



Oracle Field Service Cloud Activity Booking

Release 15.2

Copyright © 2015 Oracle and/or its affiliates. All rights reserved. Part Number E62381-02.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Table of Contents

1 Introduction.....	3
1.1 Document Overview.....	3
1.2 Scope of the Document.....	3
1.3 Basic Terms and Concepts.....	3
2 Functionality Overview.....	4
3 Booking Activity.....	4
3.1 Creating New Booked Activity.....	5
3.1.1 Creating Booked Activity from the Activity List.....	5
3.1.2 Creating Booked Activity with Predefined Activity Information.....	6
3.2 Scheduling Booked Activity.....	7
3.3 Capacity Information Updates.....	11
4 Configuration.....	12
4.1 'Book new activity' Context.....	12
4.1.1 Activity Type Constraints.....	14
4.1.1.1'Support of Time Slots'.....	14
4.1.1.2'Calculate travel'.....	15
4.1.1.3'Define duration manually'.....	16
4.1.1.4'Support of work zones'.....	17
4.1.1.5'Support of work skills'.....	19
4.2 'Schedule booked activity' Context.....	20
5 Error Messages.....	21
5.1 Missing Context Error.....	22
5.2 Validation Errors.....	22
5.3 Capacity Calculation Errors.....	22

1 Introduction

1.1 Document Overview

This document is intended as a description and user manual of Activity Booking – a new feature of Oracle Field Service Cloud to be used by technicians and other field personnel handling incoming orders from the customer on-site. It is assumed that the reader is familiar with the basics of Oracle Field Service Cloud (former ETAdirect) functionality and operating principles.

1.2 Scope of the Document

The document describes the Activity Booking functionality, its configuration, restrictions, and the work flow.

2 Functionality Overview

Timing is a critical success factor in today's business environment. However, it is not only the timely service delivery that matters, but it is also the timely order placement that makes it.

When a technician performs an activity on the customer's premises, the customer may inquire about the possibility to perform another job for them on a different day. In this case, it's important for the technician to be able to collect the information about the new job, create a new activity in Oracle Field Service Cloud and schedule it for some particular date and time slot, all, right away on-site. Moreover, in order to book an activity, the technician should also have an ability to check the available capacity for that specific date and time.

In order to meet these compelling goals, Oracle Field Service Cloud has introduced a new feature called Activity Booking.

It was designed to facilitate in-place activity booking by providing the tools for scheduling and automatic assignment of activities, based on capacity calculations.

Accessed via Oracle Field Service Mobility Cloud Service, Activity Booking allows a user to create a new activity in a specified capacity bucket and time slot, that will then be routed on a general basis.

Note: In order to be able to book an activity, there should be quota available in the selected capacity bucket on the selected date, time slot for a specific capacity category.

As soon as the activity is booked, the capacity required for its performance is subtracted from the 'available capacity' and added to the 'used capacity'. The used capacity is compared to the quota values to make sure that orders for new activities are only accepted when the capacity is still available.

Note: As having capacity information up-to-date is crucial for functionality, Activity Booking is available only in the online mode.

3 Booking Activity

The activity booking process comprises the following stages:

- Creating a new activity
- Scheduling the created activity according to the selected date, time slot, and capacity bucket
- Capacity information update.

This document explains each of the steps in detail.

3.1 Creating New Booked Activity

There are two ways to access the booking functionality in Oracle Field Service Cloud, via the Oracle Field Service Mobility Cloud Service: from the action link on the 'Activity List', or from the 'Activity Details' screen of an existing activity.

Note: the 'Book Activity' action link has to be added on to the context layouts of the corresponding screens prior to using the functionality.

3.1.1 Creating a Booked Activity from the Activity List

There is a specially designated 'Book Activity' action link located on the menu bar of the Oracle Field Service Mobility Cloud Service (Figure 1).

As the Booking feature is available only in the online mode, the action link will be disabled when the mobile device is offline (Figure 2).

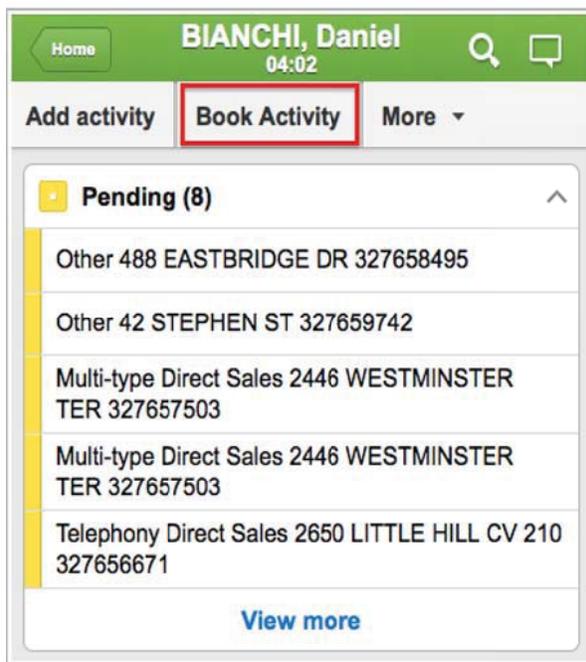


Figure 1: 'Book Activity' action link (online mode)

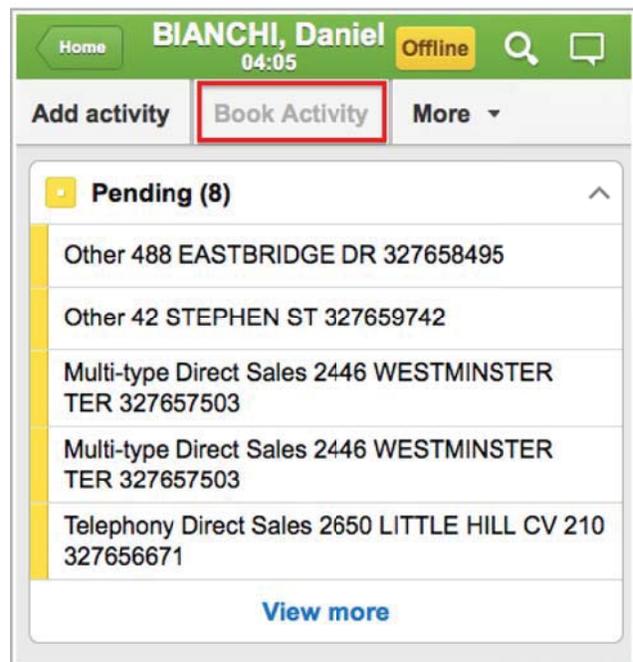


Figure 2: 'Book Activity' action link disabled offline

Tapping on the 'Book Activity' link in the online mode will open the 'Book Activity' screen (Figure 3) with a blank booking activity form.

