

ORACLE®

Safe Harbor Statement

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Working Effectively with Support for Cloud (Oracle Service Cloud Application) Customers

Oracle Support Essentials

Oracle Support Training & Education



Learning Objectives



Engage Oracle Service Cloud
Technical Support through the
Support Site



Understand when and how to use
Service Requests to get assistance



Take advantage of knowledge
resources and reduce need to log
Service Requests

Agenda

- 1 **Oracle Service Cloud Support terms and acronyms**
- 2 Oracle Service Cloud Best Practices
- 3 Oracle Service Cloud Resources
- 4 Additional Resources

Terms & Acronyms



Terms to know

| | |
|---|---|
| Oracle Service Cloud (also referred to as OSvC) | Web portal to access Knowledge Base, Communities, and Service Requests for Oracle Service Cloud information. https://cx.rightnow.com |
| Virtual CIO (VCIO) Portal | VCIO provides a consolidated dashboard view into the Oracle Service Cloud platform across all tiers to monitor and manage the service. https://csp.rightnow.com/vcio |
| Cloud Portal – Configuration Assistant | The Configuration Assistant is found on the Cloud Portal and is used for variety of site management tasks as well as to monitor data and usage statistics. https://cloud.oracle.com/home |
| Service Request (SR) | Request for technical assistance on the Oracle Service Cloud Support Portal. Equivalent to case, incident, or ticket. |

Technical Support and Cloud Service Policies

Oracle Service Cloud product documentation and Cloud Operations Policies

| Policy | Location |
|--|--|
| Software Release and End-of-Life Support Lifecycle Policy For Oracle RightNow Cloud Services | http://www.oracle.com/us/corporate/contracts/rightnow-lifecycle-policy-1910688.pdf |
| Deployment Guides are found within your version's Manuals and Documents | https://cx.rightnow.com/app/answers/detail/a_id/5168 |
| Oracle Software Technical Support Policies | http://www.oracle.com/us/support/library/057419.pdf http://www.oracle.com/us/support/policies/index.html |
| Oracle Software as a Service Documentation | https://support.oracle.com/epmos/faces/DocumentDisplay?id=870963.5 |
| Oracle Software as a Service - Cloud Enterprise Hosting and Delivery Policies | http://www.oracle.com/us/corporate/contracts/ocloud-hosting-delivery-policies-3089853.pdf |
| Oracle Global Customer Support Security Practices | http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf |
| Cloud Operations Policies | https://support.oracle.com/epmos/faces/DocumentDisplay?id=1541304.2 |
| Cloud Operations Practices | https://support.oracle.com/epmos/faces/DocumentDisplay?id=1541346.2 |

Agenda

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- 2 **Oracle Service Cloud Best Practices**
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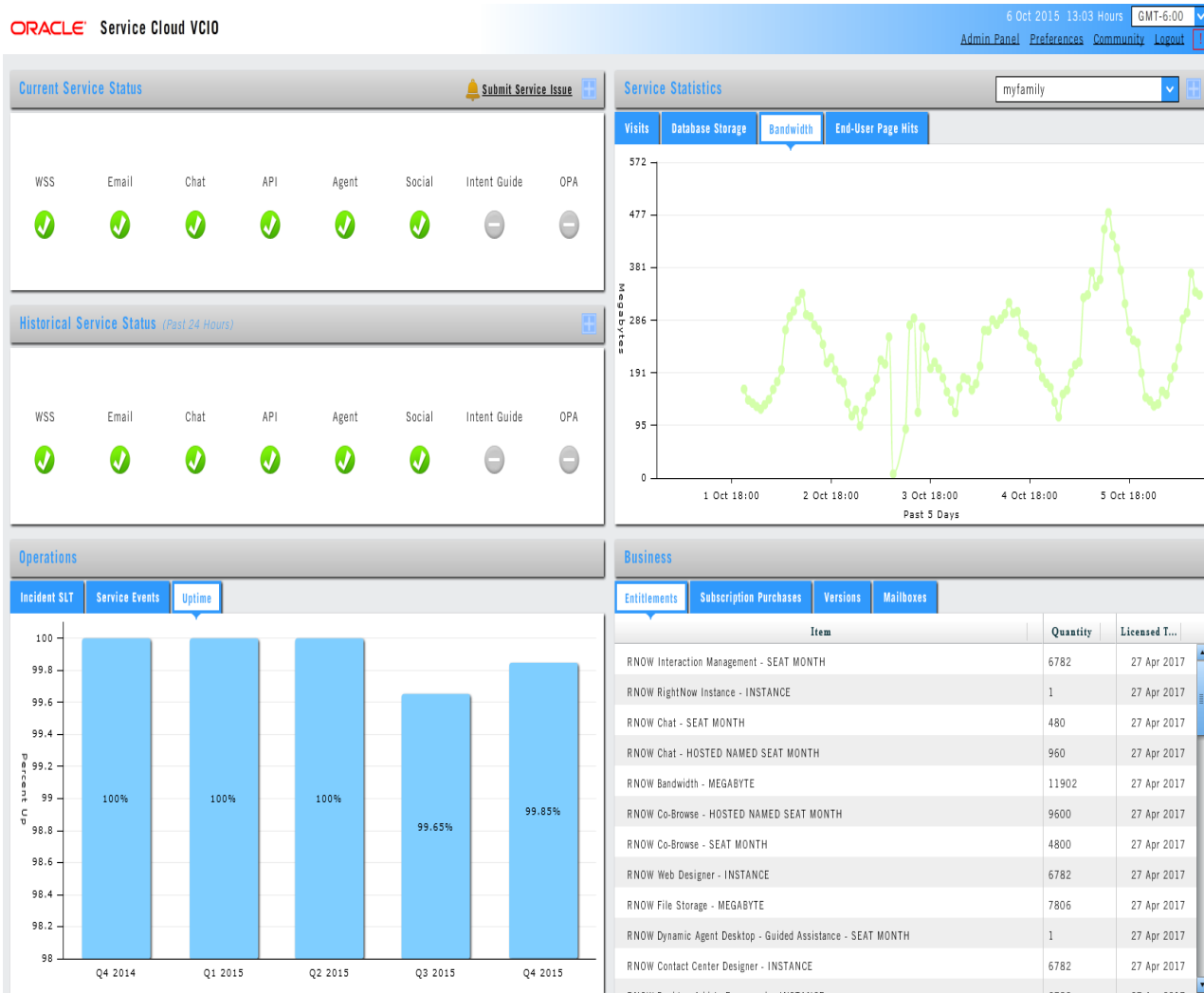
Engaging Oracle Support – The Support Portal

The screenshot shows the Oracle Service Cloud Support Portal homepage. At the top, there is a navigation bar with the Oracle Service Cloud logo, links for Support, Documentation Library, Community, Events, and Paid Services, and a Quick Search box. Below the navigation bar is a large banner with the text "Welcome to Oracle Service Cloud Support" and a background image of a person wearing a headset. To the left of the banner is a vertical sidebar with icons for Service Request, Support Hotline, Updates, and Suggestion Box. Below the banner is a row of seven tiles, each with an icon and a title: "Get Started with Technical Support", "Environment Configuration Guide", "OSvC Technical Support Webinars", "My Support Experience Dashboard", "Working Effectively with Oracle Service Cloud Video PDF", "Working Effectively with Oracle Field Service Video PDF", and "Oracle Cloud Hosting and Delivery Policies". Below the tiles is a row of four tabs: "Featured", "My Recent Requests", "My Organization's Recent Requests", and "System Notifications" with a star icon. At the bottom of the page is a dark blue banner with the text "Oracle LaunchPad Search, Learn, Achieve!".

Support Portal

- Comprehensive one stop shop for all support interaction, knowledge and community discussions and much more
- Available to all Contact Types
- From the Oracle Service Cloud homepage (<https://cx.rightnow.com>), click on “Support” on the navigation bar
- Notice the handy quick-links that remain persistent no matter where you scroll or what Support page you’re on

Engaging Oracle Support – Virtual CIO (VCIO) Portal



Virtual CIO (VCIO) Portal

- Used to monitor status, use and make decisions including:
 - Service Status
 - Service Statistics
 - Operations
 - Business
- Available to all Contact Types
- Oracle Service Cloud VCIO (<https://csp.rightnow.com/vcio>)

Engaging Oracle Support – Cloud Portal

The Configuration Assistant

Cloud Portal – Configuration Assistant

- Used for the following activities:
 - Managing Test Sites
 - Managing Interfaces
 - Managing Mailboxes
 - Enabling Integrations and Product Add-ins
 - Managing SSL Certificates
 - Monitoring Data Usage & Statistics
- Available to all Contact Types
- Oracle Cloud Portal (<https://cloud.oracle.com/home>)

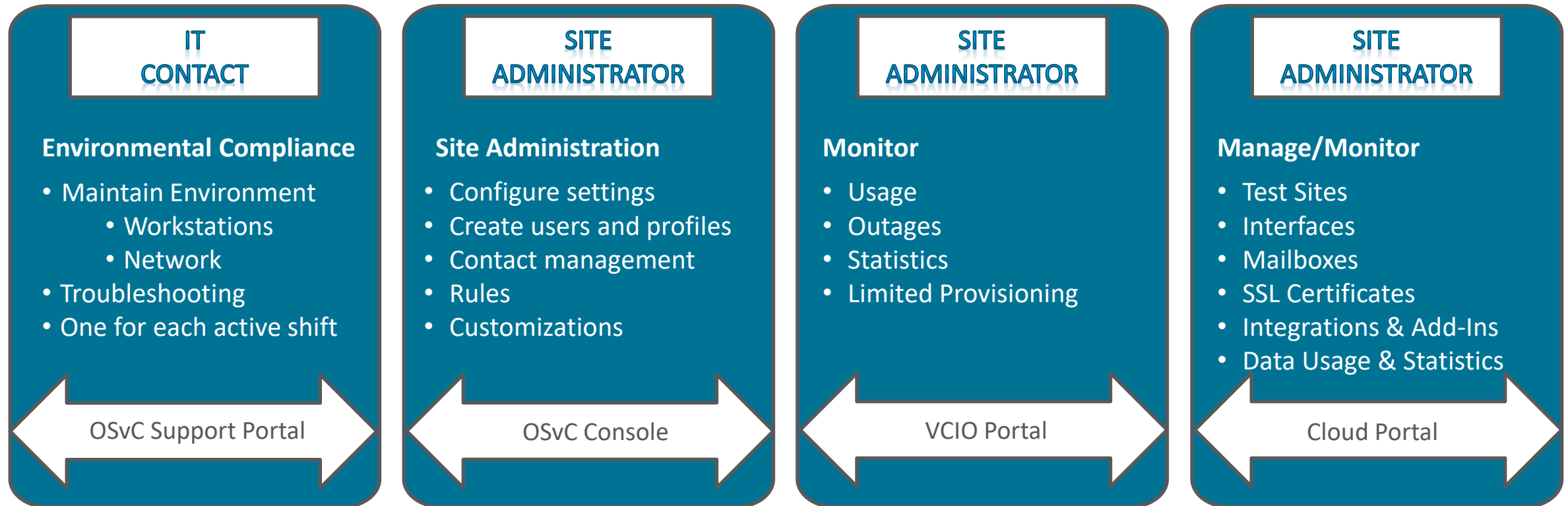
The screenshot shows the Oracle Service Cloud Configuration Assistant interface. At the top right, the user email 'a116874.heidi.leatherby@oracle.com' is displayed. Below the header, there are navigation tabs for 'Sites', 'SSL Certificates', 'Statistics', and 'Subscriptions'. The main content area shows the instance name 'specialforcestst' with a cloud icon. To the right, a table lists instance details: Product (Oracle Service), Version (Oracle Service Cloud August 16), Creation Date (2016-04-19 13:32:21), and Identity Domain (a116874). Below this, a 'Ready' status box is shown. To the right of the status are four summary boxes: 'Service Status' (Ready), 'Interfaces' (1), 'Mailboxes' (4), and 'Test Sites' (2). A 'Site Details' section follows, listing Version, Creation Date, Current Patch, Subscription Id (517589370), and Product EOL Date (2018-09-01 00:00:00). On the left side of the interface, there is a sidebar with expandable sections for 'Instance Overview' (Ready, 1 Interfaces), 'Interfaces' (1 Interfaces), 'Mailboxes' (4 Mailboxes), and 'Integrations' (0 Integrations).

