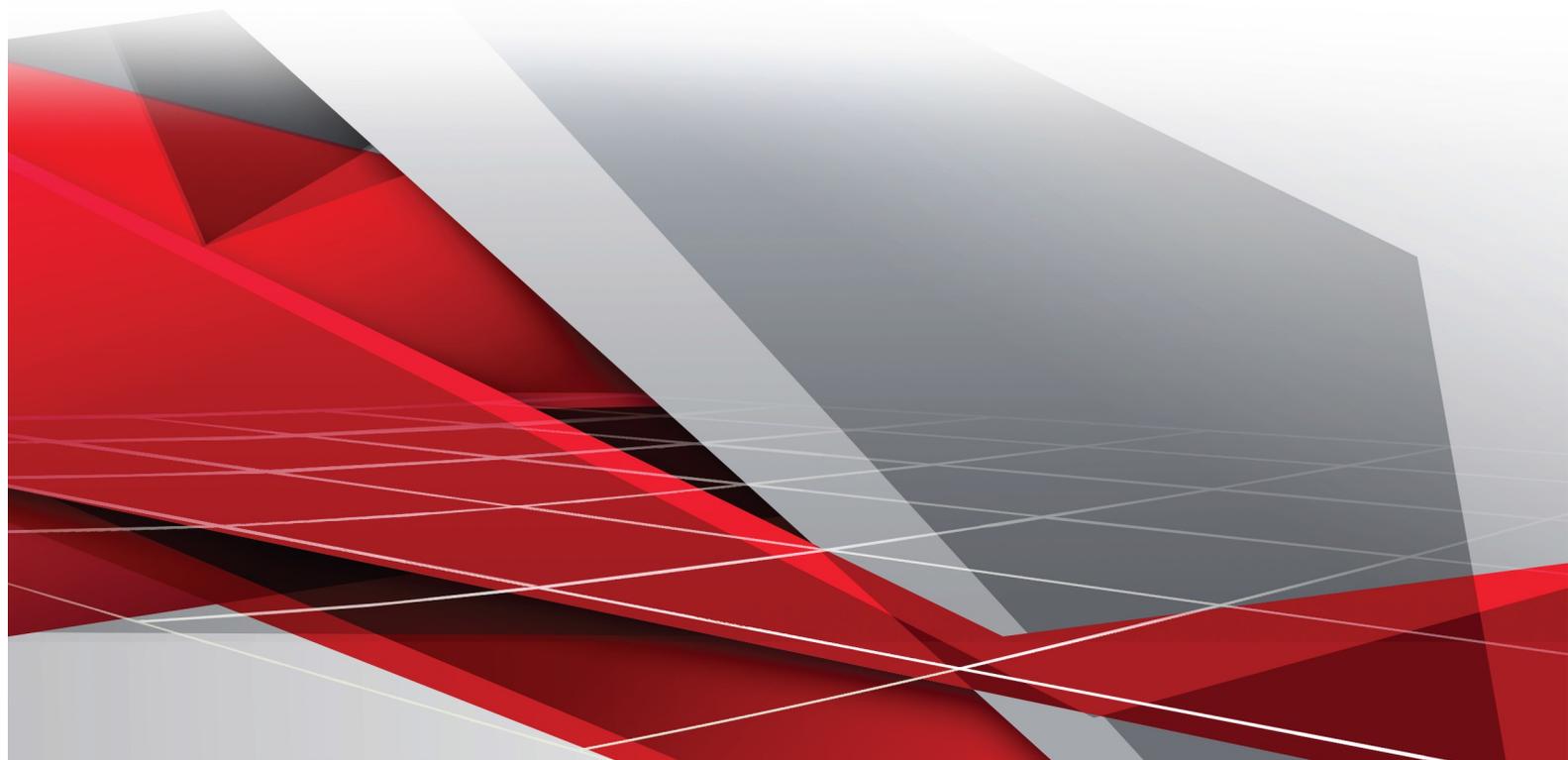


Oracle

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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- For web-based user guide, <http://documentation.custhelp.com/ci/documents/detail/5/4/12>.
- For tutorials, <http://documentation.custhelp.com/ci/documents/detail/5/3/12>.

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.

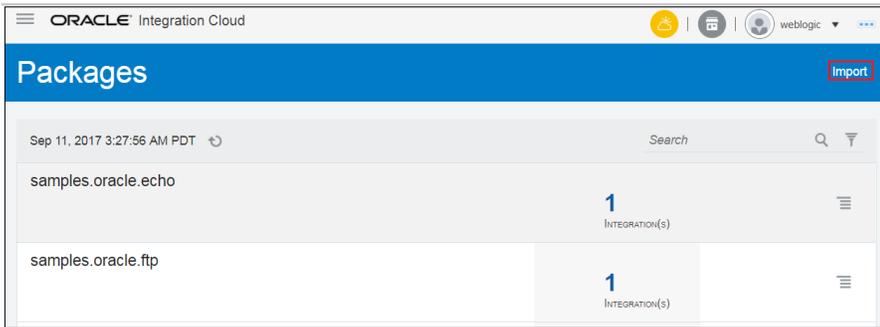
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Lookups
Map the different values used by your applications to describe the same things, like country or state codes.
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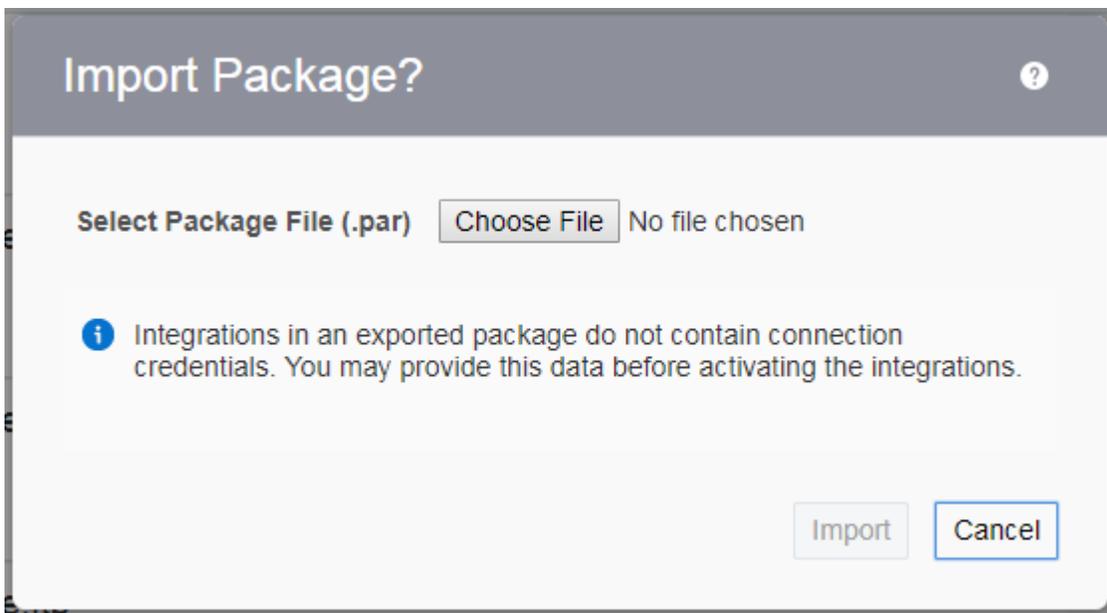
View Packages
Packages
Group related integrations into a single package to make them easy to import and export. You create a package when you create an integration.
[Learn More](#)
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Create Agents
Agents
Connect to on-premise applications.
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3. Click the **Import** button on the packages screen.

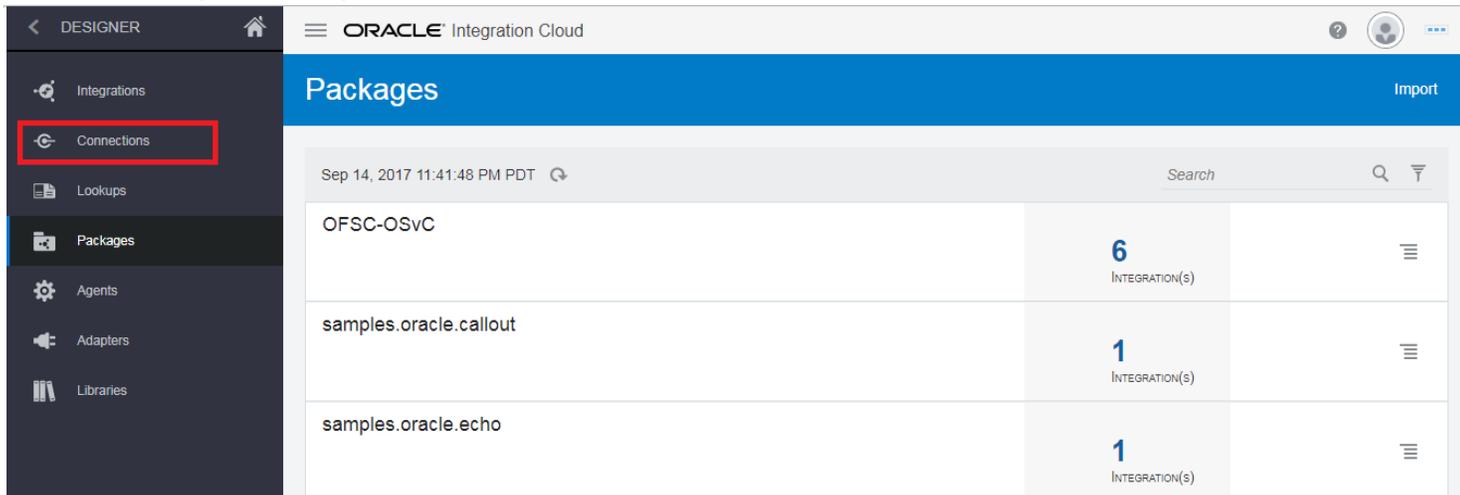


4. Click the **browse** button on the *Import Package* window and open the integration par saved in your local machine. Then click the **Import** button.



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

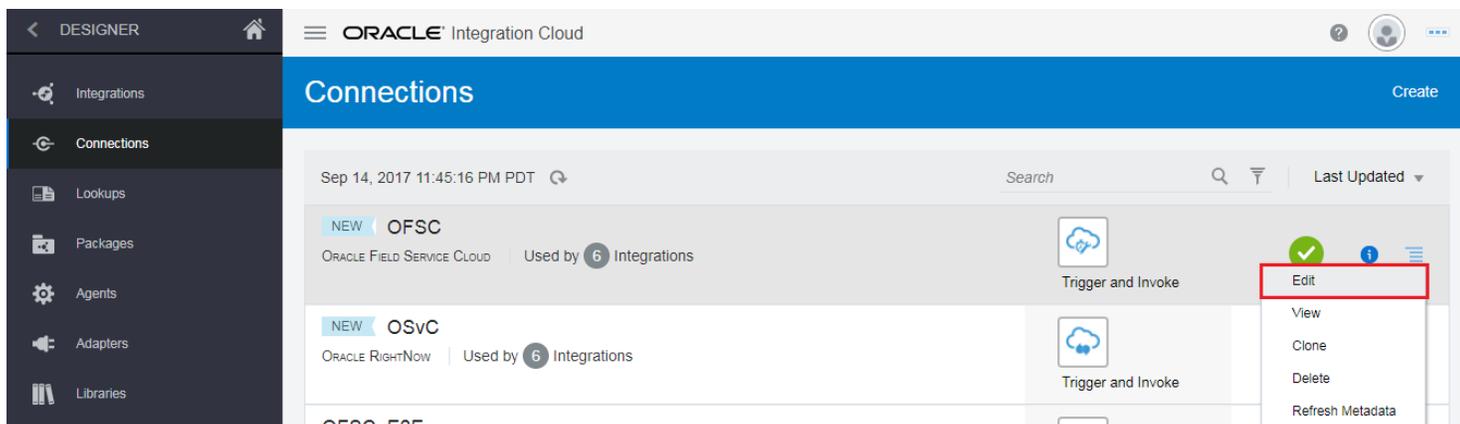
OFSC-OSvC Integration Using ICS



The screenshot shows the Oracle Integration Cloud Designer interface. The left sidebar contains a navigation menu with items: Integrations, Connections (highlighted with a red box), Lookups, Packages, Agents, Adapters, and Libraries. The main content area is titled 'Packages' and displays a table of packages. The table has columns for package name and the number of integrations. The packages listed are OFSC-OSvC (6 integrations), samples.oracle.callout (1 integration), and samples.oracle.echo (1 integration). The top right corner of the main area has an 'Import' button. The top of the page shows the Oracle Integration Cloud logo and a user profile icon.

Package Name	Integrations
OFSC-OSvC	6
samples.oracle.callout	1
samples.oracle.echo	1

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



The screenshot shows the Oracle Integration Cloud Designer interface. The left sidebar contains a navigation menu with items: Integrations, Connections (highlighted with a red box), Lookups, Packages, Agents, Adapters, and Libraries. The main content area is titled 'Connections' and displays a table of connections. The table has columns for connection name, provider, and actions. The connections listed are OFSC (Oracle Field Service Cloud) and OSvC (Oracle RightNow). The actions menu for the OFSC connection is open, and the 'Edit' button is highlighted with a red box. The top right corner of the main area has a 'Create' button. The top of the page shows the Oracle Integration Cloud logo and a user profile icon.

Connection Name	Provider	Used by	Actions
NEW OFSC	ORACLE FIELD SERVICE CLOUD	Used by 6 Integrations	Trigger and Invoke, Edit, View, Clone, Delete, Refresh Metadata
NEW OSvC	ORACLE RIGHTNOW	Used by 6 Integrations	Trigger and Invoke

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.