Figure 3: 'Book activity' screen

In order for the new activity to be created, fill in the information about the activity and the customer, and click 'Next' to proceed with [scheduling](#) the activity.

 – 'Dismiss' button will take you back to the 'Activity List' and the changes won't apply

 – 'Activities' button in the top left corner of the form will also return you to the 'Activity List'.

All mandatory fields contained in the form (those marked with an asterisk) must be filled out for the activity to be created and booked. If at least one of those fields is left empty, the 'Validation failed, please review your form' error message will be shown (Figure 4).

Figure 4: 'Validation failed, please review your form' error message

3.1.2 Creating Booked Activity with Predefined Activity Information

The 'Book Activity' link can also be accessed from the 'Activity Details' screen of an existing activity (Figure 5). In this case, fields of the original activity are used to fill the corresponding fields of the booking activity form. So, the 'Book activity' screen will show the form with activity information predefined (Figure 6).

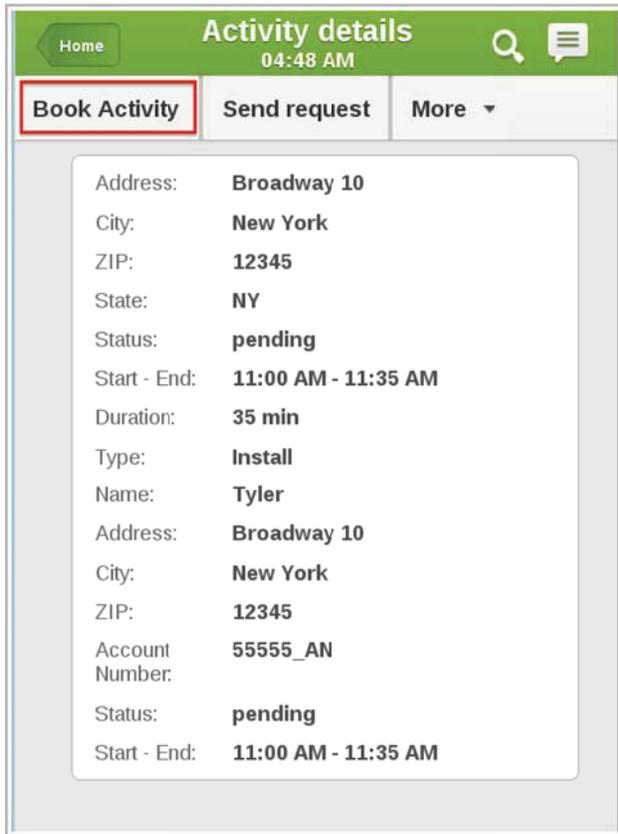


Figure 5: 'Book Activity' link in 'Activity Details' screen

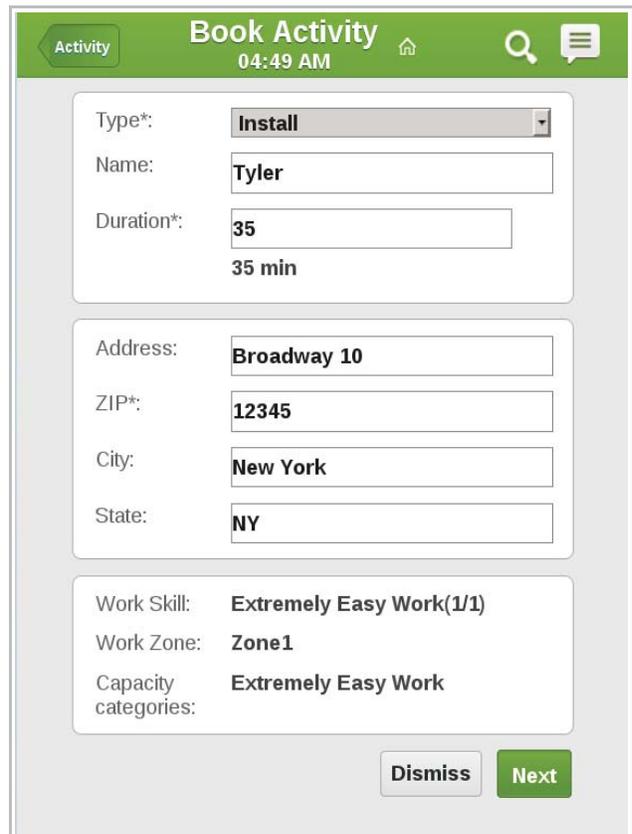


Figure 6: 'Book Activity' form with predefined information

The predefined information in the 'Book Activity' form can be edited, if necessary.

After completing the details of the new activity, proceed with [scheduling](#) that activity by tapping 'Next' in the bottom right of the screen.



– 'Next' button submits the form and forwards the user to the time slot selection



– 'Activity' button in the top left corner of the form will take you back to 'Activity Details'



– 'Dismiss' button will take you back to 'Activity Details' and the changes won't apply.

3.2 Scheduling Booked Activity

Once the information on the new activity has been submitted, the user is forwarded to the 'Time Slot' screen, that will display capacity available for booking (Figure 7).

Note:

- While the capacity information is being loaded, it might take some time for the 'Time Slot' screen to appear. In this case, the loading indicator will be displayed
- If the data entered at the previous step (creating booked activity) is insufficient, capacity will not be calculated with a corresponding error message shown. For a detailed list of error messages, please, refer to the ['Error Messages'](#) section.