* Virtual CIO is scheduled for deprecation in 2017 and will be replaced by **Cloud.Oracle.com**

More information: https://cx.rightnow.com/app/answers/detail/a_id/7537/kw/configuration%20assistant

Oracle Service Cloud – Maintaining Your Site

Two Roles vital to OSvC success



It is highly recommended that Site Administrators be set as Contact Type: Primary Support Contact with Service Privileges: Manage Contacts.

Oracle Service Cloud – First Steps for Site Administrator

Make Contact Management your first site task

For the **security of your site's customer data**, we cannot provide Technical Support to anyone who is not a Designated Contact nor can we add contacts without a request via a Service Request. Therefore, it is in your best interest to keep this information current at all times, as it is used for providing Technical Support.

- **As a customer, your responsibilities include:**
 - Setting up contacts
 - Keeping the organization's contact list current
 - Contact privileges allows for adding and disabling contacts
 - By managing contacts you designate who in your organization may access the Support Portal and submit Service Requests
 - A contact audit is highly recommended every 6 months
- **At least one of your contacts must have Manage Contact permission**
 - However, you should set up at least one back up in the event of an emergency
 - Oracle recommends three contacts with Contact Management Privileges

Oracle Service Cloud – First Steps for Site Administrator

Managing your contacts – Contact Types

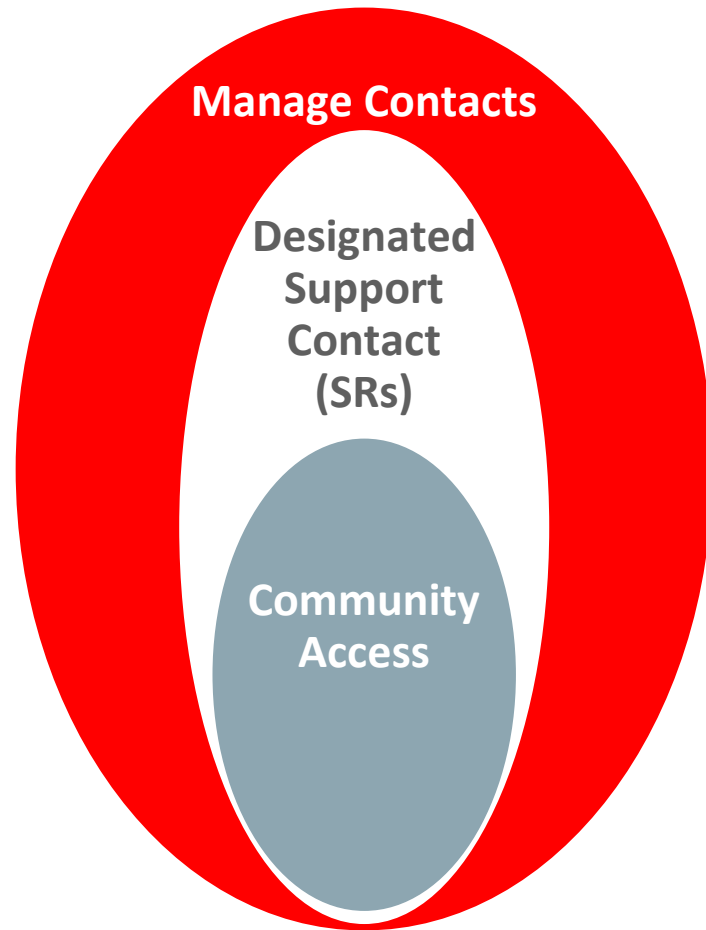


First, Establish Key Support Contact Types

- Site Administrator will select from 2 different Contact Types
 - **Primary Support Contact**
 - Including back-up Primary Support Contacts
 - **Technical Contact**
- Newly created contacts will be emailed login credentials
- All contacts should update their Profile
- Customers own contact management responsibility
- **For security purposes generic contacts, such as custserv@acme.com, are not allowed. Contact records must be associated to each individual user**

Oracle Service Cloud – First Steps for Site Administrator

Managing your contacts – Service Privileges



Now, Assign Service Privileges to Contacts

- Site Administrator will select from 2 different privilege types
 - **Manage Contacts**
 - **Designated Support Contact**
- Privileges are hierarchical
- Typical Support Contact Type – Service Privilege Pairings
 - Primary Support Contact – Manage Contacts
 - Technical Contact – Designated Support Contact
 - KB Only – Community Access

Oracle Service Cloud – First Steps for Site Administrator

Accessing Contact Management

- You must be logged in to the Support Portal to access Contact Management:
<http://cx.rightnow.com>
- Click on MY ACCOUNT in the upper right, followed by Contact Management

From here, if you have **Manage Contacts Service Privileges**, you will be able to add, disable and edit your organization's contacts.

More information can be found at:
https://cx.rightnow.com/app/answers/detail/a_id/1560

Welcome, Cimberli | My Site Tools | **My Account** | Man

ORACLE Service Cloud Support Learning Community Paid Services Quick Search

My Account

This page is all about you. From here, you can update your Service Requests, and manage your account, including your contact information, password, subscriptions, and preferences.

Profile
Account Settings
Severity 1&2 Contact Preferences
Contact Management
Who is my Contact Manager?

Service Requests
Service Requests
Service Request Tracker
Knowledge Base Notifications

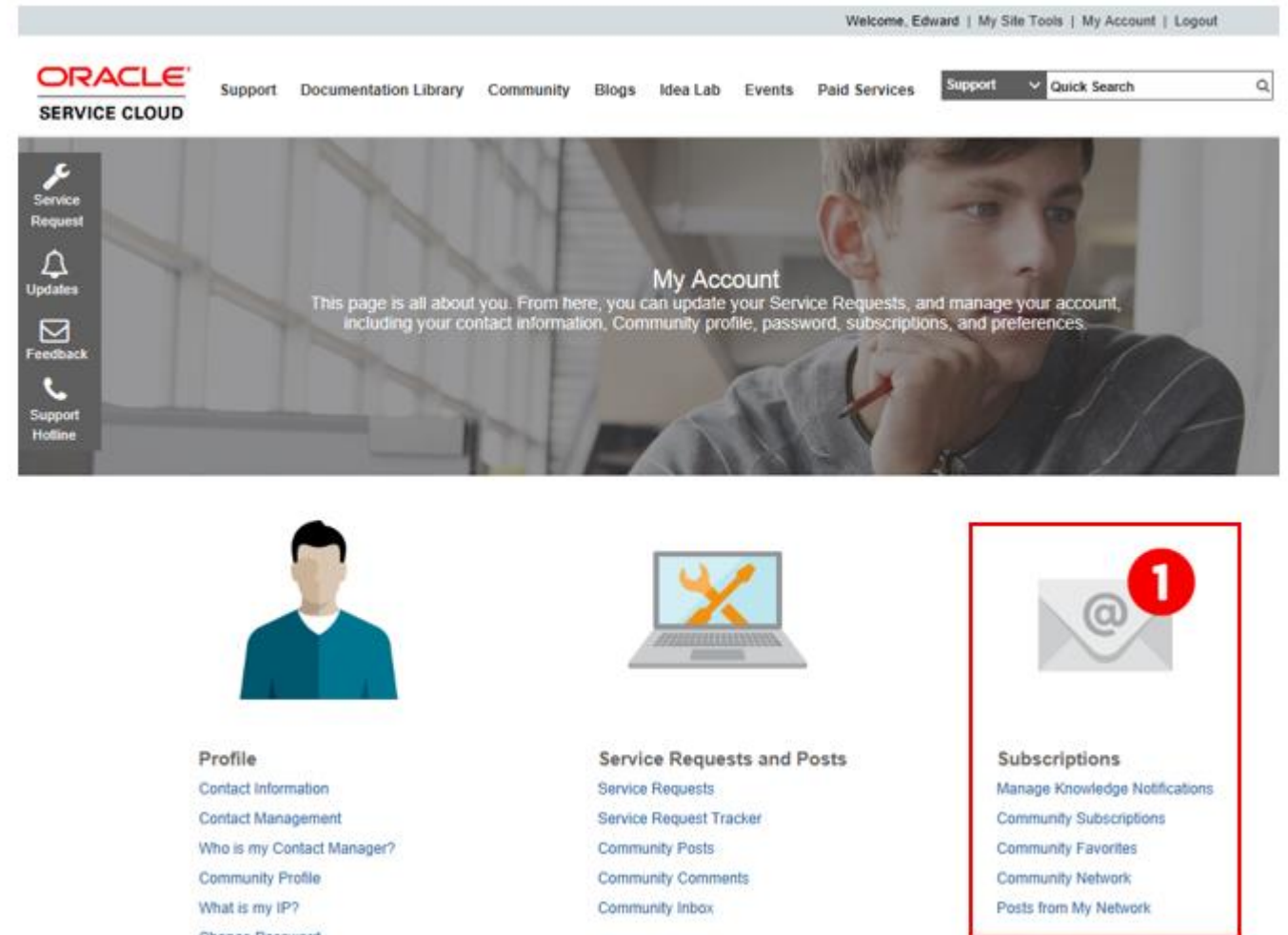
Oracle Service Cloud – First Steps for Site Administrator

- Subscribing to critical notifications

- As your organization’s Site Administrator it is highly recommended that you subscribe to all Hosting and Customer Service notifications.

- Among other things, these subscriptions will make you aware of any scheduled and unscheduled service interruptions.

1. As with Contact Management, first you must first login to <http://cx.rightnow.com> and click on my account.
2. Next, under Subscriptions, click Email preferences
3. Select “Yes” for notifications (all five are recommended). Then click “Submit Request.”



Oracle Service Cloud – Engaging Support

Knowing your role, your responsibilities, and where to find appropriate trainings

- **Primary Support Contacts (PCS)** are the secured contacts who can request password resets. PSC are the security gate with support for your site.
- Both **Primary Support and Technical Contacts** can log **Service Requests** and follow-up with the Technical Support team
- **All customer contacts** can search the Knowledge Base and utilize the Oracle Service Cloud Support Community
- **Primary Support or Technical Contacts** engaging with Technical Support should be properly trained in areas like Administration, Analytics and Customizations.
- **Partner Contacts** have been granted permission to engage with Technical Support on the customer's behalf.
 - ✓ Oracle University trainings, [Oracle Service Cloud \(RightNow\) Training](#), [Oracle Cloud Learning Subscription](#), [Launch Pad](#) and [Webinars](#) are highly recommended for Site Administrators and contacts who are enabled to submit Service Requests.

Platinum Support Package

Working effectively with Support – Platinum Support

| Service | Description |
|------------------------------------|--|
| Online Case Submission | File a ticket issue via Support Portal |
| Phone Support | Reach a support engineer via phone to submit service request |
| Live Chat Channel | Use IM to communicate with Technical Support |
| Severity 1 24 x 7 Coverage | We provide coverage for Severity 1 issues 24 x 7 |
| Specialized Implementation Support | Named support engineer reviews any issues during implementation |
| Standard SR Dashboard | Online view of outstanding and historical support requests |
| Proactive SR Health Monitoring | Proactive escalation prevention by watching thresholds |
| Business Advisory Services | Ask non-technical questions via Customer Success Portal; Participate in community for best practices; Proactive account monitoring; Proactive lifecycle management; Success Planning Tools |
| Education Services | On-demand 24x7 Digital Training; Guided Learning – Starter Pack; Cloud Quick Start – Live Events |

Working effectively with Support – Oracle Platinum Support

Severity Levels and Business Impact

Partnership


| Severity Level | Business Impact Technical Impact | Update Frequency | Resolution Time |
|----------------|-------------------------------------|--------------------------------|-----------------|
| 1 | Mission Critical Business Impact | Updates 24x7 until resolution | Co-Owned |
| 2 | Serious Business Impact | Updates daily until resolution | Co-Owned |
| 3 | Minor Business Impact | Updates every 3 days | Co-Owned |
| 4 | No Business Impact | Updates every 3 days | Co-Owned |

Oracle Cloud Support Details: <http://www.oracle.com/us/corporate/contracts/ocloud-hosting-delivery-policies-3089853.pdf>

Working effectively with Support – The TAM Role

Customers have the option of purchasing a Technical Account Manager

Features

- 
- Personalized knowledge of Customer's technical and product environments
 - Coordinates a virtual team of Oracle Cloud Support & Operations to resolve critical Service Requests
 - Delivers regular proactive support reviews to assess response against best practices

