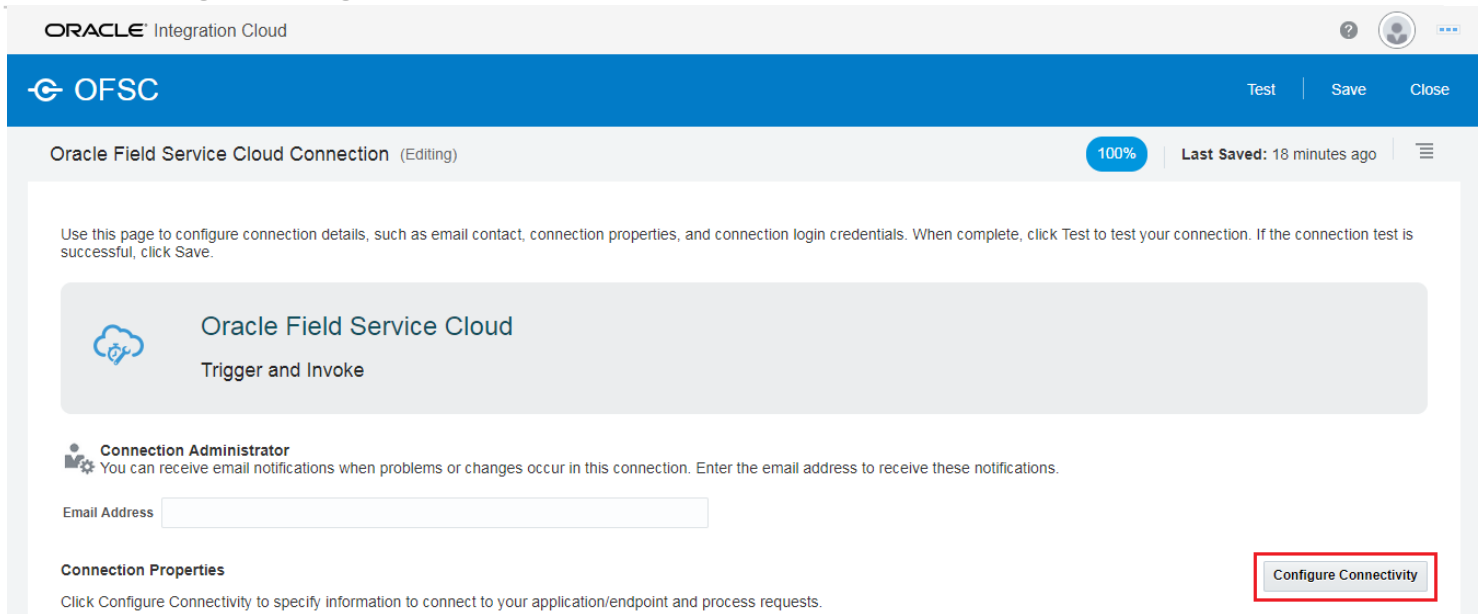
Package Name	Integration Count	Actions
OFSC-OSvC	6 INTEGRATION(S)	[Menu Icon]
samples.oracle.callout	1 INTEGRATION(S)	[Menu Icon]
samples.oracle.echo	1 INTEGRATION(S)	[Menu Icon]

6. Edit the OFSC connection. Select **Edit** from the connection Actions menu.

The screenshot shows the Oracle Integration Cloud Designer interface with the 'Connections' page selected. The left sidebar menu has 'Connections' highlighted. The main panel displays a table of connections. The first connection is 'NEW OFSC' (ORACLE FIELD SERVICE CLOUD) used by 6 integrations. The second connection is 'NEW OSvC' (ORACLE RIGHTNOW) used by 6 integrations. The third connection is 'OFSC F2F'. The 'Edit' button in the Actions menu for the 'NEW OFSC' connection is highlighted with a red box. The Actions menu also includes View, Clone, Delete, and Refresh Metadata options.

Connection Name	Cloud	Used by	Actions
NEW OFSC	ORACLE FIELD SERVICE CLOUD	6 Integrations	[Menu Icon] Edit, View, Clone, Delete, Refresh Metadata
NEW OSvC	ORACLE RIGHTNOW	6 Integrations	[Menu Icon]
OFSC F2F			[Menu Icon]

7. Configure connectivity by clicking the **configure connectivity** button.



ORACLE Integration Cloud

OFSC

Test | Save | Close

Oracle Field Service Cloud Connection (Editing) 100% Last Saved: 18 minutes ago

Use this page to configure connection details, such as email contact, connection properties, and connection login credentials. When complete, click Test to test your connection. If the connection test is successful, click Save.

Oracle Field Service Cloud
Trigger and Invoke

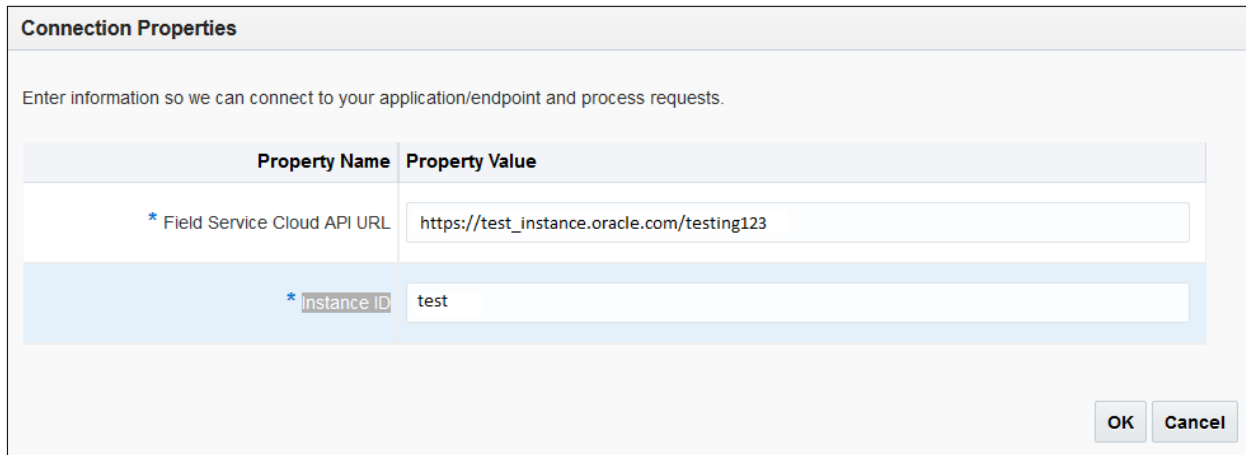
Connection Administrator
You can receive email notifications when problems or changes occur in this connection. Enter the email address to receive these notifications.

Email Address

Connection Properties
Click Configure Connectivity to specify information to connect to your application/endpoint and process requests.

Configure Connectivity

8. In the *connection properties* window, fill in the *Field Service Cloud API URL* and *Instance ID*. Then click the **OK** button.



Connection Properties

Enter information so we can connect to your application/endpoint and process requests.


Property Name	Property Value
* Field Service Cloud API URL	<input type="text" value="https://test_instance.oracle.com/testing123"/>
* Instance ID	<input type="text" value="test"/>


OK Cancel

9. Click the **Configure Security** button in the edit connection screen.

Connection Properties


Click Configure Connectivity to specify information to connect to your application/endpoint and process requests.


 Field Service Cloud API URL `https://test_instance.oracle.com/testing123`


 Instance ID `test`

Security

Click Configure Security to specify the login credentials to access your application/endpoint.

 Security Policy `Basic Authentication`

 Username

 Password

Configure Connectivity

Configure Security

- In the *Credentials* window, fill in the username, password and confirm password details. Click the **OK** button.

Credentials

You can configure the Security Policy for this connection. Please select the Security Policy.

Security Policy Basic Authentication ▼

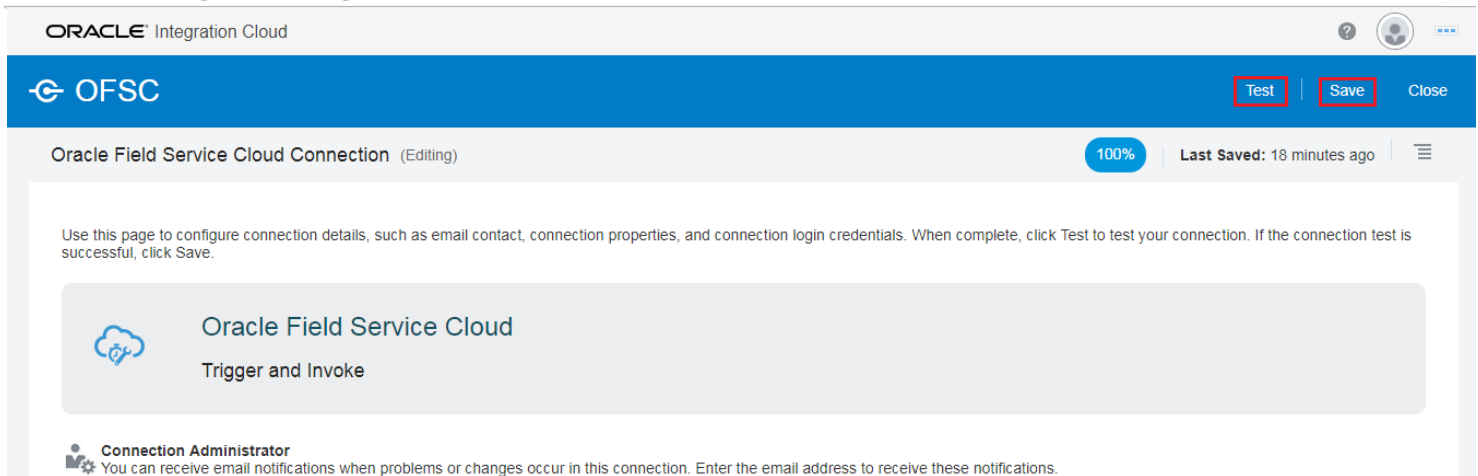
Your application/endpoint requires that users and services provide security credentials for access. Specify the login credentials below.

Property Name	Property Value
* Username	<input type="text" value="icsuser"/>
* Password	<input type="password" value="*****"/>
* Confirm Password	<input type="password" value="*****"/>

OK

Cancel

- Save and test the connection by clicking the **Save** and **Test** buttons on the edit connection toolbar.



ORACLE® Integration Cloud

OFSC

Test Save Close

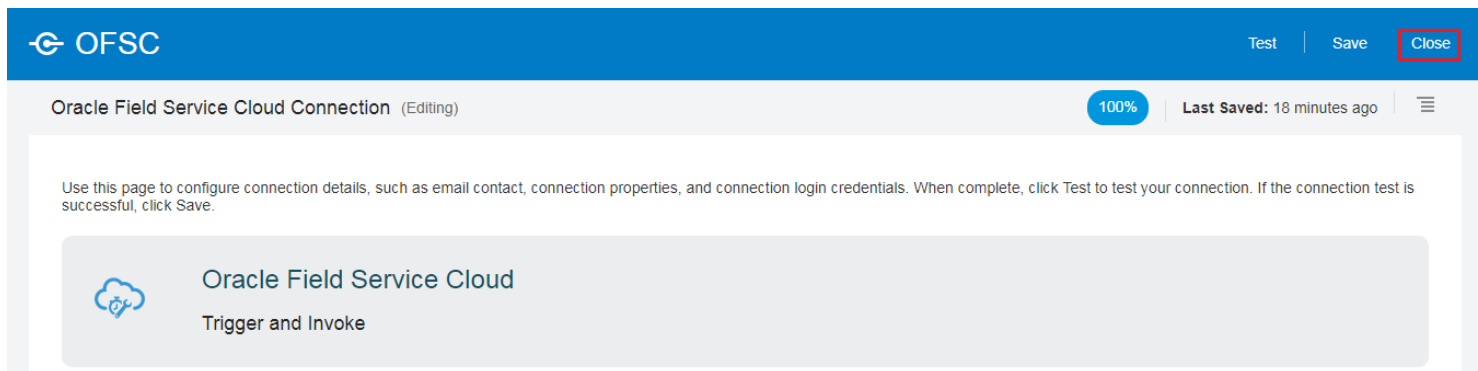
Oracle Field Service Cloud Connection (Editing) 100% Last Saved: 18 minutes ago

Use this page to configure connection details, such as email contact, connection properties, and connection login credentials. When complete, click Test to test your connection. If the connection test is successful, click Save.

Oracle Field Service Cloud
Trigger and Invoke

Connection Administrator
You can receive email notifications when problems or changes occur in this connection. Enter the email address to receive these notifications.

12. If the connection test is successful, the message "Connection OFSC was tested successfully." will be displayed. Then click the **Close** button.



