

# Getting Started with the Oracle Service Cloud

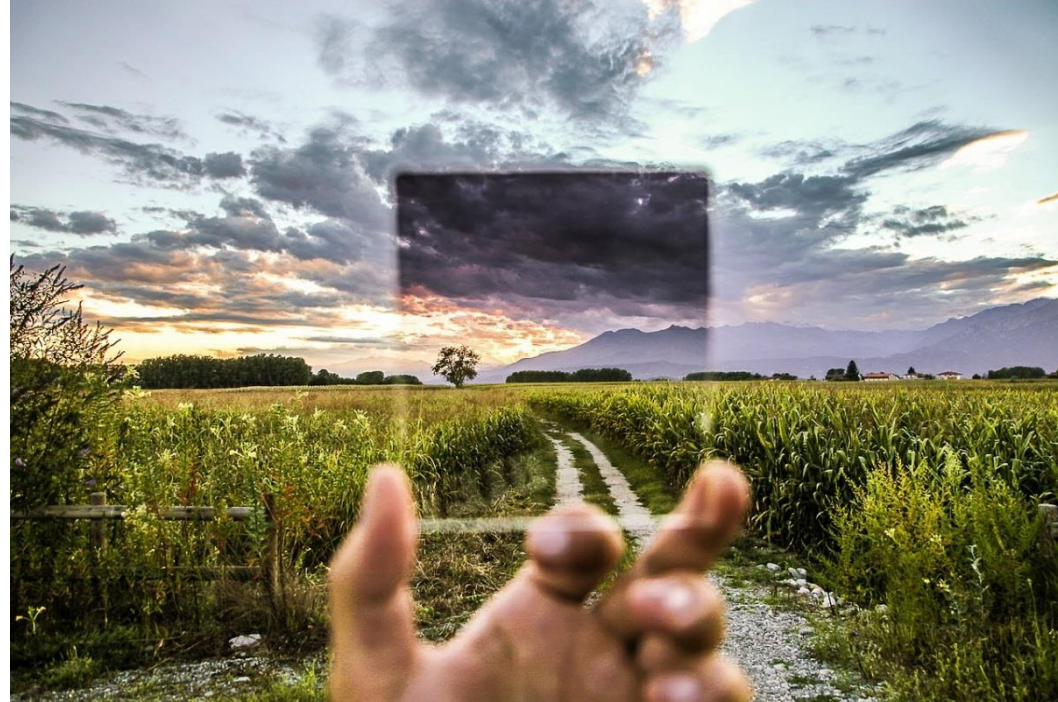
Customer Communications and Steps for  
Logging Into Support and Tool Areas

Heidi Lea  
Senior Technical Support Engineer  
Global Cloud Product Support –  
Oracle Service Cloud  
December 12, 2018



# Audience

- New OSvC Customers!
- All current OSvC Primary Support Contacts and Technical Contacts
- OSvC Partners who assist with onboarding and work with OSvC sites
- Oracle Cloud Customer Administrators who assist with configuring OSvC



# Topics covered in this webinar

- Process design of new order provisioning for Oracle Service Cloud
- New OSvC customer / administrator communication overview
- Environment login demonstration
  - GOAL > Accessing the Configuration Assistant
- Best practices
- Additional Resources

# Topics **NOT** covered in this webinar

- Details about Oracle Cloud User Managment
- Working with Oracle Support & OSvC Support

*See linked documentation and attend upcoming events*



# Getting Started Acronyms

OSvC or CX > Oracle Service Cloud aka Oracle RightNow

SSO > Referring to the Oracle Single Sign On username and password

***SSO is not used for Oracle Cloud and the CA, OSvC instances, and the OSvC support site***

MOS > My Oracle Support; a support portal for general Oracle products – ***NOT OSvC***