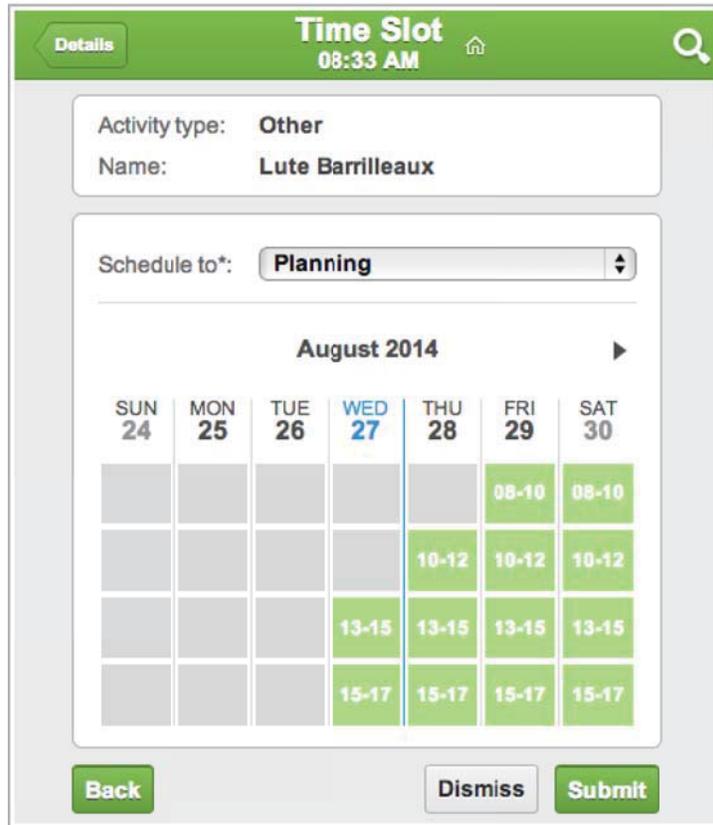


Figure 7: The 'Time slot' screen

The 'Time Slot' screen contains the activity information (there maybe several activity fields, depending on the context layout configuration), and the time slot selection widget, that allows choosing date, time slot, and a capacity bucket (if applicable) for the activity to be booked.

By design, activity fields and properties in the 'Time Slot' screen are always displayed in 'ReadOnly' mode, thus are not editable.

If there is more than one capacity bucket available for booking, according to the provided activity details, the list of the capacity buckets will be shown as the drop-down list (Figure 8). In this case, capacity information (available time slots) will vary depending on the capacity bucket selected.

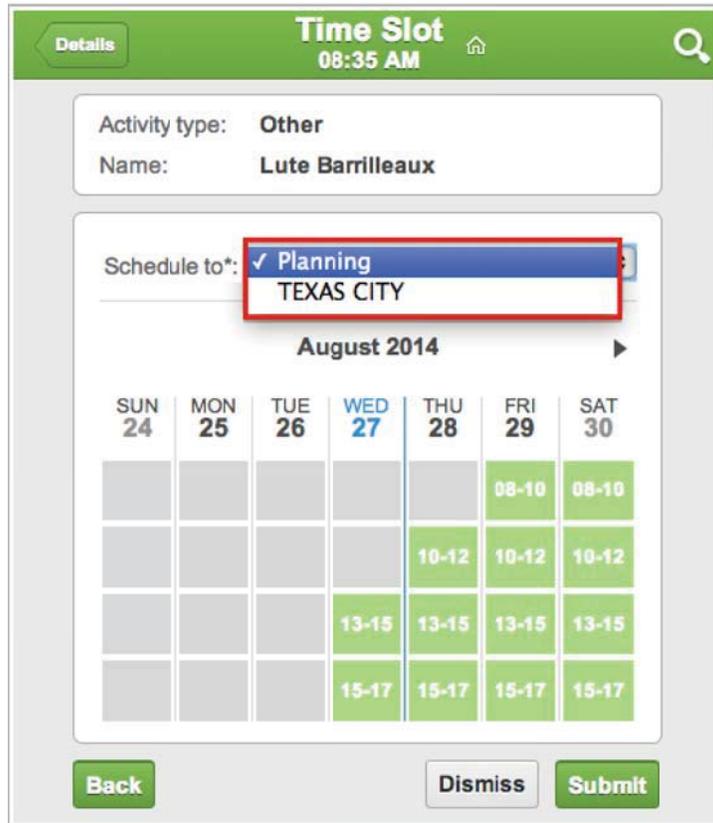


Figure 8: Choosing capacity bucket from the drop-down list

Time slot selection widget is designed as a weekly calendar, where the time slots available for booking are displayed in green, the rest – in grey.

The current date is highlighted in blue on the calendar grid.

The ◀ ▶ arrows will allow navigation between the weeks. The arrows, however, will be shown only for those directions, for which there are time slots available. In other words, in case there are no more vacant time slots beyond the time frame currently displayed, navigation arrow(s) will be hidden.

Note: The capacity information can be obtained for a maximum of 45 future days from the current day.

Dismiss – 'Dismiss' button will take you back to the 'Activity List' or 'Activity Details' (whichever is applicable), the changes will not apply

Back – 'Back' button will return you to 'Activity Details', the changes will not apply

Submit – 'Submit' button will submit the form

Details – 'Details' button will take you to 'Activity Details'.

In order to schedule the activity, take the following steps:

1. Select a capacity bucket
2. Select a suitable time slot for activity booking by tapping on a corresponding green block. Once

the time slot is selected, it will become highlighted (Figure 9).

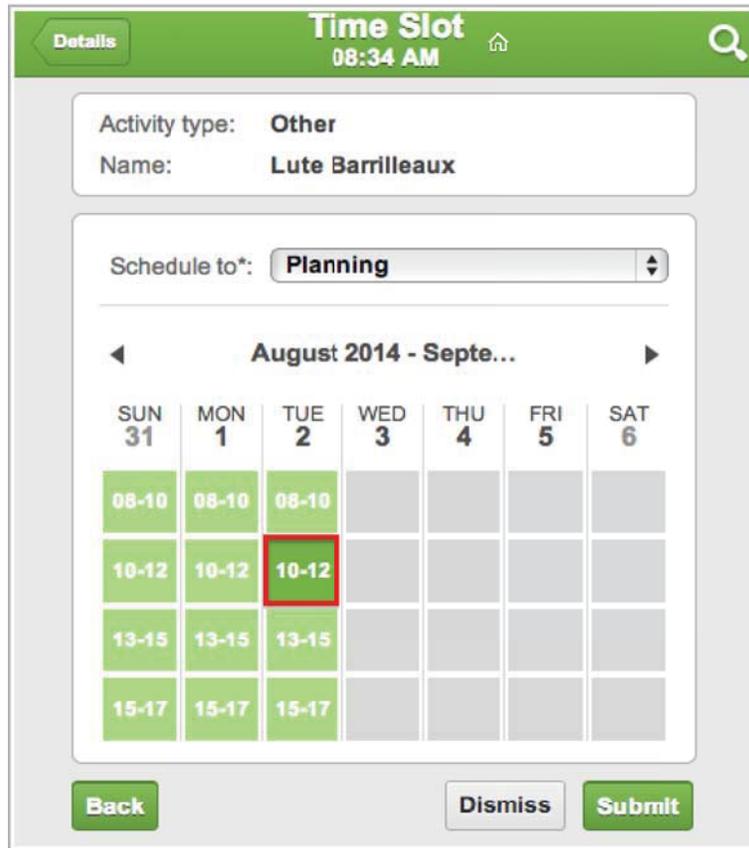


Figure 9: Selecting time slot for activity booking

In order to change the selection, tap on another time slot of your choice.