OFSC

Test Save Close

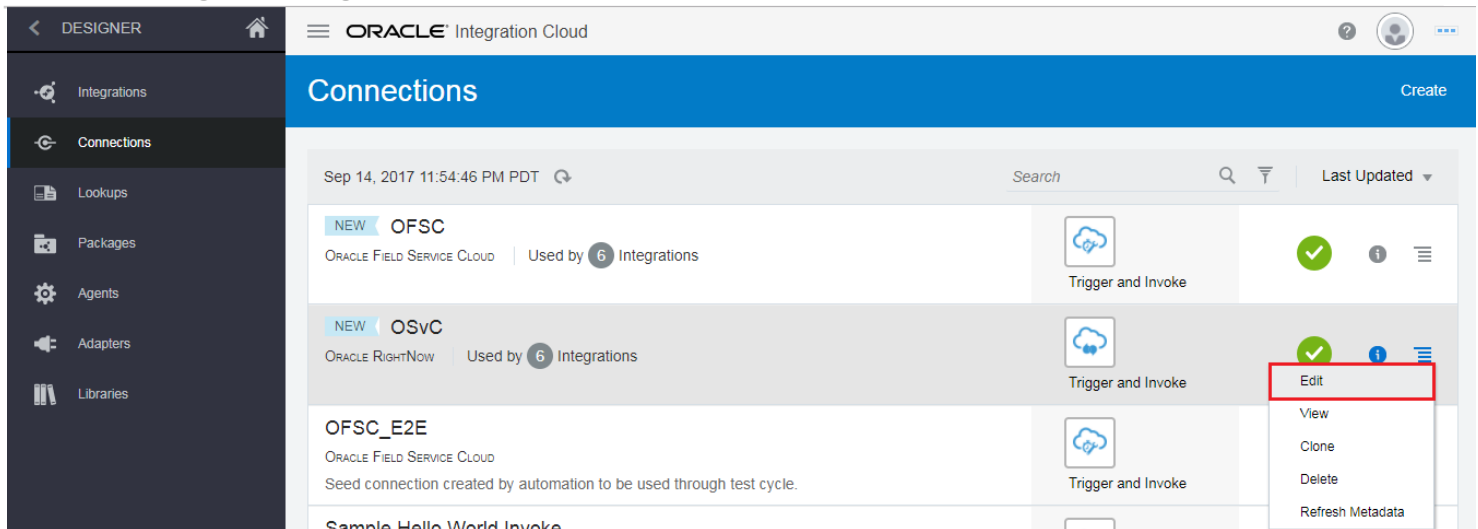
Oracle Field Service Cloud Connection (Editing) 100% Last Saved: 18 minutes ago

Use this page to configure connection details, such as email contact, connection properties, and connection login credentials. When complete, click Test to test your connection. If the connection test is successful, click Save.

Oracle Field Service Cloud
Trigger and Invoke

13. Edit the OSvC connection by selecting **Edit** from the *connection Actions* menu.

OFSC-OSvC Integration Using ICS



14. Configure connectivity by entering the *WSDL URL* for OSvC.

Connection Properties

Enter information so we can connect to your application/endpoint and process requests.

Property Name	Property Value
* WSDL URL	<input type="text" value="https://testing123.qb.lan/cgi-bin/test123456.cfg/services/soap?wsdl"/>

OK Cancel

15. In the *Credentials* window, fill in the username, password and confirm password details. Click the **OK** button.

Credentials

You can configure the Security Policy for this connection. Please select the Security Policy.

Security Policy

Your application/endpoint requires that users and services provide security credentials for access. Specify the login credentials below.

Property Name	Property Value
* Username	icsuser
* Password	••••••
* Confirm Password	••••••

OK Cancel

16. Save and Test the connection. Then click the **Close** button.

17. Click Integrations in the side menu to see all pre-built integrations in the OFSC-OSvC.par file.

DESIGNER

ORACLE Integration Cloud

Connections Create

Sep 15, 2017 12:05:18 AM PDT

Search

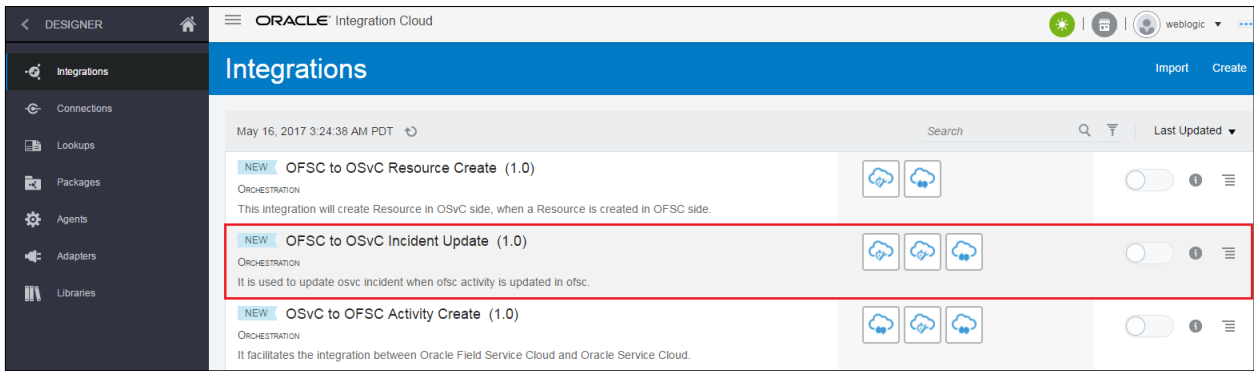
Last Updated

NEW	OFSC	Trigger and Invoke	✓	ⓘ	⋮
	ORACLE FIELD SERVICE CLOUD Used by 6 Integrations				
NEW	OSvC	Trigger and Invoke	✓	ⓘ	⋮
	ORACLE RIGHTNOW Used by 6 Integrations				

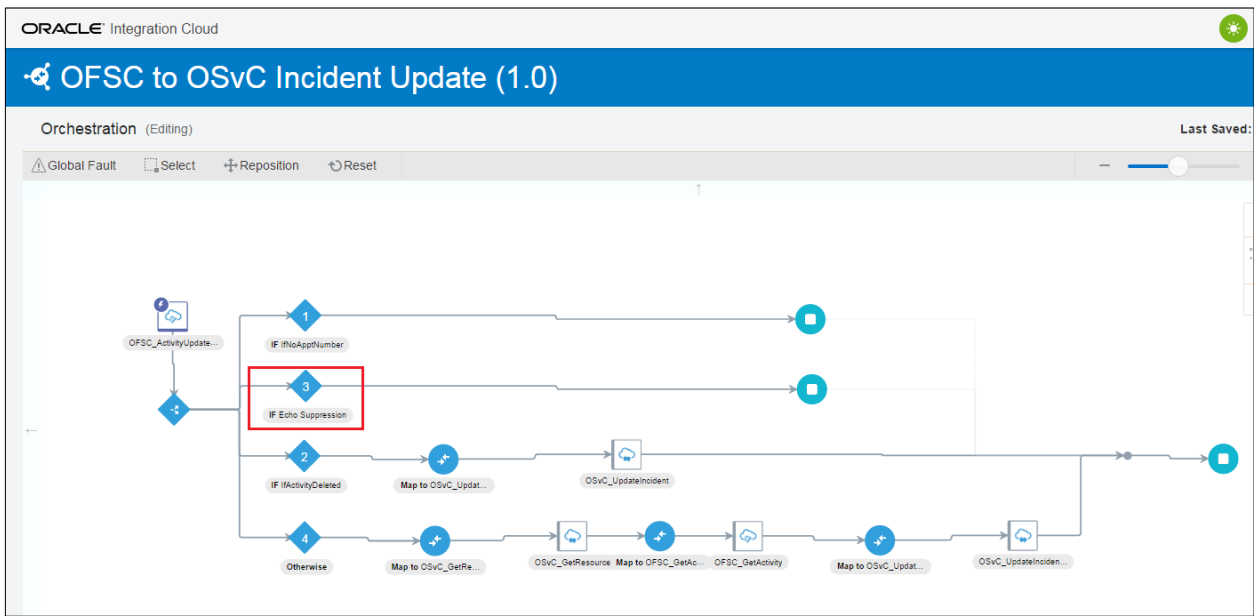
Modifying the Echo Suppression User

Steps

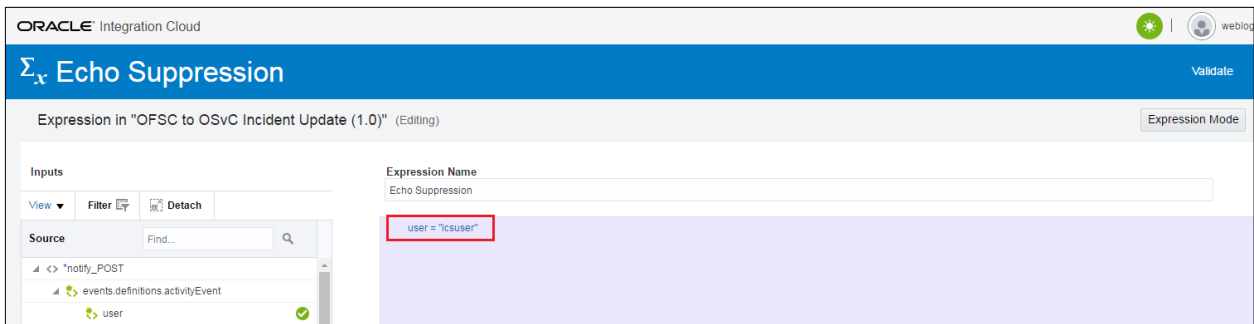
1. Select *OFSC to OSvC Incident Update* integration.



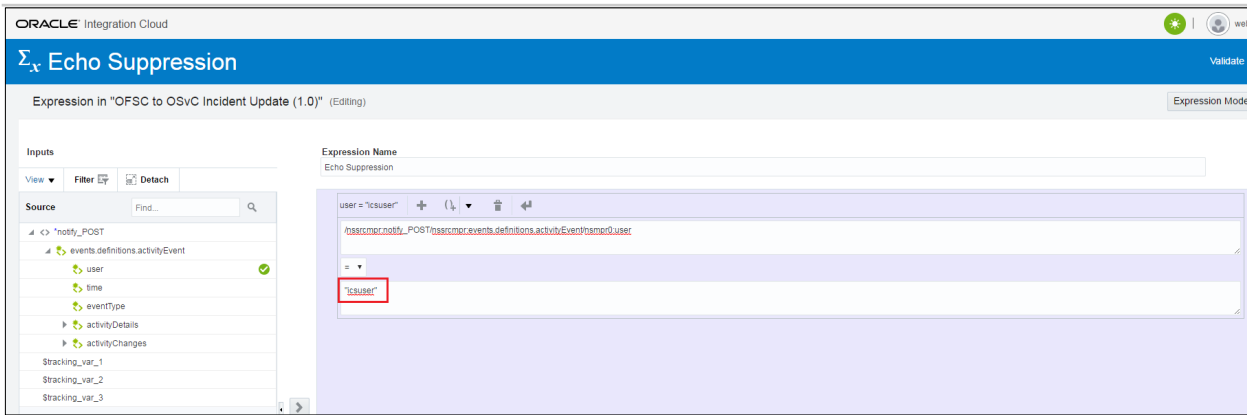
2. Open the *If Echo Suppression* edit screen.



3. Click to edit the user.



4. Modify the name of the user to match the username used to configure ICS in OFSC.



Configuring Oracle Field Service Cloud

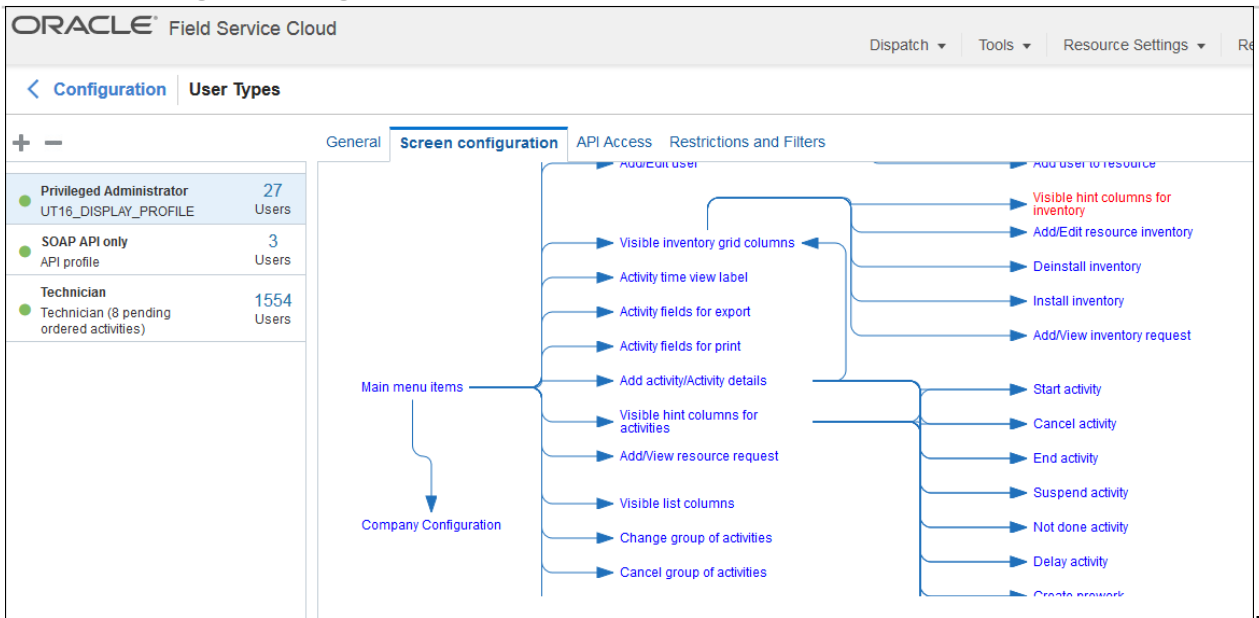
The ICS connection must be configured within OFSC.