CSI > Customer Support Identifier, configured in MOS

TAS > Tenant Automation Solution notification system

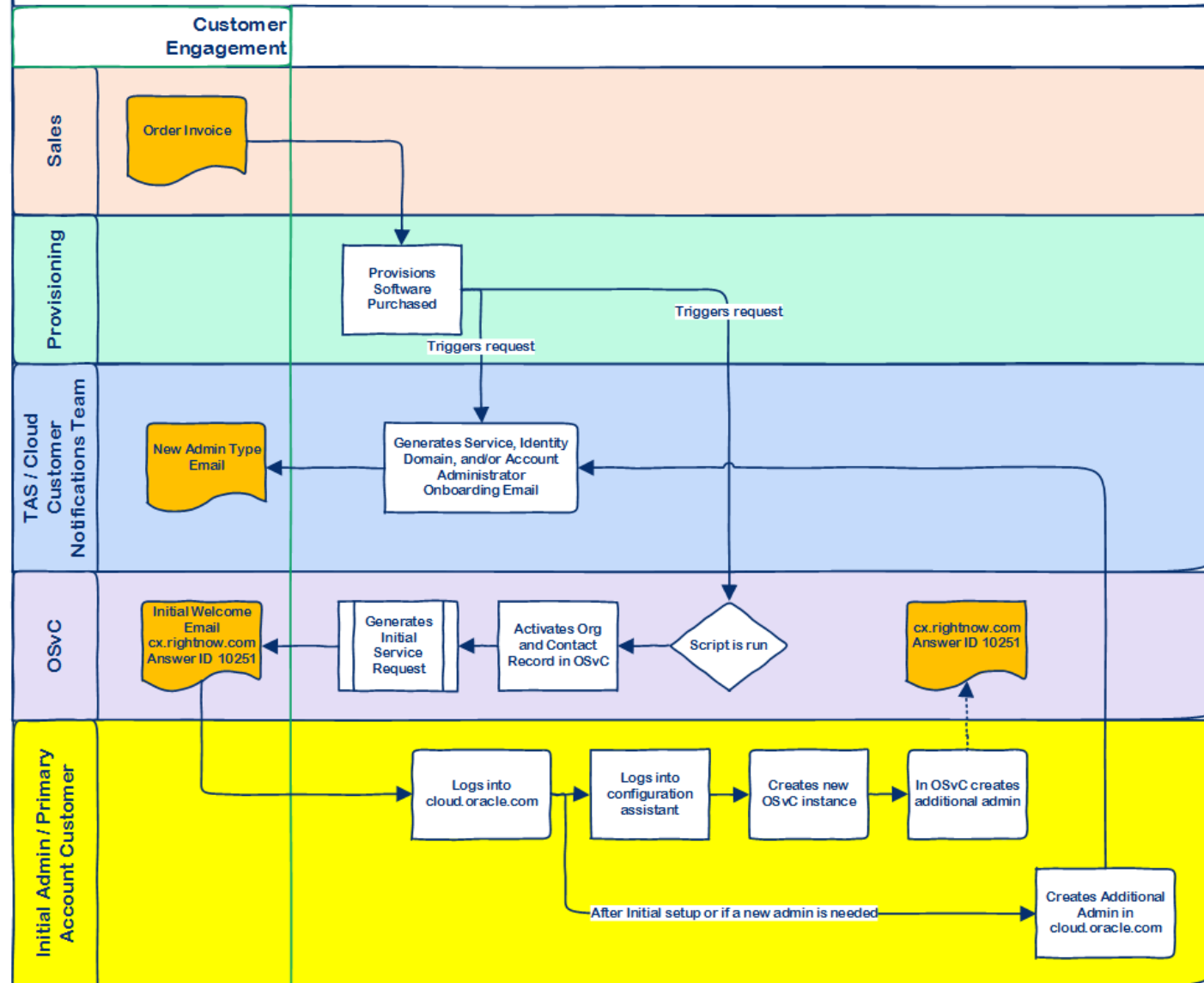
IDOM > Identity Domain linked to the Subscription ID

SR > Service Request

CA > Oracle Service Cloud Configuration Assistant



## What happens when a new customer makes an OSvC order?





# New Customer and Administrator Emails

After the initial provisioning of the CX SaaS application, two automated emails will be sent to the designated Primary Service Administrator:

## “Welcome to Oracle Cloud!” email

- Generated from TAS, which is supported by the Cloud Customer Notifications Team
- Sent to new service and identity domain administrators when they are added to a company through the configuration tools in Oracle Cloud
- Data Center, Username (same as email), Temporary Password (*good for 60 calendar days*), Identity Domain – needed to log into Oracle Cloud and the Configuration Assistant
- Create an OSvC SR if you need this letter resent