Note: It is only possible to select one time slot per activity for booking.

3. After selecting the time slot, tap **Submit** for the activity to be scheduled.
4. The 'Activity has been booked' notification will appear to confirm that the activity has been successfully booked (Figure 10).

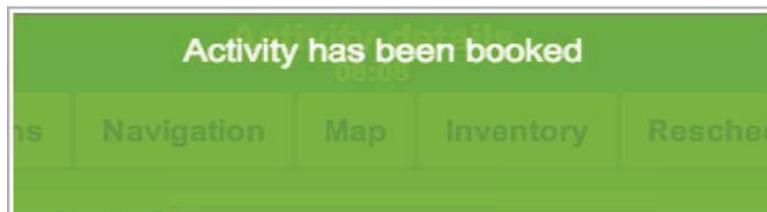


Figure 10: 'Activity has been booked' notification

In case you didn't select any time slot, the activity will not be booked with the corresponding 'Validation failed, please review your form. Time slot is not selected' error message shown (Figure 11).



Figure 11: Validation error in 'Time Slot' screen

3.3 Capacity Information Updates

As soon as the activity is booked, the capacity required for its performance is subtracted from the available capacity and added to the used capacity. The record of these capacity changes can be viewed in the 'Quota' screen of the Oracle Field Service Core Manage Cloud Service.

In order to check the value of the 'Used capacity', go to the 'Quota' screen, choose the capacity bucket and the date for which the activity has been booked. The changes to the 'used capacity' will be recorded in the corresponding section for the booked time slot and the skill category according to the work order type of the booked activity (Figure 12, 13).

Time slot	Quota	Used	Used quota %
Total	8532		
10-12	8532		
Install	1422		
Trouble Call	4266		
Upgrade	2844		
Total	8532		
13-15	8532		
Install	4266		
Trouble Call	2133		
Upgrade	2133		
Total	8532		
15-17	8532		
Deinstall	609		
Install	4266		
Trouble Call	1828		
Upgrade	1828		
Total	8531		

Figure 12: 'Quota' screen before booking an activity

Time slot	Quota	Used	Used quota %
Total	25590		
10-12	8532		
Install	1422		
Trouble Call	4266		
Upgrade	2844		
Total	8532		
13-15	8532		
Install	4266		
Trouble Call	2133		
Upgrade	2133		
Total	8532		
15-17	8532	69	0.81%
Deinstall	609	69	11.33%
Install	4266		
Trouble Call	1828		
Upgrade	1828		
Total	8531	69	

Figure 13: 'Quota' screen after booking activity

4 Configuration

This section describes the most important parts of the system configuration to support the Activity Booking functionality.

Particularly, proper configuration of the booking context is critical for providing the most accurate and precise capacity calculation.

There are the two specially designated contexts in Oracle Field Service Cloud, namely:

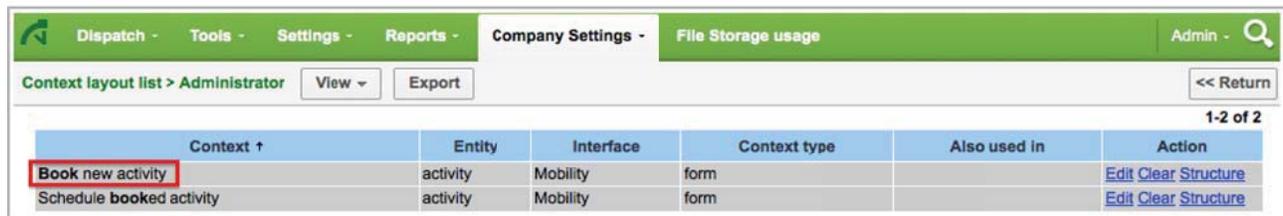
- Book new activity
- Schedule booked activity

The following are the detailed instructions on how to configure them.

4.1 'Book new activity' Context

The 'Book new activity' context can be found in the list of Oracle Field Service Cloud contexts in Company Settings ->Displays->Layouts.

Upon locating the context, click 'Structure' to proceed with the set-up (Figure 14).



The screenshot shows the Oracle Field Service Cloud interface. The top navigation bar includes 'Dispatch', 'Tools', 'Settings', 'Reports', 'Company Settings', 'File Storage usage', and 'Admin'. Below the navigation bar, there is a breadcrumb trail: 'Context layout list > Administrator'. There are 'View' and 'Export' buttons. A table with 6 columns is displayed: 'Context', 'Entity', 'Interface', 'Context type', 'Also used in', and 'Action'. The first row is 'Book new activity', which is highlighted with a red box. The second row is 'Schedule booked activity'. The 'Action' column for both rows contains links for 'Edit', 'Clear', and 'Structure'. The page number '1-2 of 2' is visible in the bottom right corner of the table area.

Context ↑	Entity	Interface	Context type	Also used in	Action
Book new activity	activity	Mobility	form		Edit Clear Structure
Schedule booked activity	activity	Mobility	form		Edit Clear Structure

Figure 14: 'Book new activity' context

Clicking on 'Structure', directs you to the 'Book new activity' layout structure table where the context can be compiled.

'Activity type' is one of the most critical fields on the 'Book new activity' context, because its settings affect quota and capacity management.

Therefore, the 'Activity Type' field (field label – 'aworktype') is always present on the context, with the 'Mandatory' visibility. This field can't be deleted, nor can its visibility be modified (Figure 15).