Adding the ICS configuration option to OFSC

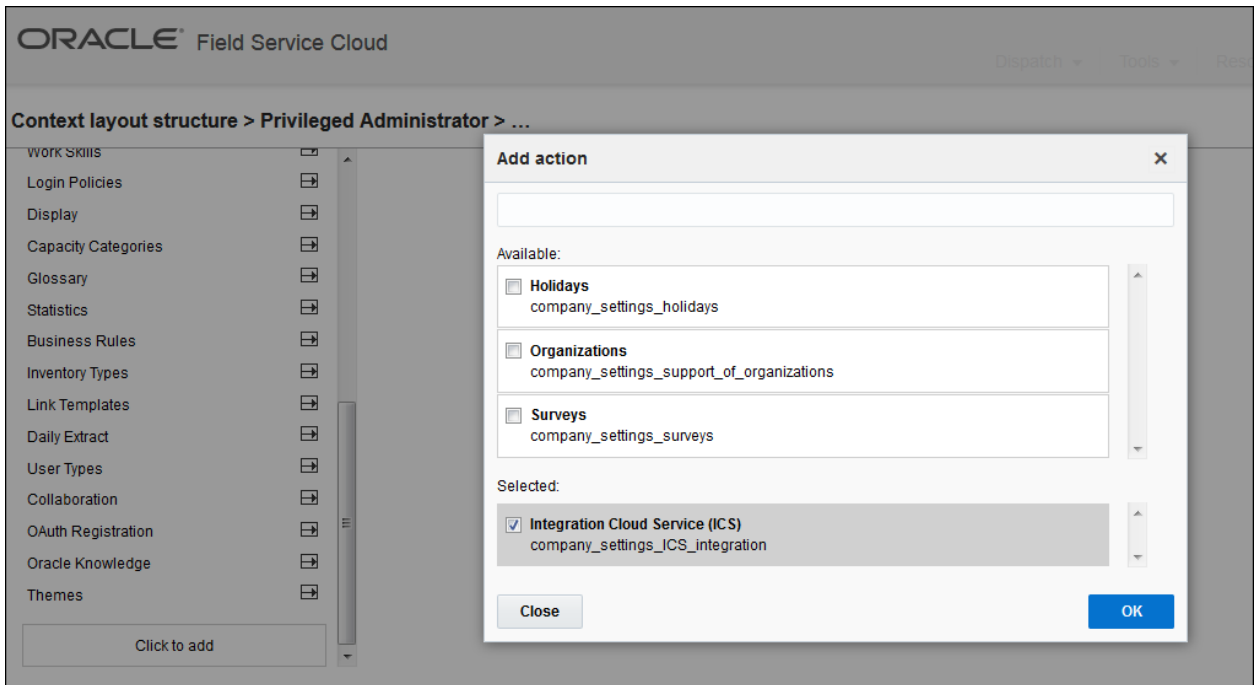
The ICS configuration option may not be visible within the OFSC instance. If it is not visible, add a new visibility for the menu option, as follows.

Steps

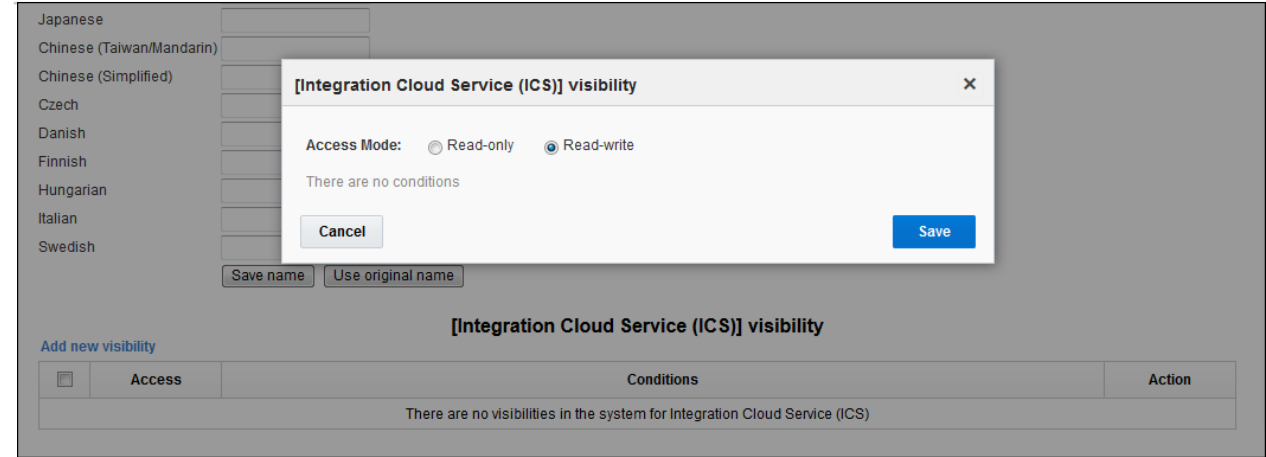
1. Go to *Configuration - User Types*. Select the appropriate user profile and go to screen configuration.



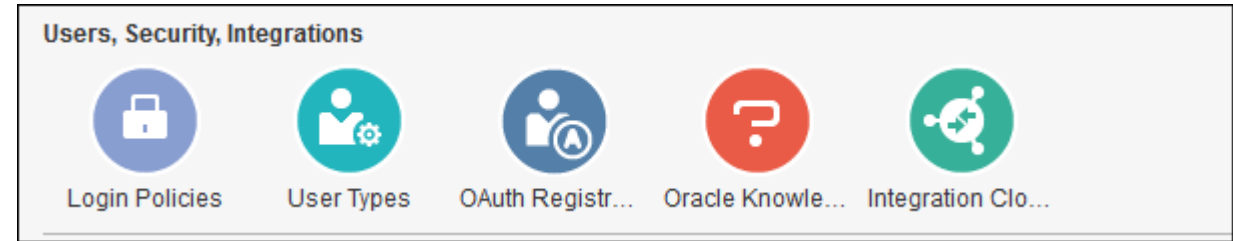
2. Select company configuration. Add the *Integration Cloud Service (ICS)* action to the menu list.



3. Add a new visibility (read/Write) then select Save.



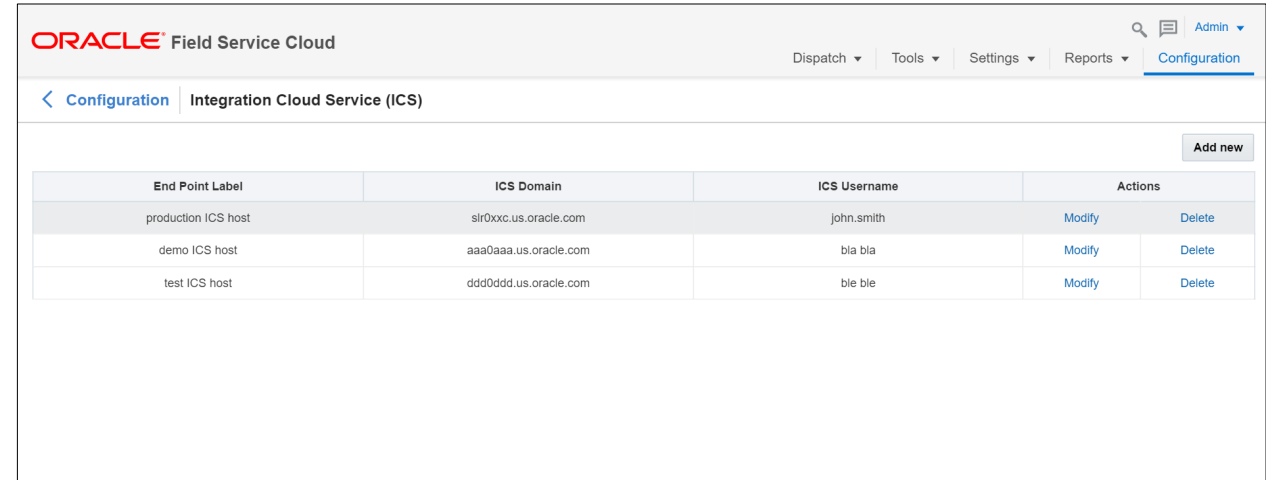
4. The ICS configuration option shows up under the users, security integrations section of the configuration menu.



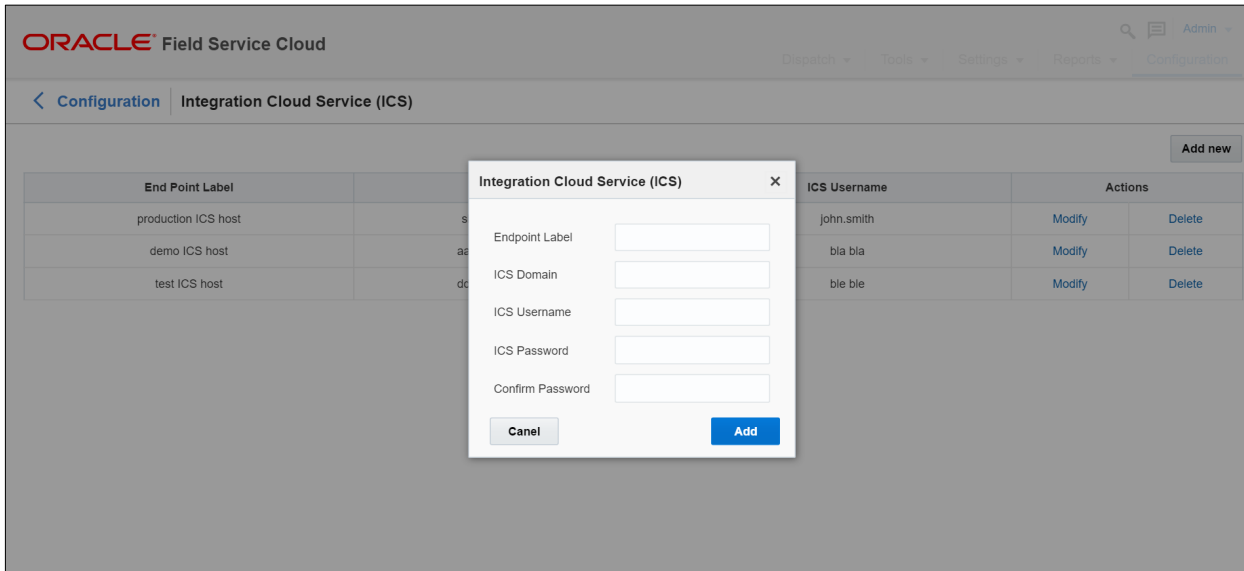
Once the *Integration Cloud Service* option is available, a new ICS configuration can be added.

Adding a new ICS configuration

Steps



1. Click **Add new**.



2. Enter the details of the ICS connection:

Endpoint Label: The identifier of the integration within OFSC

ICS Domain: Enter the host name for ICS domain (e.g. slr0xxc.us.oracle.com)

ICS Username: Login name for ICS domain

ICS Password: Enter password for ICS domain

Confirm Password: Confirm ICS domain password

Modify or Delete an existing ICS connection

Once a connection has been added, it can be modified or deleted.

Modify - Change the details of the selected configuration.

The screenshot shows the Oracle Field Service Cloud interface. The top navigation bar includes 'Dispatch', 'Tools', 'Settings', 'Reports', and 'Configuration'. The main header is 'ORACLE Field Service Cloud'. The left sidebar shows 'Configuration' and 'Integration Cloud Service (ICS)'. The main content area displays a table with three rows: 'production ICS host', 'demo ICS host', and 'test ICS host'. A modal form titled 'Integration Cloud Service (ICS)' is open, showing fields for 'Endpoint Label' (production ICS host), 'ICS Domain' (slr0xxc.us.oracle.com), 'ICS Username' (john.smith), 'ICS Password' (masked with dots), and 'Confirm Password' (masked with dots). The modal has 'Cancel' and 'Submit' buttons.

Delete - Remove the selected configuration from the list.

The screenshot shows the Oracle Field Service Cloud interface. The top navigation bar includes 'Dispatch', 'Tools', 'Settings', 'Reports', and 'Configuration'. The main header is 'ORACLE Field Service Cloud'. The left sidebar shows 'Configuration' and 'Integration Cloud Service (ICS)'. The main content area displays a table with three rows: 'production ICS host', 'demo ICS host', and 'test ICS host'. A modal form titled 'Confirm ICS Instance Deletion' is open, showing the message 'ICS Instance will be Deleted. Are you sure?'. The modal has 'Cancel' and 'Confirm' buttons.

Configuring Oracle Service Cloud

Run the initial setup script

Running the script will migrate resources from OFSC to OSvC.