## OSvC Technical Support welcome email

- Generated by an automated script which is triggered when the customer’s organization is initially activated in the OSvC system which simultaneously created the first Service Request
- [Answer ID 10251 Logging in and Navigating Oracle Cloud to 'My Account', and 'My Services' to access Oracle Service Cloud Configuration Assistant](#) in cx.rightnow.com has the same content as this email and is the answer we point customers to who have questions about logging into these environments



**Save these emails for future reference**

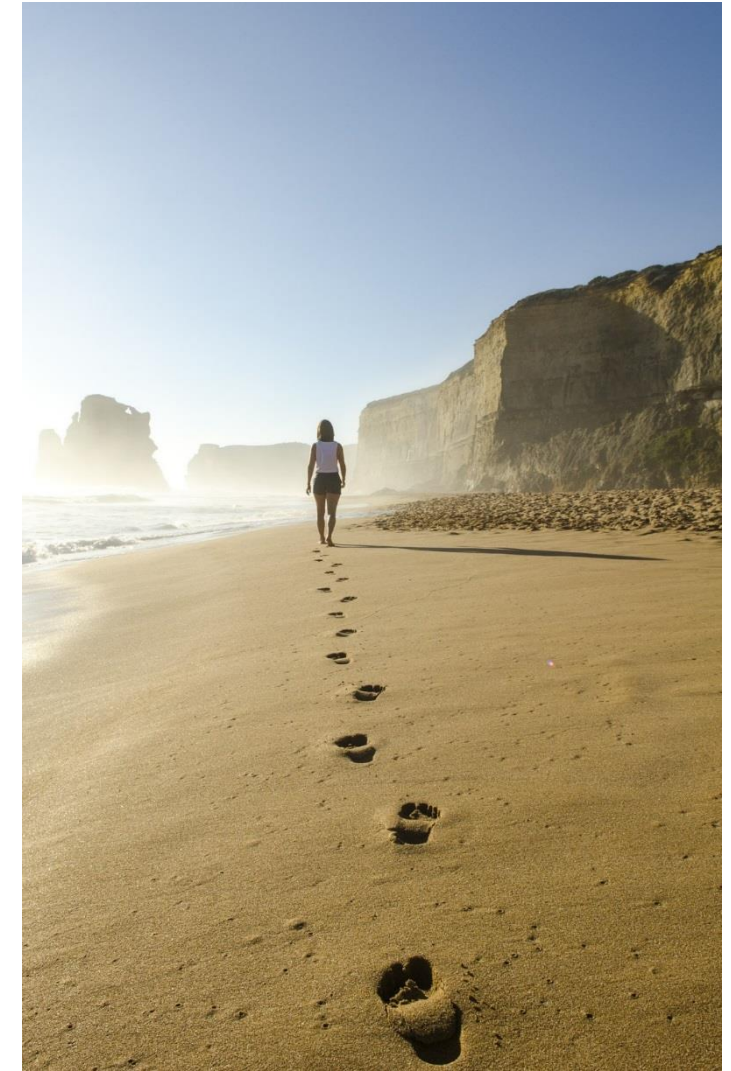
# Demonstration: Logging into the OSvC Configuration Assistant