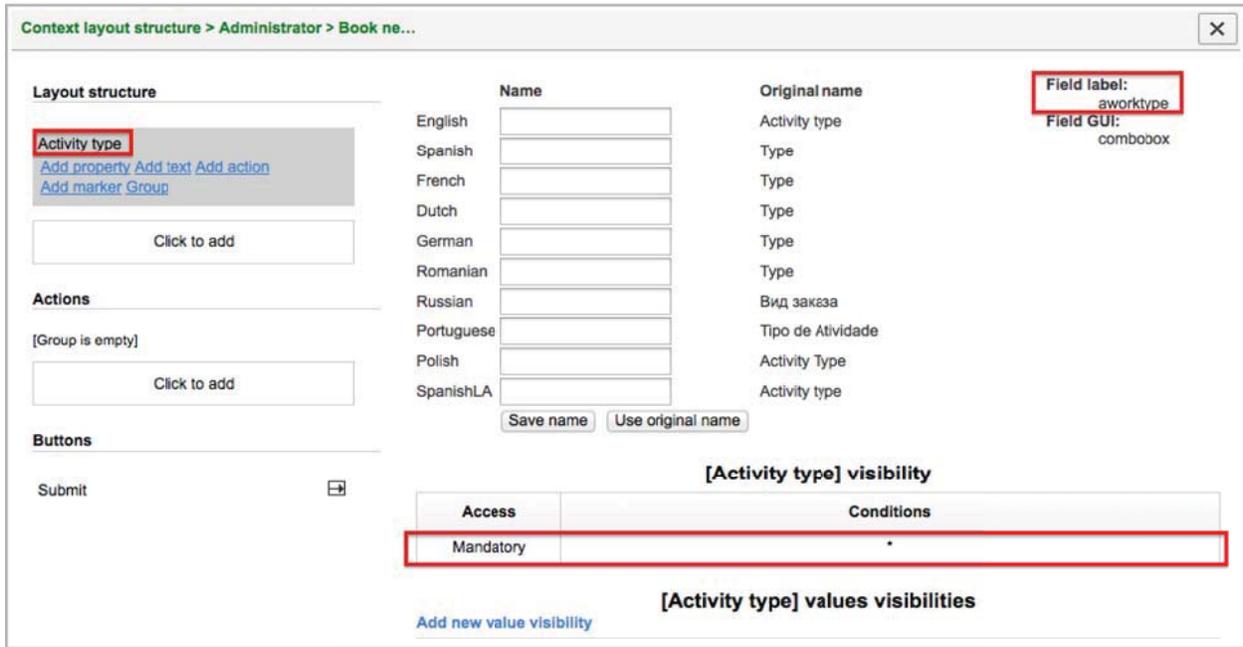


Figure 15: 'Book new activity' context layout structure

It is also necessary to determine what activity types will be used for booking according to given business objectives, and add them as new value visibilities to the '[Activity type] values visibilities' table (Figure 16).

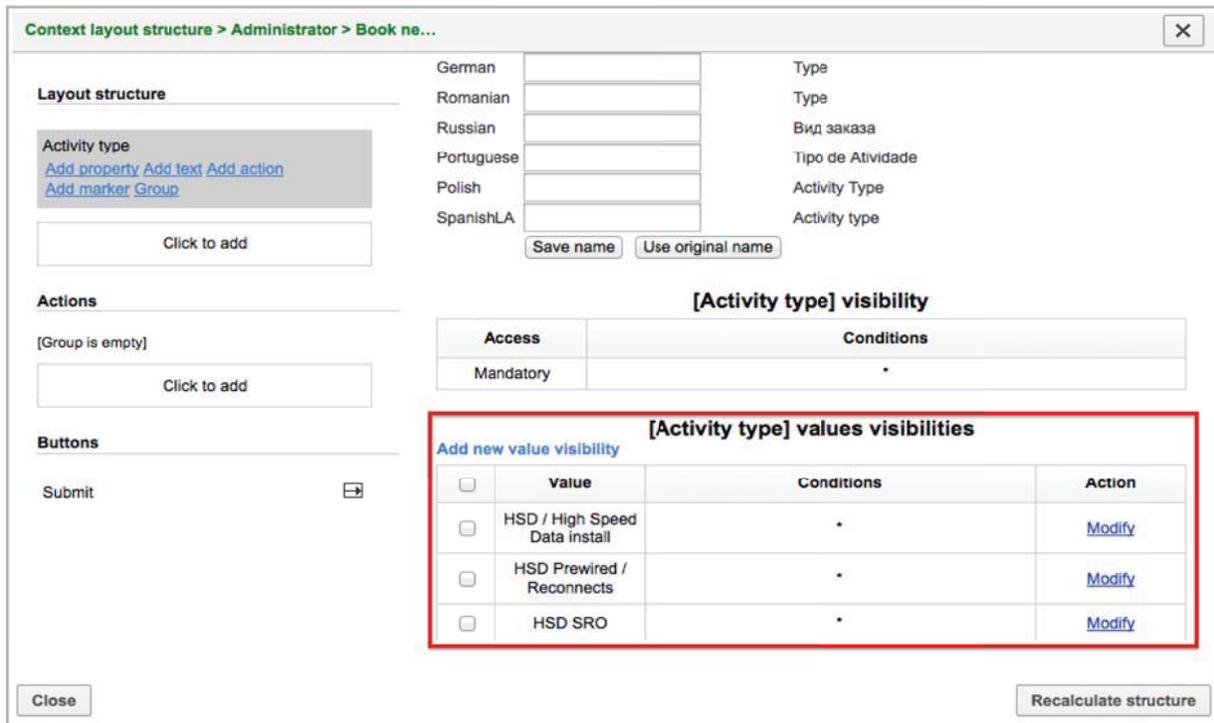


Figure 16: Adding value visibilities to Activity type

This way, only those activity types added to the list of value visibilities will be made available for selection in the 'Book Activity' screen (Figure 17).

The screenshot shows a mobile application interface for booking an activity. At the top, there is a green header with the text 'Book Activity' and a home icon. Below the header, there is a search icon and a chat icon. The main content area is divided into two sections. The first section is for activity selection, with a label 'Activity type*' and a drop-down menu. The drop-down menu is open, showing four options: 'HSD / High Speed Data Install' (highlighted in blue), 'HSD Prewired / Reconnects', 'HSD SRO', and an empty option. The second section is for customer information, with a label 'Customer Info' and several input fields: 'Name' (filled with 'Lute Barmellaux'), 'City*' (filled with 'OVIEDO'), 'State' (filled with 'FL'), 'ZIP*' (filled with '327658495'), and 'Address*' (filled with '488 EASTBRIDGE DR').

Figure 17: Drop-down list of activity types available for booking

Note: The 'Book new activity' context may not contain either of the following:

- File fields and properties
- Tabs
- 'Time Slot' field.

Hence, the possibility to add those elements to the context is not available.

4.1.1 Activity Type Constraints

The Activity Booking functionality applies a number of constraints related to certain activity type features.

Some of the features determine whether an activity can be booked at all, while others would affect configuration of different properties on the context.

The list of activity type features can be found in 'Company Settings' ->'Activity Types' ->'Modify activity type'.

Note: The activity type constraints and conditions to be described in this section should be equally applied to all the activity types set available for booking, as shown above.

4.1.1.1 'Support of Time Slots'

The 'Support of time slots' feature must be enabled for an activity to be considered for booking.

Therefore, make sure that this feature has been enabled for each activity type to be used in the booking process.

In order to do that, go to 'Company Settings' ->'Activity Types' ->'Modify activity type' and check the corresponding checkbox in the 'Features' list (Figure 18).