Benefits

- Single Point of Contact
- Faster Response
- Reduced Resolution Times
- Customer Advocacy

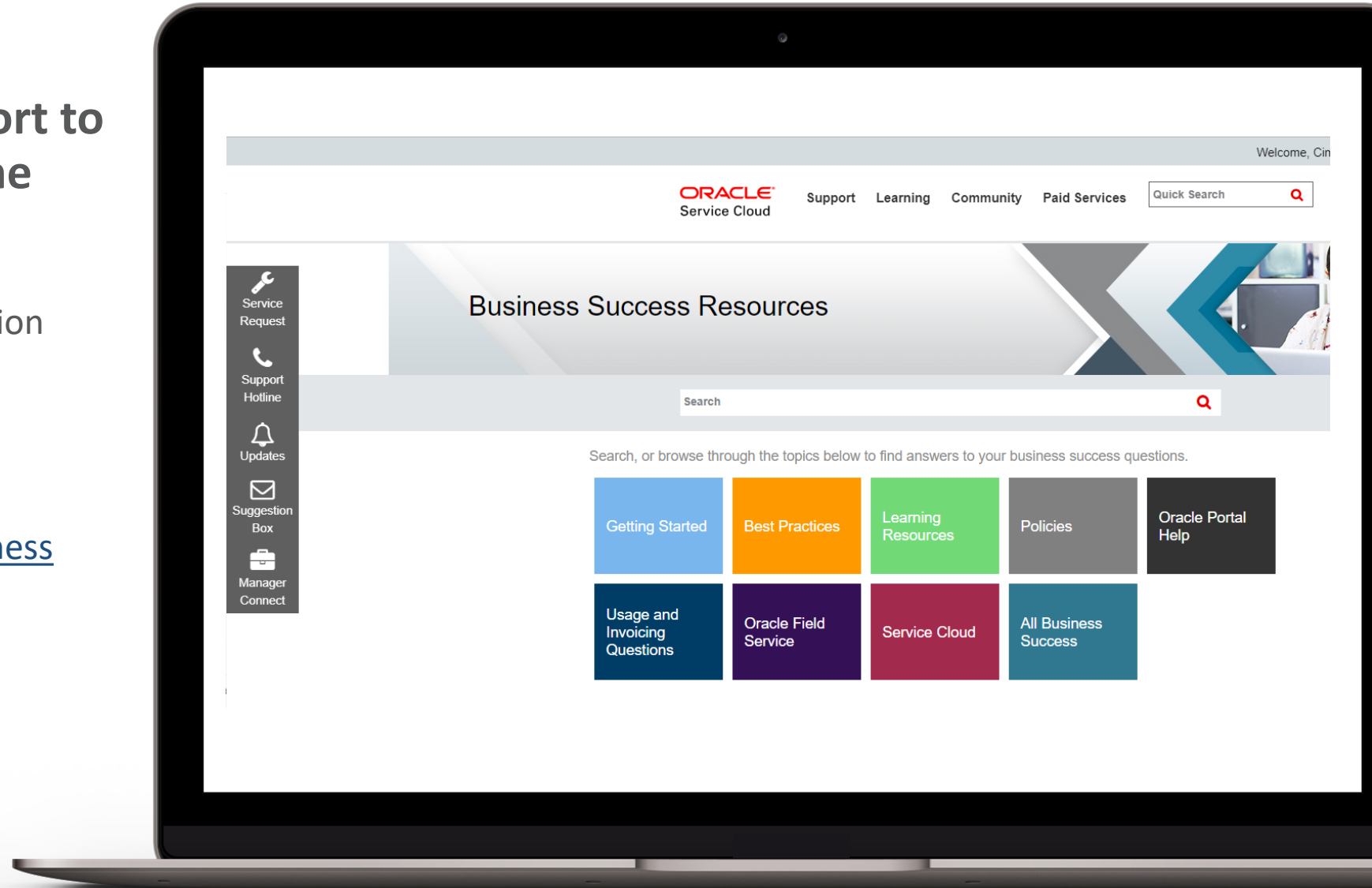
Business Success Resources

Access to business support to quickly and easily find the information you need

- Submit a non-technical question
- Search our extensive knowledgebase

LINK:

<https://cx.rightnow.com/app/business>



Things to Keep in Mind if You Plan to Customize Your Site

Working effectively with Support – Customization Support

Things to Keep in Mind if You Plan to Customize Your Site

- **Scalability** – Oracle Service Cloud is a transactional production database
 - For optimal performance, data for reporting should be stored in a data warehouse to report and trend against.
 - Data should be purged or archived from the transactional production database over time for performance improvement.
 - Dumping all data from other sources into this transactional database will negatively impact your site's performance.
 - Customizations doing large table scans or joins will negatively impact the site performance for customers and agents.
 - There are MySQL limitations which can be found through MySQL development forums and documents
 - There are hard product limitations. Please see developer community and Knowledge Base for information on specifics such as how many accounts or how many custom fields are possible.

Working effectively with Support – Customization Support

Things to Keep in Mind if You Plan to Customize Your Site – Continued ...

- **Who owns/supports your own or a partner created customization?**
 - If you customize your site, you own the support responsibility for that customization.
 - Oracle has no logs for customizations and runs no traces to prove your customization works
 - You or your partner need to test your code
 - When you or a partner writes a customization, your responsibilities include writing a log of that customization proving no coding issues and performance for expected functionality
 - If there are issues your logs capture, those are issues either your or your partner must troubleshoot
 - If you believe there is a defect in our product, the only way for us to track that down is for you or the partner to provide a “hello world” example of the defective functionality
- **Developers community and training for developers and integrators:**
 - [Oracle RightNow Cloud Service 2016 Technical Implementation Essentials](#)
 - For Developer’s Community and information go to <http://cx.rightnow.com> and choose “General Developer Product Discussion” under the “Community” navigation dropdown menu. You will find ample code (It must be customized for your site. It’s not plug and play) and accelerator information.

Working effectively with Support – Working with a Partner

The importance of choosing Oracle certified partners

OPN Specialized—Recognized by
Oracle. Preferred by Customers.

By choosing an Oracle Partner Network member specialized in Oracle Service Cloud you are getting a partner that has:

- Met stringent, product-specific competency and business requirements demonstrating the knowledge, experience and commitment to help a customer's business succeed
- Had successful previous partner implementations verified by both Oracle and end users
- A proven track record with recent successful Oracle product transactions
- Also, the OPN has large population of members organizations from which to choose

Find an OPN certified partner at:

<http://www.oracle.com/partners/index.html>

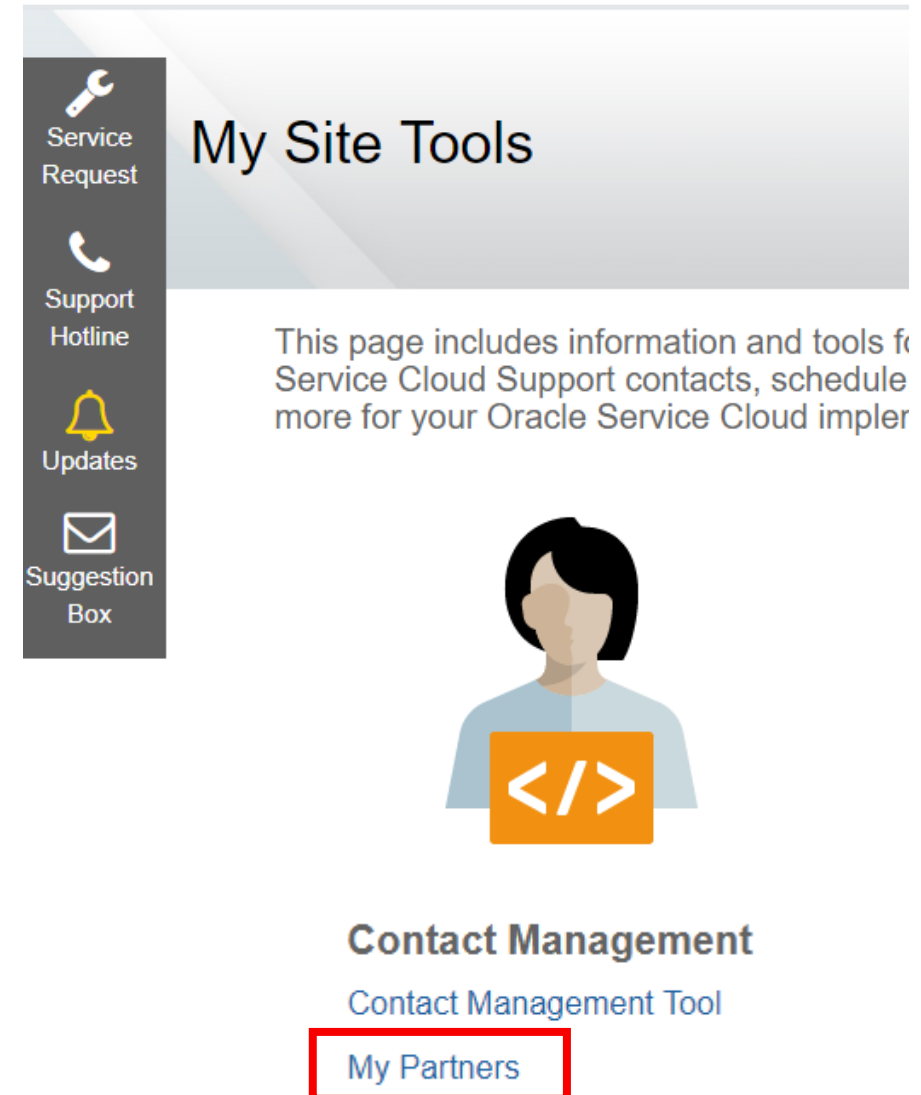


Oracle Service Cloud – Adding Partners as Contacts

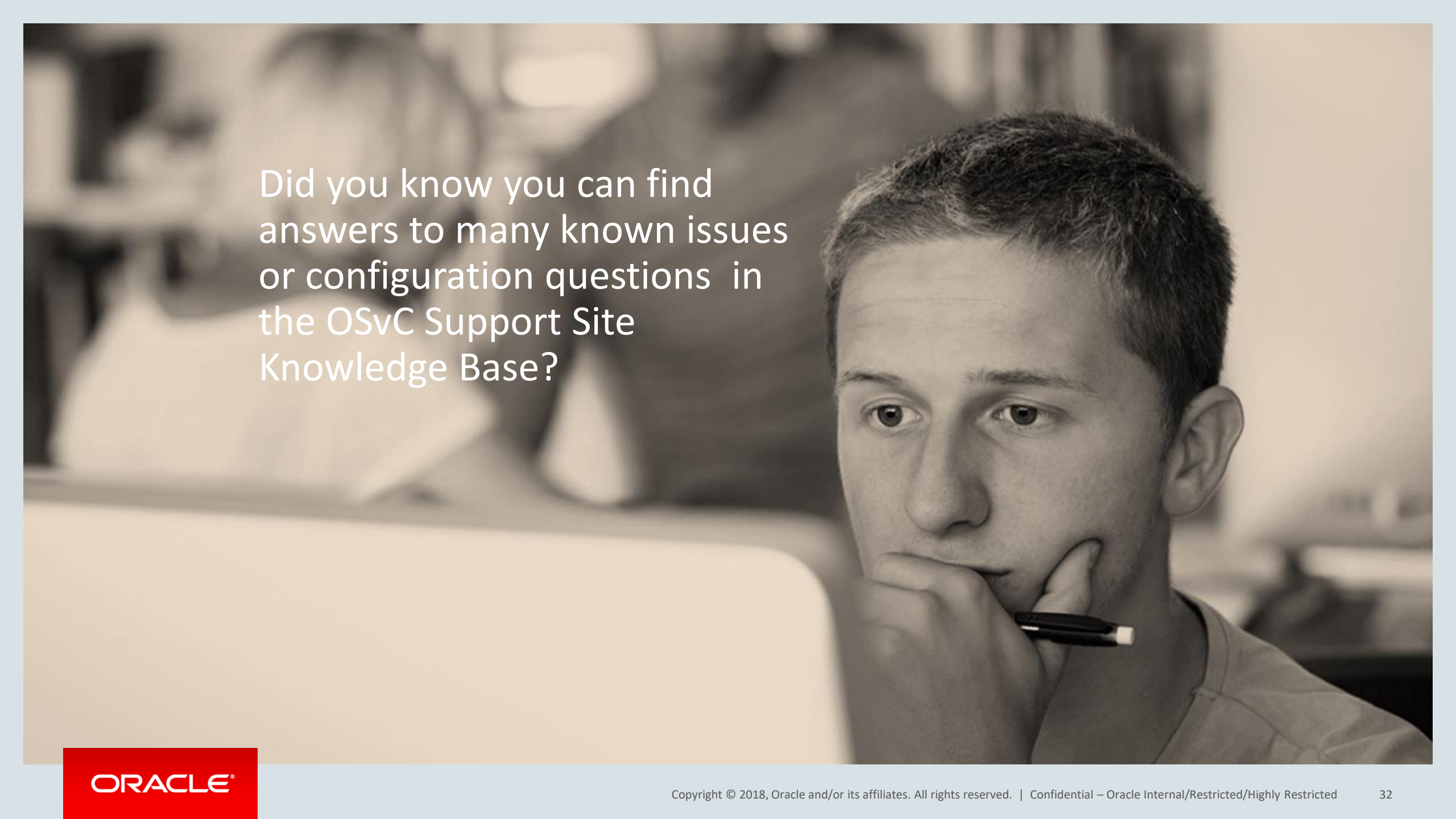
- Contact Managers can add and edit permissions for partners
 - Available permissions include read-only visibility of selected or all service requests; ability to update service requests; ability to create service requests; ability to administer your site
1. As with Contact Management, first you must first login to <http://cx.rightnow.com> and click on my account.
 2. Next, click **My Site Tools**
 3. Click **My Partners** under **Contact Management**

It is your responsibility to manage your partners. Make sure to keep access permissions updated.