Steps

1. Save the migration-script folder in your local machine.

Linux users:

2. Navigate to Linux folder inside Script folder in command prompt.
3. Update the config.txt file with the application connection details and login credentials
4. Run script by entering command `./getResources.sh`

❗ Important: The Linux script requires Oracle or Red Hat Linux version 7 and above.

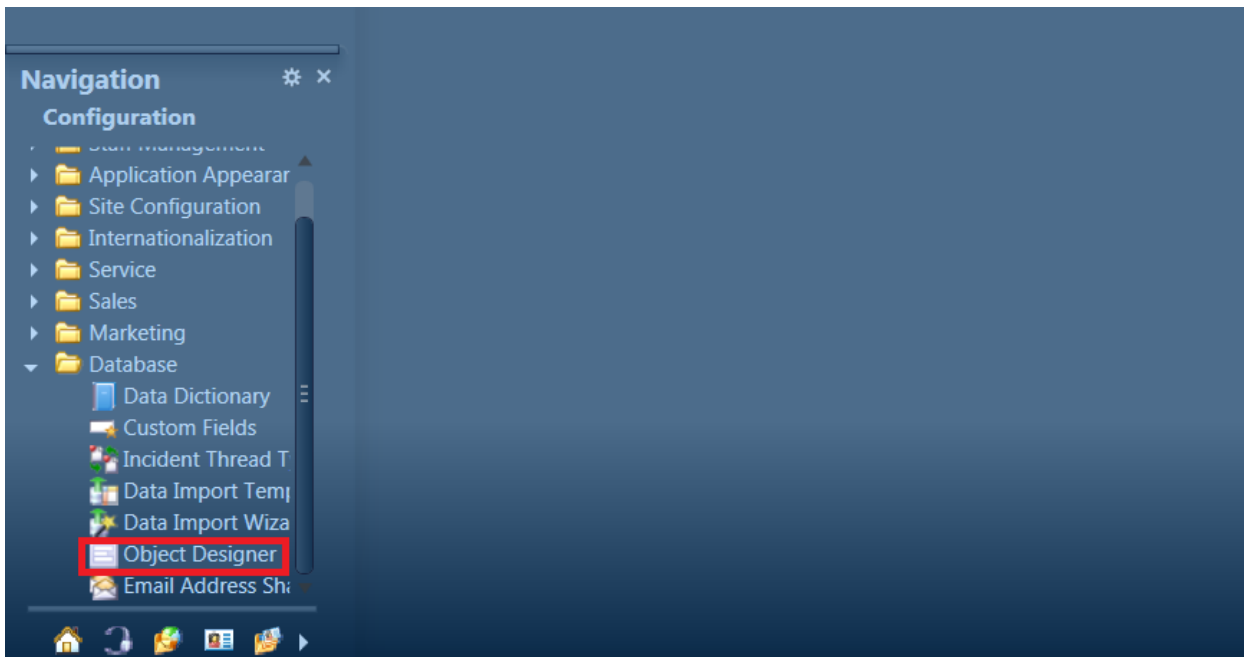
Windows users:

1. Navigate to Windows folder inside Script folder in windows power shell.
2. Update the config.txt file with the application connection details and login credentials
3. Run script by entering command `./getResource.ps1`

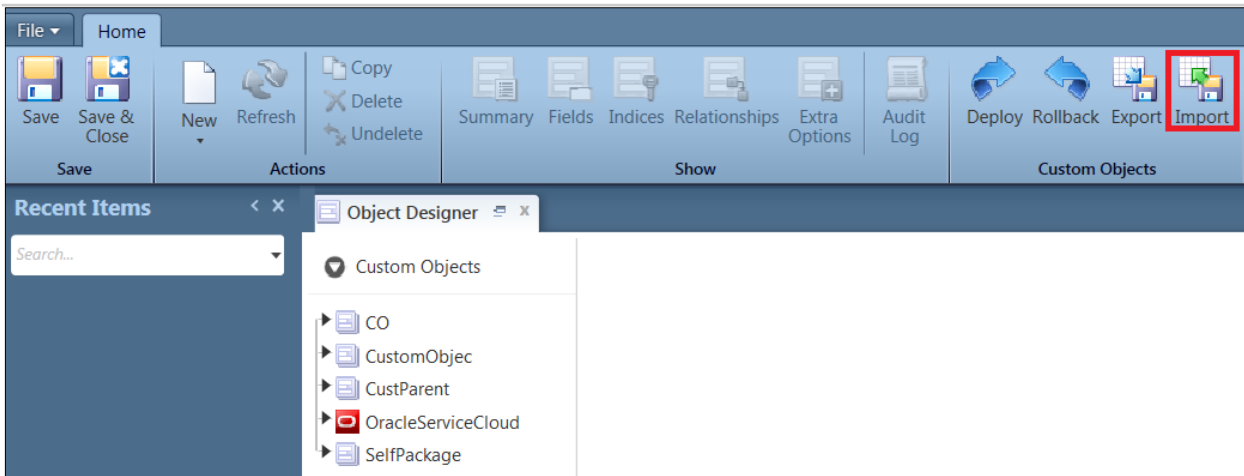
Importing custom objects in OSvC

Steps

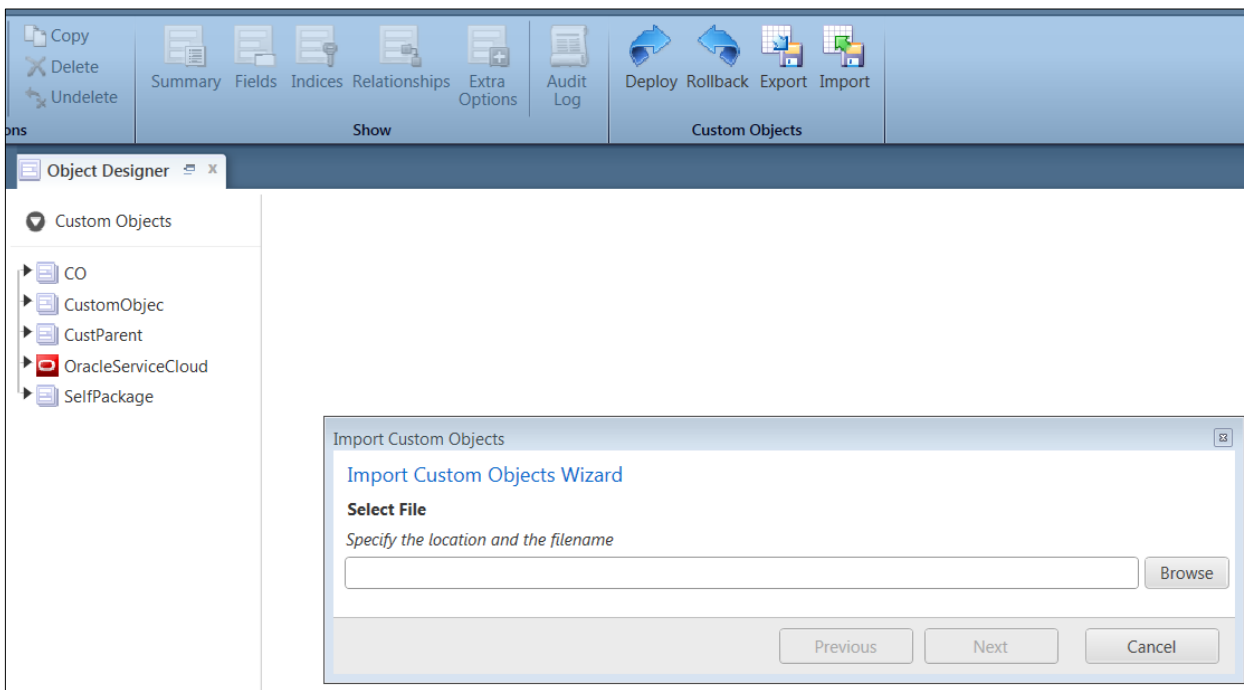
1. Login to the OSvC console.
2. In the navigation pane, select **Configuration** and then open the *Object Designer* under Database.



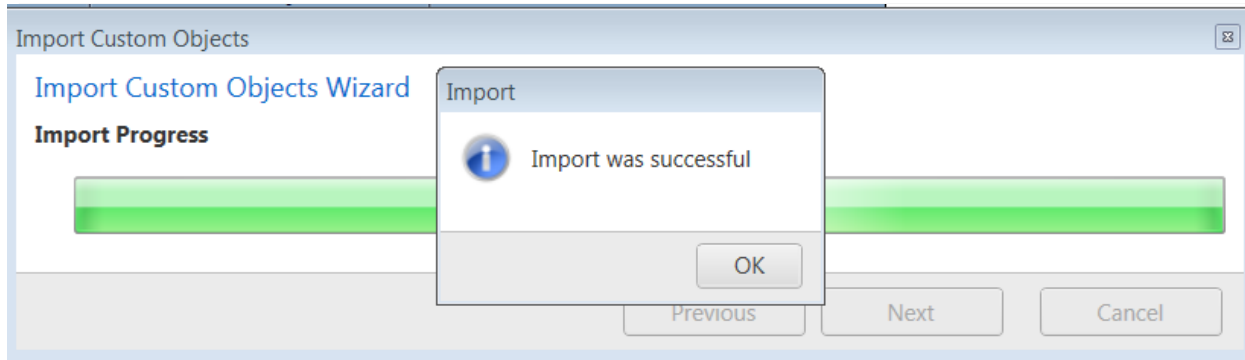
3. Import CustomObjects.zip by clicking the **Import** ribbon button in the Object Designer.



4. This will open the Import Custom Object Wizard. In the wizard browse and open the CustomObjects.zip file saved in your local folder. Click **Next**.



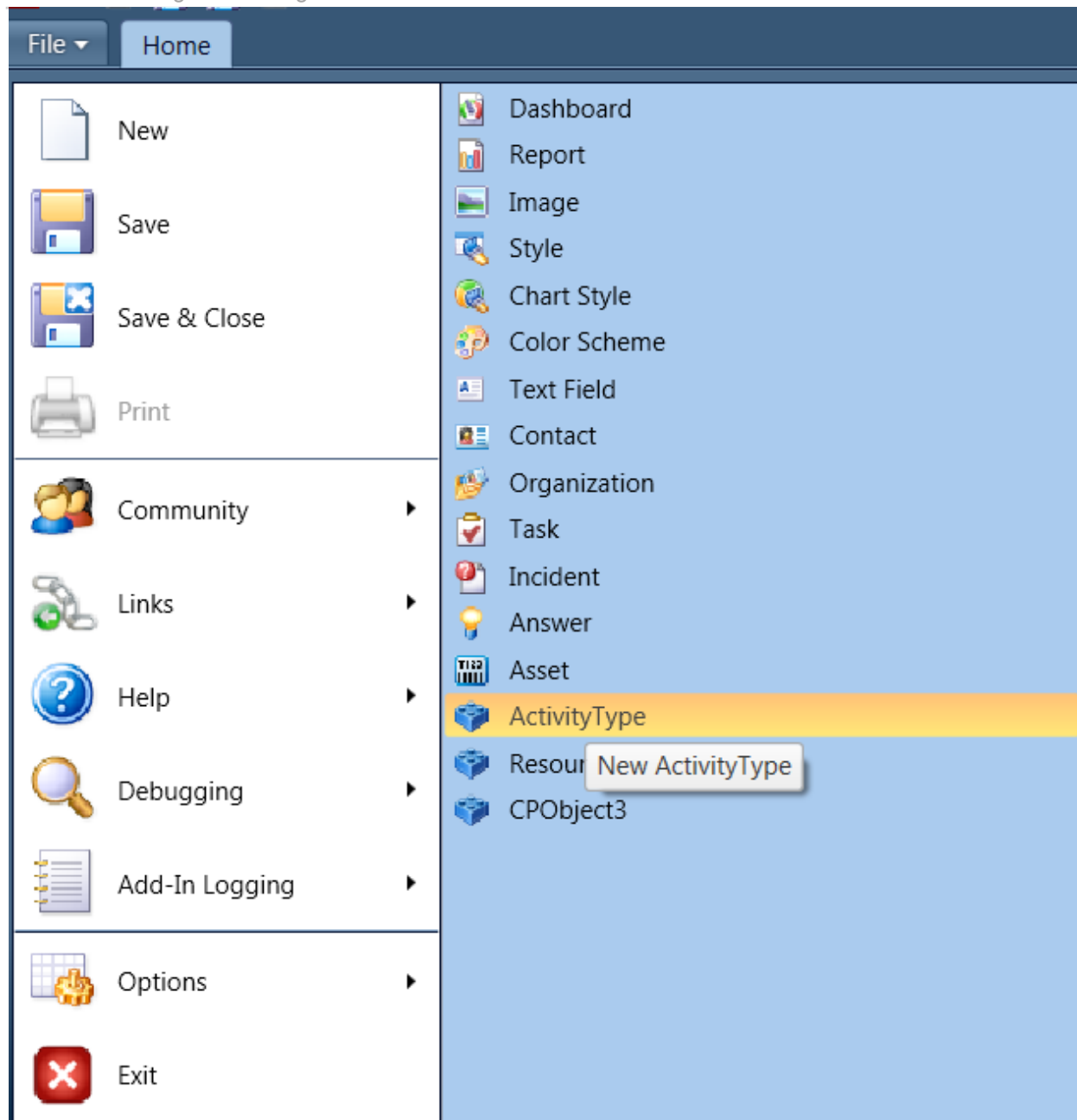
5. Import progress bar will be shown and once import is complete, an "Import was successful" message will be returned. Click **OK**.



