OSvC Business Support Resources

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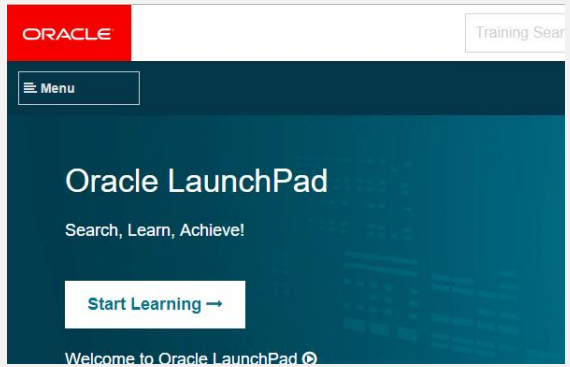
Platinum-Level of Service (Included in Your SaaS Subscription)

BUSINESS SUPPORT

- Access to Business Help
- Community Engagement
- Success Planning Tools
- Proactive Account Monitoring
- Proactive Lifecycle Engagement & Communication

ESSENTIAL EDUCATION

- On-Demand 24/7 Digital Training NEW
- Guided Learning - Starter Pack
- Cloud Quick Start - Live Events NEW



TECHNICAL SUPPORT

- Online Case Submission
- Phone Case Submission
- Live Chat Channel NEW
- Severity 1 24/7 Coverage
- First Response SLAs (Business Hours): NEW
  Severity 1 = 15 min.
  Severity 2 = 2 hrs.
  Severity 3 = 3 hrs.
  Severity 4 = 8 hrs.
- Designated Support Engineer through Implementation NEW
- Product Certified Engineers
- Standard SR Dashboard – OSvC for 2 years, now all of cloud
- Proactive SR Health Monitoring NEW

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Product Certified Engineers
Standard SR Dashboard
Proactive SR Health Monitoring
Business Help

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What's the difference?

BUSINESS	TECHNICAL

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What is the difference?

BUSINESS
New account information
Subscription details
Product Best Practices
Usage & Analytics
Cloud Portal Help
Invoicing questions
Consulting and partners
Sales referral

TECHNICAL
Unexpected behavior in application
Product feature and functionality
Technical product-related assistance

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

ORACLE Service Cloud

Support Learning Community Paid Services

Quick Search

Service Request

Support Hotline

Updates

Suggestion Box

Manager Connect

Welcome to Oracle Service Cloud Support

Get Started with Technical Support

OSvC Technical Support Webinars

My Support Experience Dashboard

Business Success Resources

Featured | My Recent Requests | My Organization's Recent Requests | Support Updates