OFSC-OSvC Integration Using ICS

Connection Properties Configure Connectivity

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 Configure Security

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

Security Policy `Basic Authentication`

Username

Password

10. 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	<code>icsuser</code>
* Password	*****
* Confirm Password	*****

OK Cancel

11. 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

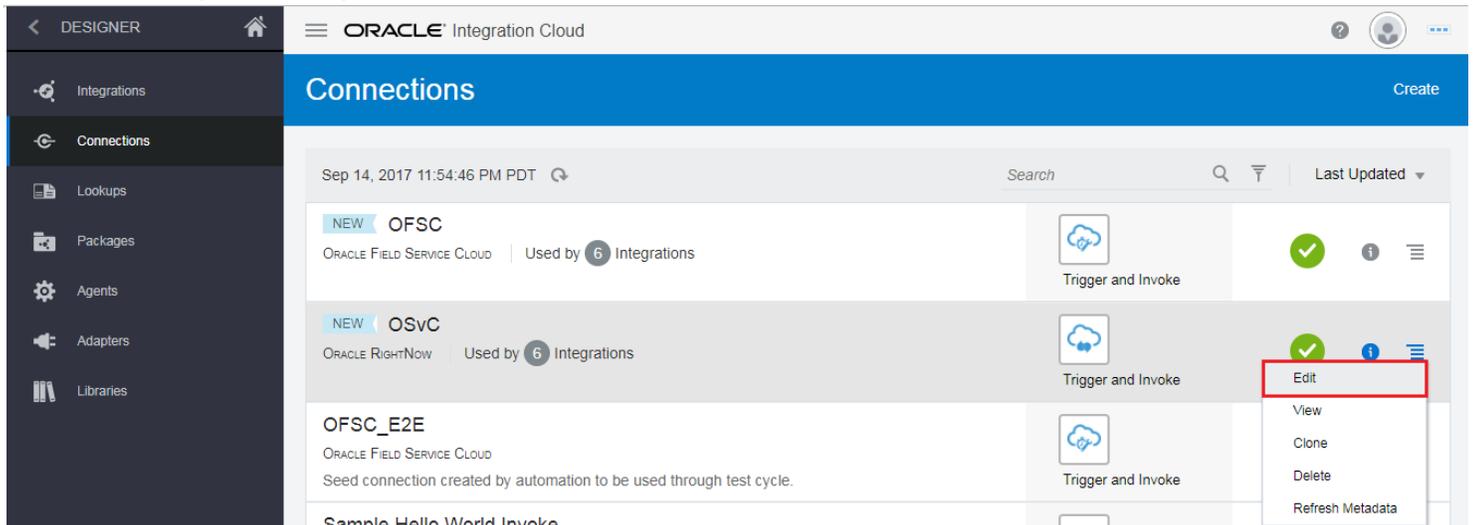
Oracle Field Service Cloud Connection (Editing) 100% Last Saved: 18 minutes ago

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



The screenshot shows the Oracle Integration Cloud (ICS) 'Connections' page. The left sidebar contains navigation options: Integrations, Connections (selected), Lookups, Packages, Agents, Adapters, and Libraries. The main content area displays a list of connections. The top connection is 'NEW OFSC' (ORACLE FIELD SERVICE CLOUD) used by 6 integrations, with a 'Trigger and Invoke' adapter. The second connection is 'NEW OSvC' (ORACLE RIGHTNOW) also used by 6 integrations, with a 'Trigger and Invoke' adapter. A context menu is open over the OSvC connection, showing options: Edit, View, Clone, Delete, and Refresh Metadata. The 'Edit' option is highlighted with a red box. Below the OSvC connection is 'OFSC_E2E' (ORACLE FIELD SERVICE CLOUD) and a 'Sample Hello World Invoke' connection.

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.

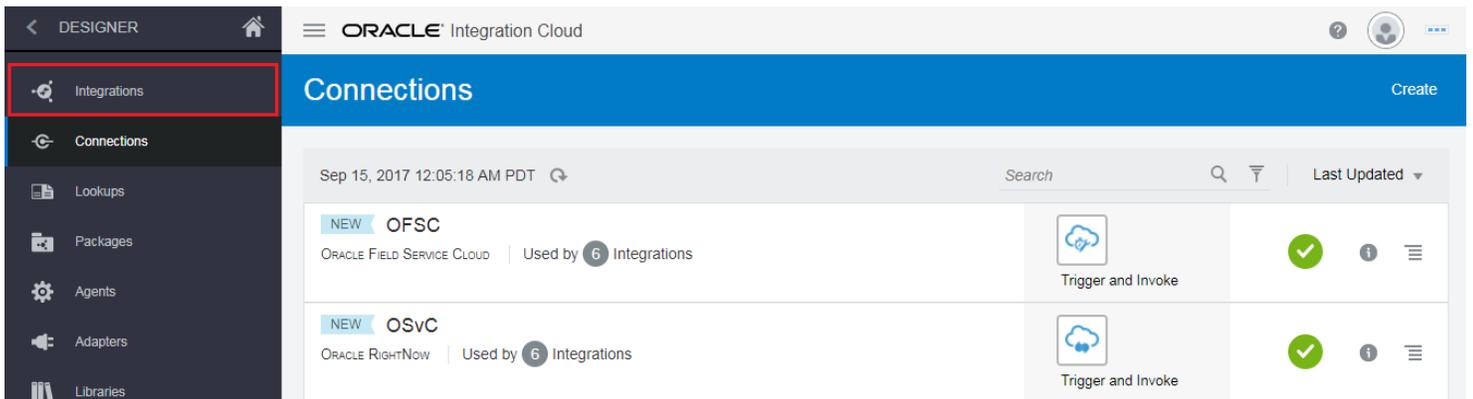
Security Policy

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

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

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

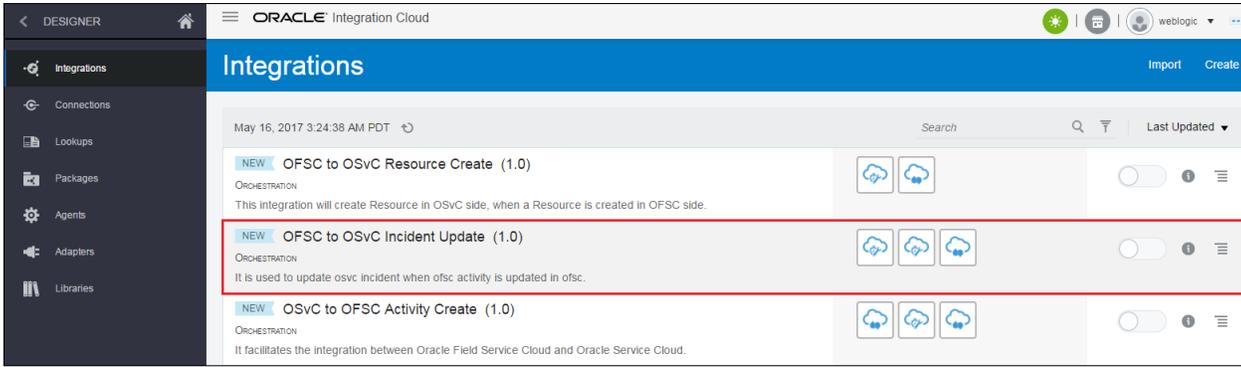
17. Click Integrations in the side menu to see all pre-built integrations in the OFSC-OSvC.par file.



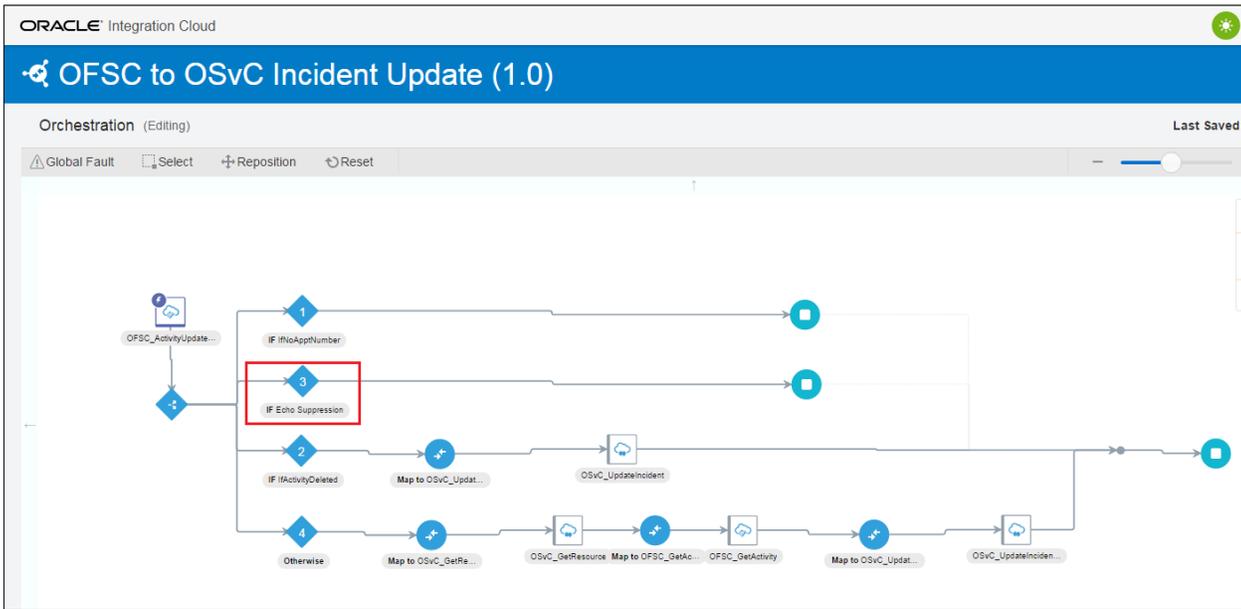
Modifying the Echo Suppression User

Steps

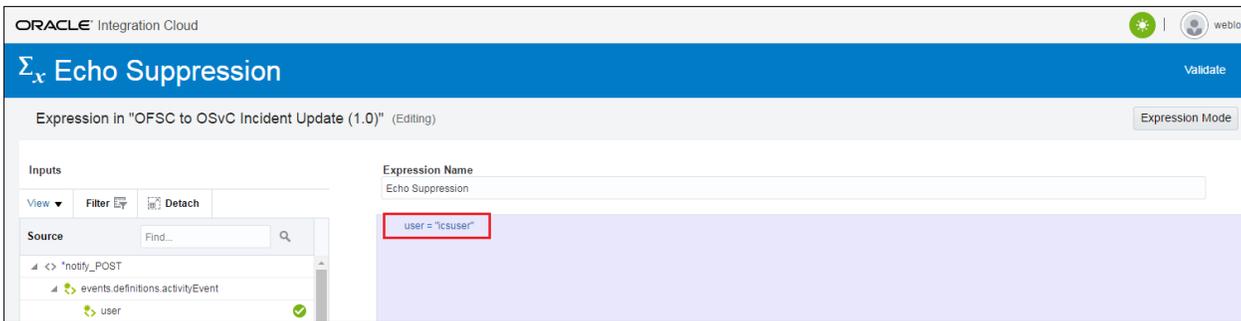
1. Select *OFSC to OSvC Incident Update* integration.



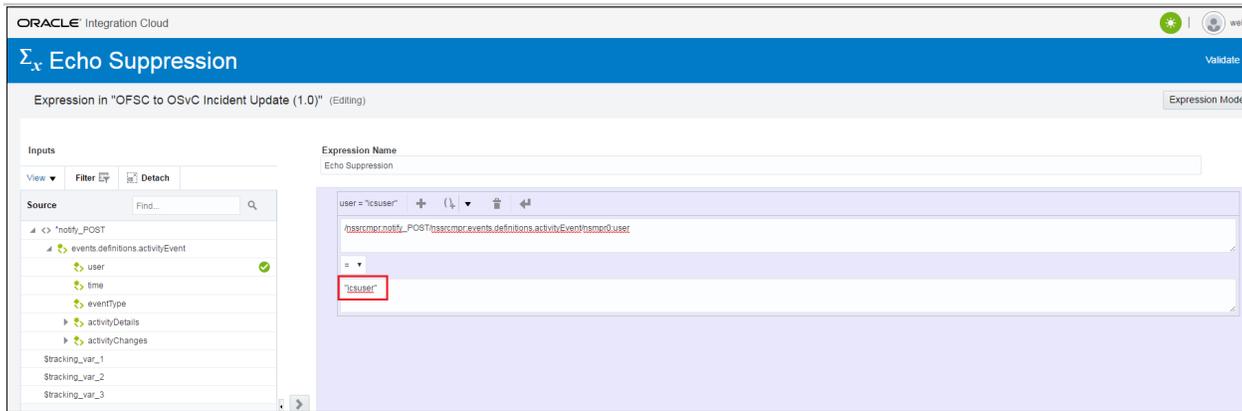
2. Open the *If Echo Suppression* edit screen.



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.

OFSC-OSvC Integration Using ICS

The screenshot shows the Oracle Field Service Cloud configuration interface. On the left, a table lists user types:

User Type	Count
Privileged Administrator UT16_DISPLAY_PROFILE	27 Users
SOAP API only API profile	3 Users
Technician (8 pending ordered activities)	1554 Users

The main area is titled "Screen configuration" and contains a list of menu items and actions. A "Company Configuration" link is highlighted, pointing to a list of actions including "Add user to resource", "Visible inventory grid columns", "Activity time view label", "Activity fields for export", "Activity fields for print", "Add activity/Activity details", "Visible hint columns for activities", "Add/View resource request", "Visible list columns", "Change group of activities", and "Cancel group of activities".

