



OSvC TECHNICAL SUPPORT

WEBINARS:

OSvC Business Support Resources

• our experts, your guides •

Cimberli Kearns

Technical Training Program Manager

OSvC Technical Support

March 20, 2019

ORACLE®

Copyright © 2018, Oracle and/or its affiliates. All rights reserved. |

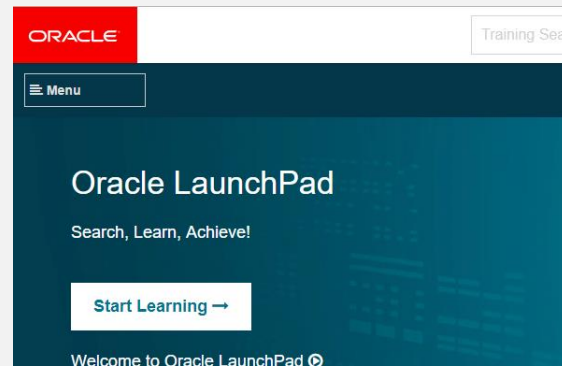
Platinum-Level of Service (Included in Your SaaS Subscription)

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**

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



TECHNICAL SUPPORT

Online Case Submission

Phone Case Submission

Live Chat Channel

Severity 1 24/7 Coverage

First Response SLAs (Business Hours):

Severity 1 = 15 min.

Severity 2 = 2 hrs.

Severity 3 = 3 hrs.

Severity 4 = 8 hrs.

Designated Support Engineer through Implementation

Product Certified Engineers

Standard SR Dashboard

Proactive SR Health Monitoring

Business Help



What's the difference?

BUSINESS

TECHNICAL



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

https://cx.rightnow.com

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 LaunchPad

Search, Learn, Achieve!

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



Support

Learning

Community

Paid Services

Quick Search



Business Success Resources

Search



My Session Data

Ask A Question

Search, or browse through the topics below to find answers to your business success questions.

Getting Started

Best Practices

Learning
Resources

Policies

Oracle Portal
Help

Usage and
Invoicing
Questions

Oracle Field
Service

Service Cloud

All Business
Success

Business Success Knowledge (42)

[Support Hotline Phone Number List and Best Practice](#)

Answer: Environment: Contacting Oracle Service Cloud and Oracle Field Service Cloud Technical Support teams by telephone.

Resolution: For our customer's convenience, Oracle Service Cloud provides regional

Submit a Service Request

Product Area: Select a product

Select a product

Oracle Service Cloud

Oracle Field Service

Oracle Cobrowse

Oracle Policy Automation

Oracle Service Cloud Provisioning

Turn On/Off Features

Documentation

Business Success

Usage and
Invoicing
Questions

Best Practices

Learning
Resources

Policies

Oracle Portal
Help

Oracle Field
Service

Service Cloud

All Business
Success

Business Success Knowledge (42)

[Support Hotline Phone Number List and Best Practice](#)

Answer: Environment: Contacting Oracle Service Cloud and Oracle Field Service Cloud Technical Support teams by telephone.

Resolution: For our customer's convenience, Oracle Service Cloud provides regional...

[Oracle Service Cloud tutorials](#)

My Session Data

Ask A Question

**Live Chat Coming
Soon!**

Service Request

Support Hotline

Updates

Suggestion Box

Manager Connect

Requests submitted via this page route to the Business Success team and do not route to the Technical Support team. To create a service request for a technical support issue, please use the [service request ask form](#).

* Denotes a required field.

Organization Oracle Service Cloud Primary Support Site

First Name Kimberli

Last Name Kearns

Email cimberli.kearns@oracle.com

Site *
rightnow ▾

Request Subject *
session usage

Request Details *
This is just a test

Product * Please select an item under Business Success

Business Success ▾

All Products

Business Success ▾

Oracle Field Service

Oracle Service Cloud

documents to your question

documents or screen captures above that may help us better fulfill your request.

CC

Continue...




Tue 3/19/2019 10:49 AM

Oracle Service Cloud Support <oraclerightnowsupport@custhelp.com>

session usage [Service Request: 190319-000125]

To: Kimberli Kearns

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

Response

Kimberli,

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 Team
The 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

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



Support

Learning

Community

Paid Services

Quick Search



Business Success Resources

Search



My Session Data

Ask A Question

Search, or browse through the topics below to find answers to your business success questions.

Getting Started

Best Practices

Learning
Resources

Policies

Oracle Portal
Help

Usage and
Invoicing
Questions

Oracle Field
Service

Service Cloud

All Business
Success

Business Success Knowledge (42)

[Support Hotline Phone Number List and Best Practice](#)

Answer: Environment: Contacting Oracle Service Cloud and Oracle Field Service Cloud Technical Support teams by telephone.

Resolution: For our customer's convenience, Oracle Service Cloud provides regional

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