ORACLE

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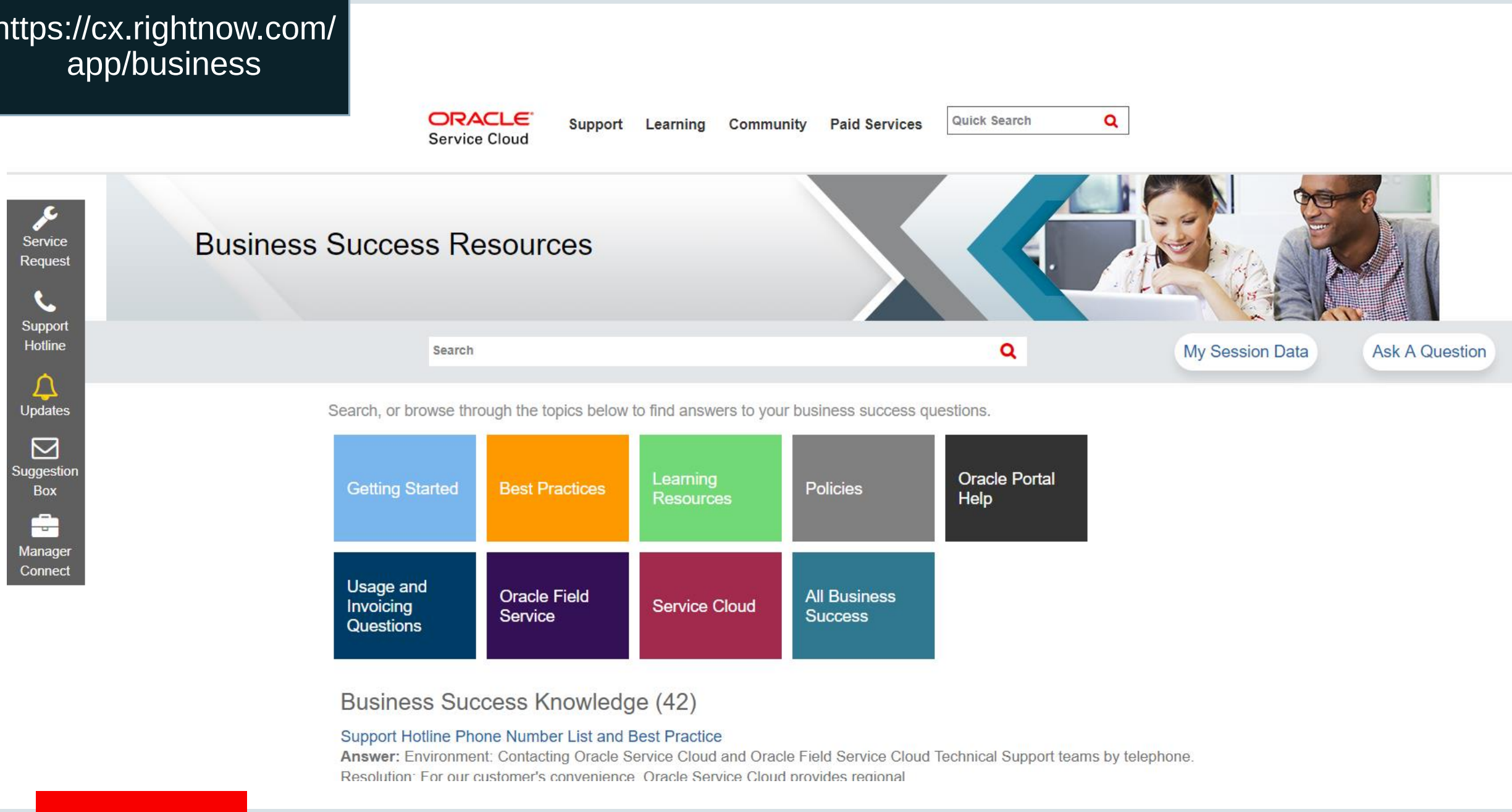