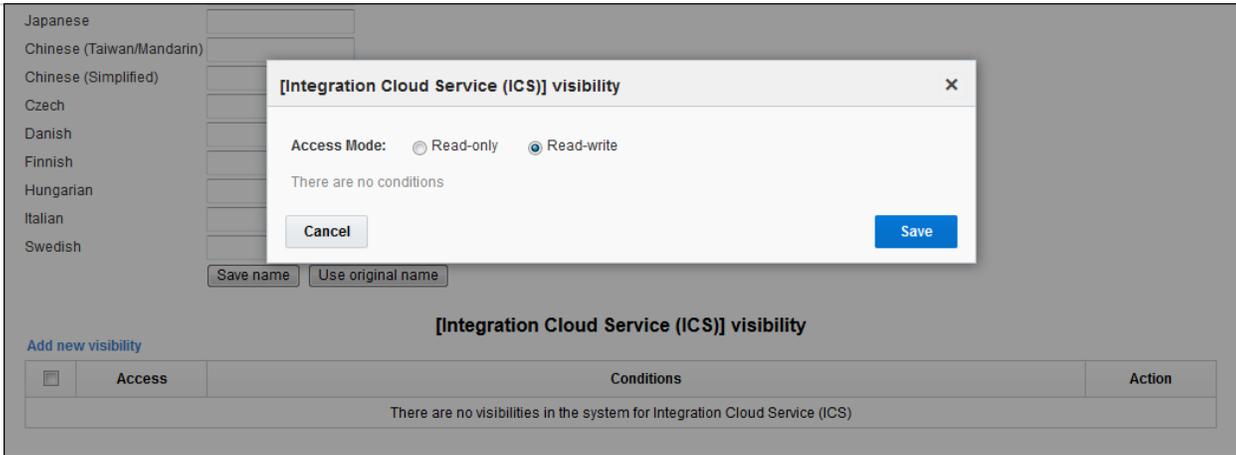
2. Select company configuration. Add the *Integration Cloud Service (ICS)* action to the menu list.

The screenshot shows the Oracle Field Service Cloud configuration interface with the "Add action" dialog box open. The dialog box has a search bar and two lists:

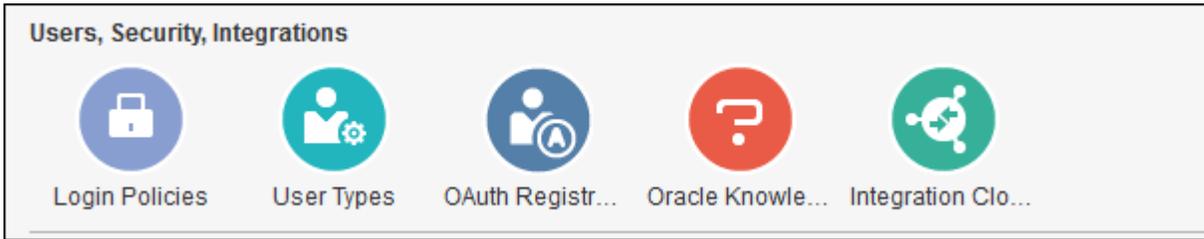
- Available:**
 - Holidays (company_settings_holidays)
 - Organizations (company_settings_support_of_organizations)
 - Surveys (company_settings_surveys)
- Selected:**
 - Integration Cloud Service (ICS) (company_settings_ICS_integration)

The "Close" button is disabled, and the "OK" button is highlighted in blue.

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



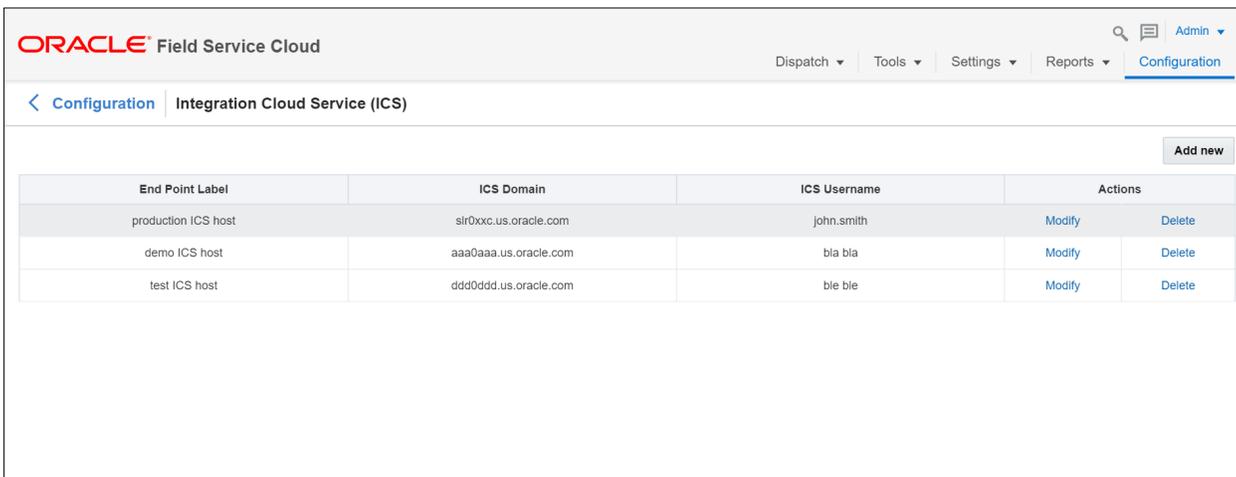
- The ICS configuration option shows up under the users, security integrations section of the configuration menu.



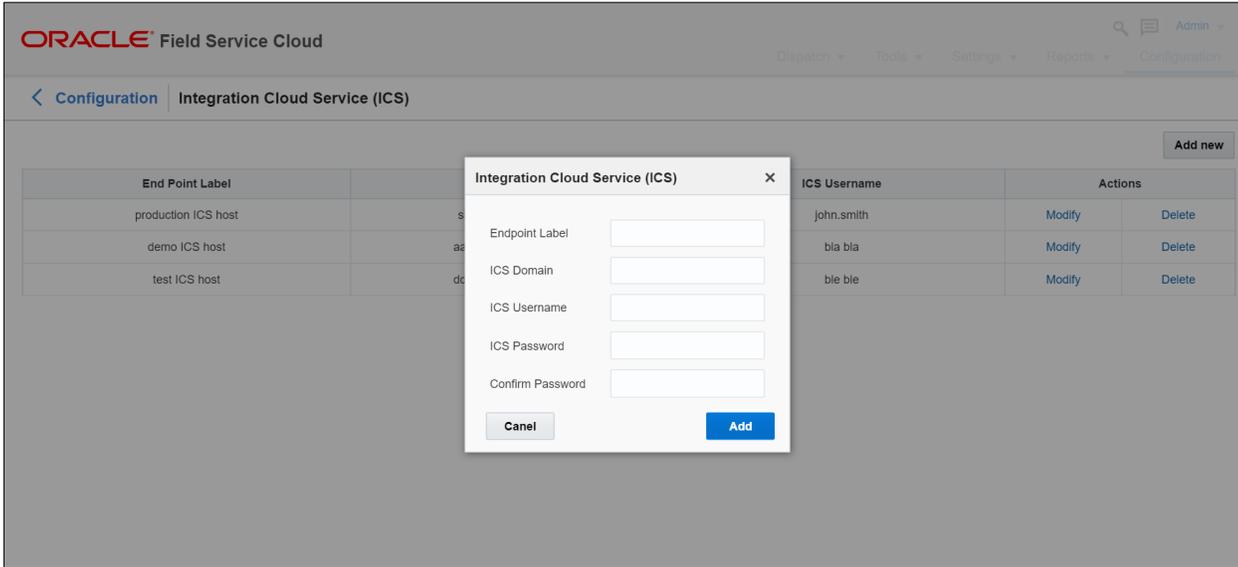
Once the *Integration Cloud Service* option is available, a new ICS configuration can be added.

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

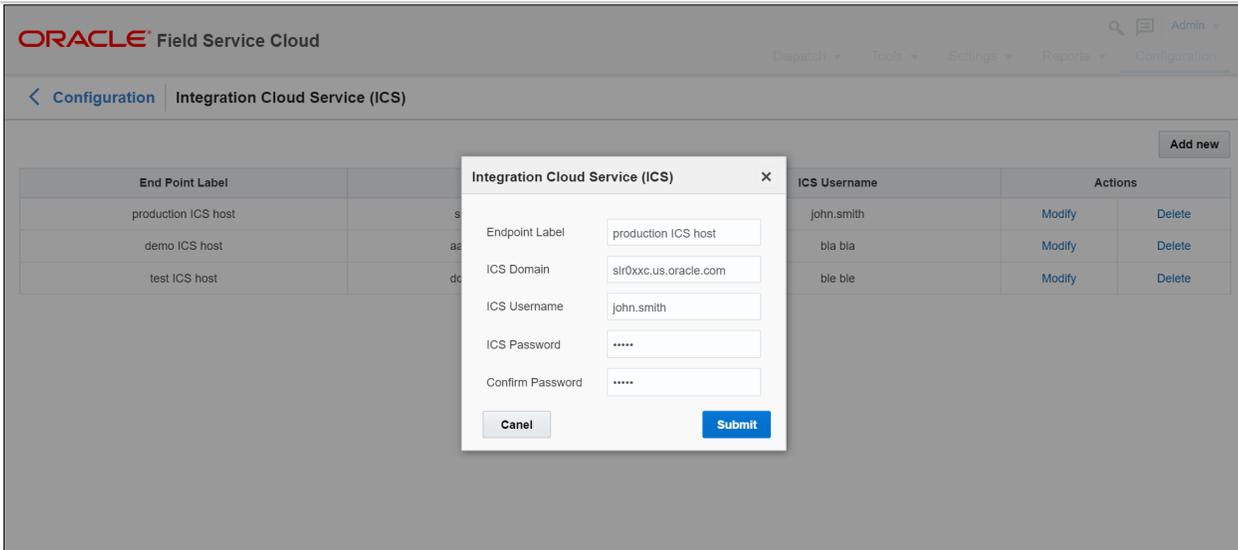
ICS Password: Enter password for ICS domain

Confirm Password: Confirm ICS domain password

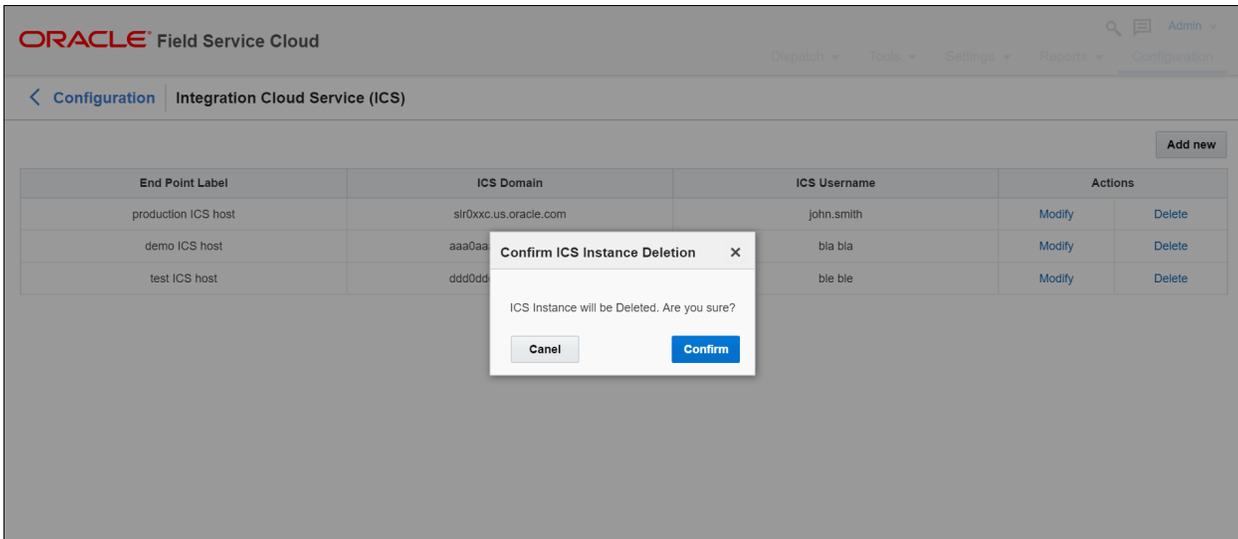
Modify or Delete an existing ICS connection

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

Modify - Change the details of the selected configuration.



Delete - Remove the selected configuration from the list.



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.