Creating Activity Types in OSvC

Steps

1. From the *File* menu, open the *ActivityType* workspace.



2. Create a new *ActivityType* by filling in the required fields, the name and OFSC_ID of the activity type.

The screenshot shows a web application window with three tabs: 'New ActivityType', '170301-000000', and 'Reports Explorer'. The 'New ActivityType' tab is active. It contains a form with the following fields:

- ID**: A text field with the value 'Not available'.
- Name ***: A text field with a red border, indicating it is required.
- OFSC_ID ***: A dropdown menu with a red asterisk, indicating it is required.

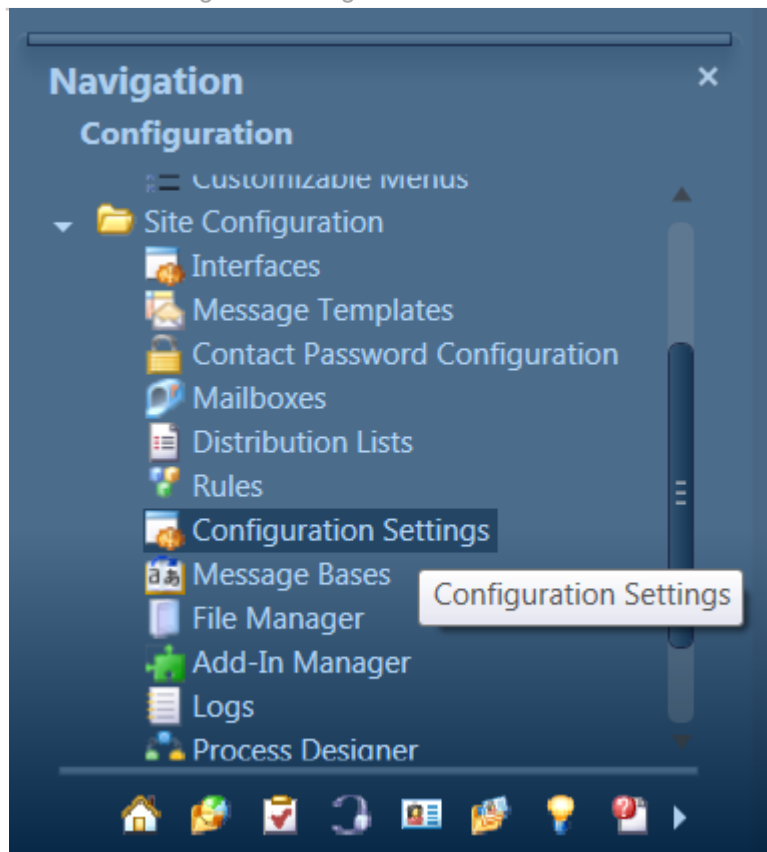
Below the form, there is a 'New Tab 1' button.

3. Save the *ActivityType*.

Configure Verb settings in OSvC

Steps

1. From the *Navigation* menu, go to *Configuration -> Site Configuration* and open *Configuration Settings*.



2. In the *Configuration Settings* screen, enter "EVENT_NOTIFICATION%" in the *Key* field and click the *search* button.

The screenshot shows the 'Configuration Settings' window with a search bar and a table of configuration parameters. The table has columns for Key, Description, Default Value, and Value. The parameters are related to Event Notification settings.

Key	Description	Default Value	Value
EVENT_NOTIFICATION_ENA	Enables use of the event notification subscription feature. This allows customers to create subscriptions for different events in Oracle Service Cloud (for example, contact create or organization update), and to specify a SOAP endpoint to which notifications will be delivered when those events occur. Default is disabled (No).	No	Yes
EVENT_NOTIFICATION_MAPI	Stores the password to be used by consumers of the event notification feature to post requests to Oracle Service Cloud's Managed APIs. Only used if EVENT_NOTIFICATION_ENABLED is true. Default is blank.	*****	*****
EVENT_NOTIFICATION_MAPI	Specifies a comma-separated list of IP ranges from which messages posted to Oracle Service Cloud's Managed APIs by users of the event notification feature will be accepted. If the list is empty, no restrictions are enforced on the request source. Only used if EVENT_NOTIFICATION_ENABLED is true. Default is blank.		
EVENT_NOTIFICATION_MAPI	Stores the username to be used by consumers of the event notification feature to post requests to Oracle Service Cloud's Managed APIs. Only used if EVENT_NOTIFICATION_ENABLED is true. Default is blank.		icsuser
EVENT_NOTIFICATION_SUBS	The password to be used in event notification messages being sent to an external application that has subscribed. Optional string. Default is blank.	*****	*****
EVENT_NOTIFICATION_SUBS	The username to be used in event notification messages being sent to an external application that has subscribed. Optional string. Default is blank.		weblogic

- Set the value of the following configuration verbs, and save the changes:

EVENT_NOTIFICATION_SUBSCRIBER_USERNAME -> (e.g. weblogic)
 EVENT_NOTIFICATION_SUBSCRIBER_PASSWD -> (e.g. welcome1)
 EVENT_NOTIFICATION_MAPI_USERNAME -> (e.g. icsuser)
 EVENT_NOTIFICATION_MAPI_PASSWD -> (e.g. test123)
 EVENT_NOTIFICATION_SUBSCRIBER_ENABLE -> YES

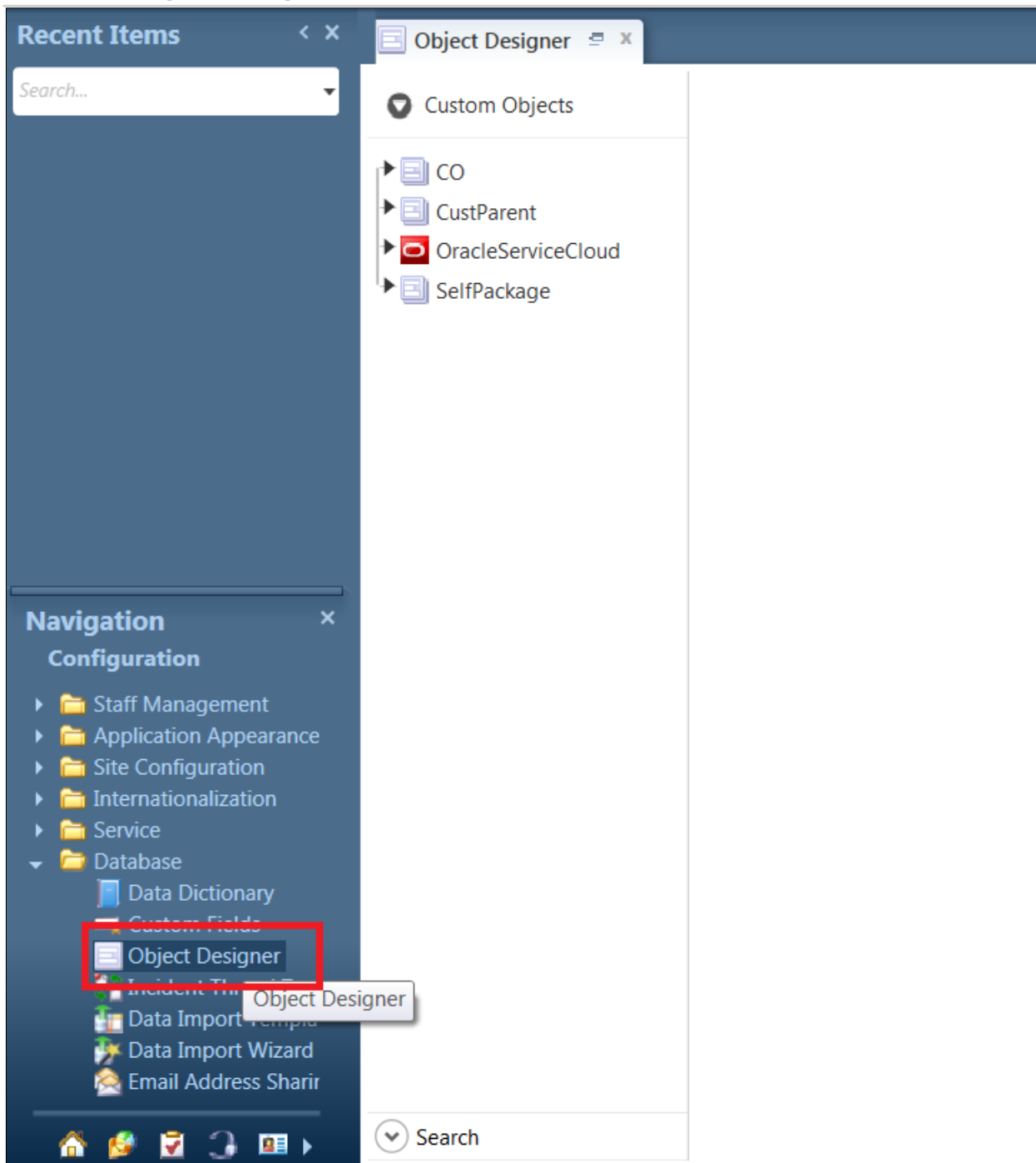
Important: The ICS username and password is required for the configuration

Creating TimeSlot and ReminderTime Custom Objects

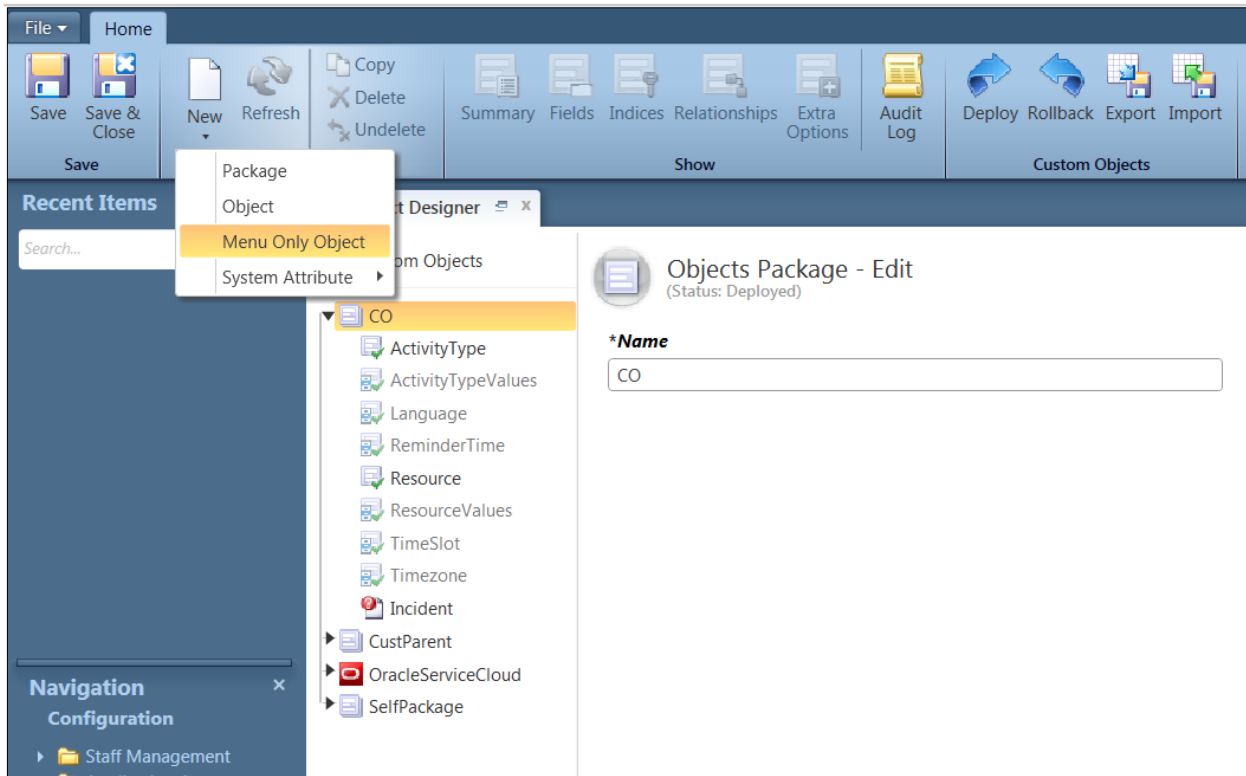
The CustomObjects.zip that was uploaded earlier already contains a TimeSlot and ReminderTime menu object. If you want to create your own, follow the steps below.

Steps

- From the *Navigation* menu, go to *Configuration -> Database* and open *Object Designer*.



2. In the Object Designer, select CO from the side menu. Click the *New* button in the ribbon and then select *Menu Only Object* from the drop down.



3. In the *Object Summary - Edit* screen, fill in the Name (e.g. TimeSlot2) of the object. Click the *Add* button, and add the values to be shown in the menu.