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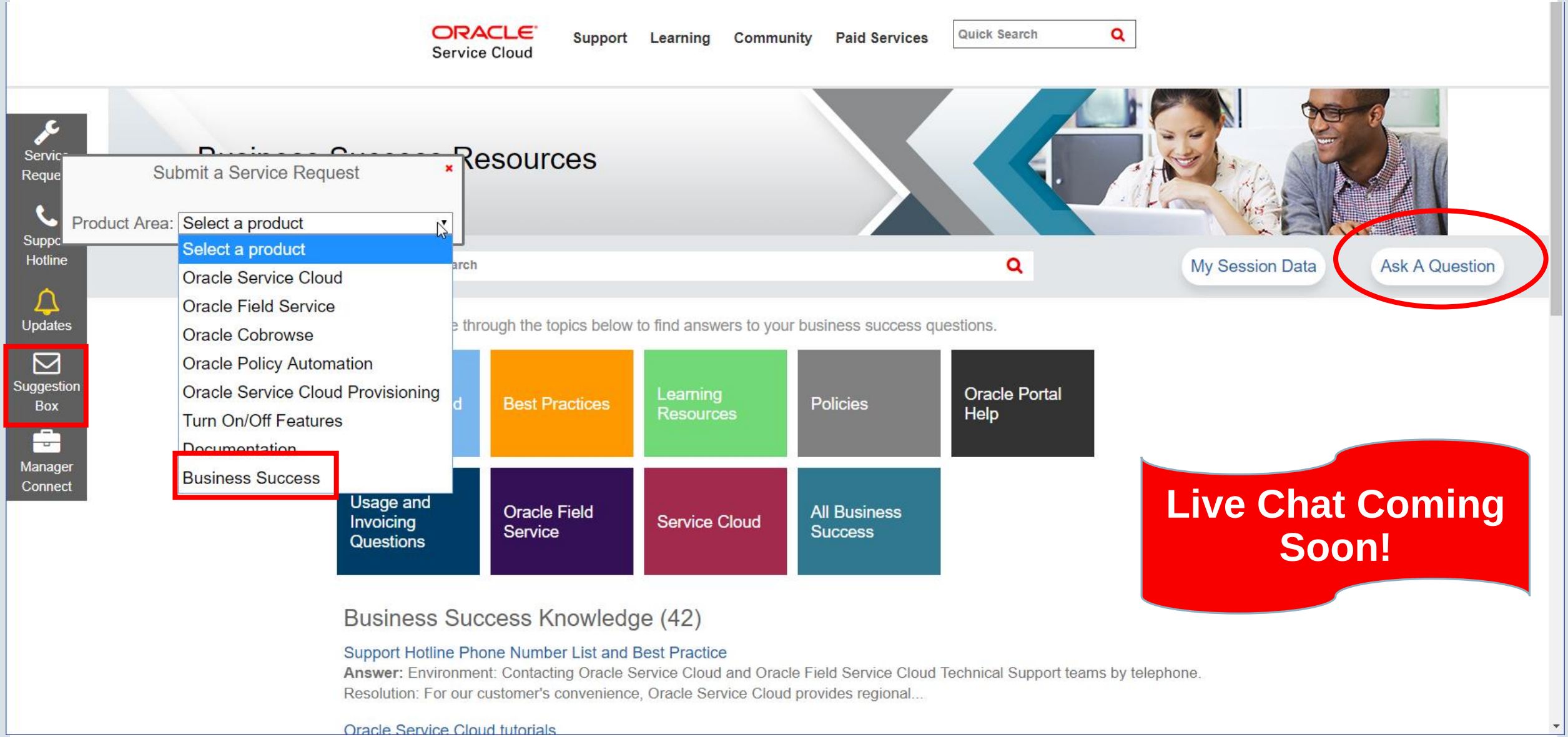