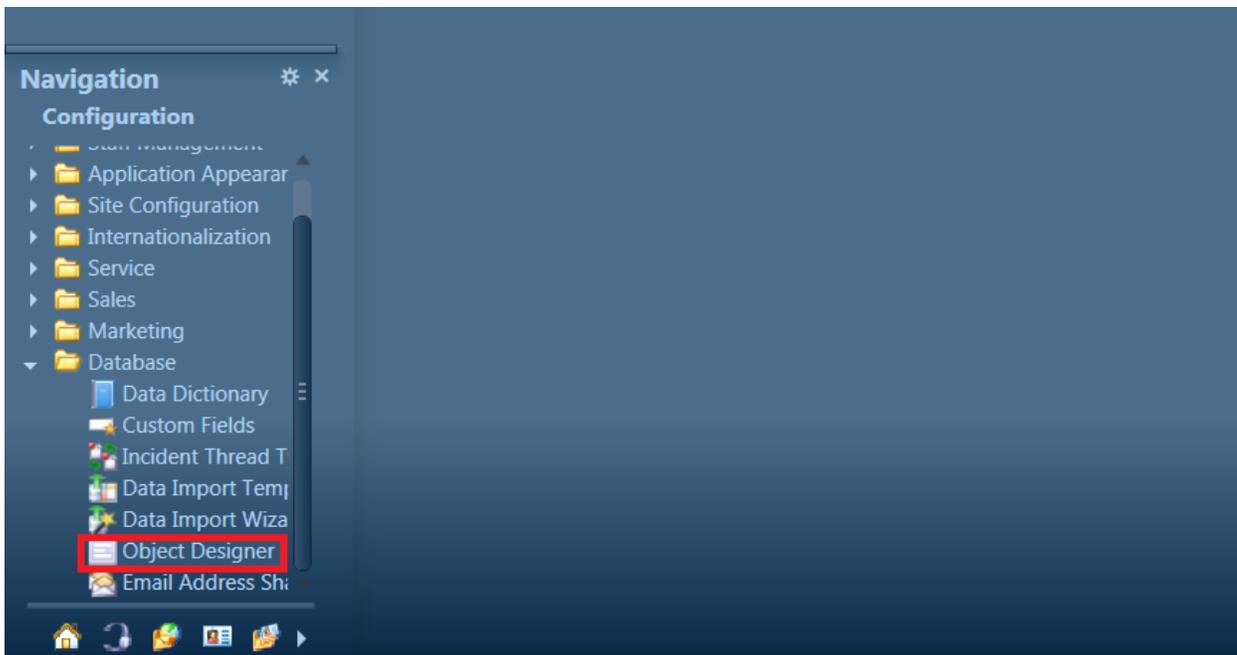
Windows users:

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`

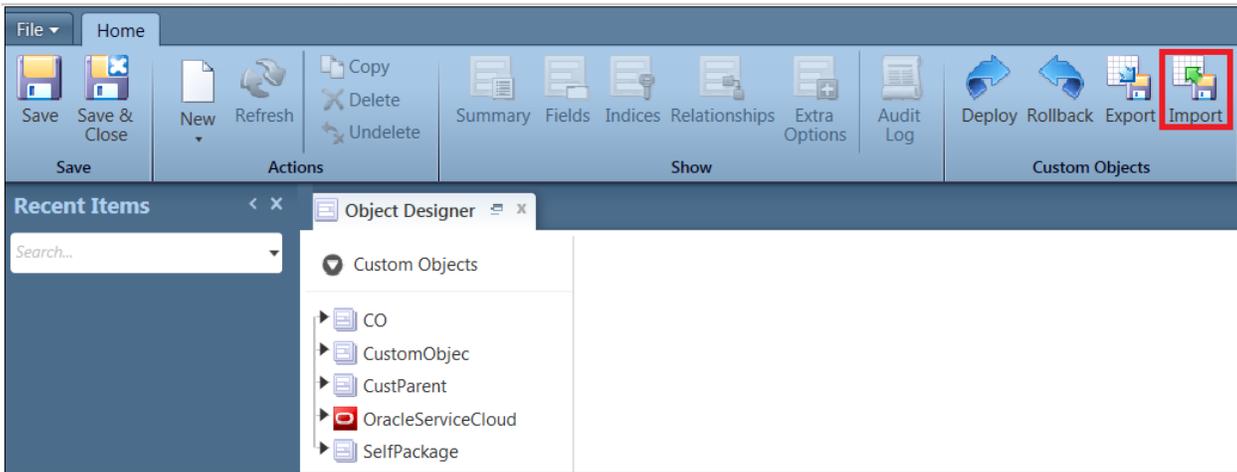
Importing custom objects in OSvC

Steps

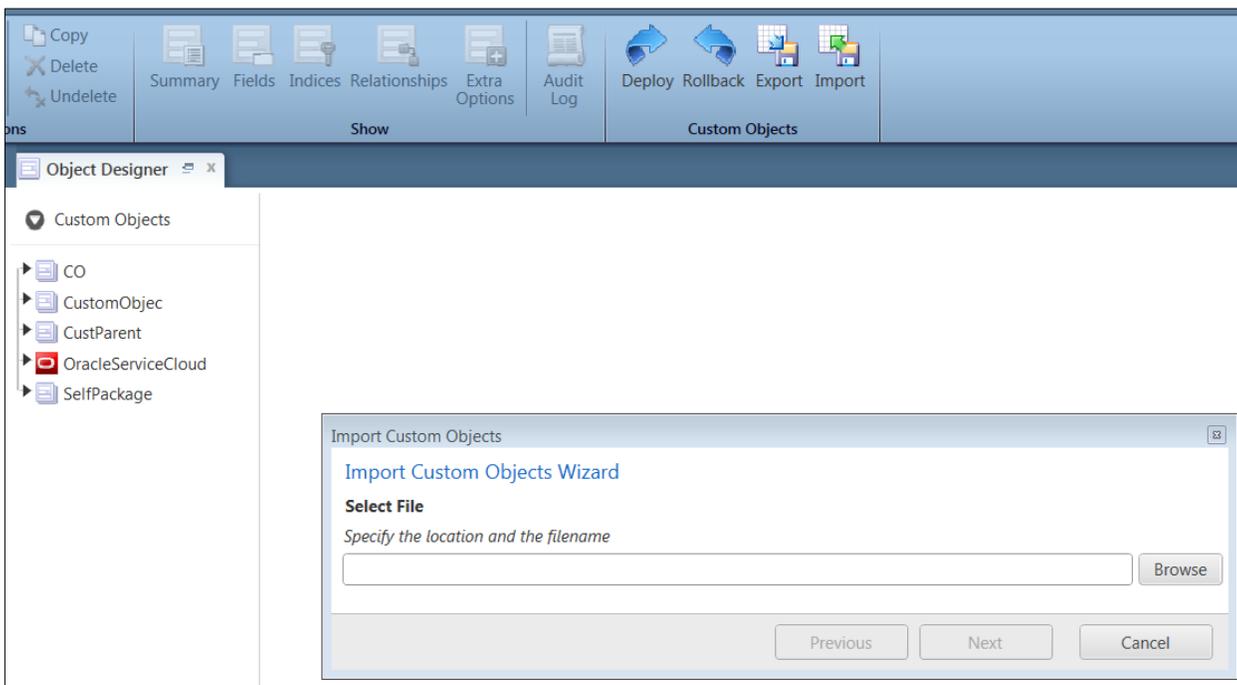
1. Login to the OSvC console.
2. In the navigation pane, select **Configuration** and then open the *Object Designer* under Database.



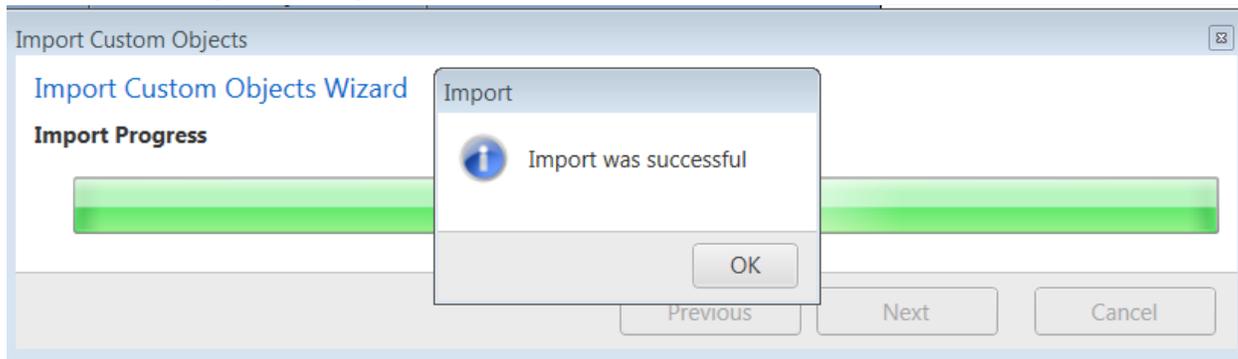
3. Import CustomObjects.zip by clicking the **Import** ribbon button in the Object Designer.



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**.



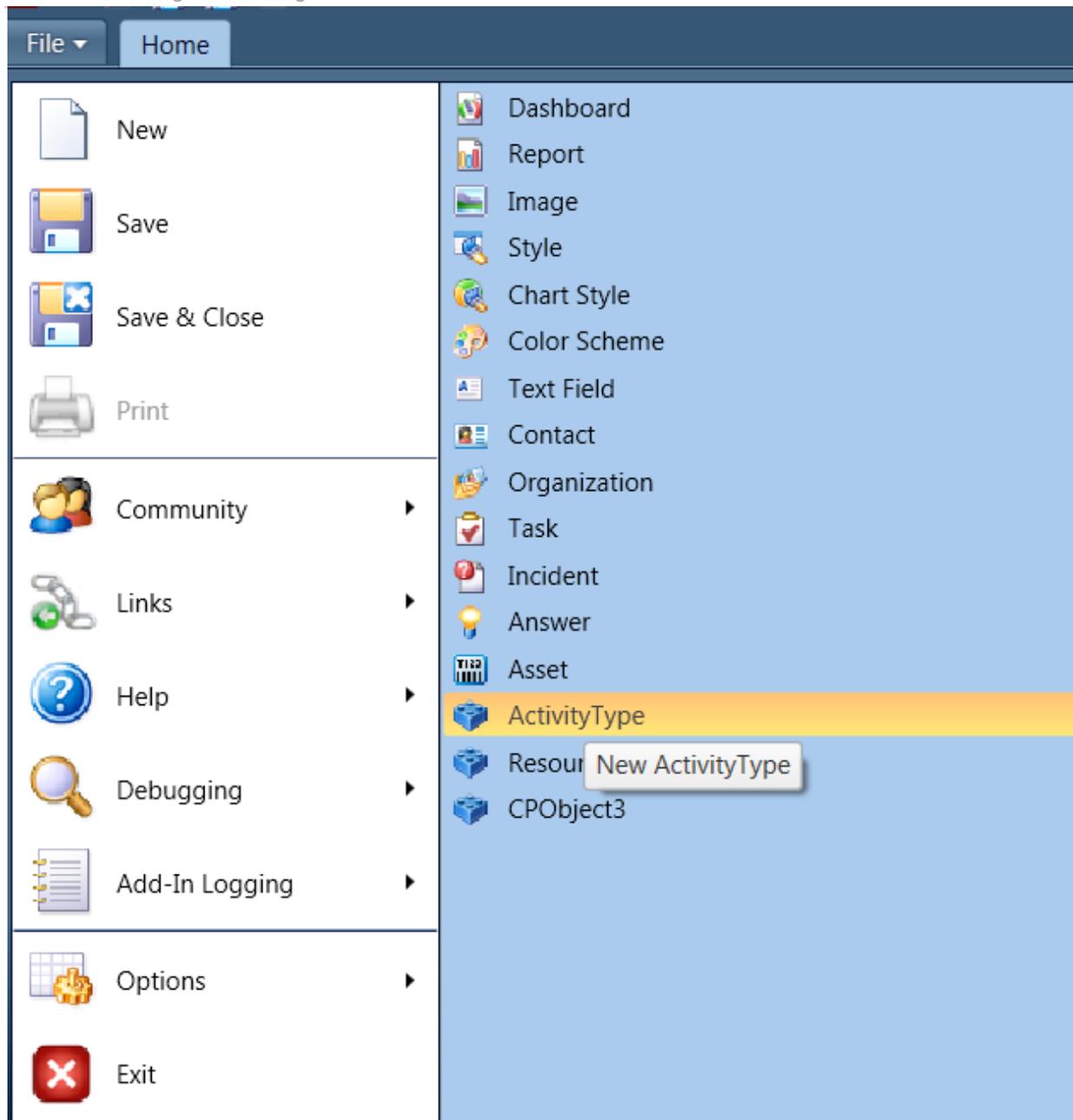
5. Import progress bar will be shown and once import is complete, an "Import was successful" message will be returned. Click **OK**.



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 browser window with three tabs: 'New ActivityType', '170301-000000', and 'Reports Explorer'. The main content area contains a form for creating a new 'ActivityType'. The form has the following fields:

- ID**: A text input field containing the value 'Not available'.
- Name ***: A text input field that is highlighted with an orange border, indicating it is a required field.
- OFSC_ID ***: A dropdown menu with a downward arrow, also indicating it is a required field.

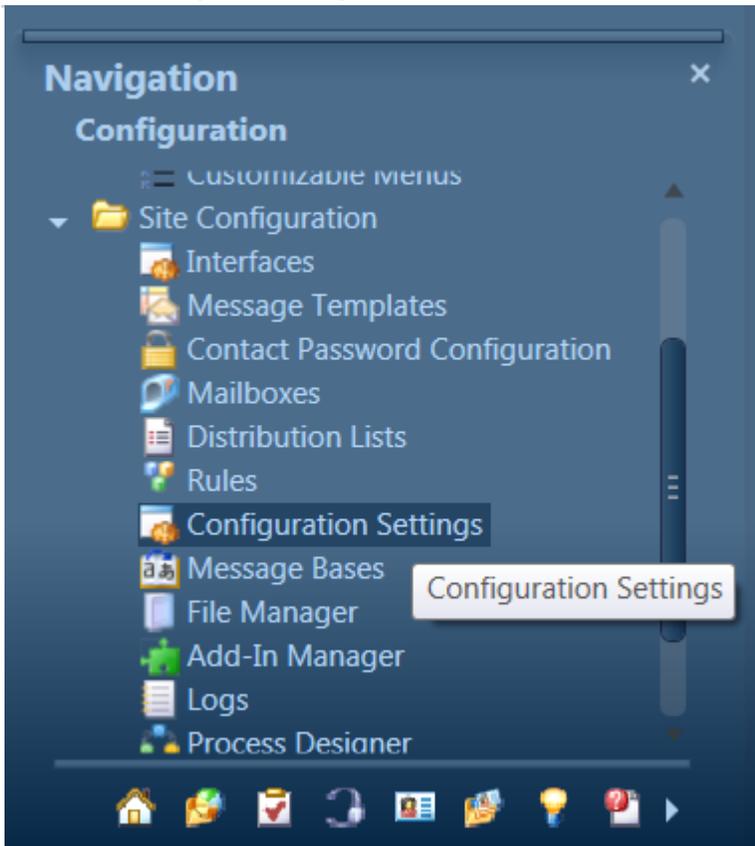
At the bottom left of the browser window, there is a tab labeled 'New Tab 1'.

