

# UPK PRE-BUILT CONTENT FOR: ORACLE MOBILE WORKFORCE 2.2.0



Oracle's User Productivity Kit (UPK) is a collaborative content development platform that drives end-user and project team productivity throughout all phases of the software ownership lifecycle. UPK pre-built application specific content provides significant additional benefit beyond the UPK Developer for enterprises deploying Oracle Mobile Workforce products.

## **UPK Application Content: “As Delivered” System Process References**

The value of UPK pre-built application content starts from the premise that implementation project teams can save substantial time and labor by leveraging UPK application content as baseline reference system process flows first and then iterating to capture specific business process requirements. The savings can be substantial – project team resources typically dedicated to the preparation of system test data, storyboarding, and process standardization can be greatly reduced.

## **Mirrors Oracle Application Development Methodology**

Key to the value of UPK application specific content is the fact that it is authored in tight collaboration with the actual developers who wrote the code, thus creating content which accurately reflects industry best practices with detailed conceptual information.

## **Delivering Value Throughout the Software Lifecycle**

The value of UPK application content has relevance in many phases common to software implementation projects. For example, early on in the project lifecycle, UPK play back capabilities allow implementation leads to educate themselves on the delivered system process flows (vanilla functionality) of the new application without having to actually configure a “sand-box” environment, mitigating costs associated with labor and hardware and reducing the new functionality “learning curve.”

## **Eliminate Dedicated Instances To Analyze Delivered Functionality**

Once the delivered functionality and process flows of the new application are understood, the project team can use the UPK content as an aid to do the fit-gap analysis. For this phase of the project lifecycle, the functional expert visually moves through a UPK simulation – leveraging the application specific content – while noting in the test document the configuration and/or customizations necessary to achieve the desired business outcome.

UPK application specific content created by Oracle is released in English and updated with each major release of the application, documenting best practices for that release to help organizations achieve faster ROI and manage knowledge more efficiently and effectively.

## Customizing Pre-Built Content

Over the course of an implementation or upgrade, the UPK pre-built content can evolve until it mirrors the final deployed application. The existing pre-built content can easily be modified using the UPK Developer to capture the configuration changes or steps in the new process. UPK's re-record feature also enables a guided recapture of screens and steps in the application so your UPK content reflects the final state of your application.

Use the UPK Developer to easily customize the content to match your organization's needs. The UPK Content products contain the following sections:

### Oracle Mobile Workforce, Administration Data

Getting Started with Admin Menu Functions

Resource Management Administration

Service Management Administration

Attachment Management Administration

Device Management Administration

Scheduler Management Administration

Mail Management Administration

Transfer of Goods Management Administration

Contractor Management Administration

### Oracle Mobile Workforce, User Tasks

Getting Started with Main Menu Functions

Managing Resources

- Managing Mobile Workers and Vehicles

- Managing Crews, Shifts and Shift Templates

- Managing Breaks and Periods of Unavailability

- Managing Dispatchers

Managing Services

- Managing Activities

- Managing Alerts and Remote Messages

Managing Dispatcher Functions (CDI)

Managing Mail

Using the Batch Control Global View

Managing Transfer of Goods

Managing Contractors

## CONTACT US

For more information on UPK and application specific content for Oracle application product families go to <http://www.oracle.com/goto/upk/user-productivity-kit.html>.

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