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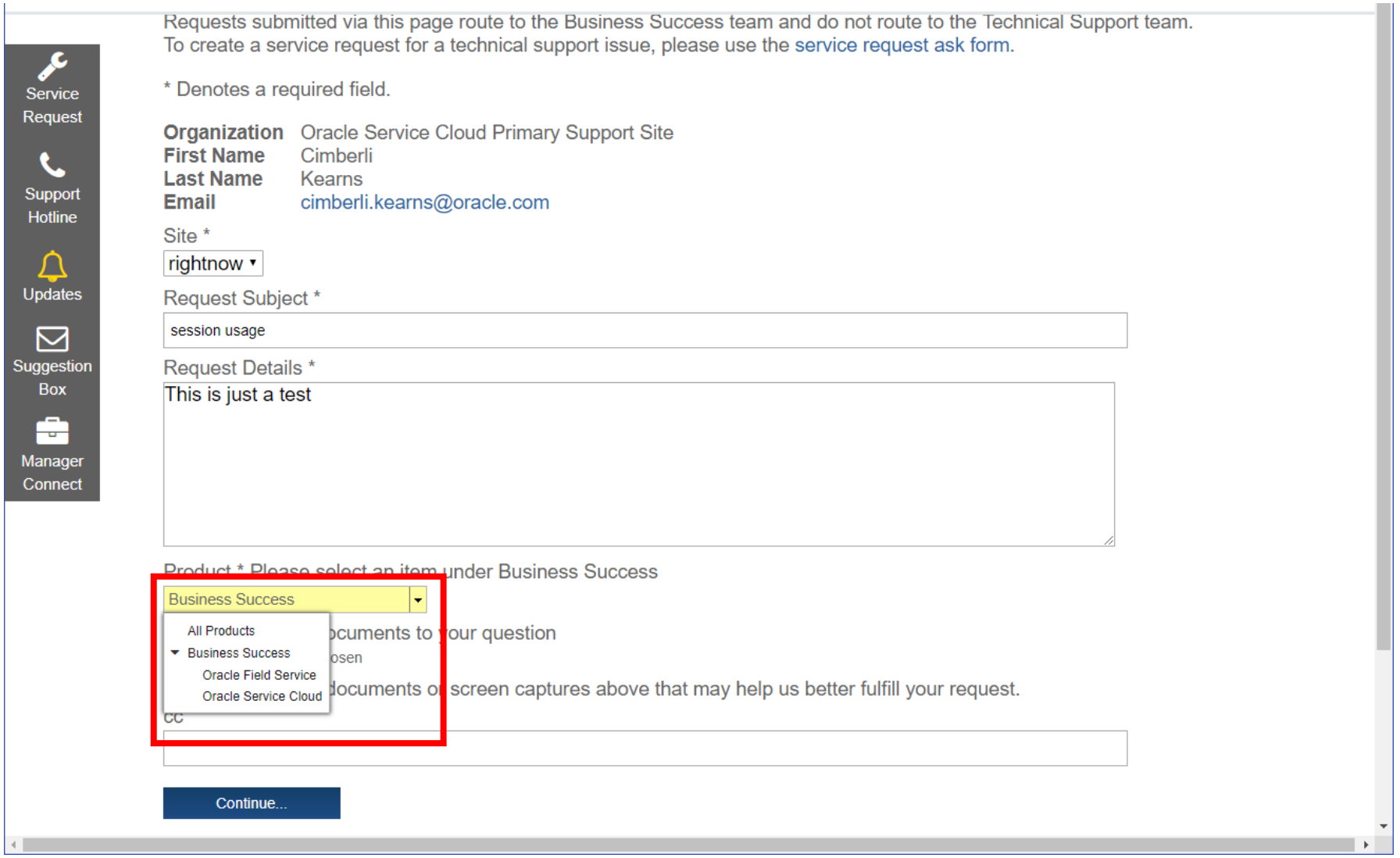

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Tue 3/19/2019 10:49 AM

Oracle Service Cloud Support <oraclerightnowsupport@custhelp.com>

session usage [Service Request: 190319-000125]

To Cimberli Kearns

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Response

Cimberli,

Thank you for your business support question. Below you will find a collection of business support answers that we hope will meet your needs. If these answers do not meet your needs, please respond to this email or update this question through the support portal.

Sincerely,
The Oracle Service Cloud Business Support TeamThe following answers might help you immediately. (Answers open in a separate window.)
Answer Link: Session usage information
Answer Link: License Compliance Dashboard link on My Site Tools pages
Answer Link: Submitting a Service Request to Oracle Service Cloud Technical Support
Answer Link: Oracle Field Service - Configuration and Solution Build
Answer Link: Licenses and Modules
Answer Link: Billing/Invoice Questions
Answer Link: Access to Oracle Bill Management