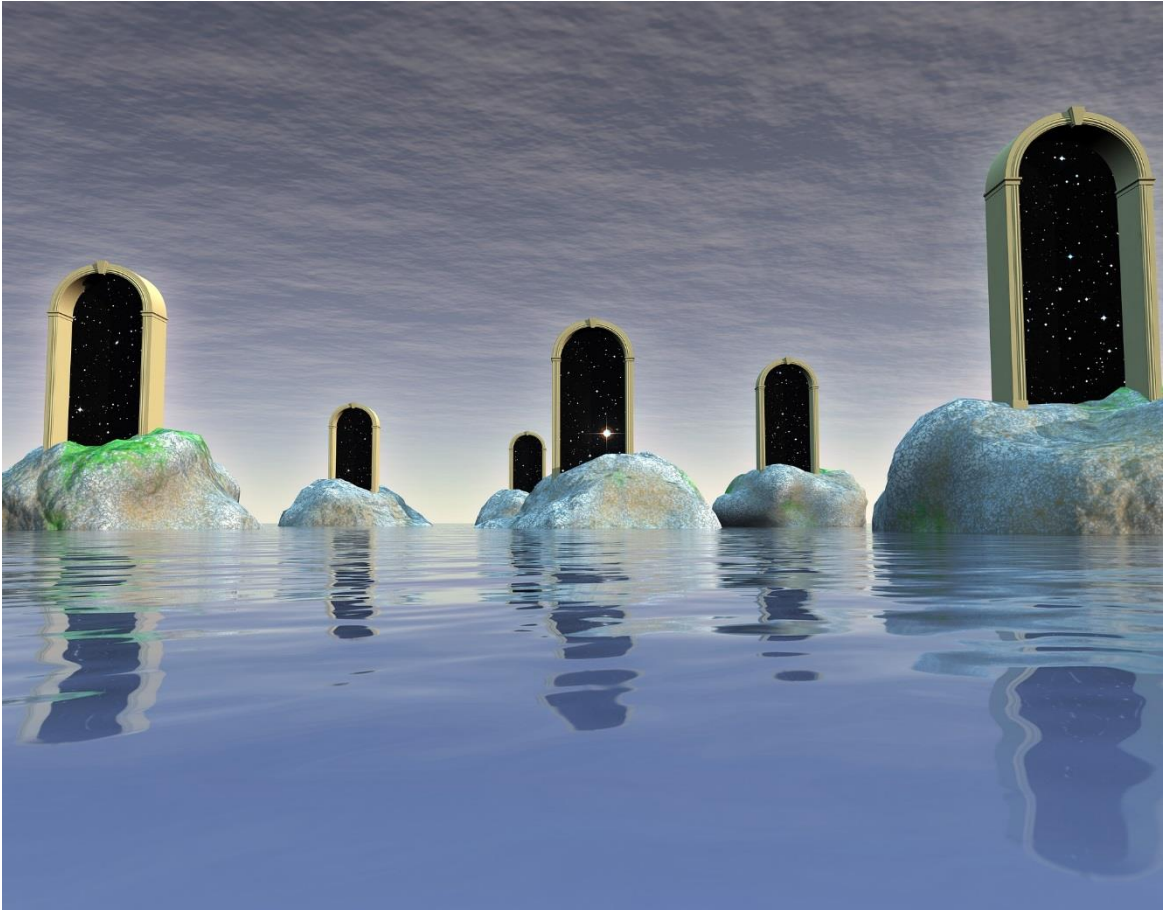
# Best Practices

- We recommend that new company contacts follow the ordered steps as laid out within [Answer ID 10251](#)
- ✓ Familiarize yourself about MOS support for >
  - general Oracle support, for issues **NOT related to OSvC**
  - CSI configuration
- ✓ Log into and utilize - cx.rightnow.com support for >
  - OSvC support / submitting SRs for OSvC or CA issues
  - Documentation for OSvC
  - **OSvC Support does not troubleshoot issues in MOS**
- ✓ Layer 1. Log into Oracle Cloud > Environment through which to access
  - 'My Services' and OSvC Configuration Assistant
  - Order Management ('My Account')
- ✓ Layer 2. Log into 'My Services' >
  - Access My Services Dashboard where all Oracle Cloud services are listed
  - User Management options
- ✓ Layer 3. Log into OSvC Configuration Assistant and Get Started!





# Note that there are two separate support portals:



1. **MyOracle Support (MOS) at ‘[support.oracle.com](https://support.oracle.com)’**, where your support identifier is configured. This is a legacy Oracle system that has been around before Oracle acquired what is now the SaaS Oracle Service Cloud platform.
2. **‘[cx.rightnow.com](https://cx.rightnow.com)’ – The login page for Oracle Service Cloud Support**, which still is referred to as ‘RightNow’ in some instances as you can see in the URL – harkening back to the early name of this technology suite, now called ‘Oracle Service Cloud’. This is where you will be able to find information related to OSvC including the recommended **‘[Working Effectively with Oracle Service Cloud](#)’** interactive page, related documentation, tutorials, and where you would go to submit a service request. Stay tuned for an upcoming Webinar about this!

✓ Anyone who will be contacting OSvC support will need to be added to your organization via the OSvC [Contact Management Tool](#). **Be sure that you yourself, or someone else designated with Manage Contact privileges, are the ones to add any new contacts on their behalf.** If new users go directly to cx.rightnow.com and create a record for themselves, they will not be associated with your organization and will be unable to see your service requests!