Object Summary - Edit
(Status: Undeployed)

***Name**
TimeSlot2

Menu Object Options

Menu Items ⚙️ Add

Convert to Menu with Labels (This action cannot be undone)

08-10	⚠️ ⬆️ ⬆️ ✖️
-------	-------------

At least one item must be added to the menu to save this object.

Custom Object Labels

Interface	Language	* Label	Description
day578_161101_sql_272h	English (US)	TimeSlot2	

4. Save the *Object Designer*.
5. Follow steps 1-4 again to add the *ReminderTime* custom object.
6. Bind the newly created *TimeSlot* and *ReminderTime* custom objects to the incident workspace:
 - a. Select *Incident* under *CO* from the side menu in object designer.

Object Designer

Custom Objects

- CO
 - ActivityType
 - ActivityTypeValues
 - Language
 - ReminderTime
 - Resource
 - ResourceValues
 - TimeSlot
 - TimeSlot2
 - Timezone
 - Incident**
- CustParent
- OracleServiceCloud
- SelfPackage

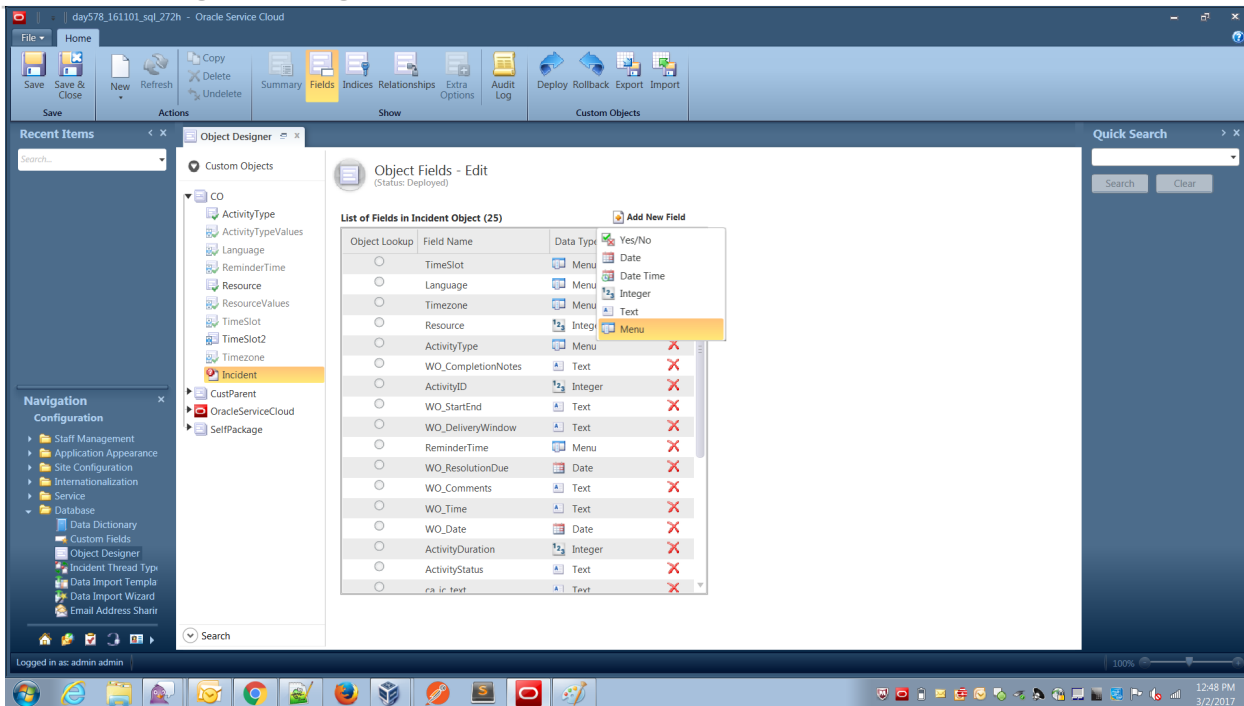
Object Fields - Edit
(Status: Deployed)

List of Fields in Incident Object (25) Add New Field

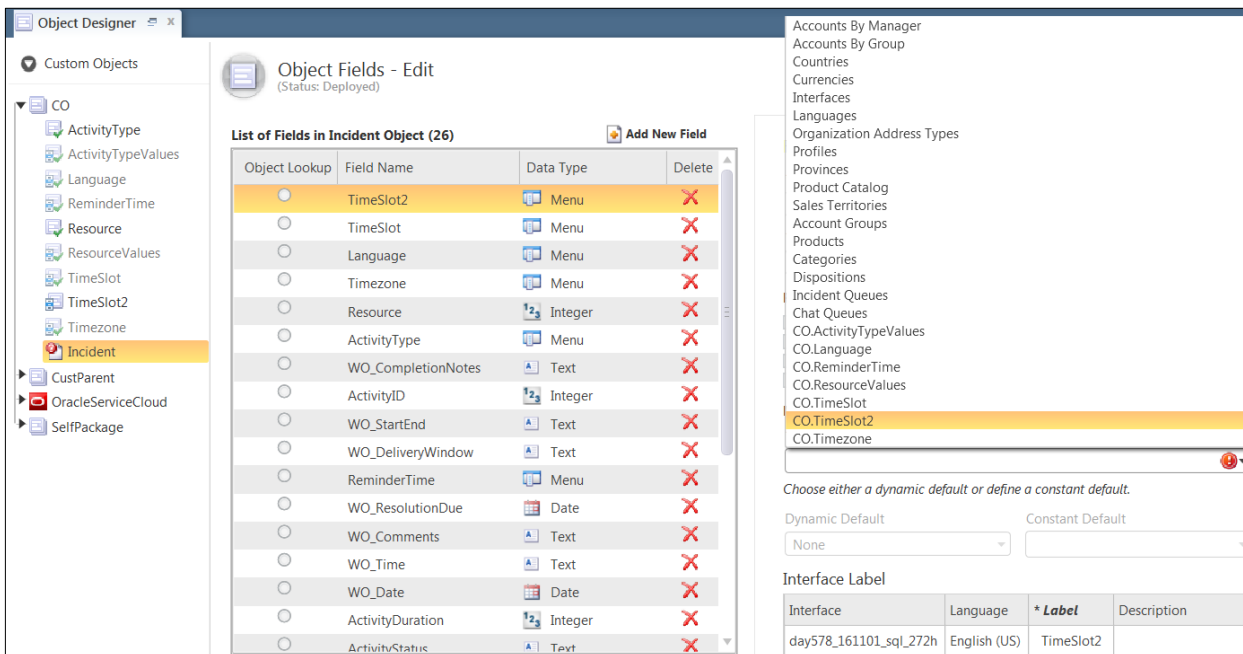
Object Lookup	Field Name	Data Type	Delete
<input type="radio"/>	TimeSlot	Menu	
<input type="radio"/>	Language	Menu	
<input type="radio"/>	Timezone	Menu	
<input type="radio"/>	Resource	Integer	
<input type="radio"/>	ActivityType	Menu	
<input type="radio"/>	WO_CompletionNotes	Text	
<input type="radio"/>	ActivityID	Integer	
<input type="radio"/>	WO_StartEnd	Text	
<input type="radio"/>	WO_DeliveryWindow	Text	
<input type="radio"/>	ReminderTime	Menu	
<input type="radio"/>	WO_ResolutionDue	Date	
<input type="radio"/>	WO_Comments	Text	
<input type="radio"/>	WO_Time	Text	
<input type="radio"/>	WO_Date	Date	
<input type="radio"/>	ActivityDuration	Integer	
<input type="radio"/>	ActivityStatus	Text	
<input type="radio"/>	ca ic text	Text	

- b. Click the *Add New Field* button, and then select *Menu* from the drop down list.

OFSC-OSvC Integration Using ICS



- c. In *Field Details*, fill in the *Name* value. Then fill in the *Menu* field value by selecting the required Menu object (CO.TimeSlot2 here) created from the drop down.



- d. Save and deploy Object Designer.
- e. Follow steps a-d again to add the *ReminderTime* menu item.

Configuring the Incident Workspace

A workspace was not included as a part of the pre-built integration files, since it will override the workspace that is currently in use. An incident workspace should be configured, per the example below:

The screenshot displays the 'Incident Workspace' configuration interface within the Oracle ICS application. The interface is divided into several sections:

- Top Ribbon:** Contains tabs for 'File' and 'Home', and a 'Commands' group with various actions like Undo, New, Save, Forward, Print, Delete, Spell Check, etc.
- Recent Items:** A search bar and a list of recent items, currently showing '170713-000004'.
- Navigation Panel:** Located on the left, it includes a 'Configuration' section with links to Staff Management, Application Appearance, Site Configuration, Internationalization, Service, and Database.
- Main Configuration Area:** This section is divided into several sub-sections:
 - Subject:** A text field containing '170713-000004'.
 - Reference #:** A text field containing '170713-000004'.
 - Status:** A dropdown menu set to 'Unresolved'.
 - Assigned:** A dropdown menu set to 'Dev - admin admin'.
 - Disposition:** A dropdown menu set to '[No Value]'.
 - Contact:** A text field set to '[No Value]'.
 - Organization Name:** A text field set to 'N/A'.
 - Product:** A dropdown menu set to '[No Value]'.
 - Category:** A dropdown menu set to '[No Value]'.
- What To Do:** A section with a 'Work Order Type' dropdown set to '[No Value]' and a 'Duration' field.
- When:** A section with a 'Work Order Date' field set to '07/13/2017' and a 'Time Slot' dropdown set to '[No Value]'.
- Communication:** A section with a 'Reminder Time' dropdown set to '[No Value]'.
- Work Order Information:** A section with a 'Work Order ID' field, a 'Status' dropdown, and a 'Resource' dropdown set to '[No Value]'.

3 Integration Demo Usage

Demo Scenario

Create an Incident

- Create an incident in OSvC and fill in all the required mandatory details
- In the Work Order tab enter the following information:
 - Activity Type
 - Resource
 - Time Slot
- A corresponding Activity should be created in OFSC with the following fields populated from OSvC: ResourceId, date, activityType, timeslot, customerName, customerPhone, customerEmail, streetAddress, city, postalCode, stateProvince, language, reminderTime

Update Activity

- Update any of the following fields in the OFSC activity:
 - Status
 - start - end time
 - SLA time
 - Activity Duration
 - Activity status
 - Resource Name
- The corresponding field in OSvC should be updated

Update Incident

- Modify any of the fields in OSvC that has a corresponding field in the OFSC activity
- The field in OFSC activity will be modified accordingly

Resource Update

- Create a resource that has the ability to get activities assigned to in OFSC

- The corresponding resource will be created in OSvC

Delete Incident

- Delete an incident that has a corresponding activity in OFSC
- The status of the activity should change to Cancelled

Demo Scenario Examples

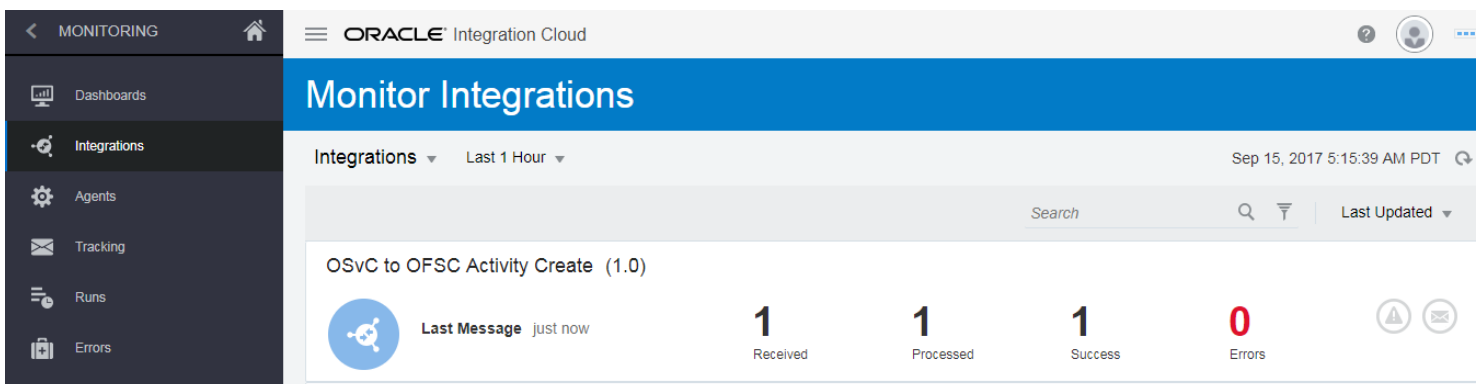
Creating an incident

Creating an incident in OSvC will create a corresponding activity in OFSC.

An incident with a work order is created in OSvC by the user.