Answer 10141: Granting Partners Permissions



Before logging a Service Request



Did you know you can find
answers to many known issues
or configuration questions in
the OSvC Support Site
Knowledge Base?

Oracle Service Cloud – A Variety of Support Options

- How you engage Support depends on your question/issue
- Engage us via Service Requests for:
 - Base product defects / Break fix
 - Environment issues
 - Proper deployment per requirements, Performance, etc.
- “How to” questions are answered through self-service options
 - The Support Portal Knowledge Base
 - In-product contextual help
 - Documentation
 - Community Forums
 - The Support Experience Blog
 - Or engaging Oracle Consulting Services



Oracle Service Cloud – Environmental Issues

- The importance of having an IT Contact to work with Tech Support

As a SaaS platform, how well your implementation works is dependent upon:

- Your upstream ISPs
- The internet
- Our upstream ISPs
- Our hosting environment
- The product itself
- **Your network environment**
- **Your workstations**

Some symptoms of an environmental issue are:

Network issue errors

- unable to communicate with server
- chat disconnects
- unable to post chat response
- Console freezing
- Various error responses (400, 403, 407, 408, 502)

Workstation issue errors

- Not able to install
- Launch link does nothing
- Freezing or crashing with no error shown
- Various and wide ranging error messages

Success is highly dependent upon understanding system requirements and proper environmental configuration

System Requirements Guide: https://cx.rightnow.com/app/answers/detail/a_id/31

Environment Configuration Guide: https://cx.rightnow.com/app/answers/detail/a_id/2364

Oracle Service Cloud – Environmental Issues

The types of files that IT Contacts need to provide for troubleshooting

- For Deployment problems
 - RightNow Installation and Update errors
 - RightNow Runtime or Execution Errors
 - Windows Events
- Network Environment
 - General Connectivity - DOS ping and trace route commands
 - Proxy – Fiddler or Fiddler Cap
 - SSL – Certificate issues at play
 - Uncropped screenshots
- Workstation
 - Workstation and Network Data Collector
 - Windows Events log (System and Application logs)
 - Time.bat and time change .wls
 - Uncropped screenshots

Oracle Service Cloud Technical Support provides support of the Service Cloud console and End User pages for customers with Operating Systems, Browsers and applications currently supported by their OEMs. Please click for details:

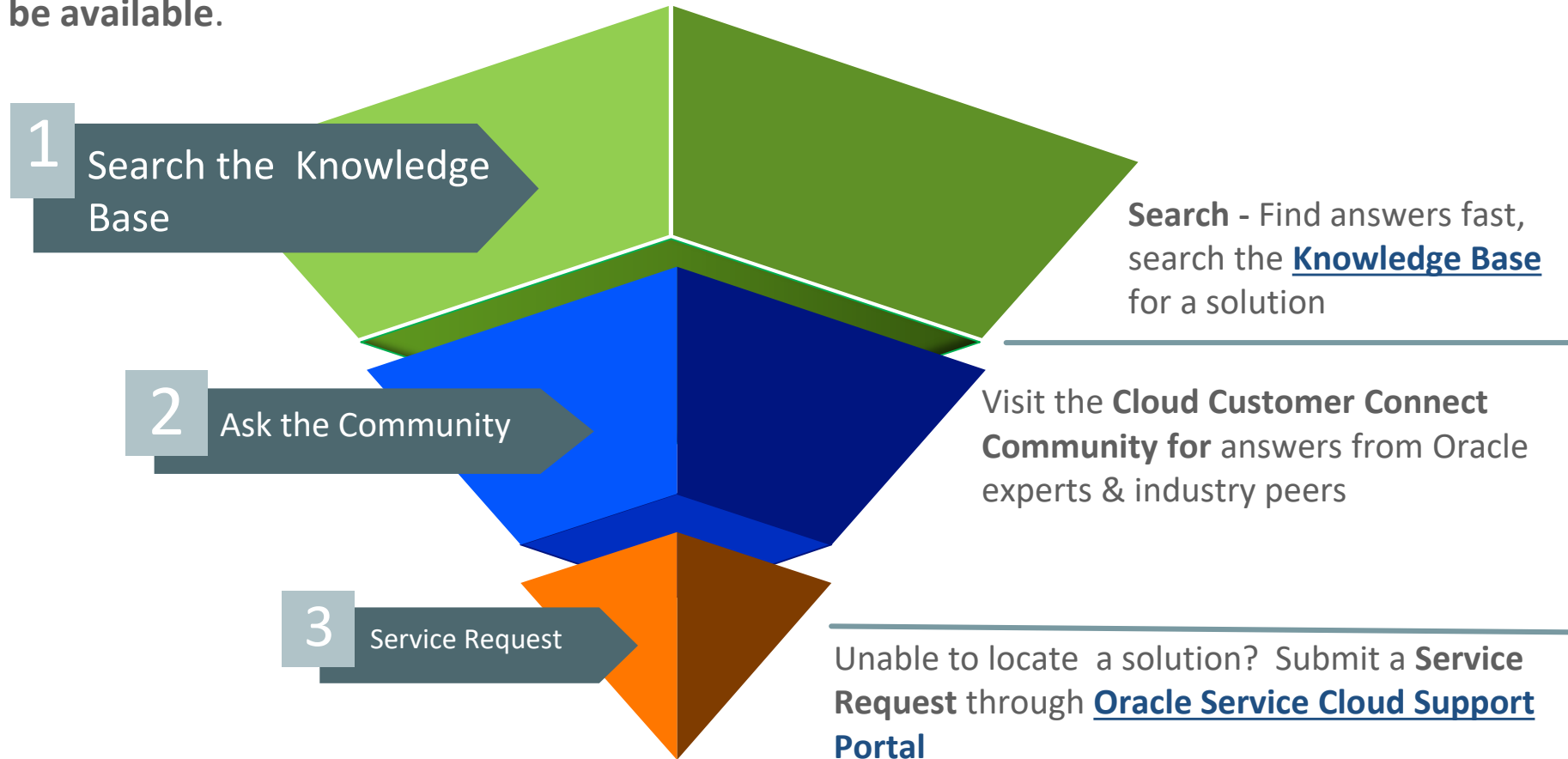
https://cx.rightnow.com/app/answers/detail/a_id/8006

Working effectively with Support Best Practices

When you have a question, need, or issue...

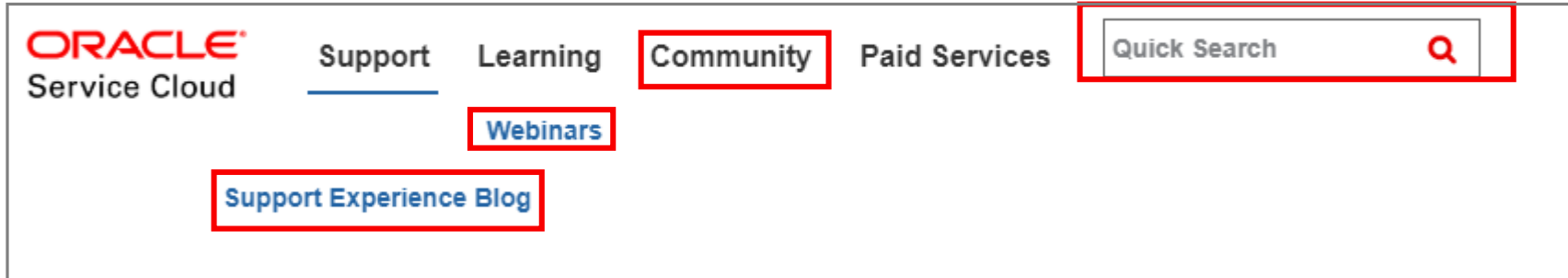
... the solution may already **be available.**

Oracle Service Cloud Support and Development have invested heavily in the knowledge base. Many of the SRs we get are known issues for which a detailed knowledge article exists



Working effectively with Support Best Practices

Before logging a Service Request (SR)




- **Search the Support Knowledge Base**
 - Ensure that your personnel understand how to search the Knowledge Base
 - Should always be done prior to logging a SR as it is the quickest path to a solution
- **Attend an OSvC Technical Support Webinar and read the Support Experience Blog**
 - Webinars led by OSvC Subject Matter Experts exploring best practices
 - A blog dedicated to providing insights on commonly misunderstood and trending Support topics
- **Ask the Community – Users or Developers**
 - Ensure that your personnel understand how to use OSvC Communities
 - Participate in Peer to peer discussion moderated by OSvC employees

Working effectively with Support Best Practices

Using the Knowledge Base (<https://cx.rightnow.com/app/answers/list>)

Welcome, Cimberli | My Site Tools | My Account | Logout

ORACLE Service Cloud Support Documentation Library Community Events Paid Services Quick Search 

Knowledge Base (1173)


Using the **Contact Management** page to add or update designated **contacts**
Updated Answer: Environment: **Contact Management** Oracle Service Cloud Support Site > My Site Tools Resolution: **Contact Management** allows an organization to **manage** its **contacts**, including the ability to add new...


Documentation (4555)

Oracle Knowledge **Management Management** to provide a full-featured knowledge authoring and **management** solution, enabling **contact** center **Last Updated:** 09/28/2018

Subscription **Management** template are added to your diagram. Subscription **Management** This template allows **contacts** to update **Last Updated:** 09/28/2018

Community (4396)

 **Hiding Contacts in Contact Management Area of Customer Portal**
Is there a way to hide any "disabled" **contact** from the **Contact Management** Are of the Customer Portal? We are constantly received questions from customers asking to remove **contacts** from...
Author: Matthew Ford

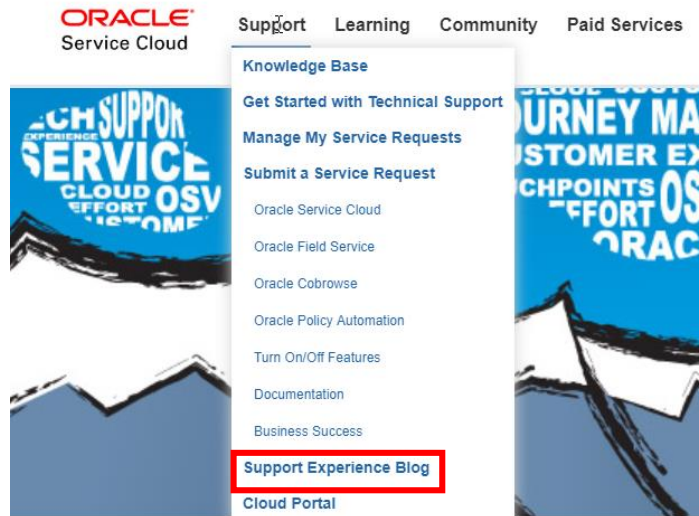
 **Ability to hide/delete disabled contacts in Contact Management Tool**
It would be ideal if site administrators have the ability to either hide or delete disabled **contacts** from the end-user support site's My Stuff > **Contact Management** page so active **contacts**

- Your first place to search for solutions
- To search type keyword(s) into highlighted box and click search or hit return
- Answers from the knowledge base, documentation and community appear
- Search to find answers regarding “how to” configure, customize, or create, etc.
- 75% of questions submitted can be resolved here
- You can also search product documentation, product tutorials and in product contextual help.