Subject

session usage

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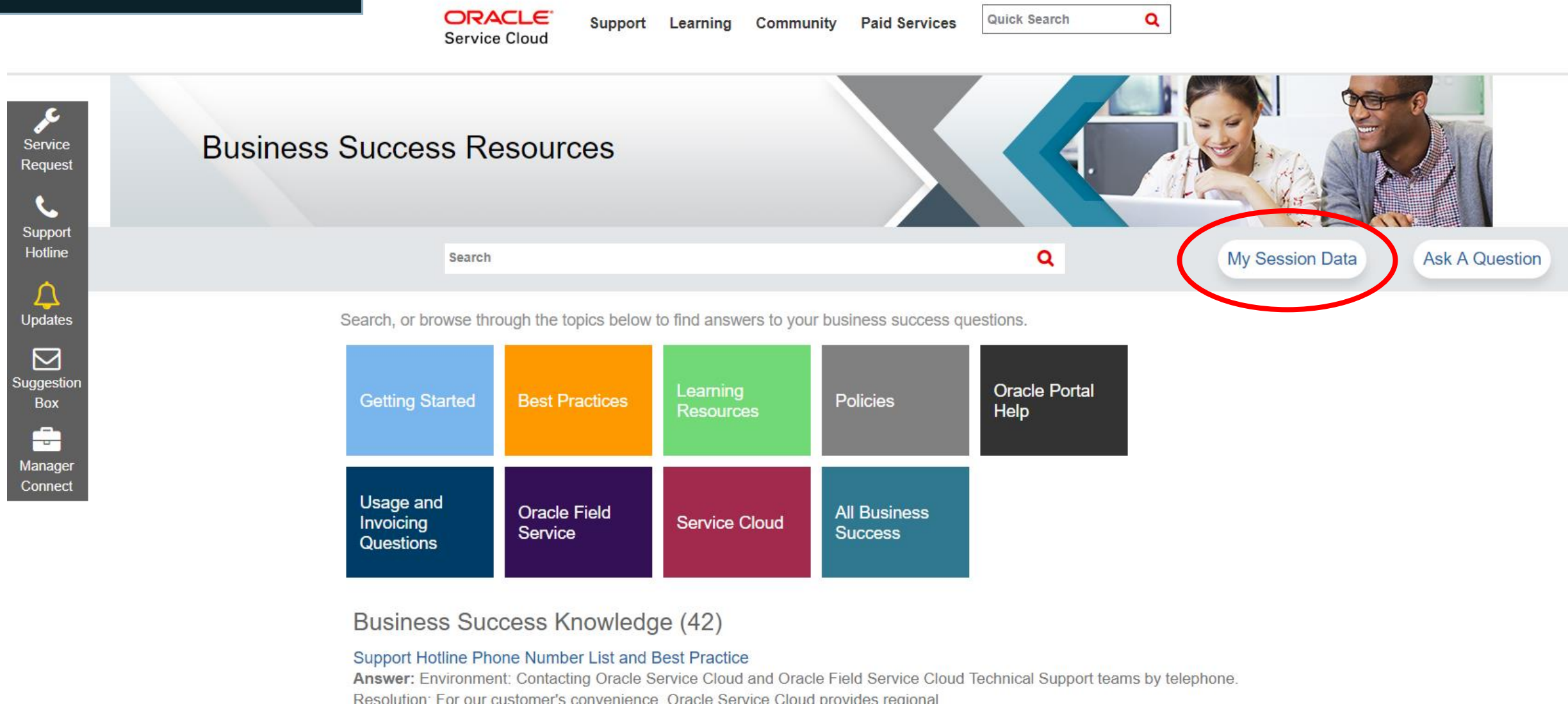

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Service Request
Support Hotline
Suggestion Box

My Session Data

We have found the following billing group(s) associated with your organization's production sites:

Note Some queries may take a while to complete if you select a large date range and have many sites & interfaces

- Billing ID: ca81731, Site Name: cc_tools
- Billing ID: ca1,Total Sites: 3 +
- Billing ID: ca77386, Site Name: fusion_scrum
- Billing ID: ca119023, Site Name: processmanagement
- Billing ID: ca83087, Site Name: rightnow_opa
- Billing ID: ca91216, Site Name: vessel
- Billing ID: ca92707, Site Name: yurbuds

Group Results By: Day Month

Start Date 2018-12-01 End Date 2019-03-15 Search

Date	Tier 1	Tier 2	Tier 3
2018-12-01	348559	2508	0
2019-1-01	336917	2698	0
2019-2-01	448948	2636	0
2019-3-01	222992	1304	0
Total	**1357416**	**9146**	**0**
Average	339354	2286	0

Group by day: 14 days

Group by month: 2 years

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