*For more information on the Contact Management Tool refer to:*  
[Answer 1560 Using the Contact Management page to add or update designated contacts](#)



**Make Username = Email Address when setting up new user accounts for Oracle Cloud and OSvC**

Welcome, Heidi | **My Site Tools** | My Account

ORACLE® Service Cloud | Support | Documentation Library | Community | Events

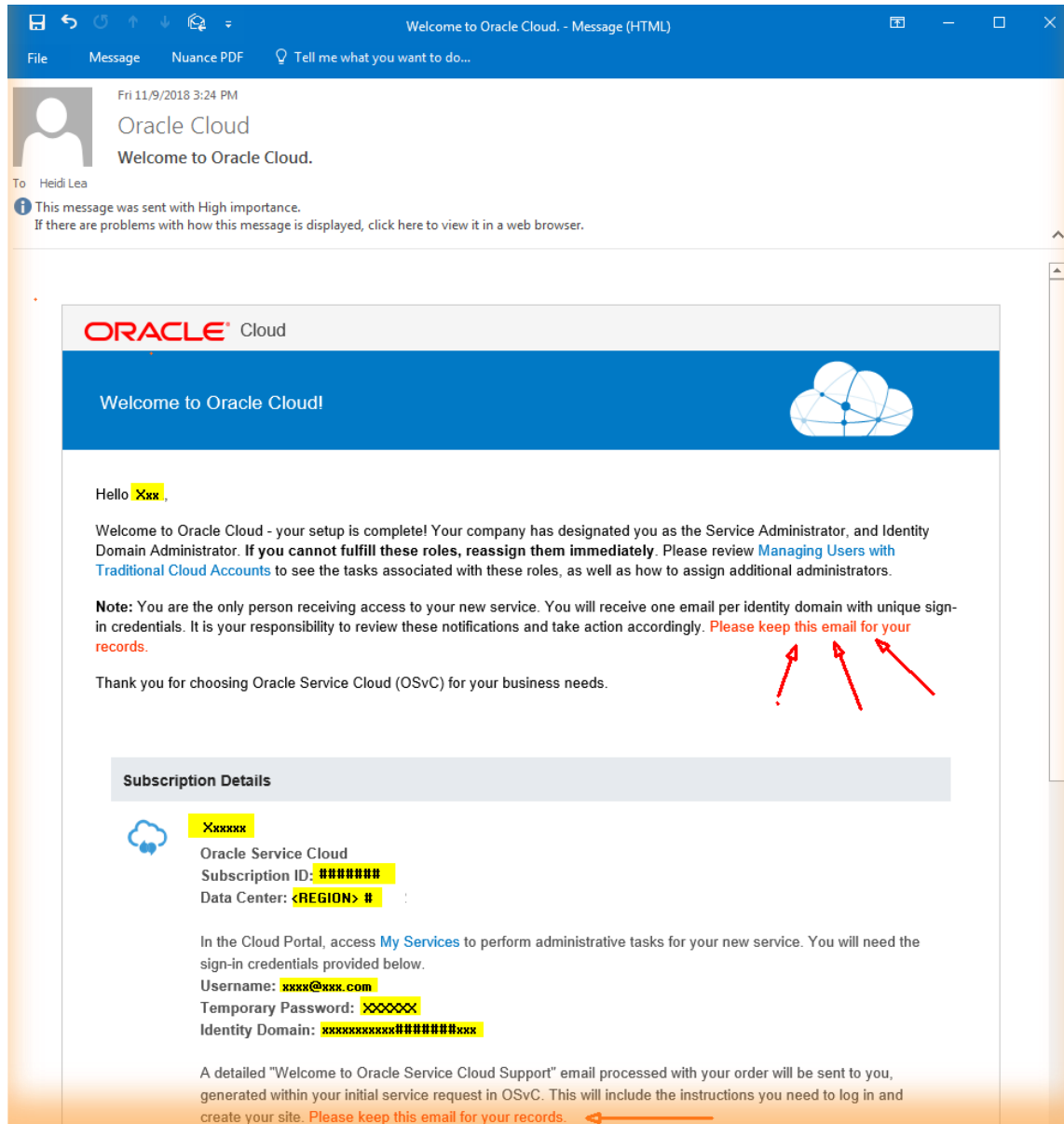
## My Site Tools

This page includes information and tools for managing you can manage Oracle Service Cloud Support contacts, sche usage, bandwidth, disk usage, and more for your Oracle S