3. Save the *ActivityType*.

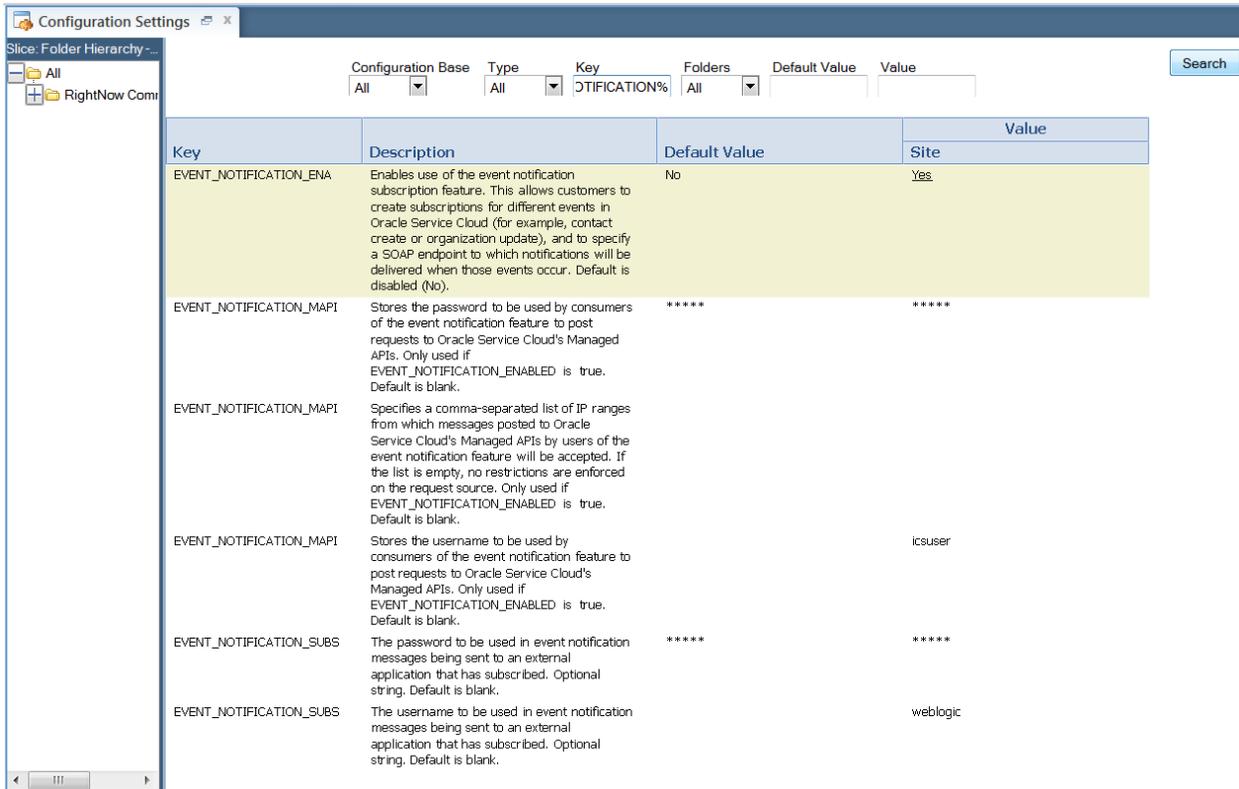
Configure Verb settings in OSvC

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.



3. 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

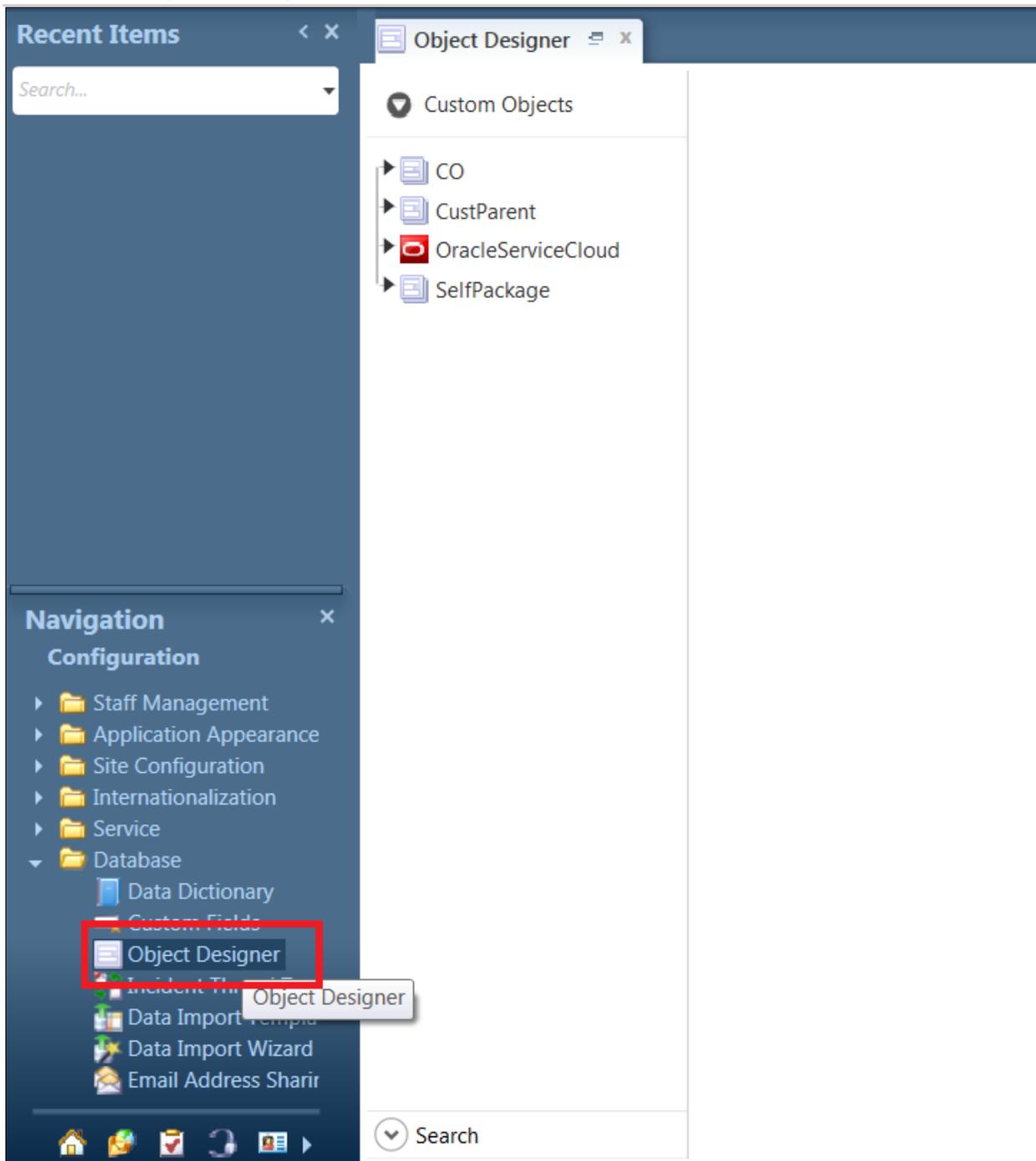
Important: The ICS username and password is required for the configuration

Creating TimeSlot and ReminderTime Custom Objects

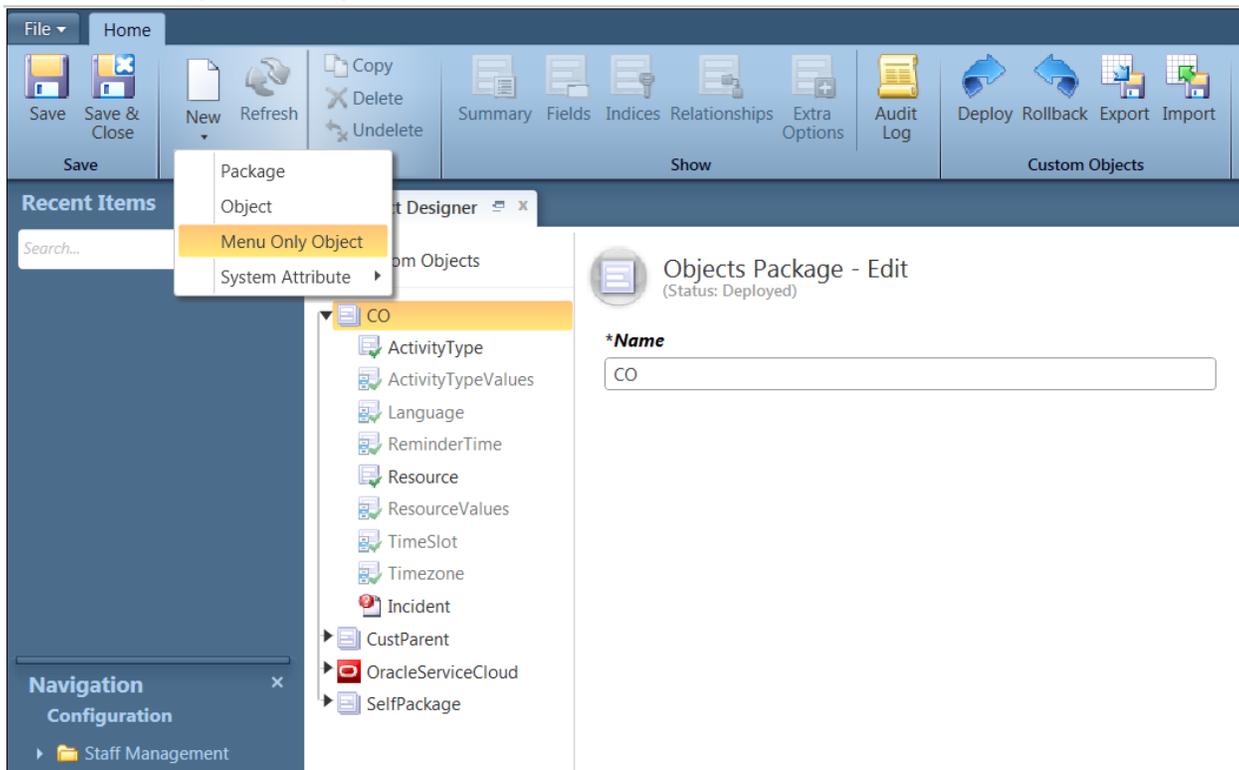
The CustomObjects.zip that was uploaded earlier already contains a TimeSlot and ReminderTime menu object. If you want to create your own, follow the steps below.

Steps

1. 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.

The screenshot shows the Oracle Object Designer interface. On the left, the 'Recent Items' and 'Navigation' panes are visible. The 'Object Designer' pane shows a tree view of 'Custom Objects' under 'CO', with 'TimeSlot2' selected. The main workspace displays the 'Object Summary - Edit' for 'TimeSlot2' (Status: Undeployed). The '*Name' field is set to 'TimeSlot2'. Below, the 'Menu Object Options' section shows a 'Menu Items' list with an 'Add' button and a single item '08-10'. A warning message states: 'At least one item must be added to the menu to save this object.' At the bottom, the 'Custom Object Labels' table is shown.