The screenshot displays the OSvC user interface. At the top is a ribbon menu with tabs for 'File' and 'Home', and various command buttons like 'Undo', 'New', 'Save', 'Print', 'Delete', 'Reset Password', 'Refresh', 'Propose', 'Spell Check', 'Expand/Collapse', 'Info', 'Appointment', 'Send', 'Best Answers', and 'Send & Close'. Below the ribbon is a 'Recent Items' pane on the left with a search bar and a list of items including 'Peter Williams' and 'Abe Abbica'. The main area shows a form for a work order. The 'Subject' is 'Printer is not working'. The 'Reference #' is '170713-000004'. The 'Status' is 'Unresolved'. The 'Assigned' user is 'admin admin'. The 'Disposition' is '[No Value]'. The 'Contact' is 'Abe Abbica'. The 'Organization Name' is 'N/A'. The 'Product' is 'Printer'. The 'Category' is 'Ink HP'. The 'Work Order Type' is 'HD-DVR Upgrade'. The 'Duration' is set. The 'When' section shows 'Work Order Date' as '07/13/2017' and 'Time Slot' as '10-12'. The 'Communication' section shows 'Reminder Time' as '45'. The 'Work Order Information' section shows 'Work Order ID' and 'Status'. The 'Resource' is 'Peter Williams'.

The event reaches ICS and is processed by the **OSvC to OFSC Activity Create** integration.



An activity is created in OFSC by the **OSvC to OFSC Activity Create** integration.

ORACLE Field Service Cloud

Dispatch Tools Resource Settings Reports Configuration

Technical_Team Friday, November 18th, 2016 View

	Start	End	Activity type	Work Order	Time Slot	Information	Activity ID
<input type="checkbox"/>	12:00 AM	12:39 AM	HD-DVR Upgrade	521		19 Avenue Abe Abbica	4225456
<input type="checkbox"/>	12:00 AM	12:39 AM	HD-DVR Upgrade	524		19 Avenue Abe Abbica	4225460
<input checked="" type="checkbox"/>	12:00 AM	12:39 AM	HD-DVR Upgrade	525	10-12	19 Avenue Abe Abbica	4225461

Left sidebar resources: Sunrise Enterprise, Asia (0), CA, USA, Europe, Europe (0), FL, USA, GroupWE_1, New Bucket (0), Newfoundland, Planning (0), São José dos Campos (0), **Technical_Team (3)**, James (0/0), Jerry (0/0), John (0/0), Mike (0/0).

ORACLE Field Service Cloud

Dispatch Tools Resource Settings Reports Configuration

Activity details (Technical_Team) Cancel Directions Move

Activity type: HD-DVR Upgrade Activity status: pending

Position in Route: Ordered

Duration: 39minutes

SLA Start: [Time Picker]

SLA End: [Time Picker]

Start - End: 12:00 AM - 12:39 AM

Time Slot: 10-12

Work Order: 525

W/O Type: [Dropdown]

Work Zone: LONGWOOD

Work Skill: Routing(1/1)

Notes: [Text Area]

Job Number: 161118-000006

WO Comments: [Text Area]

Customer info Services / Comments Inventory Required inventory Resource Preferences Messages History Links

Name: Abe Abbica Time Zone: Eastern 4

Phone: 1234567890 Message Language: English

Email: m1@bighorn.rhiteowtech.com.invalid

☐ Send day before confirmation alert

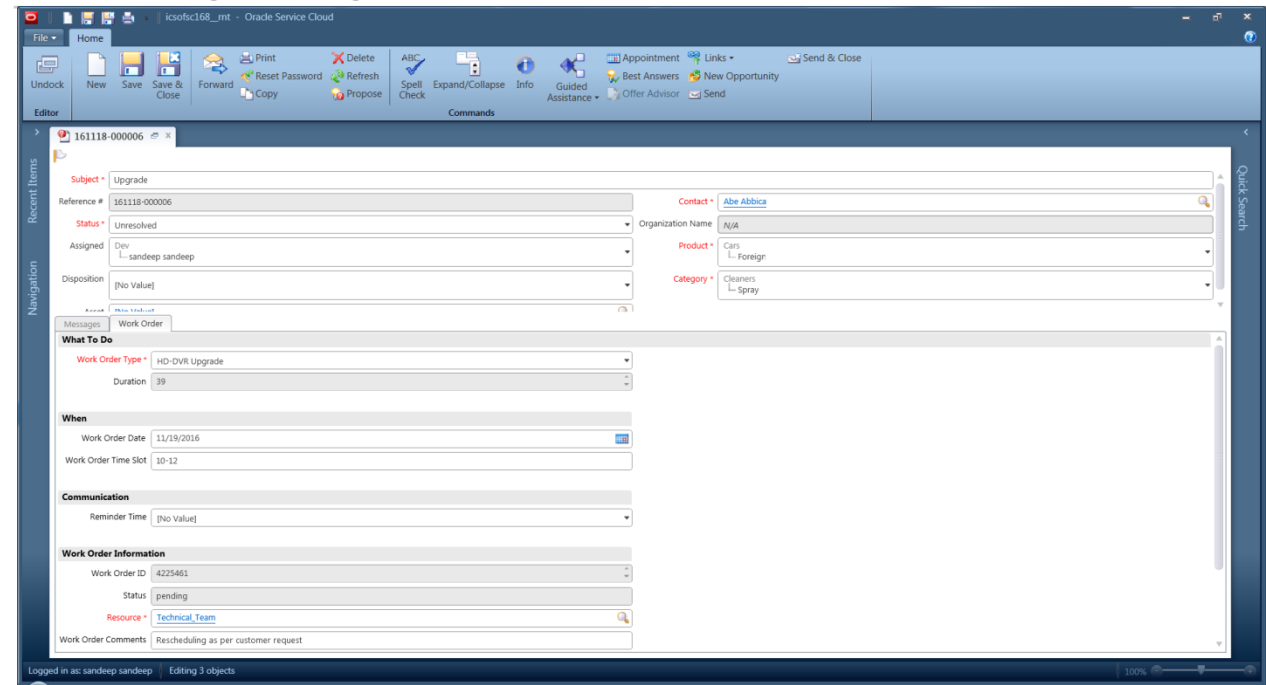
Close OK

Modifying an incident

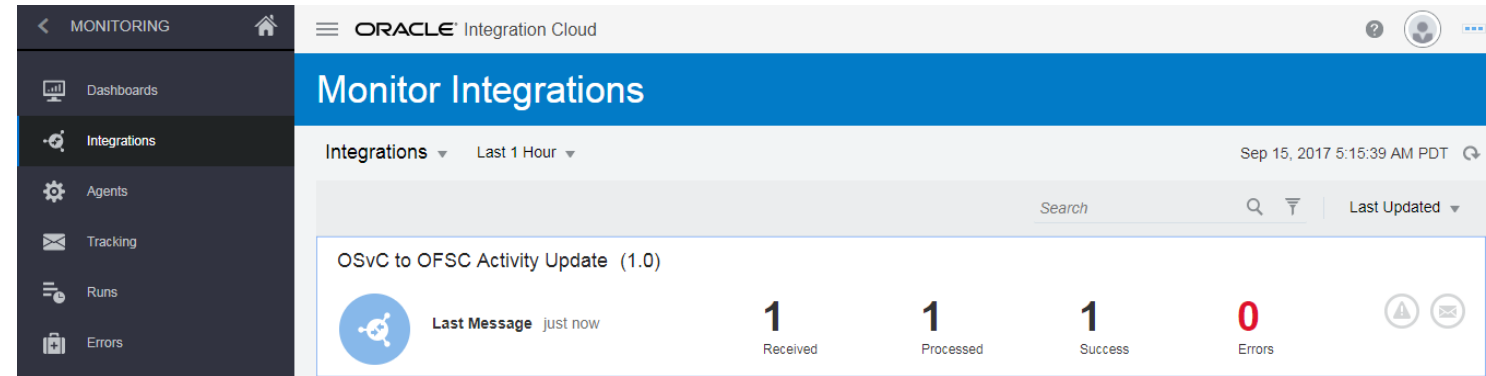
Any changes made to the incident (E.g. change in date) will be updated in the OFSC Activity.

Activity is rescheduled (date changed) in OSvC by user.

OFSC-OSvC Integration Using ICS



The event reaches ICS and is processed by the **OSvC to OFSC Activity Update** integration.



The corresponding Activity is rescheduled (date changed) in OFSC by the **OSvC to OFSC Activity Update** integration.

The screenshot shows the Oracle Field Service Cloud interface. The top navigation bar includes 'Dispatch', 'Tools', 'Resource Settings', 'Reports', and 'Configuration'. The left sidebar shows a hierarchy of resources, with 'Technical_Team (1)' selected. The main table displays activity details for 'Technical_Team' on 'Saturday, November 19th, 2016'.

Activity	Start	End	Activity type	Work Order	Time Slot	Information	Activity ID
HD-DVR Upgrade	12:00 AM	12:30 AM	525	10-12	19 Avenue Abe Abbica	4225461	

1 as of 11/19/16 Eastern

Modifying an activity

Any changes made to the OFSC Activity will modify the corresponding OSvC Incident accordingly. E.g. Activity is updated (assigned to a new resource) in OFSC by the user.

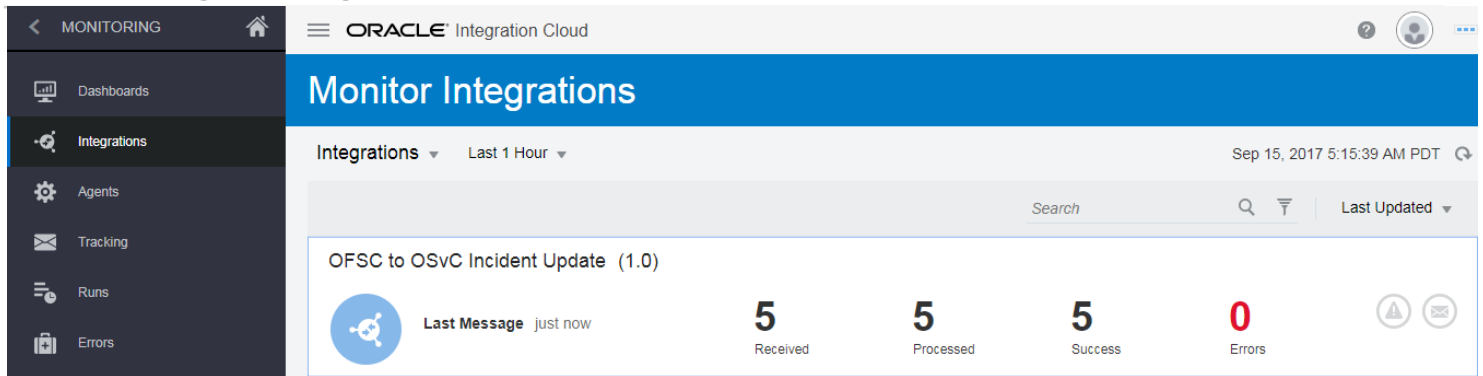
The screenshot shows the Oracle Field Service Cloud interface after the activity has been modified. The left sidebar now shows 'James (1/1)' selected under 'Technical_Team (0)'. The main table displays activity details for 'James' on 'Saturday, November 19th, 2016'.

Activity	Start	End	Activity type	Work Order	Time Slot	Information	Activity ID
HD-DVR Upgrade	10:00 AM	10:30 AM	519	10-12	19 Avenue Abe Abbica	4225454	
HD-DVR Upgrade	10:00 AM	10:30 AM	525	10-12	19 Avenue Abe Abbica	4225461	

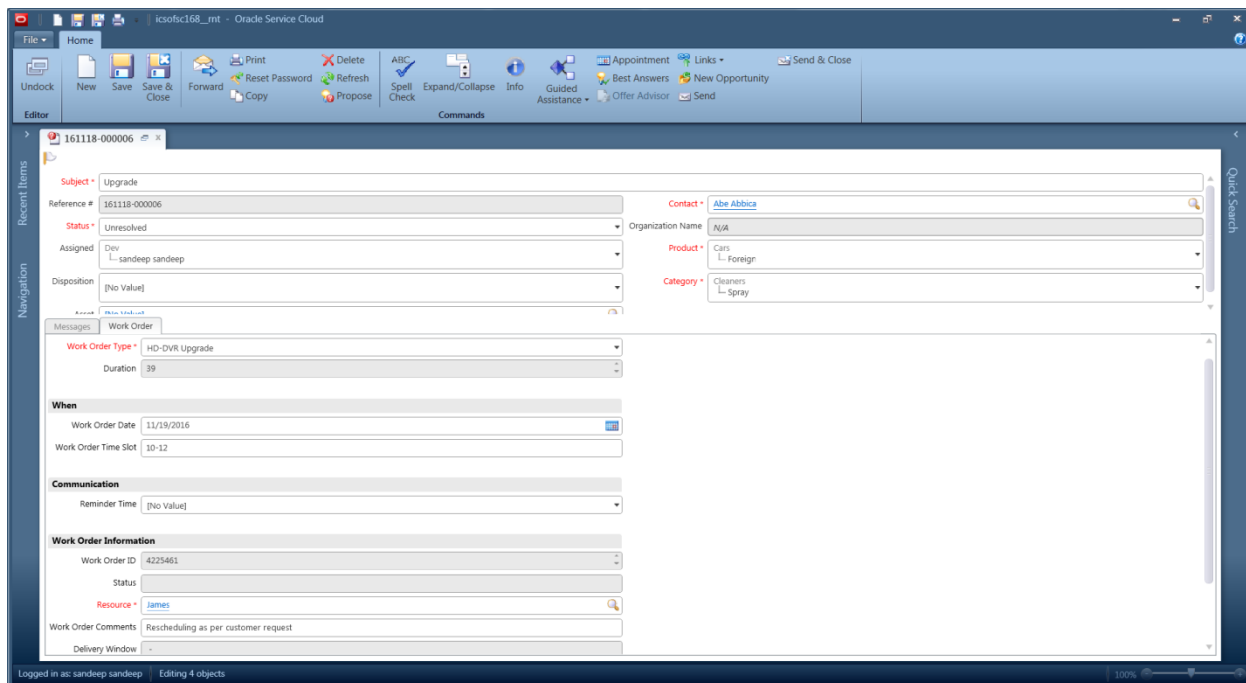
2 as of 11/19/16 Eastern

The event reaches ICS and is processed by the **OFSC to OSvC Incident Update** integration.