Service Request  
Support Hotline  
Updates  
Suggestion Box  
Manager Connect

Contact Management  
Contact Management Tool  
My Partners

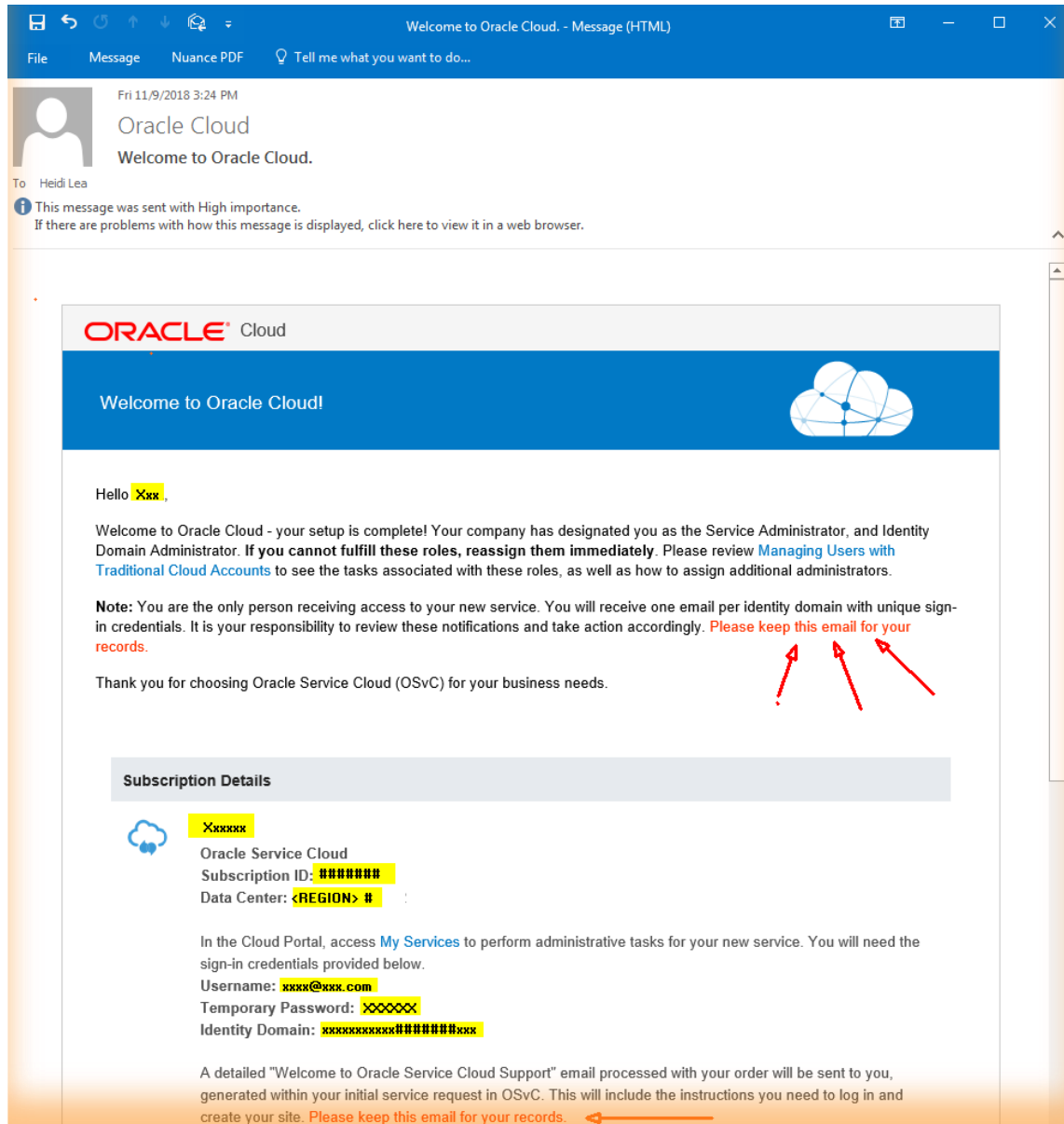
Hosting !  
Request a F  
Update Che



## TAS “Welcome to Oracle Cloud!” email pointers

- Keep this email for your records
- Sent with high importance
- Automated to be sent to newly designated administrators for accessing the Oracle Cloud and OSvC Configuration Assistant
- For administrator contacts submitted with initial orders, it is important to verify that the correct person is set to work the roles for managing and working with the tools and support needed for Oracle Service Cloud. *If alternative or new administrators need to be added, please refer to the following documentation to do that configuration.*