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 x

Custom Objects

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

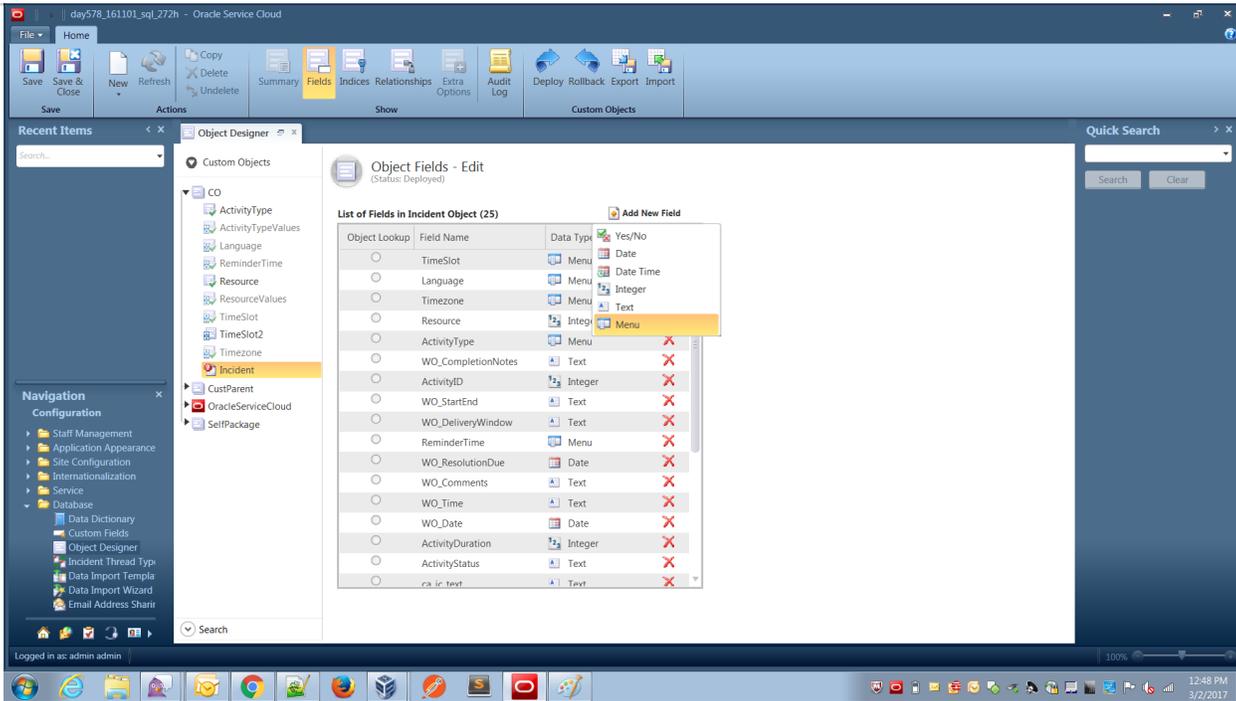
Object Fields - Edit
(Status: Deployed)

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

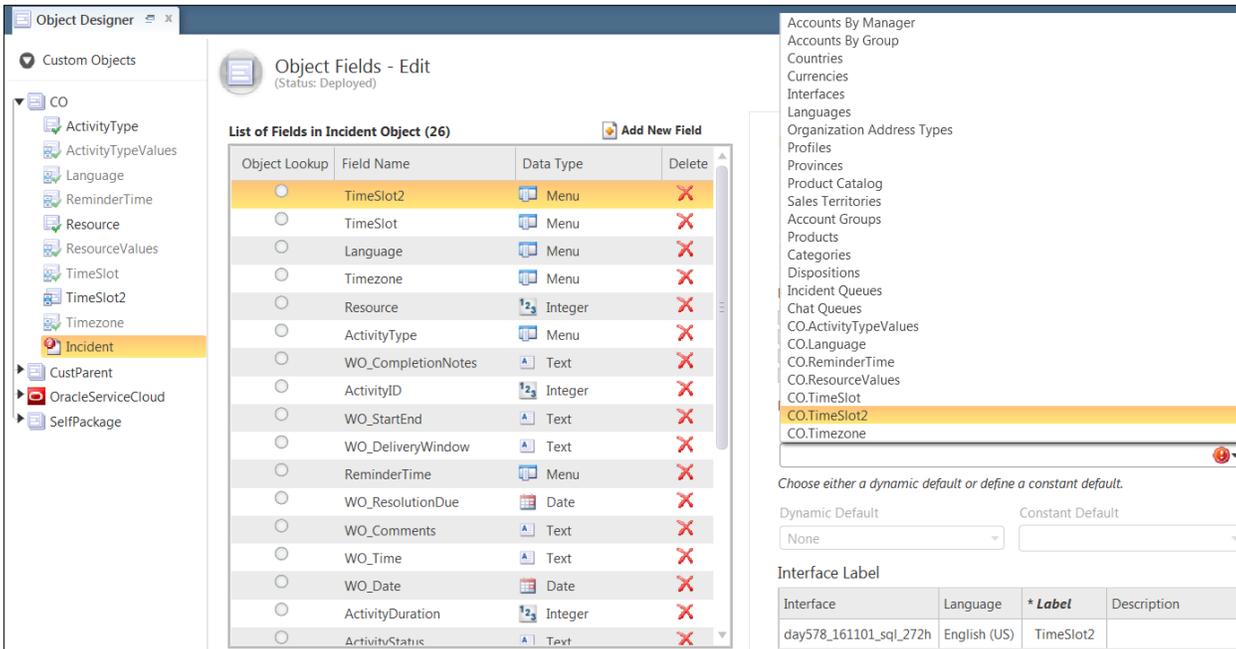
Object Lookup	Field Name	Data Type	Delete
<input type="radio"/>	TimeSlot	Menu	X
<input type="radio"/>	Language	Menu	X
<input type="radio"/>	Timezone	Menu	X
<input type="radio"/>	Resource	Integer	X
<input type="radio"/>	ActivityType	Menu	X
<input type="radio"/>	WO_CompletionNotes	Text	X
<input type="radio"/>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

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

OFSC-OSvC Integration Using ICS



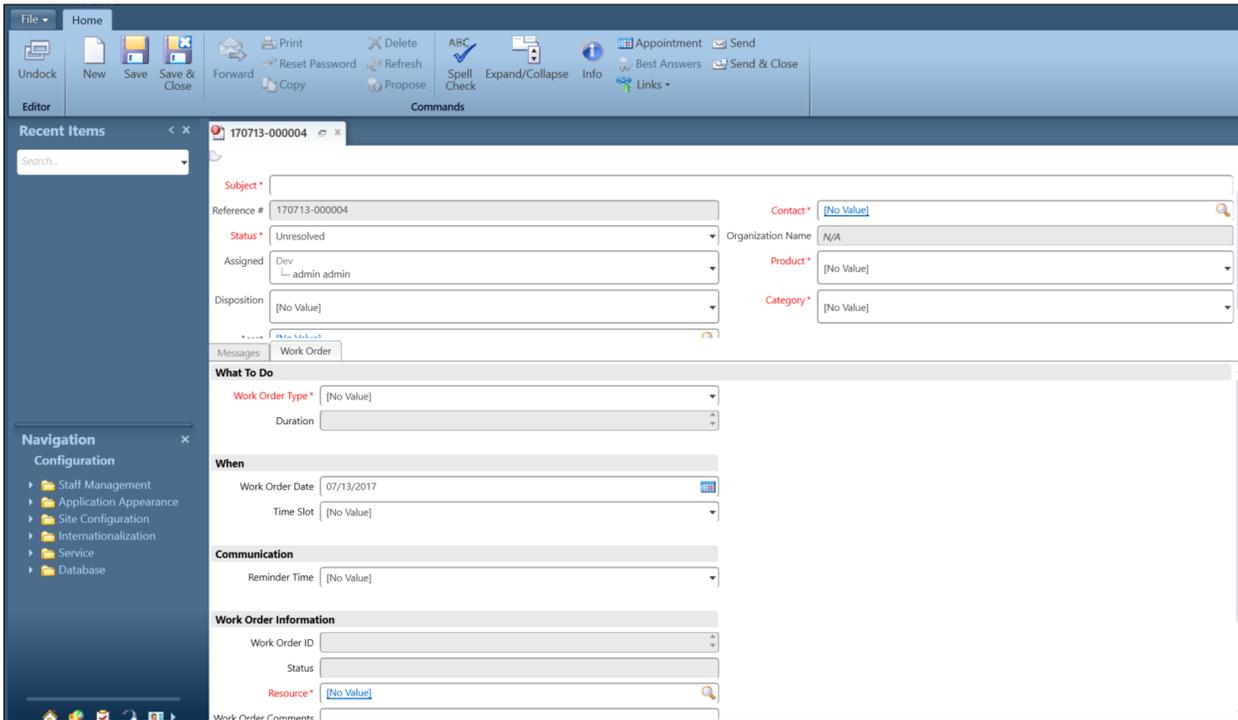
- c. In *Field Details*, fill in the *Name* value. Then fill in the *Menu* field value by selecting the required Menu object (CO.TimeSlot2 here) created from the drop down.



- 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:



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

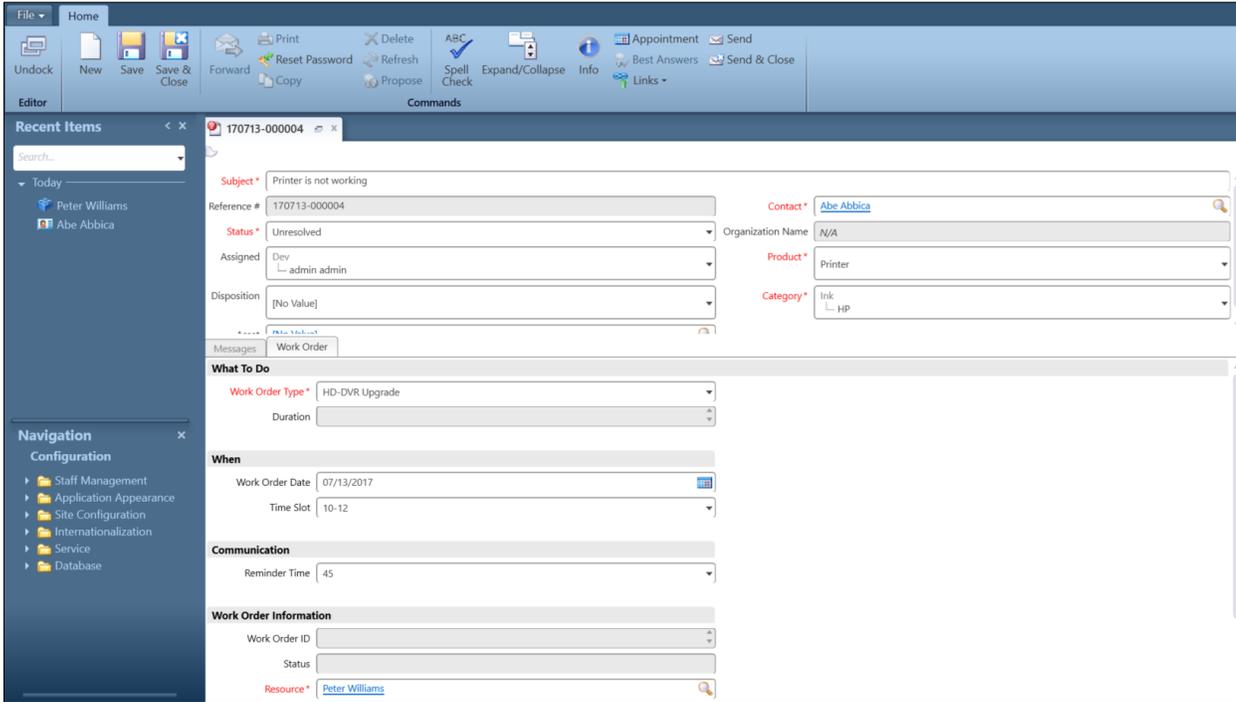
- Delete an incident that has a corresponding activity in OFSC
- The status of the activity should change to Cancelled

Demo Scenario Examples

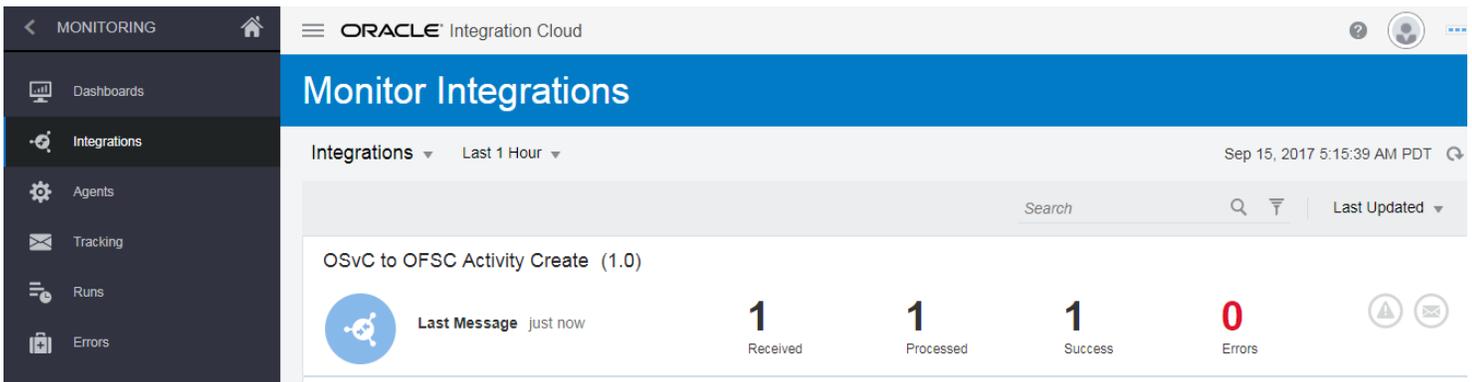
Creating an incident

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 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.