Activity type info		Features	
* Label	7	<input type="checkbox"/> Teamwork	<input checked="" type="checkbox"/> Allow move between resources
* Name	HSD / High Speed Data install	<input checked="" type="checkbox"/> Allow creation in buckets	<input checked="" type="checkbox"/> Allow reschedule
Language	English	<input checked="" type="checkbox"/> Support of not-ordered activities	<input checked="" type="checkbox"/> Allow non-scheduled
Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Support of work zones	<input checked="" type="checkbox"/> Support of work skills
Group	Customer	<input checked="" type="checkbox"/> Support of time slots	
Color scheme			
Copy from			

Figure 18: 'Modify activity type' popup

4.1.1.2 'Calculate travel'

If the 'Calculate travel' feature is enabled for the activities to be booked (Figure 19), then the capacity calculation will additionally consider all fields and properties in the 'Activity travel stats fields', added to the 'Selected' group ('Company Settings' -> 'Statistics Parameters') (Figure 20).

Activity type info		Features	
* Label	7	<input type="checkbox"/> Teamwork	<input checked="" type="checkbox"/> Allow move between resources
* Name	HSD / High Speed Data install	<input checked="" type="checkbox"/> Allow creation in buckets	<input checked="" type="checkbox"/> Allow reschedule
Language	English	<input checked="" type="checkbox"/> Support of not-ordered activities	<input checked="" type="checkbox"/> Allow non-scheduled
Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Support of work zones	<input checked="" type="checkbox"/> Support of work skills
Group	Customer	<input checked="" type="checkbox"/> Support of time slots	<input checked="" type="checkbox"/> Support of inventory
Color scheme		<input checked="" type="checkbox"/> Support of links	<input checked="" type="checkbox"/> Support of preferred resources
Copy from		<input type="checkbox"/> Allow mass activities	<input type="checkbox"/> Allow repeating activities
Pending	FFDE00	<input checked="" type="checkbox"/> Calculate travel	<input type="checkbox"/> Define duration manually
Completed	79B6EB	<input checked="" type="checkbox"/> Allow to search	<input checked="" type="checkbox"/> Allow to create from Incoming interface
Warning	FFAAAA		
Suspended	99FFFF		
Not Done	60CECE		
Not Ordered	FFCC99		
Started	5DBE3F		

Figure 19: 'Calculate travel' check-box in the 'Modify activity type' popup

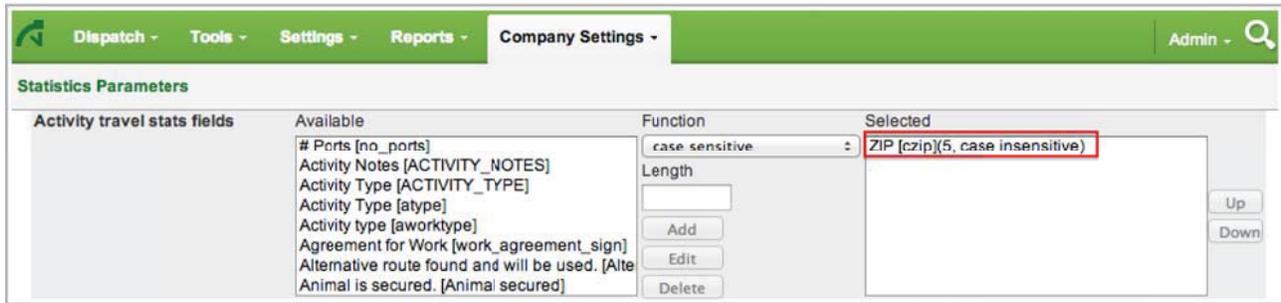


Figure 20: Selected 'Activity travel stats fields' in Statistics Parameters

Therefore, all of those 'Selected' fields and properties have to be added onto the 'Book new activity' context with the 'Mandatory' visibility.

4.1.1.3 'Define duration manually'

If the 'Define duration manually' feature is enabled for the activities to be used in booking (Figure 21), then the 'Duration' field has to be added onto the 'Book new activity' context with the 'Mandatory' visibility (Figure 22).

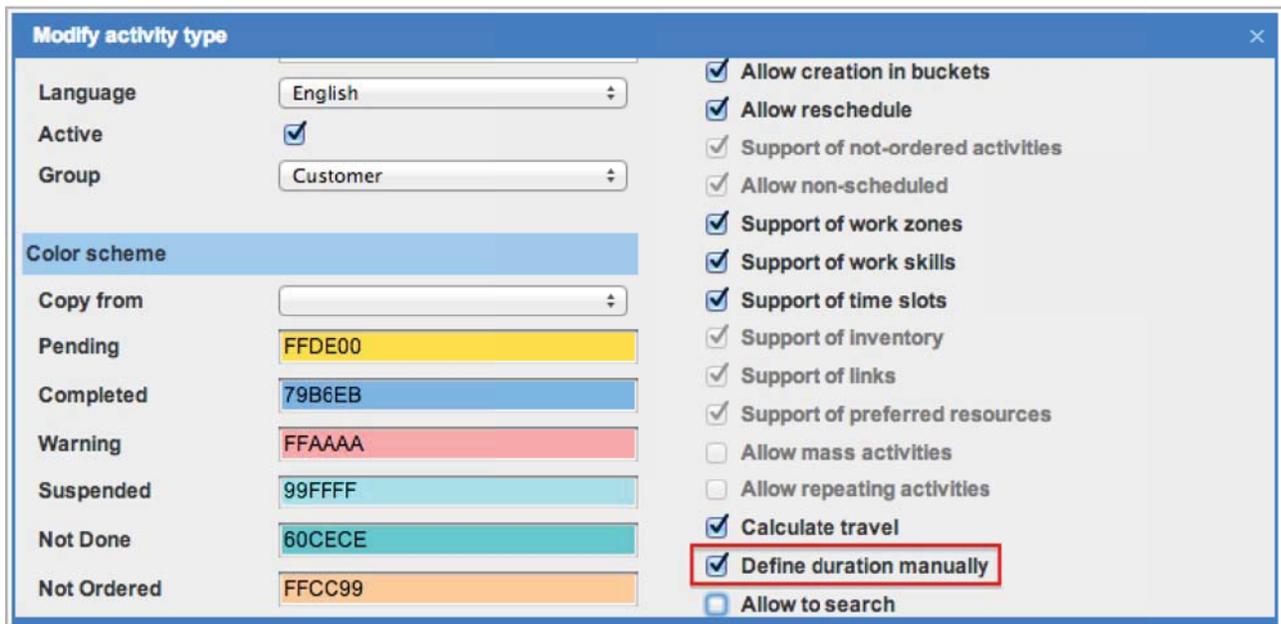


Figure 21: 'Define duration manually' check-box in the 'Modify activity type' popup

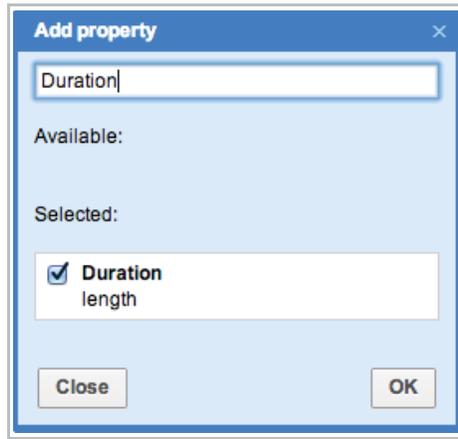


Figure 22: Adding 'Duration' property to context layout

If 'Define duration manually' is disabled, duration from statistics will be used for capacity calculations, instead of the manual input.