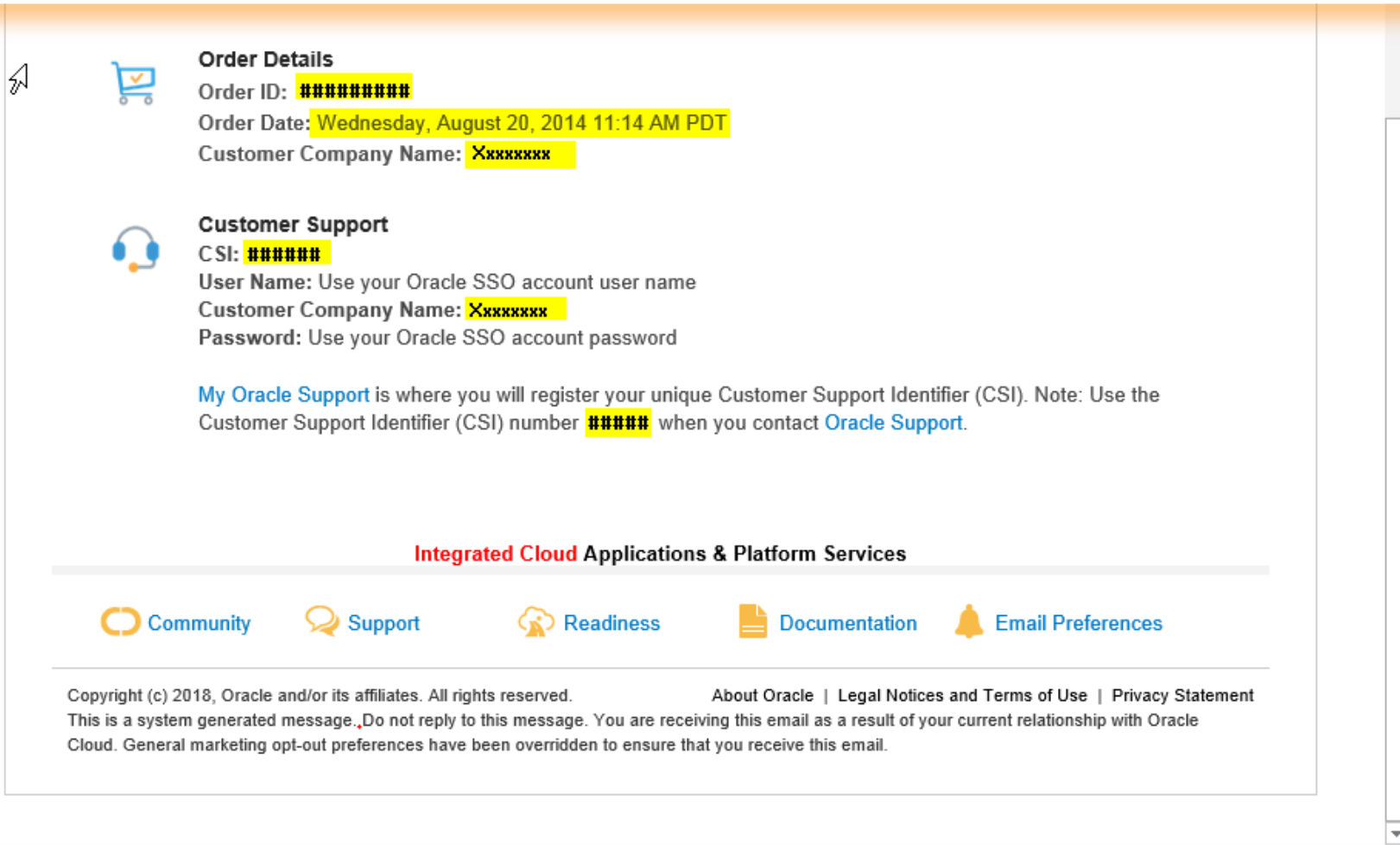
- Managing and Monitoring Oracle Cloud > Managing Users with Traditional Cloud Accounts  
<https://docs.oracle.com/en/cloud/get-started/subscriptions-cloud/mmocs/managing-users-traditional-cloud-accounts.html>