Start	End	Activity type	Work Order	Time Slot	Information	Activity ID
12:00 AM	12:39 AM	HD-DVR Upgrade	521		19 Avenue Abe Abbica	4225458
12:00 AM	12:39 AM	HD-DVR Upgrade	524		19 Avenue Abe Abbica	4225460
12:00 AM	12:39 AM	HD-DVR Upgrade	525	10-12	19 Avenue Abe Abbica	4225461

Activity details (Technical_Team)

Activity type: HD-DVR Upgrade
 Activity status: pending
 Position in Route: Ordered
 Duration: 39minutes
 SLA Start: [dropdown]
 SLA End: [dropdown]
 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)

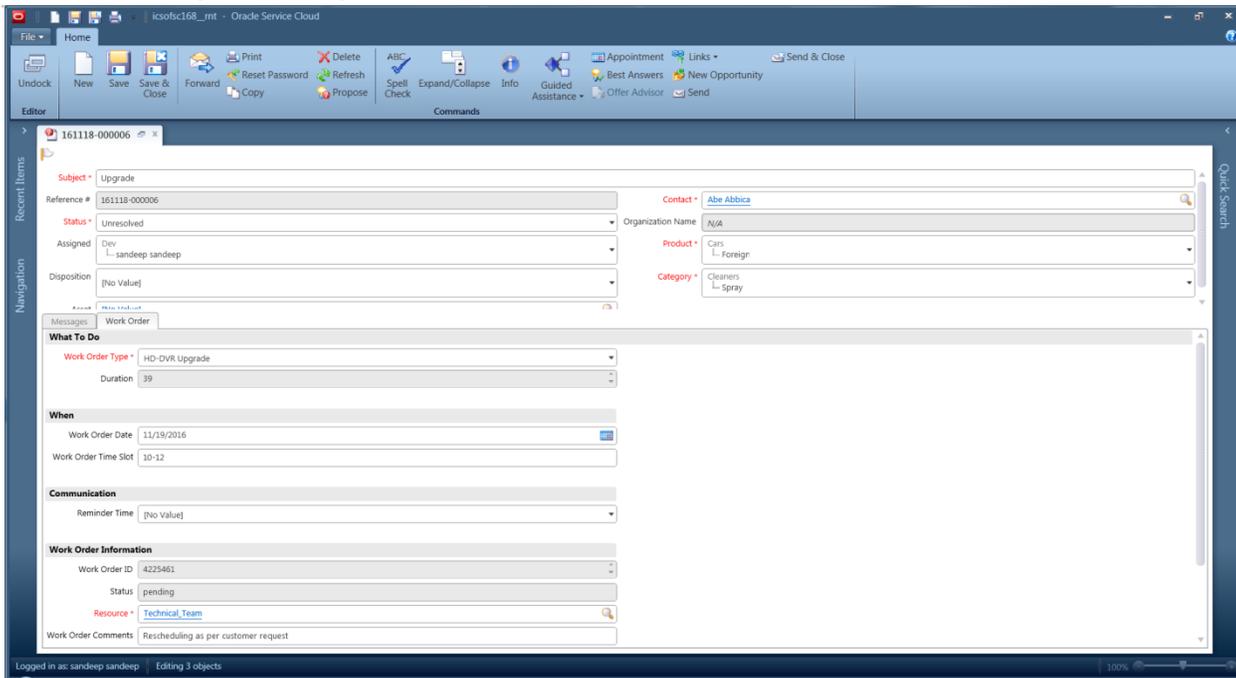
Customer info: Name: Abe Abbica, Time Zone: Eastern, 4
 Phone: 1234567890, Message Language: English
 Email: m1@bighorn.righttoowtech.com.invalid
 Send day before confirmation alert

Modifying an incident

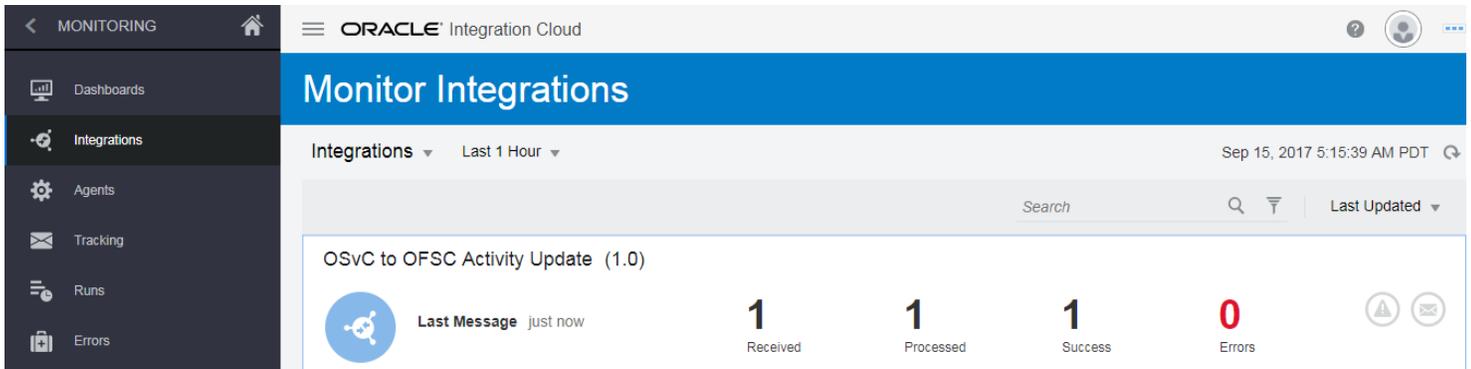
Any changes made to the incident (E.g. change in date) will be updated in the OFSC Activity.

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 tree view of resources, with 'Technical_Team (1)' selected. The main area displays a table of activities for 'Saturday, November 19th, 2016'. The table has columns for Activity, Start, End, Activity type, Work Order, Time Slot, Information, and Activity ID. One activity is listed: 'HD-DVR Upgrade' starting at 12:00 AM and ending at 12:30 AM, with Work Order 525 and Information '19 Avenue Abe Abbica'. The Activity ID is 4225461.

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

Modifying an activity

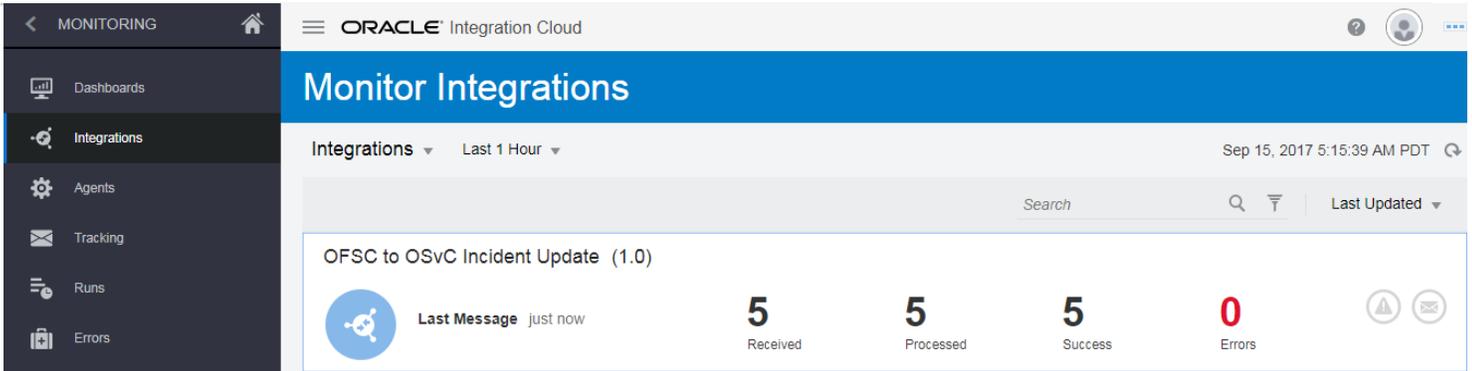
Any changes made to the OFSC Activity will modify the corresponding OSvC Incident accordingly. E.g. Activity is updated (assigned to a new resource) in OFSC by the user.

The screenshot shows the Oracle Field Service Cloud interface with the resource 'James' selected in the left sidebar. The main area displays a table of activities for 'Saturday, November 19th, 2016'. The table has columns for Activity, Start, End, Activity type, Work Order, Time Slot, Information, and Activity ID. Two activities are listed: 'HD-DVR Upgrade' starting at 10:00 AM and ending at 10:30 AM, with Work Order 519 and Information '19 Avenue Abe Abbica' (Activity ID 4225454), and 'HD-DVR Upgrade' starting at 12:00 AM and ending at 12:30 AM, with Work Order 525 and Information '19 Avenue Abe Abbica' (Activity ID 4225461).

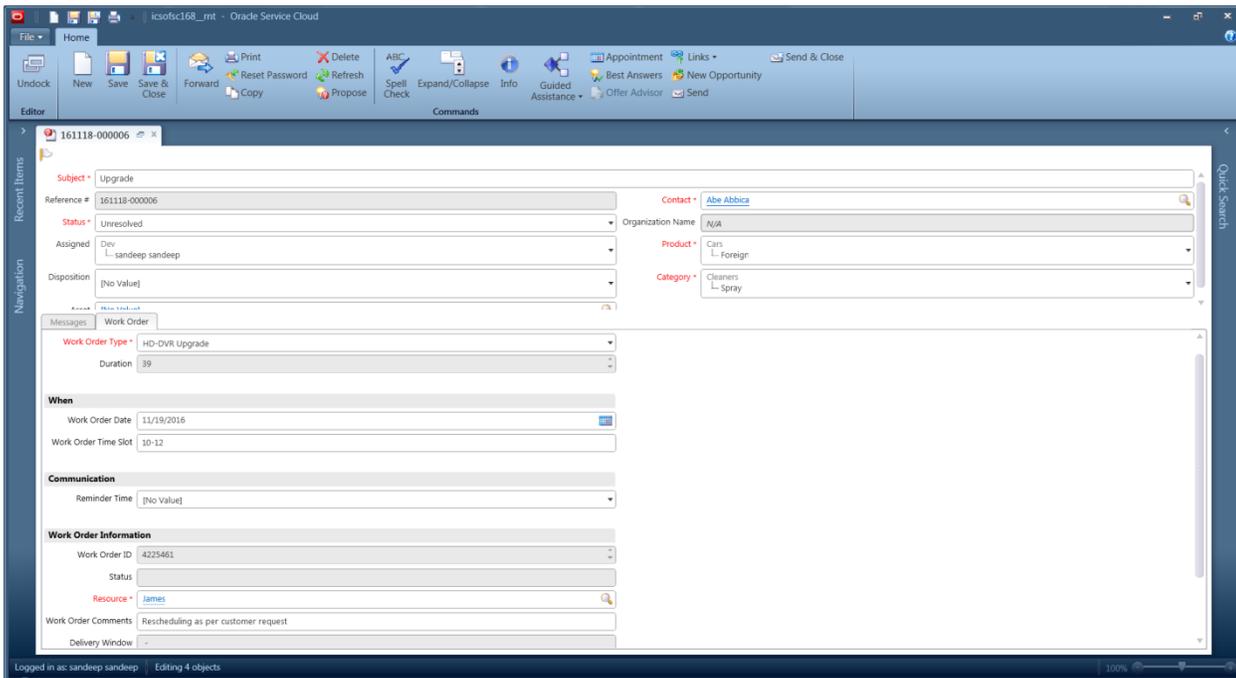
Activity	Start	End	Activity type	Work Order	Time Slot	Information	Activity ID
HD-DVR Upgrade	10:00 AM	10:30 AM	HD-DVR Upgrade	519		19 Avenue Abe Abbica	4225454
HD-DVR Upgrade	12:00 AM	12:30 AM	HD-DVR Upgrade	525	10-12	19 Avenue Abe Abbica	4225461

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.

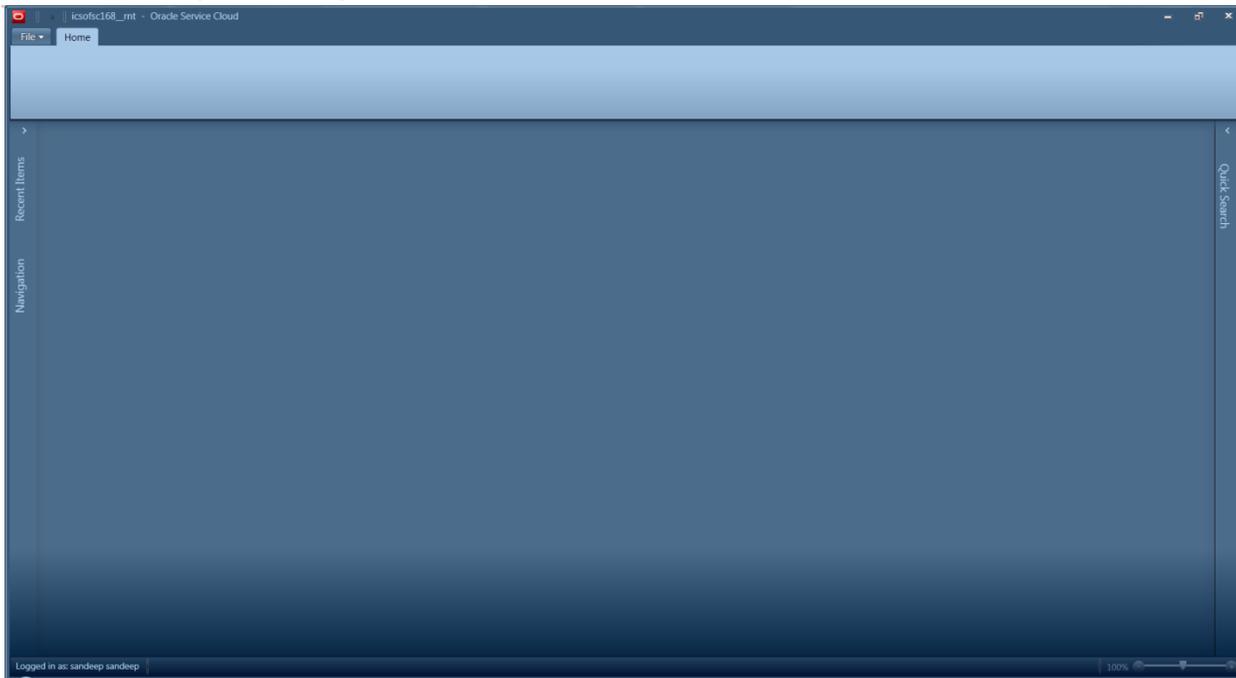


Deleting an incident

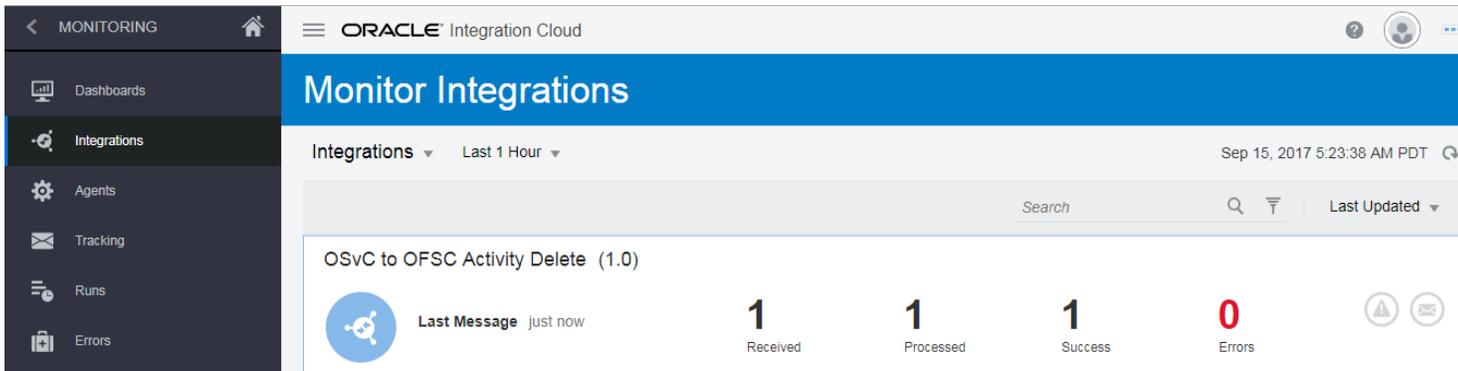
Whenever an incident is deleted in OSvC, the status of the corresponding activity changes to *Cancelled*.