OFSC-OSvC Integration Using ICS



The Incident Work Order details are updated in OSvC by the **OFSC to OSvC Incident Update** integration.

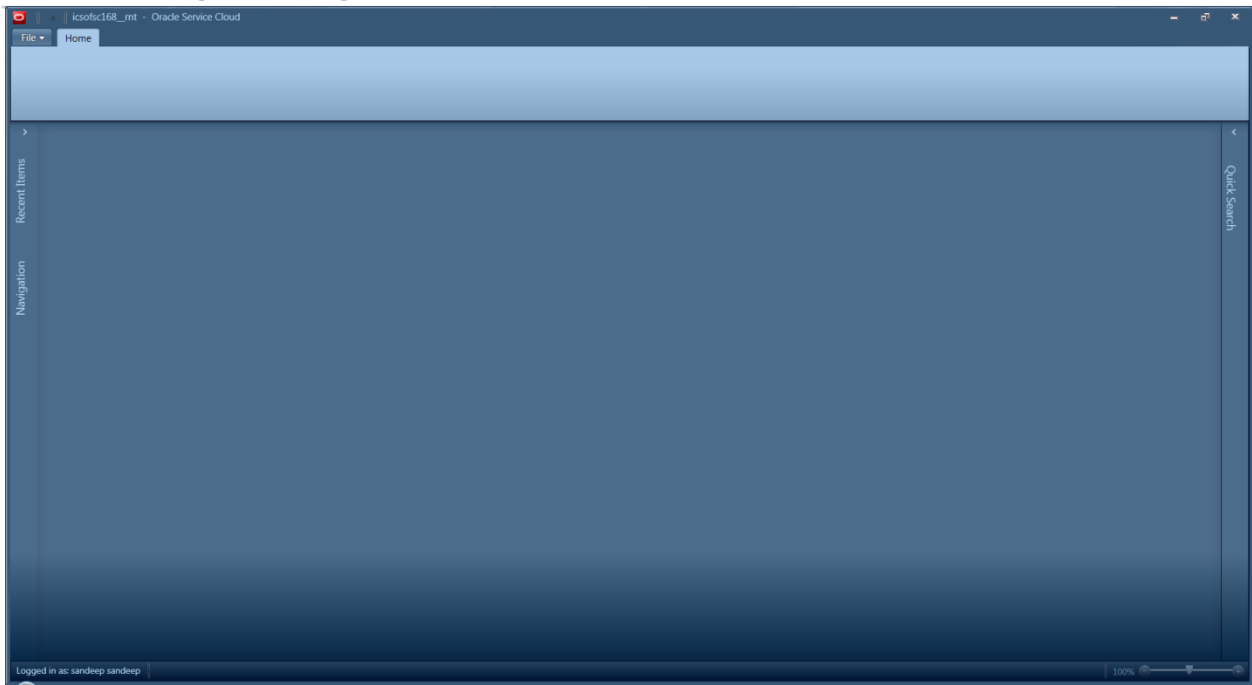


Deleting an incident

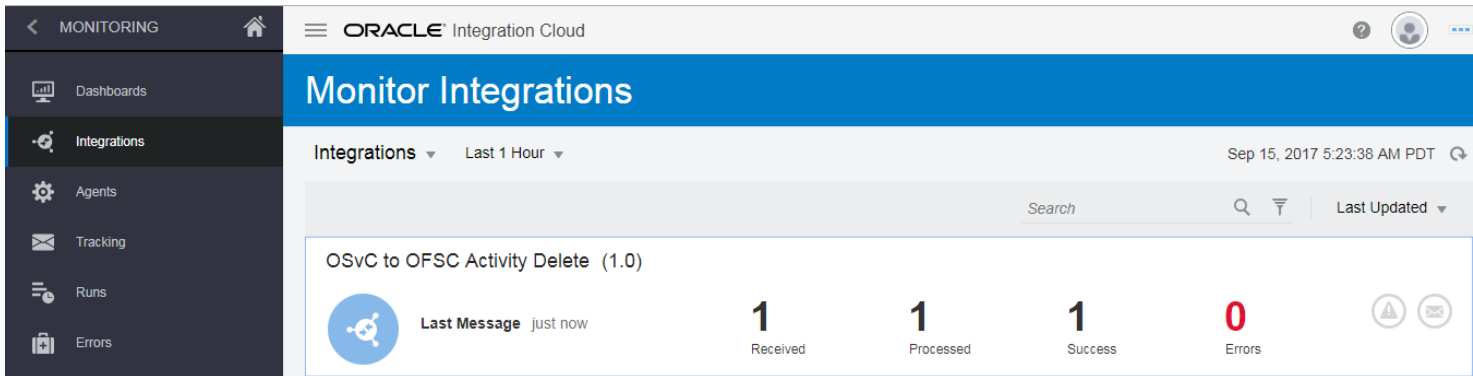
Whenever an incident is deleted in OSvC, the status of the corresponding activity changes to *Cancelled*.

Incident is in Deleted in OSvC by user.

OFSC-OSvC Integration Using ICS



Event Reaches ICS and is processed by the **OSvC to OFSC Activity Delete** integration.



The corresponding Activity is cancelled in OFSC by the **OSvC to OFSC Activity Delete** integration.

ORACLE Field Service Cloud

Admin

Dispatch Tools Resource Settings Reports Configuration

Name or ID

James Saturday, November 19th, 2016 View

	Activity	Start	End	Activity type	Work Order	Time Slot	Information	Activity ID
				HD-DVR Upgrade	519		19 Avenue Abe Abbica	4225454
				HD-DVR Upgrade	525	10-12	19 Avenue Abe Abbica	4225461

- Sunrise Enterprise
 - Asia (0)
 - CA, USA
 - Europe
 - Europe (0)
 - FL, USA
 - GroupWE_1
 - New Bucket (0)
 - Newfoundland
 - Planning (0)
 - São José dos Campos (0)
 - Technical_Team (0)
 - James (0/0)**
 - Jerry (0/0)
 - John (0/0)
 - Mike (0/0)
 - Paul_Smith (0/0)
 - Rishi (0/0)
 - Robert (0/0)
 - Tom (0/0)
 - Test Bucket 1 (0)
 - Texas inventories (0)
 - Without_External_ID (0)

2 as of 11/19/16 Eastern

ORACLE®

New resource creation

New resources created in OFSC will create corresponding resources in OSvC.

ORACLEField Service Cloud

Q Name or ID

Resource Info > Technical_Te

Sunrise Enterprise

Asia (0)

CA, USA

Europe

Europe (0)

FL, USA

GroupWE_1

New Bucket (0)

Newfoundland

Planning (0)

São José dos Campos (0)

Technical_Team (0)

James (0/0)

Jerry (0/0)

John (0/0)

Mike (0/0)

Paul_Smith (0/0)

Rishi (0/0)

Robert (0/0)

Tom (0/0)

Test Bucket 1 (0)

Texas inventories (0)

Without_External_ID (0)

Resource Info

Name

Technical_Team

External ID

Technical_Team

Status

active

Resource type

Bucket

Time zone

Eastern

Time format

24-hour

Date format

mm/dd/yy

Work skills

Work Skills

Other

Quota Management

Routing profile

New resource info

Name

Ram

External ID

Ram

Status

active

Email address

Write

Phone

Call

Time format

24-hour

Date format

mm/dd/yy

Resource type

Technician

Type

contractor

Credence

Gender

Female

Male

Initial Ratio for Activity Duration

100%

(Same time as company-wide duration estimation)

Add user for new resource

User name

Ram

Login

Ram

Password

Close

OK

ORACLEField Service Cloud

DispatchToolsResource SettingsReportsConfiguration

Q Name or ID

Resource Info > RamResource history

Sunrise Enterprise

Asia

CA, USA

Europe

Europe

FL, USA

GroupWE_1

New Bucket

Newfoundland

Planning

São José dos Campos

Technical_Team

James

Jerry

John

Mike

Paul_Smith

Ram

Rishi

Robert

Tom

Test Bucket 1

Texas inventories

Without_External_ID

Resource Info

Name

Ram

External ID

Ram

Phone

Call

Email address

Write

Status

active

Resource type

Technician

Type

contractor

Message Language

English

Time zone

Eastern

Time format

24-hour

Date format

mm/dd/yy

Work skills

Work Skills

Statistics Parameter

Working days left for reported data to start impacting duration estimations

5

Gender

Female

Male

Credence

OK

The event reaches ICS and is processed by the **OFSC to OSvC Resource Created** integration.

MONITORING

Dashboards

Integrations

Agents

Tracking

Runs

Errors

ORACLE

Integration Cloud

Monitor Integrations

Integrations ▾ Last 1 Hour ▾

Sep 15, 2017 5:23:38 AM PDT

Search

Last Updated ▾

OFSC to OSvC Resource Create (1.0)

Last Message just now

1 Received

1 Processed

1 Success

0 Errors

A new resource is created in OSvC by the **OFSC to OSvC Resource Created** integration.

File Home Display Page Setup

Open New Delete Search Refresh Reset Find Find Next Find Previous Clear Auto Filter Sort Rollups Slice Forward Default Settings Definition Export

Record Data Set Analyze Report

Recent Items

Navigation

Reports Explorer Resource Search Report

ID Name Search

ID	Name	Action
18957	Ram	Open Delete

Quick Search

Logged in as: sandeep sandeep 1 Records 100%

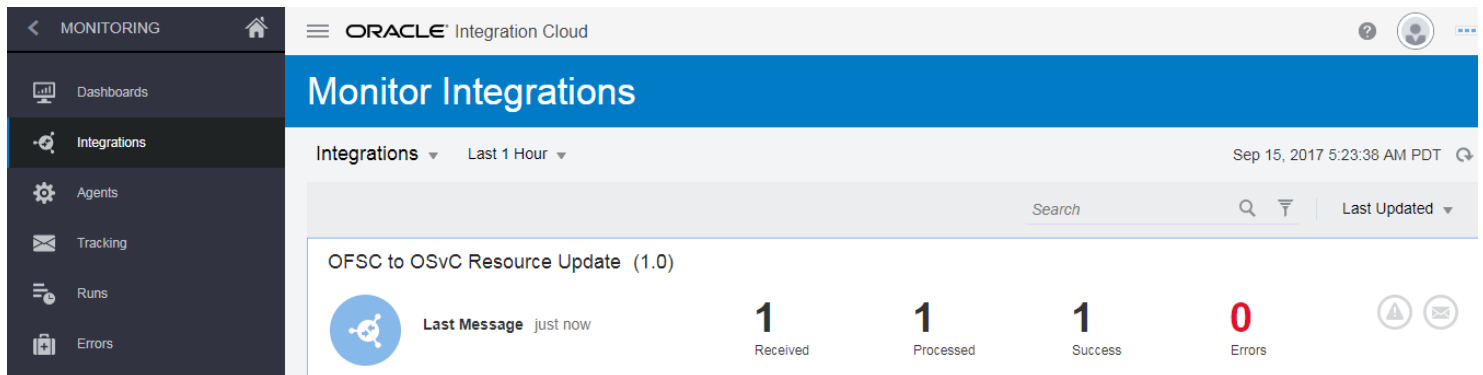
Updating a resource

Whenever the Resource Info is updated in OFSC, the same is also updated in OSvC.

Resource is updated in OFSC by user.

The screenshot shows the Oracle Field Service Cloud interface. The left sidebar lists various entities like 'Sunrise Enterprise', 'Asia', 'CA, USA', 'Europe', 'FL, USA', 'GroupWE_1', 'New Bucket', 'Newfoundland', 'Planning', 'São José dos Campos', 'Technical_Team', and a list of users including James, Jerry, John, Mike, Paul_Smith, **Ram Krishna**, Rishi, Robert, and Tom. The main panel is titled 'Resource Info > Ram Krishna' and contains a 'Resource history' tab. The 'Resource info' section includes fields for Name (Ram Krishna), External ID (Ram_Krishna), Phone, Email address, Gender (Male), Status (active), Resource type (Technician), Type (contractor), Message Language (English), Time zone (Eastern), Time format (24-hour), and Date format (mm/dd/yyyy). There are also sections for 'Work skills' and 'Statistics Parameter' (Working days left: 5). A message at the bottom states 'Settings were successfully updated'.

The event reaches ICS and is processed by the **OFSC to OSvC Resource Update** integration.



The corresponding Resource is updated in OSvC by the **OFSC to OSvC Resource Update** integration.