Tips for Searching OSvC Site:
https://cx.rightnow.com/app/answers/detail/a_id/1497

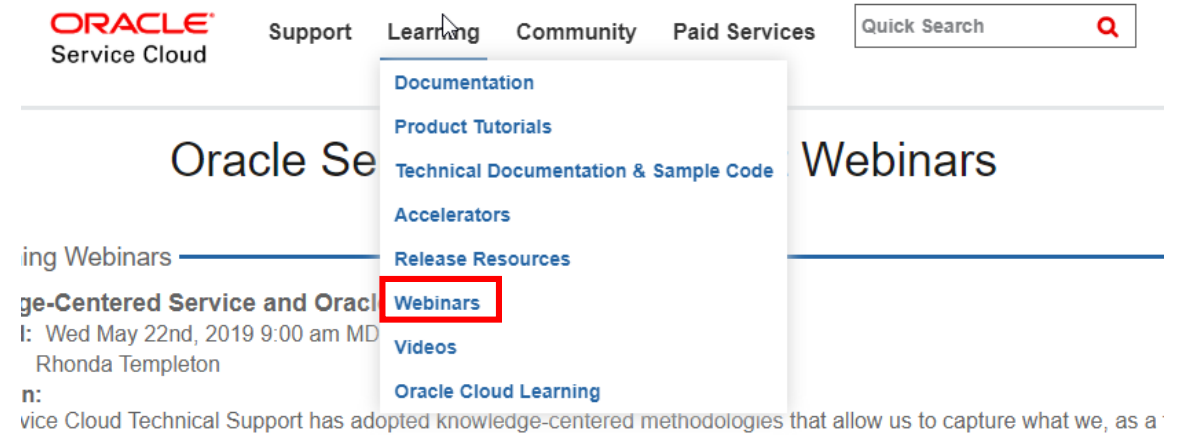
Working effectively with Support Best Practices

The Support Experience Blog



- Our blog covers OSvC best practices, commonly misunderstood product areas, trending support issues and customer experience topics related to support organizations.
- Subscribe and stay in the know

OSvC Technical Support Webinars



- Technical Support Team members share their OSvC product knowledge and best practices
- All webinars are recorded and can be accessed through the knowledge base

The Support Experience Blog: https://cx.rightnow.com/app/blog/support_experience

Working effectively with Support Best Practices

OSvC Discussion Forums

- For Oracle Service Cloud customers and partners to network and collaborate on real-life challenges, solutions and best practices
- Frequented by Oracle experts but comments aren't vetted for accuracy
- Share, support, rate and vote on comments shared by your peers
- Earn badges and points for actively participation
- <https://cloudcustomerconnect.oracle.com/groups/0b06b363f7/summary>

The screenshot shows the Oracle Cloud Customer Connect interface. At the top, there's a navigation bar with 'ORACLE' logo and 'Cloud Customer Connect' text. A search bar is on the right. Below the navigation bar, there's a header for 'Service Discussion Forums' with the tagline 'Get Involved. Join the Conversation.' and a group of four cartoon avatars. The main content area includes a welcome message, a disclaimer, and a search prompt. Below this is a 'Forums' section with a table listing various forum topics, their post and comment counts, and last update dates. On the right side, there are two boxes: 'Find Content' with a search input and a 'Find' button, and 'Quick Links' with a list of related resources.

ORACLE Cloud Customer Connect

Search Entire Community Search Option

Home Forums Ideas Events Contribute Hall of Fame Learning Success Documentation Cloud Offerings Support More...

Service Discussion Forums
Get Involved. Join the Conversation.

Welcome to the Service Discussion Forums!

These forums are intended for Oracle Service Cloud customers and partners to network and collaborate on real-life challenges, solutions and best practices. Please note the forums are not an official Oracle Service Cloud support channel, and users' comments are not vetted for accuracy.

Search for or scan threads for topics of interest, or create your own. Learn [how to ask a good question](#) that gets answered.

Forums

1-12 of 12

| Name | Posts | Comments | Last Updated |
|---|-------|----------|------------------|
| Agent Desktop | 3645 | 12143 | 1:13 AM |
| Communication Channels | 867 | 2913 | 4:47 AM |
| Customer Portal | 4457 | 16598 | Yesterday |
| Desktop and UI Extensibility | 703 | 2520 | Yesterday |
| Integrations and APIs for Service | 2481 | 9470 | 12:06 AM |
| Knowledge Management | 722 | 2188 | 2:24 AM |
| Policy Automation for Service | 175 | 508 | 7:05 AM |
| Reporting and Analytics for Service | 3235 | 9988 | Yesterday |
| Surveys and Outreach | 773 | 2161 | November 5, 2018 |

Find Content

Keywords:

Quick Links

- [Oracle Service Cloud Support & Documentation](#)
- [Oracle Service Cloud Videos](#)
- [Oracle Service Cloud Analytics Cookbook](#)
- [Oracle CX Blog](#)
- [Oracle CX Hero Hub](#)
- [Modern Customer Experience](#)

Upgrades

Working effectively with Support – Upgrades

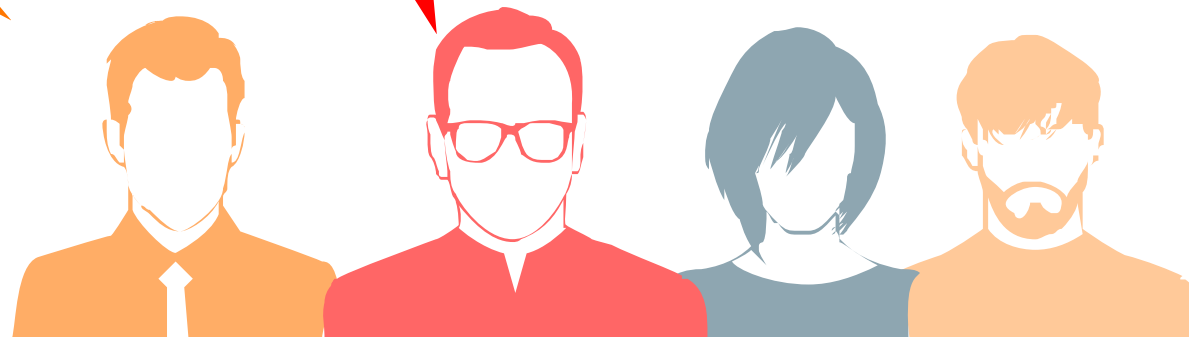
Why customers should care about upgrades?

Get the **latest** features.

Maintain **stability**.

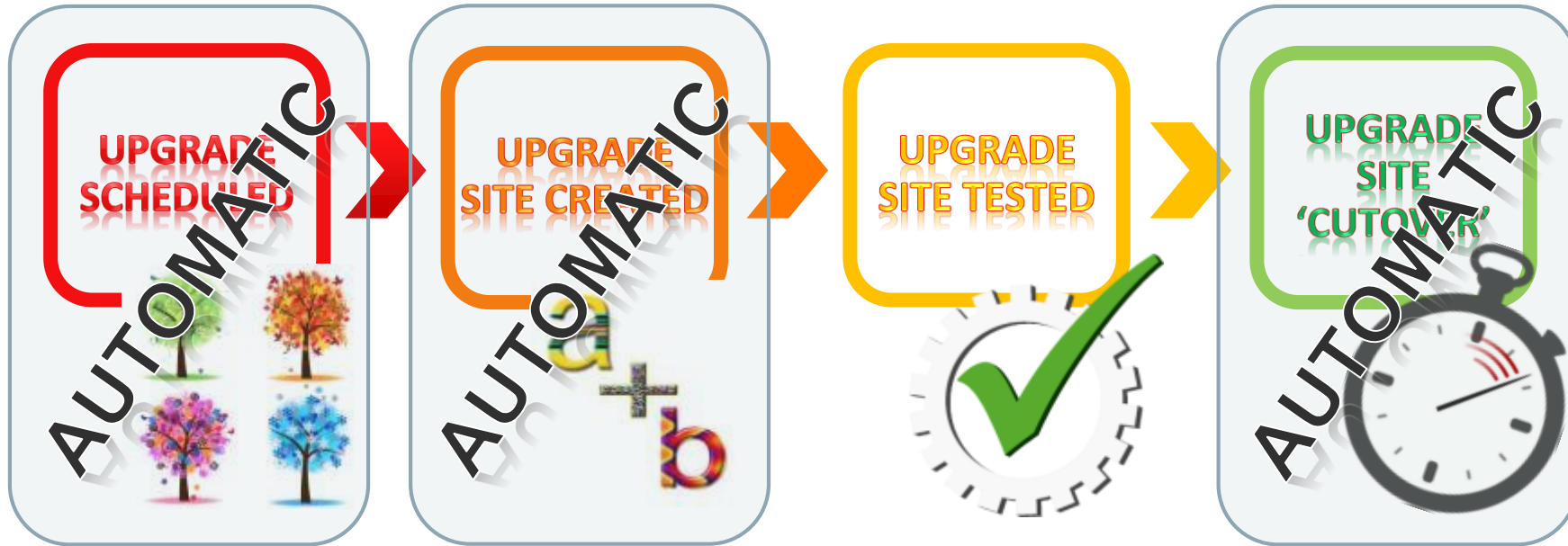
Satisfy **your** customer needs & demands.

Ensure **secure** data.



Working effectively with Support – Auto Upgrade Program

Key Facts



- Sites in the 'Auto Upgrade Program' (AUP) are automatically scheduled to upgrade quarterly
- All new sites are in the AUP
- If you're not in the program you should ask how you can be in
- To confirm whether or not you're enrolled in the AUP, please follow the same process as you would to confirm your support package, [found here](https://cx.rightnow.com/app/answers/detail/a_id/6409)

For more information on the Auto Upgrade program, please visit: https://cx.rightnow.com/app/answers/detail/a_id/6409

Working effectively with Support – Auto Upgrade Program

Auto Upgrade Program best practices

- **CRITICAL** → Ensure org contact records are current, correct and accurate
- Carefully review all relevant product documentation
 - Ensure workstation/environment meet requirements
 - Review Service Update Notifications report
 - Deprecations and compatibility exceptions
- Assign resources to conduct acceptance testing (UAT)
 - Include desktop deployment and integration testing
 - Include thorough Enhanced Console Testing
- Cutover within 30 days of UAT start

For more details on Upgrading, please see the following *Support Experience Blog*:

https://cx.rightnow.com/app/blog/detail/a_id/8719

Working effectively with Support – End of Life (EOL)

Importance of understanding the OSvC EOL Policy

As a policy, Oracle will not apply development resources to support versions that have reached end of life (EOL), which occurs 24 months after the version becomes generally available. Oracle's full software release and support lifecycle policy can be found here:

<http://www.oracle.com/us/corporate/contracts/rightnow-lifecycle-policy-1910688.pdf>

- Service Level Targets (SLTs) are not serviced while the customer remains on an EOL version. Support will be offered as best effort on SR's submitted
- Defect remediation will only occur on in-life versions
- Infrastructure changes are not regression tested against EOL versions and may result in impact to the site. As a practice, Oracle will not roll back infrastructure changes which result in product stability or operability issues due to EOL versions
- To avoid the negative ramifications of having their site go End of Life, customers must cutover to a current version of OSvC

For more details on EOL, please see the following *Support Experience Blog*:

https://cx.rightnow.com/app/blog/detail/a_id/8716

Working effectively with Support – Deprecations

Understand your deprecations

- **Definitions:**

- ‘Deprecated’: A feature that’s being phased out of the product
- ‘Removed’: The feature is no longer available in the product

- **Rules**

- No new functionality & limited support during deprecation
- Usually matched with a newer, better replacement feature
- Many deprecations require your action!
- Major deprecations are detailed in our support Knowledge Base:
https://cx.rightnow.com/app/answers/detail/a_id/5974

For more details on Deprecations, please see the following *Support Experience Blog*:

https://cx.rightnow.com/app/blog/detail/a_id/8718

Logging a Service Request

A young man with short dark hair is shown in a close-up, looking thoughtfully to the left. He has his hand resting on his chin, holding a black pen. The background is blurred, showing other people in a meeting setting.