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.

OFSC-OSvC Integration Using ICS

ORACLE Field Service Cloud

Dispatch Tools Resource Settings Reports Configuration

James Saturday, November 19th, 2016 View

2 as of 11/19/16 Eastern

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

ORACLE Field Service Cloud

Dispatch Tools Resource Settings Reports Configuration

Activity details (James) Reopen

Activity type: HD-DVR Upgrade Activity status: cancelled

Activity Notes: Updated

Delivery Window: 09:30 AM - 10:30 AM

Work Order: 525

Work Zone: LONGWOOD

Work Skill: Routing(1/1)

Notes: Updated

Job Number: 161118-000006

WO Comments: Rescheduling as per customer request

SLA Start: [dropdown]

SLA End: [dropdown]

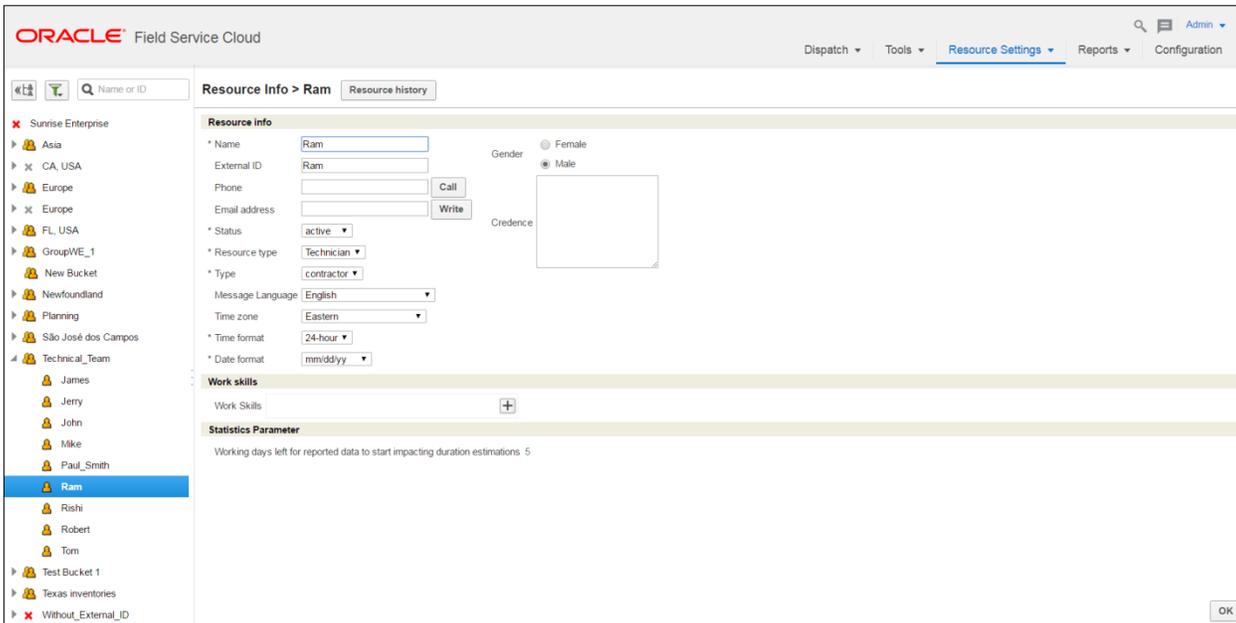
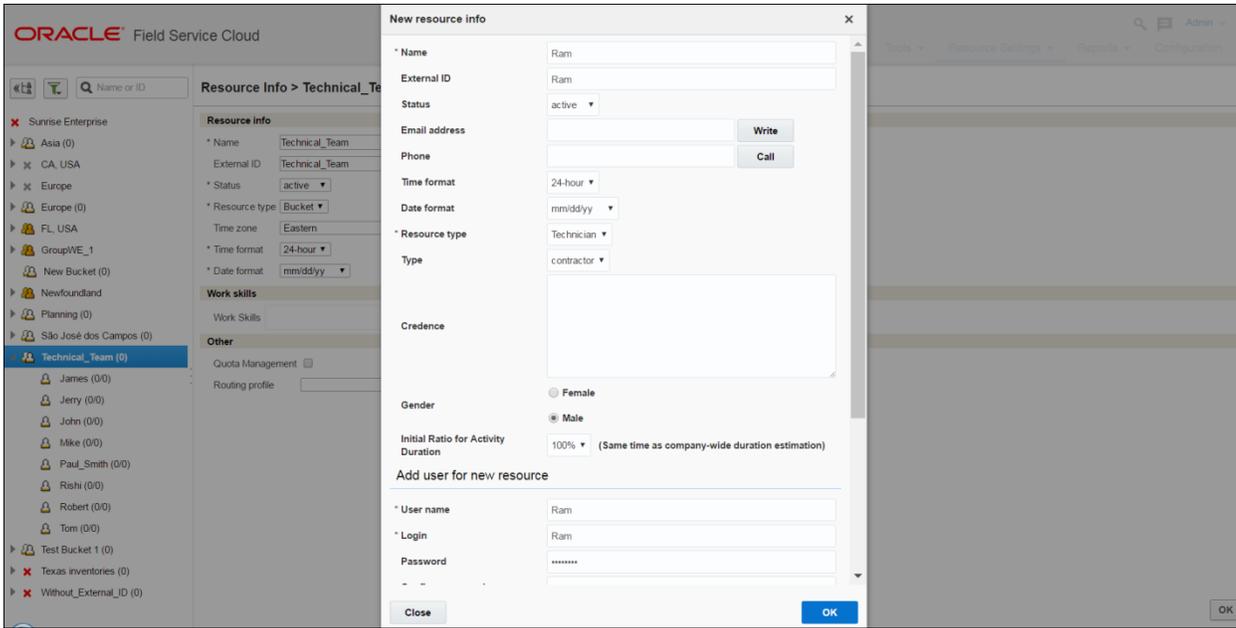
Time Slot: 10-12

Customer info: Name Abe Abbica, Phone 1234567890, Email m1@bighorn.rightnowtech.com.invalid, ZIP/Postal Code 123456

Close OK

New resource creation

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



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

The screenshot shows the Oracle Integration Cloud 'Monitor Integrations' dashboard. The left sidebar contains navigation options: MONITORING, Dashboards, Integrations (selected), Agents, Tracking, Runs, and Errors. The main header displays 'ORACLE Integration Cloud' and 'Monitor Integrations'. Below the header, there are filters for 'Integrations' and 'Last 1 Hour', and a timestamp 'Sep 15, 2017 5:23:38 AM PDT'. A search bar and 'Last Updated' dropdown are also present. The main content area features a card for the 'OFSC to OSvC Resource Create (1.0)' integration. This card includes a 'Last Message just now' notification, a circular progress indicator, and four status metrics: 1 Received, 1 Processed, 1 Success, and 0 Errors. There are also warning and message icons on the right side of the card.

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

The screenshot shows a web browser window displaying the Oracle Reports Explorer interface. The title bar indicates the browser is 'Oracle Service Cloud'. The interface includes a menu bar with options like File, Home, Display, and Page Setup. Below the menu is a toolbar with various report actions such as Open, New, Delete, Search, Refresh, Reset, Find, Find Next, Clear, Auto Filter, Sort, Rollups, Slice, Forward, Export, Default Settings, and Definition. The main area is titled 'Reports Explorer' and 'Resource Search Report'. It features search input fields for 'ID' and 'Name' (with 'Ram' entered), and a 'Search' button. Below the search fields is a table with the following data:

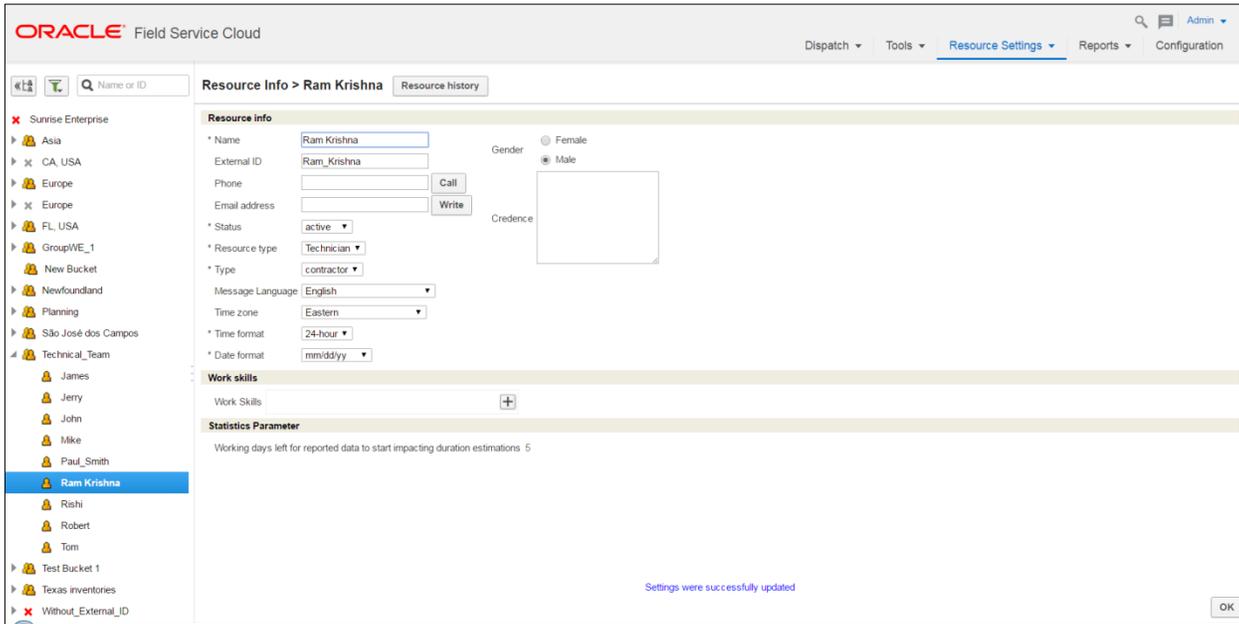
ID	Name	Action
18957	Ram	Open Delete

The bottom status bar shows 'Logged in as: sandeep sandeep' and '1 Records'. The zoom level is set to 100%.

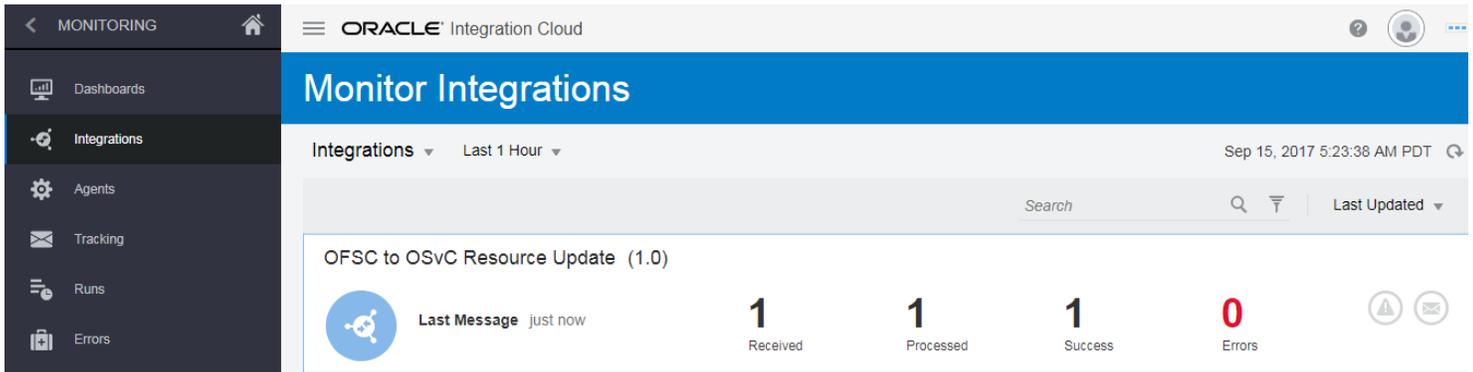
Updating a resource

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

Resource is updated in OFSC by user.



The 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.