In this case, all of the fields and properties in the 'Activity duration stats fields', which are added to the 'Selected' group, should also be added onto the 'Book new activity' context with the 'Mandatory' visibility (Figure 23).

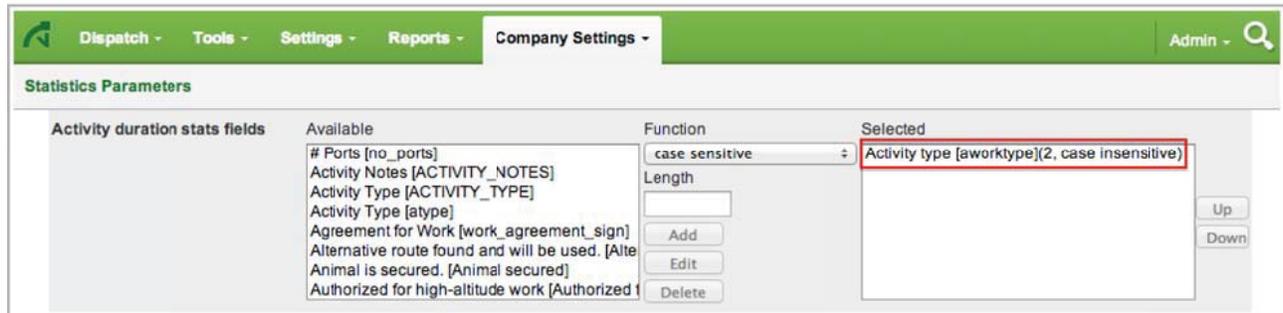


Figure 23: Selected 'Activity duration stats fields' in Statistics Parameters

4.1.1.4 'Support of work zones'

If work zones support has been enabled both at the company level (Figure 24) and the activity level for the corresponding activity types (Figure 25), all of the fields from the work zone key (Company Settings -> Work Zone Dictionary) will be considered for capacity calculation (Figure 26).

Dispatch - Tools - Settings - Reports - Company Settings -

Business Rules

Default Reply Address: notify@etadirect.com

Default codepage: ISO-8859-1

GUI Features
 Enabling / Disabling these fields may affect the Routing module logic.

- Enable work skills support
- Enable work zones support**

Figure 24: Support of work zones at the company level

Modify activity type

Activity type info

- * Label: 33
- * Name: Add Outlets
- Language: English
- Active:
- Group: Customer

Color scheme

Copy from:

Features

- Teamwork
- Allow move between resources
- Allow creation in buckets
- Allow reschedule
- Support of not-ordered activities
- Allow non-scheduled
- Support of work zones**
- Support of work skills
- Support of time slots

Figure 25: Support of work zones at the activity level

Dispatch - Tools - Settings - Reports - Company Settings - Admin -

Work Zone Dictionary View Add new Recalculate activities

Work Zone Key: **City 4**, case insensitive

1-11 of 11

ID	Status	Work zone name ↑	Work Zone Keys	Actions
1	✓	ALTAMONTE SPRINGS	ALTA	Modify
2	✓	CASSELBERRY	CASS	Modify
3	✓	CHULUOTA	CHUL	Modify
4	✓	GENEVA	GENE	Modify
5	✓	HEATHROW	HEAT	Modify
6	✓	LAKE MARY	LAKE	Modify
7	✓	LONGWOOD	LONG	Modify
12	✓	New York	YORK	Modify
8	✓	OVIEDC	OVIE	Modify
9	✓	SANFORD	SANF	Modify
10	✓	WINTER SPRINGS	WINT	Modify

Figure 26: Work Zone Keys list

Therefore, those properties from the work zone key should be added to the 'Book new activity' context (with the 'Mandatory' visibility) as in the example shown below (Figure 27).

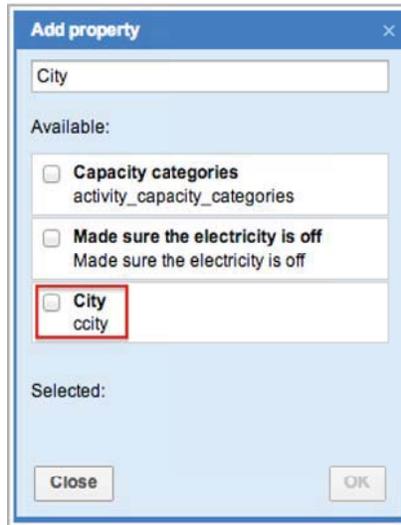


Figure 27: Adding property to context layout

4.1.1.5 'Support of work skills'

Work skills support must be enabled for booking activities. Therefore, you have to enable this feature both at the company level (Figure 28) and the activity level for the corresponding activity types (Figure 29).

All properties that define work skill conditions ('Company Settings' -> 'Work skill conditions' -> 'Modify') will be used in the capacity calculations (Figure 30). Therefore, those properties should also be added to the 'Book new activity' context (with the visibility set to 'Mandatory').