Did you know a well-formed
service request can improve
your resolution time?

Optimizing SR Time to Resolution

Key inhibitors to SR resolution

- **SR Quality**

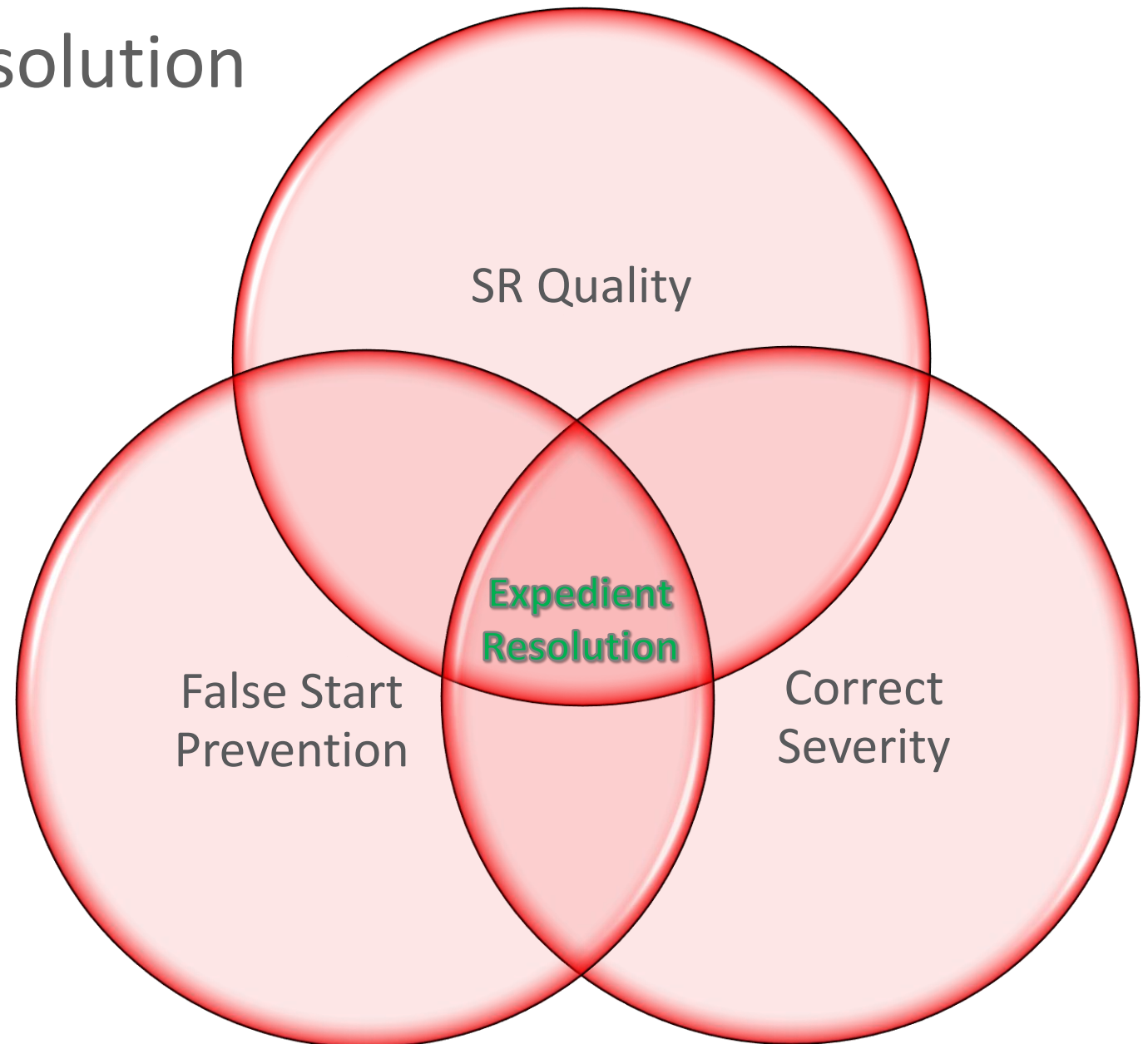
- Select the correct Product
- Submit details to help us find the issue
- Steps to reproduce or tell us it's not reproducible or intermittent
- Describe business impact (Who, how many, \$\$\$)
- Error messages
- Trace routes
- Logs

- **False Start Prevention**

- Ensure SR has enough information so as to minimize back and forth
- Ensure customers submit SRs, rather than internal "submit on behalf of" (These are not accepted)

- **Correct Severity**

- Ensure SR severity is set to align with impact to the business



Working Effectively with Support Best Practices

- **Submitting a well formed Service Request**



- Customers are verified via their email and login when creating an SR from the **Service Request “Wrench Icon”** on the Oracle Service Cloud Support Portal
- The key to a well formed SR is a comprehensive description of the issue
- Include the Site Name, Interface, Product Area (e.g. Chat, Customer Portal, Mobile Agent App, etc.), and Problem Description
- Diagnostic data is a vital element of your Service Request as it will help expedite analysis and diagnosis of critical errors. Be sure to include:
 - Relevant error numbers, if any, and text exactly as it appears.
 - Any troubleshooting & results that you may have attempted.
 - Any screenshots, which can help duplicate or resolve the issue
 - Provide the steps to reproduce the issue
- Verify that the severity level is set appropriately as per the business impact
- Describe business impact in detail and include dates of recent notable events
- Verify that no production issue or maintenance window is posted / scheduled on your production cloud portal

Working effectively with Support Best Practices

Severity Level Definitions

- **Severity 1** - Customer's production use of the Oracle Cloud Service is stopped or so severely impacted that Customer cannot reasonably continue work. Customer experiences a complete loss of service. The impacted operation is mission critical to the business and the situation is an emergency

A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- Service hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- Service crashes, and crashes repeatedly after restart attempts

Note – If a customer logs a Severity 1 SR, they must have a Support Contact available 24 x 7 to have it worked continuously

- **Severity 2** - Customer experiences a severe loss of service. Important features of the Oracle Cloud Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion
- **Severity 3** - Customer experiences a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality
- **Severity 4** - Customer requests information, enhancement, or documentation clarification regarding the Oracle Cloud Service, but there is no impact on the operation of such service. Customer experiences no loss of service

SR Filing Process – Optimizing Service Request Submittals

The importance of selecting appropriate Product, Site and Interface

- Customer's can significantly cut down on SR resolution times by carefully making proper selections at the outset of a Service Request

1. Clicking on the SR icon will allow you to select the proper product.
2. You can also modify your selection by clicking on the proper tab on the next page
3. Next, be sure to choose the correct site and interface for that site

Current time zone: America/Denver

Verify the above time zone is correct. If not, please update the "Local Time Zone" field on your [Profile Page](#).

If you have a question about [cloud.oracle.com](#), you may now select it as a product under the "Ask Support about Oracle Service Cloud" tab

Oracle Service Cloud | Oracle Field Service | Oracle Co-Browse | Turn On/Off Features | Ask Support about OPA

Need help submitting an OSvc Service Request? Check out our [Working Effectively with Support Tutorial](#) ([PDF](#) | [Video](#))

▾ Which site are you reporting a problem for?

If your site/interface is not included in the list, please use the "site/interface not listed" option.

Site:
rightnow

Interface:
rightnow

Next

▸ Which area of the product has a problem? 🔒

▸ Service Request Information 🔒

Your Site Information
No site selected

SR Filing Process – Optimizing Service Request Submittals

The importance of selecting appropriate Product Area

- After making your Product, Site and Interface selections, you need to select the **area of the product** related to your SR.
- Because our Subject Matter Experts have designed product specific submittal forms, making an **accurate selection will speed your resolution times.**

The screenshot displays the Oracle Service Request filing interface. On the left is a navigation sidebar with icons for Service Request, Updates, Feedback, and Support Hotline. The main content area shows the current time zone as 'America/Denver' and a prompt to verify it. Below this, there are navigation tabs for 'Oracle Service Cloud', 'Oracle Field Service', 'Oracle Co-Browse', 'Turn On/Off Features', and 'Ask Support about OPA'. A dropdown menu is open under 'Oracle Service Cloud', showing a list of product areas. The 'Agent Browser UI' option is highlighted. Below the dropdown, there is a field for 'Site: rightnow Interface: rightnow' with a green checkmark, and a question 'Which area of the product has a problem?'. To the right, there is a 'Your Site Information' section with details like Company Name, Site Name, and Datacenter, and an 'Upgrade Info' section with dates and status.

Current time zone: **America/Denver**

Verify the above time zone is correct. If not, please update the "Local Time Zone" field on your [Profile Page](#).

If you have a question about cloud.oracle.com, you may now select it as a product under the "Ask Support about Oracle Service Cloud" tab

Oracle Service Cloud Oracle Field Service Oracle Co-Browse Turn On/Off Features Ask Support about OPA

Need help submitting an OSvC Service Request? Check out our Working Effectively with Support Tutorial ([PDF](#) | [Video](#))

Site: rightnow Interface: rightnow ✓

Which area of the product has a problem?

- Agent Browser UI
- Chat
- cloud.oracle.com
- Contacts and Organizations
- Custom Objects / Fields
- Customer Portal
- Environment
- Email
- Feedback
- Integrations / Customizations
- Intent Guide
- Knowledge Advanced
- Mailboxes
- Mobile Agent App
- Opportunities
- Outreach
- Provisioning/Entitlement
- Reports (Analytics)
- Service Module
- Social
- Utilities
- Virtual Assistant

Your Site Information

Company Name: Oracle Serv
Site Name: rightnow
Datacenter: VA
Current Version: Oracle Servi
HIPAA: No
PCI: No

Upgrade Info

Last Cutover: 2016-08-26
Upgrade Scheduled?: No
Auto Upgrade Enrolled?: No
Auto Upgrade Candidate?: N

Support Information

Your current support package
However based on your subm
months, you can approximate
around the following time fra
that you haven't submitted a s
the past two months:

- 1 - Site Down
- 2 - Major Functionality Ir
- 3 - Some Business Impa
- 4 - No Business Impact

Service request response tim
times may not accurately pri

SR Filing Process – Optimizing Service Request Submittals

The importance of selecting appropriate Product Area

- Making a selection displays a product area specific form
- These forms dramatically streamline the troubleshooting process by **requesting information that is generally required to investigate an issue** for the product you've selected.

› Site: rightnow Interface: rightnow ✓

› Product: Chat ✓

› Service Request Information

Recommended Answers
[Answer ID 4725 Popular Answers About Chat](#)

Recent Answers Matching Product
[Answer ID 2543 Oracle Service Cloud Technical Support Services Document](#)
[Answer ID 5168 Documentation for Oracle Service Cloud Products!!!!](#)
[Answer ID 4833 Oracle Service Cloud tutorialsqwdqwdqwd](#)
[Answer ID 4830 Chat estimated wait time is not displayed when expected](#)
[Answer ID 8814 August 2016 Documentation Overview](#)

* Denotes a required field

Subject *

What type of issue are you having?
Connection error

Did you receive a VCIO notification? *

Question *

Relevant File Attachments
Browse...

Please include any relevant file attachments that will help us troubleshoot this incident including: full uncropped screenshots, logs, etc

Severity *
3 - Some Business Impact

cc

Phone Number

Submit

Working Effectively with Support Best Practices

Service Request Handling – How do we assign a SR?



- Primary routing is based on a combination of:
 - Severity Level
 - Product selected
- Severity 1 SRs – 24 x 7 response expectations
 - Severity 1 SRs are assigned to the first available Support Engineer regardless of regional alignment
 - Support Engineers will begin working the issue regardless of the customer's geographical region
- Severity 2-4 SRs – 8 x 5 response within the customers local region
 - Severities 2-4 SRs are placed in queue with a response time calculated based on the customer's local business hours and severity level
 - Support Engineers outside the customer's geographical region may be working on the SR and may have a solution before the customer's next business hours
- Service Requests should be submitted in English or Japanese

Working effectively with Support Best Practices

Accessing your Support Experience Dashboard

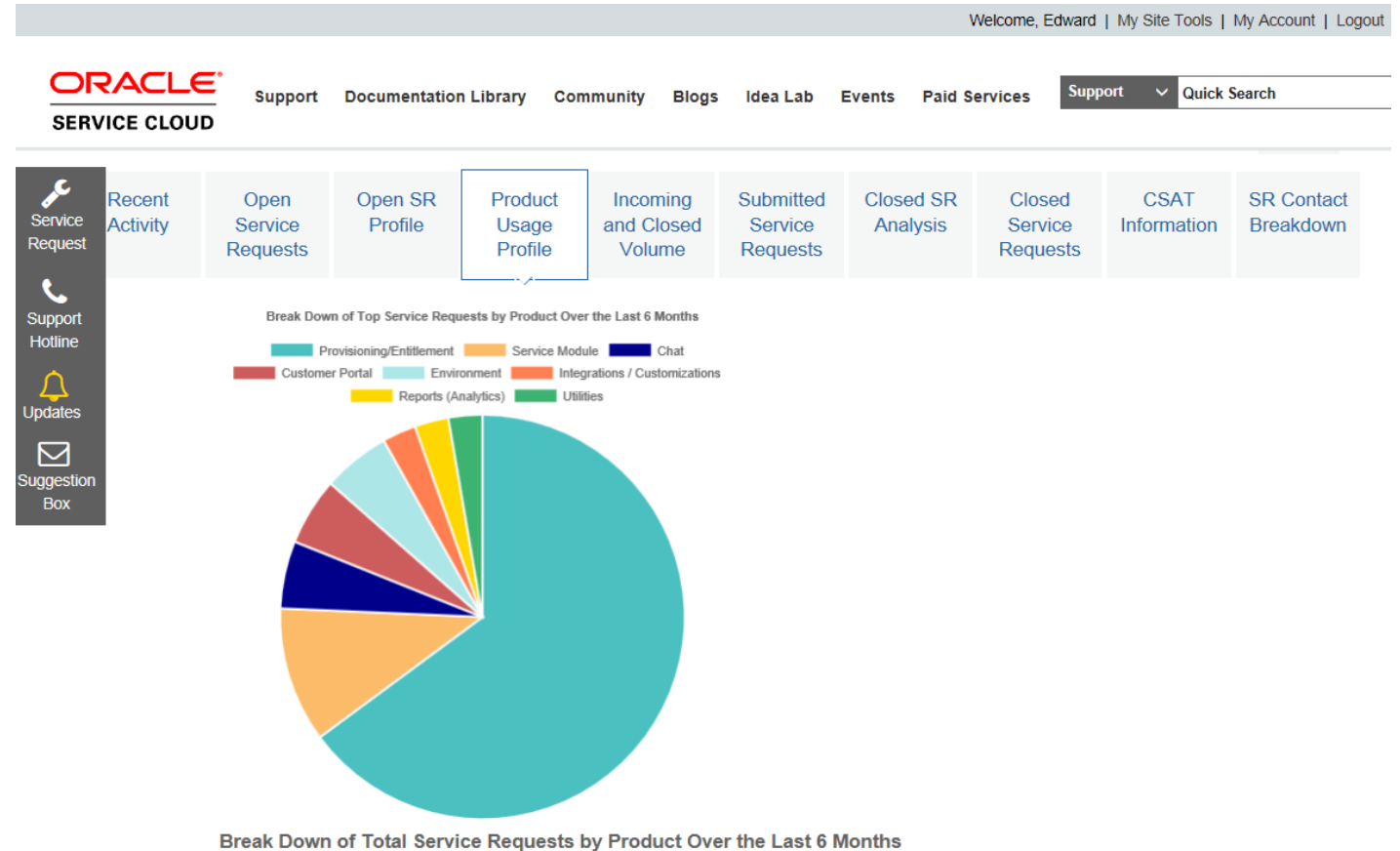
- To access your Support Experience Dashboard:
 - When logged in, click on My Site Tools
 - Then click on My Support Experience Dashboard

The screenshot displays the Oracle Service Cloud user interface. At the top right, a user is logged in as "Edward" and has access to "My Site Tools", "My Account", and "Logout". The main navigation bar includes "ORACLE SERVICE CLOUD" and links for "Support", "Documentation Library", "Community", "Blogs", "Idea Lab", "Events", and "Paid Services". A "Support" dropdown menu and a "Quick Search" box are also visible. A vertical sidebar on the left contains icons for "Service Request", "Support Hotline", "Updates", and "Suggestion Box". The main content area features three columns of services: "Contact Management" (Contact Management Tool), "Hosting Services" (Schedule An Upgrade, Upgrade Checklist, Spam Filtering, License Compliance Dashboard, Site Information, Utility Stats, Web Logs, Virtual CIO), and "Additional Tools" (My Support Experience Dashboard, TLS 1.0 Log Scanner). The "My Support Experience Dashboard" link is highlighted with a red box.

Working effectively with Support Best Practices

Reviewing your Support Experience Dashboard

- The Dashboard is a compilation of data relating to your recent SRs and both our team's and your team's performance.
- Data is also compared historically
- Review your Support Experience Dashboard regularly to:
 - Monitor health of your OSvC site
 - Proactively identify trending problem areas
 - Recognize opportunities for additional team training



For more details on the Support Experience Dashboard, please see the following *Support Experience Blog*:
https://cx.rightnow.com/app/blog/detail/a_id/9213

After the Service Request has
been logged ...

Working Effectively with Support – Best Practices

Connecting with Support Engineer



- There are multiple channels for connecting with assigned Support Engineer

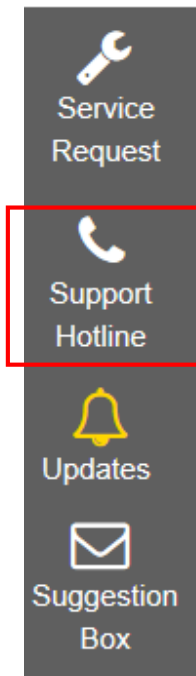
- Contact the Support Engineer by updating the SR – Fastest way

- Calling the Support Hotline (Click on the “Phone” icon):

https://cx.rightnow.com/app/answers/detail/a_id/8992

- Chat: Option available once service request has been assigned to an engineer

- Critical issues are worked in a follow-the-sun model 24x7 with your participation to progress the issue, as needed



Working effectively with Support – Best Practices

Monitoring Service Requests

- Important Statuses that will require your action.

'WAITING'



- When we've responded to your SR you and all cc'd parties will be notified by email
- If you take an extended period of time to respond or provide information it sends the Support Engineer an implicit message about the problem urgency which may not match the Service Request priority.
- If the status is not changing or if you are not getting responses back within an acceptable period of time, you may always call the Support Hotline to speak with a Manager.

- Oracle Service Cloud Support Portal – Key SR Status

| SR Status | Description |
|------------|---|
| Waiting | Oracle Support is waiting for you to update the Service Request |
| Unresolved | Oracle Support is working the Service Request |
| Solved | The SR is closed and will no longer be worked on. |

Working a Service Request Effectively

Improve results and expedite outcome

- Monitor changes in SR status and severity
- Documentation is essential
 - Provide detailed and timely responses to all questions
 - Ensure there is an action plan after each update and determine who owns each action
 - Minimize Service Request ‘tag’ or ‘pinging’ by ensuring you provide information requested or an explanation of why it may not be possible to provide
- Request phone calls where appropriate
- Request collaborative screen-sharing support sessions as appropriate
- You should change the severity level when it becomes appropriate
- Engage Support management, if and as required



What can you expect from Oracle Support in the Service request

Working effectively with Support – Best Practices

What you should expect from Oracle Support

- Our Support Team is the face of Oracle and your voice within Oracle
- Your Support Engineer will work and coordinate and collaborate with any and all internal teams including Cloud Operations and Product Development, if and as needed, to resolve your issue
- Expect timely initial response based on the severity of your issue
- Expect your Support Engineer to communicate our 5 W's
 - What have they done? Why?
 - What are they going to do next? Why? And
 - When should you expect to hear back from us
- Expect your SR to be properly documented in detail at all times.
- Expect that an Oracle employee never asks or has a contact record on your production site.

Working effectively with Support – Best Practices

Troubleshooting

- Oracle accesses data only for the purpose of providing the services or as required by law (Refer to [Document ID 870963.5](#) – Review Document [Oracle SaaS Security Practices @Oracle](#))
- You may choose to share relevant data for the resolution of a specific issue—this has to be explicitly granted and done via screen shots and web conference
- Support will troubleshoot and replicate an issue in an internal lab environment, when possible
- **For the security of you site and data, an Oracle employee should never have a contact record on your production site. They have other methods at their disposal for troubleshooting.**



Working effectively with Support – Best Practices

Solving the Issue

- We will close the SR after attempting to get your consent at least 3 times
- Auto-closure after 3 attempts if the solution is not dependent on Oracle
- If the Issue is a product defect, a patch may be provided. Please see next slide for patching policies.
- **Reopen rates are very low. We measure this to ensure that we are not closing issues prematurely.**



Working effectively with Support – Best Practices

Scheduled Patching/Maintenance

Note: Please refer to OSvC Knowledge Base Answer ID [2525](#) for details.

| Patching Type | Patch Frequency | Non-Production Environment Timing | Production Environment Timing |
|-------------------|---|---|---|
| Maintenance Packs | Four maintenance packs are delivered for each release | 1 st Friday of scheduled month | 3 rd Friday of scheduled month |
| Patches | As determined by Oracle to be necessary and outside of scheduled SP application | As determined by Oracle to be necessary | As determined by Oracle to be necessary |
| Untested Patches | Emergency use only (Usually a site down scenario) | Applied to individual customer sites as necessary | Applied to individual customer sites as necessary |

- **Maintenance Packs are regularly planned maintenance.** Patches and untested patches are provided on an as needed and as determined by Oracle basis.
 - Four email notifications will be sent whenever a maintenance pack is scheduled to be applied to a non-production or Production site
- **Oracle will apply emergency maintenance as required** to maintain the operation, security, and performance of the Oracle Cloud services.
 - Emergency maintenance may include, but is not limited to, the application of patches, configuration changes, hardware repair, or other required activities.

Working effectively with Support – Our Support Engineers

Training regimen prior to SR handling

- Training is a major focus area and we make significant Investment
- All engineers take SR's only after undergoing training spanning multiple weeks.
- In most cases our engineers exceed these training requirements
- Expect your System Integrator partners to also be trained and certified at these levels at a minimum to get the optimal value from your implementation efforts
- Engineers undergo various training for multiple days/weeks before starting work on SR's. Training continues later.
 - Technical Architecture and underlying technology Stack
 - Functional Training on Product(s)
 - Troubleshooting in SaaS ecosystem
 - Product Implementation Training
 - Support Process Training
 - Division and company specific training

Engaging Support Management

Bringing Management Attention to a Service Request

- A customer can engage Support Management on any SR , if and as needed to
 - Communicate important business issues to support management
 - Encounter a critical showstopper to implementation or upgrade plan
 - Dissatisfaction with the resolution or response to a SR
- [Call Support Hotline](#) - **Must have SR # and be a verified designated Support Contact**
 - When calling please ask to speak with a Manager
- Engagement is a collaborative process and yields:
 - Management contact within 30 minutes. **95% compliance**
 - Action Plan
 - Communication Plan
- You can help by judiciously selecting the severity and by telling us the correct milestone dates

Additional Best Practices

Working effectively with Support - Best Practices

Your Responsibilities

- Validate your technical support personnel working on Oracle products and engaging with Oracle Support are adequately trained
 - See Product Training slide for details
 - Has your Site Administrator taken OSvC Administrator training? Proper training is critical to success
- Leverage your Site Administrator for
 - Answering to how-to, workflow and user questions
 - Partnering with support for troubleshooting SRs
 - Providing diagnostic information especially when diagnostic may involve customer data
- Ensure that everyone knows who the Primary Support Contact is
 - Have, **MINIMALLY**, one back-up Primary Support Contact in place
- Ensure that your system integrator/ Partner is available and has detailed documentation
 - Best practice is for all customizations to be accompanied by a detailed Technical Design Document (TDD) and logs, because Oracle does not log your customizations**
 - System Integrators (Partners) are responsible for developing and designating someone to support these

Working effectively with Support – Connect on Social Media

Where to find us

Be sure to remain current by connecting with us on the following social media outlets



[@OSvC_Support](#)
&
[@OracleServCloud](#)



<https://www.linkedin.com/groups?home=&gid=764287&trk=anet ug hm>



<https://www.facebook.com/OracleServCloud>



<https://www.youtube.com/user/OracleServiceCloud>



<https://plus.google.com/u/0/b/109024121259775194884/109024121259775194884/posts>

Working effectively with Support – Providing Feedback

Your feedback is key to improving our Support Team

You can provide feedback to us in two main ways:

- Closed Service Request Survey
 - When a Service Request is closed, the contact of record will receive a survey asking about your experience with Technical Support.
 - Although the survey takes time, your responses are invaluable to the improvement of our team. Please take the time to respond.
 - The results of these surveys are reviewed each month by both executive and team management.
- Support Suggestion Box
 - One of our persistent icons located on the upper left of all Support pages
 - Submitting a suggestion automatically generates an email that goes directly to our Support Experience Manager.
 - All suggestions receive consideration, a personal response and status update
- Support Experience Feedback Mailbox
 - osvc_support_feedback@custhelp.com is an actively monitored mailbox intended for any type of feedback customer's want to provide.