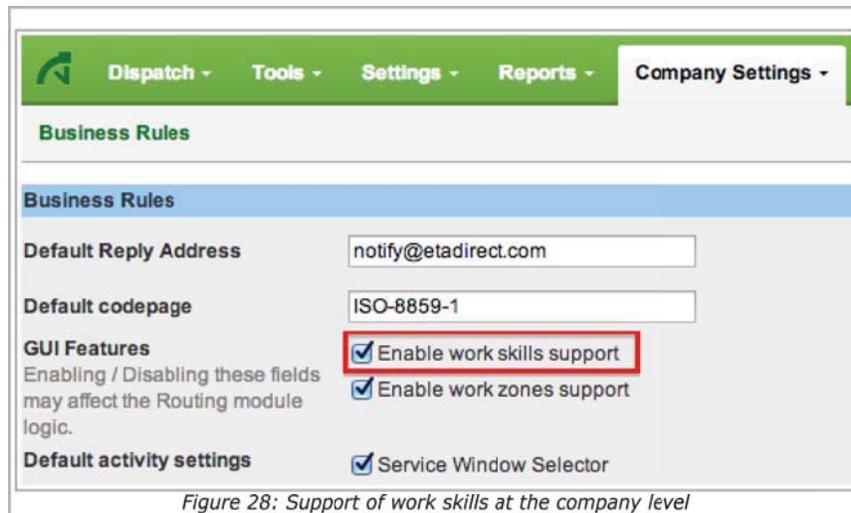


Figure 28: Support of work skills at the company level

Modify activity type

Activity type info

- * Label: 33
- * Name: Add Outlets
- Language: English
- Active:
- Group: Customer

Color scheme

Copy from: [dropdown]

Features

- Teamwork
- Allow move between resources
- Allow creation in buckets
- Allow reschedule
- Support of not-ordered activities
- Allow non-scheduled
- Support of work zones
- Support of work skills**
- Support of time slots

Figure 29: Support of work skills at the activity level

Work skill conditions [Search] [Add new] [Recalculate activities]

1-8 of 8

ID	Name	Status	Work skill conditions	Actions
4	Deinstall(1/1)	✓	W/O Type In DI	Modify
5	Downgrade(1/1)	✓	W/O Type In DW	Modify
1			Activity Work Skill Condition Not selected: 4_Deinstall (1/1)	Modify
7			Invest Order (1/1)	Modify
8)	Modify
6			(1/1)	Modify
2			(1/1)	Modify
3			(1/1)	Modify

Edit work skill condition: "Deinstall(1/1)"

- * Work skill name: Deinstall
- * Required level: 1
- * Preferable level: 1
- W/O Type [WO_TYPE]: In DI

[Add new condition] [Close] [Save]

Figure 30: Work skill conditions list

Once the above mentioned configuration requirements have been met, any additional properties can be added to the 'Book new activity' context.

4.2 'Schedule booked activity' Context

The 'Schedule booked activity' context defines the layout of the 'Time Slot' screen.

While the time slot selection widget is preconfigured by the system and cannot be changed (Figure 31), all other details of the booked activity can be specified in the 'Schedule booked activity' context.

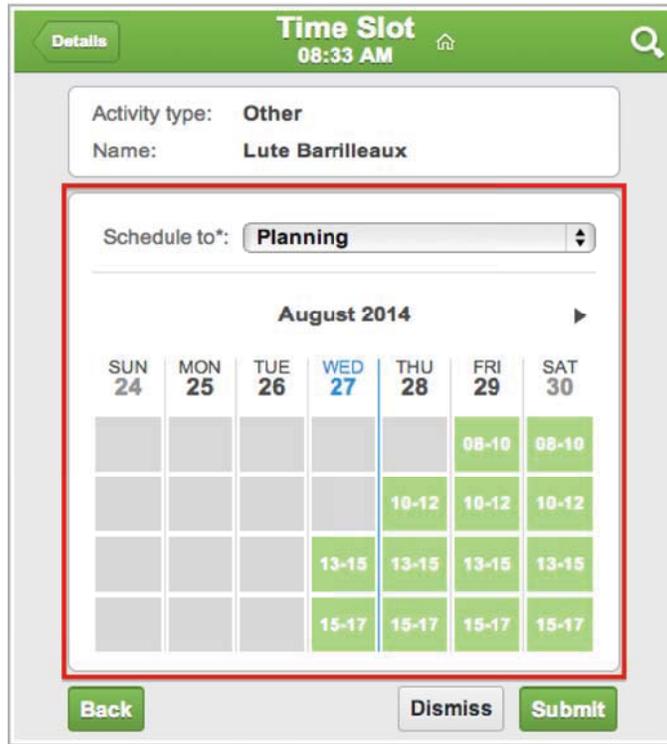


Figure 31: Time slot selection widget in 'Time Slot' screen

This can be achieved by adding any relevant fields and properties to the context.

Note: There are two restrictions that apply to the context configuration:

- When adding any activity or property to layout, 'read-only' visibility condition can only be applied
- Creating tabs is not possible on the 'Schedule booked activity' context

Otherwise, there are no special constraints, as opposed to the 'Book new activity' context.

The 'Schedule booked activity' context can be found in the list of Oracle Field Service Cloud contexts in Company Settings ->Displays->Layouts (Figure 32).

Dispatch - Tools - Settings - Reports - Company Settings - File Storage usage					
View - Export					<< Return
Context ↑	Entity	Interface	Context type	Also used in	Action
Book new activity	activity	Mobility	form		Edit Clear Structure
Schedule booked activity	activity	Mobility	form		Edit Clear Structure

Figure 32: 'Schedule booked activity' context

For the detailed information on configuring context layout, refer to section [4.1 'Book new activity' Context](#).

5 Error Messages

This section provides the list of possible errors and the corresponding messages the user may encounter while booking activities.

5.1 Missing Context Error

If at least one of the two contexts ('Book new activity', 'Schedule booked activity') has not been added to the system prior to using the Activity Booking functionality, the following error message will appear:

- Form is misconfigured. Context layout missing

Depending on the context missing, the error will be shown at an attempt to access the corresponding screen/screens.

5.2 Validation Errors

If any of the mandatory fields is left empty on the booking activity contexts ('Book new activity', 'Schedule booked activity'), the validation error message will be shown on the screen:

- Validation failed, please review your form

In case a time slot has not been selected on the 'Time Slot' screen, the activity will not be booked and the corresponding error message will be displayed:

- Validation failed, please review your form. Time slot is not selected

5.3 Capacity Calculation Errors

Generally, the capacity will not be calculated in three cases:

- Data entered while creating a booked activity is insufficient
- Certain system configuration has not been properly performed
- There is no available capacity, matching the activity parameters.

The following, is the list of possible error messages that may occur at the capacity calculation stage, i.e. after submitting information entered in the booking activity form:

- Work skills support disabled on the company level
- Work skills are not supported by this type of activity
- Capacity category cannot be determined using provided activity fields
- This activity type is inactive
- Work zone cannot be determined by provided activity fields
- Field/property required for work zone 'location' value calculation is missing
- Time slots are not supported by this type of activity

- Field/property required for the duration estimation is missing
- Field/property required for travel estimation is missing
- Found buckets do not have the required quota for booking this activity
- Unable to find appropriate quota bucket for this activity