ORACLE

Dear _____

Thank you for your recent request for assistance on incident titled _____, closed on _____.

Quality customer care is very important to us. Please take a moment to let us know how we did.

Please rate your satisfaction with the handling of this particular Service Request.

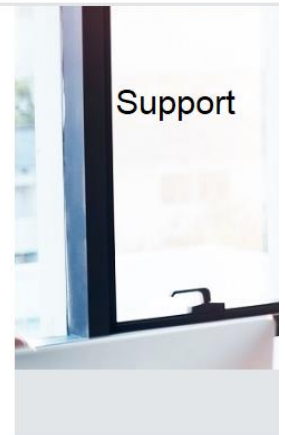
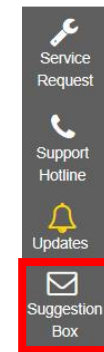
| Not At All Satisfied | | | | | | | | | | Extremely Satisfied | |
|-------------------------|-------------------------|-------------------------|------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|---------------------|--|
| <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input checked="" type="radio"/> 4 | <input type="radio"/> 5 | <input type="radio"/> 6 | <input type="radio"/> 7 | <input type="radio"/> 8 | <input type="radio"/> 9 | <input type="radio"/> 10 | | |

Please tell us what made you less than satisfied with your Support Experience.

Do you consider this issue resolved?

- Yes
- No

ORACLE
SERVICE CLOUD



Agenda

- 1 Oracle Service Cloud Support terms and acronyms
- 2 Oracle Service Cloud Best Practices
- 3 **Oracle Service Cloud Resources**
- 4 Additional Resources

Oracle Service Cloud Resources

- The following resources can be found on the [Oracle Cloud](#) web site under the [Resources](#) link
 - Oracle Service Cloud White Papers: <https://cloud.oracle.com/whitepapers?subcatID=1383678920836>
 - Oracle Service Cloud Demos and Videos: <https://cloud.oracle.com/videos?subcatID=1384024017603>
 - Oracle Service Cloud eBooks: <https://cloud.oracle.com/ebooks?subcatID=1410625250358>
 - Oracle Service Cloud Forums: <http://communities.rightnow.com/pages/home>
 - Oracle Service Cloud Tutorials: https://cx.rightnow.com/app/answers/detail/a_id/4833
 - Oracle Service Cloud Data Sheets: <https://cloud.oracle.com/datasheets?subcatID=1383678915049>
 - Oracle Service Cloud Documentation: http://docs.oracle.com/cloud/latest/servicecs_gs/index.html
 - Oracle Service Cloud FAQs: https://cloud.oracle.com/en_US/faq?subcatID=1383678921025
 - Oracle Cloud Resources for Business Users: https://cloud.oracle.com/saas_support
 - Oracle Cloud Resources for Developers: https://cloud.oracle.com/paas_support
 - Oracle Cloud Blog: <https://blogs.oracle.com/cloud/>

Oracle Service Cloud - Important Documents

- System Requirements: https://cx.rightnow.com/app/answers/detail/a_id/31
- Technical Support Guide: https://cx.rightnow.com/app/answers/detail/a_id/9698
- Version Documentation: https://cx.rightnow.com/app/answers/detail/a_id/5168
- Upgrade Guides: https://cx.rightnow.com/app/answers/detail/a_id/5167
- Security Practices :
https://documentation.custhelp.com/euf/assets/devdocs/cloud18c/olh/Security/topicrefs/c_Oracle_Service_Cloud_security_and_compliance_aa1210913.html
- Oracle Accessibility Program: <http://www.oracle.com/us/corporate/accessibility/index.html>



Oracle LaunchPad

Search, Learn, Achieve!

[Start Learning →](#)

Welcome to Oracle LaunchPad

Learn by Cloud

Learn by your area of interest.



New Features



Financials



HCM



Marketing



Project Portfolio Management



Sales



SCM



Customer Experience

Agenda

- 1 Oracle Service Cloud Support terms and acronyms
- 2 Oracle Service Cloud Best Practices
- 3 Oracle Service Cloud Resources
- 4 **Additional Resources**

Oracle Resources



- [Oracle Communications](#)
- [Oracle Products & Services](#)
- [Oracle University](#)
- [Oracle University Knowledge Center](#)
- [Oracle Global Events](#)

Oracle Cloud Learning Subscriptions

Cloud Learning Simplified

| SaaS | | | PaaS |
|--|---|---|--|
| Customer Experience  | Enterprise Resource Planning  | Human Capital Management  | Platform Services  |
| Marketing Cloud | Financials Cloud | Global Human Resources Cloud | Database Cloud |
| Sales Cloud | Project Management Cloud | Talent Management Cloud | Java Cloud |
| Service Cloud | Procurement Cloud | | |

Oracle Cloud Learning Subscriptions

Simplify Your Journey to the Cloud

24/7 Access for 12 Months

On-demand training videos, product demonstrations and practice lab

End-to-End Training

Across the entire lifecycle of your Oracle Cloud Application or Platform Service

Expert Delivered

Created and delivered by Oracle experts

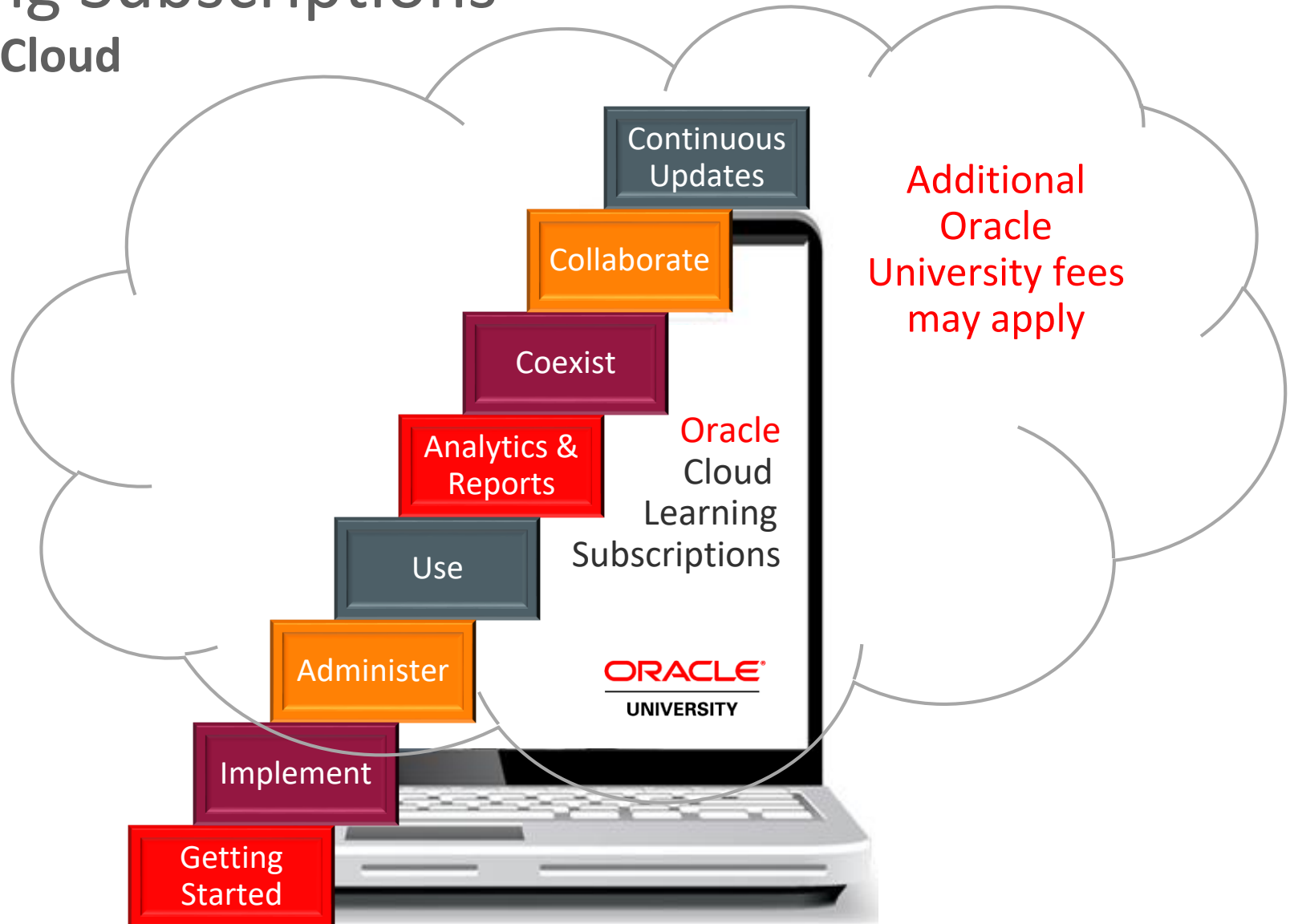
Continuous Updates

Regular updates for product enhancements and new releases

Flexible and Scalable

To meet your business needs

Visit: [Oracle Cloud Learning Subscriptions](#)



SaaS Cloud Subscriptions – Two Editions



Complete Edition

- ✓ Implementers
- ✓ Functional Configurators
- ✓ Application Administrators
- ✓ System Administrators
- ✓ Developers and Technical Consultants



End User Edition

- ✓ Service Agents
- ✓ Service Administrators
- ✓ Service Customers

Oracle University - SaaS Cloud Subscriptions – Two Editions



| Area | Description | Complete Edition | End User Edition |
|-----------------|---|------------------|------------------|
| Getting Started | Product Introductions, process overviews | ✓ | ✓ |
| Implementation | Hands-on implementation training | ✓ | |
| Administration | Administration tasks and processes | ✓ | |
| End User Tasks | Step-by-step videos of how each task is performed | ✓ | ✓ |
| Analytics | Business Intelligence and Management reporting | ✓ | |
| Coexist | Integrating with other clouds and on-premise applications | ✓ | |

SaaS Learning Subscriptions – Complete Editions

Learn how to:

- Start using your Oracle Cloud applications
- Implement, configure and extend your applications
- Administer and manage your applications
- Complete business process transactions
- Perform analytics and run reports
- Develop hybrid solutions where Cloud and On-premise coexist
- Upgrade and leverage new features

For: ◆ Implementers ◆ Developers
 ◆ Functional Configurators ◆ Administrators
 ◆ Technical Consultants

Learning Elements

Getting Started

Implement &
Extend

Administer

Use

Analytics & Reports

Collaborate

Coexist

New Features

SaaS Learning Subscriptions - End User Editions

Learn how to:

- Start using your Oracle Cloud applications
- Complete business process transactions
- Use the Oracle Social Network
- Perform analytics and run reports
- Leverage new features

Learning Elements

Getting Started

Use

For:

Global HR Cloud:

- HR Specialists
- Employees
- Managers

Talent Management Cloud:

- HR Specialists
- Employees
- Managers

Sales Cloud:

- Sales Representatives
- Sales Managers
- Sales Administrators

Service Cloud:

- Service Agents
- Service Administrators
- Service Customers

Financials Cloud:

- Asset Specialists
- Payables Specialists
- Receivables Specialists
- Order Management Specialists
- Accountants
- Accounting Managers

Procurement Cloud:

- Buyers / Catalog Managers
- Employees

Project Management Cloud:

- Project Managers
- Project Team Members
- Project Accountants
- Project Administrators

The Oracle logo consists of the word "ORACLE" in white, uppercase, sans-serif font, centered within a solid red rectangular background.

ORACLE®

Integrated Cloud

Applications & Platform Services

ORACLE®