## TAS "Welcome to Oracle Cloud!" email pointers (cont.)

- Under Subscription Details
- Customer's custom Company Name appears over 'Oracle Service Cloud' for this product order
- Unique Subscription ID and Data Center are noted which you will then use to log in and verify in Oracle Cloud
- The My Services hyperlink is available, although if logging in for the first time we recommend following the login process listed in OSvC [Answer ID 10251 Logging in and Navigating Oracle Cloud to 'My Account', and 'My Services' to access Oracle Service Cloud Configuration Assistant](#)
- Username, Temporary Password and the Identity Domain information is needed to log into My Services
- ***Temporary Password is valid for 60 calendar days from the date this email is sent. You will need to submit and OSvC SR to have this re-generated if it expires.***

## “Welcome to Oracle Cloud!” email pointers (cont.)



**Order Details**

Order ID: #####

Order Date: Wednesday, August 20, 2014 11:14 AM PDT

Customer Company Name: Xxxxxxxx

**Customer Support**

CSI: #####

User Name: Use your Oracle SSO account user name

Customer Company Name: Xxxxxxxx

Password: Use your Oracle SSO account password

[My Oracle Support](#) is where you will register your unique Customer Support Identifier (CSI). Note: Use the Customer Support Identifier (CSI) number ##### when you contact [Oracle Support](#).

**Integrated Cloud Applications & Platform Services**

[Community](#) [Support](#) [Readiness](#) [Documentation](#) [Email Preferences](#)

Copyright (c) 2018, Oracle and/or its affiliates. All rights reserved. [About Oracle](#) | [Legal Notices and Terms of Use](#) | [Privacy Statement](#)

This is a system generated message. Do not reply to this message. You are receiving this email as a result of your current relationship with Oracle Cloud. General marketing opt-out preferences have been overridden to ensure that you receive this email.

- Order details include the ID and date with the same Customer Company Name as noted at the top of your subscription details
- The Customer Support Identifier (CSI) is configured within My Oracle Support (MOS) for your company, any issues that are not associated with the OSvC or accessing the Configuration Assistant can be submitted through MOS.
- Additional Oracle links for Community, Release Readiness, Documentation and Email Preferences are available with this email



# Oracle Cloud & Oracle Service Cloud Configuration Assistant

Link within the Welcome to Oracle Cloud email

- Managing and Monitoring Oracle Cloud > Managing Users with Traditional Cloud Accounts

<https://docs.oracle.com/en/cloud/get-started/subscriptions-cloud/mmocs/managing-users-traditional-cloud-accounts.html>

Additional information on Oracle Cloud

- Manage Oracle Cloud Accounts and Services

<https://docs.oracle.com/en/cloud/get-started/subscriptions-cloud/index.html>

Links within [Answer ID 10251 Logging in and Navigating Oracle Cloud to 'My Account', and 'My Services' to access Oracle Service Cloud Configuration Assistant](#)

- [\*\*Using Service Cloud Configuration Assistant\*\*](#)
- [\*\*Contact Management Tool\*\*](#)
- [\*\*Technical Support Home Page - where video and pdf links are available\*\*](#)
- [\*\*Oracle Service Cloud Technical Support Services Guide\*\*](#)
- [\*\*Support Experience Blog\*\*](#)

# Additional Helpful OSvC Answers for CA Related Support

[Answer ID 8748 | Bookmarking Configuration Assistant URL](#)

[Answer ID 2059 | Oracle Service Cloud System Administrator account](#)

[Answer ID 7537 | Oracle Service Cloud Configuration Assistant on Oracle Cloud Portal](#)

[Answer ID 10373 | How to Access Configuration Assistant](#) (shortcut version of Answer ID 10251)





Visit the OSvC [Support Experience Blog](#)

# Mark your Calendars...

## Upcoming Webinars

Wednesday, Dec 19, 2018 at 9:00 AM MST

### OSvC Technical Support Pain Points: How to reduce time and stress

Presented by Director of OSvC Global Product Support, Marie Lockhart

**Register Now!**

**Upcoming...** Wednesday, Jan 16, 2018 at 9:00 AM MST

### Dive into the OSvC Configuration Assistant

Presented by Senior Technical Support Engineer, Oracle Service Cloud, Andrei Vatamanu



# Questions? ...answers to questions...

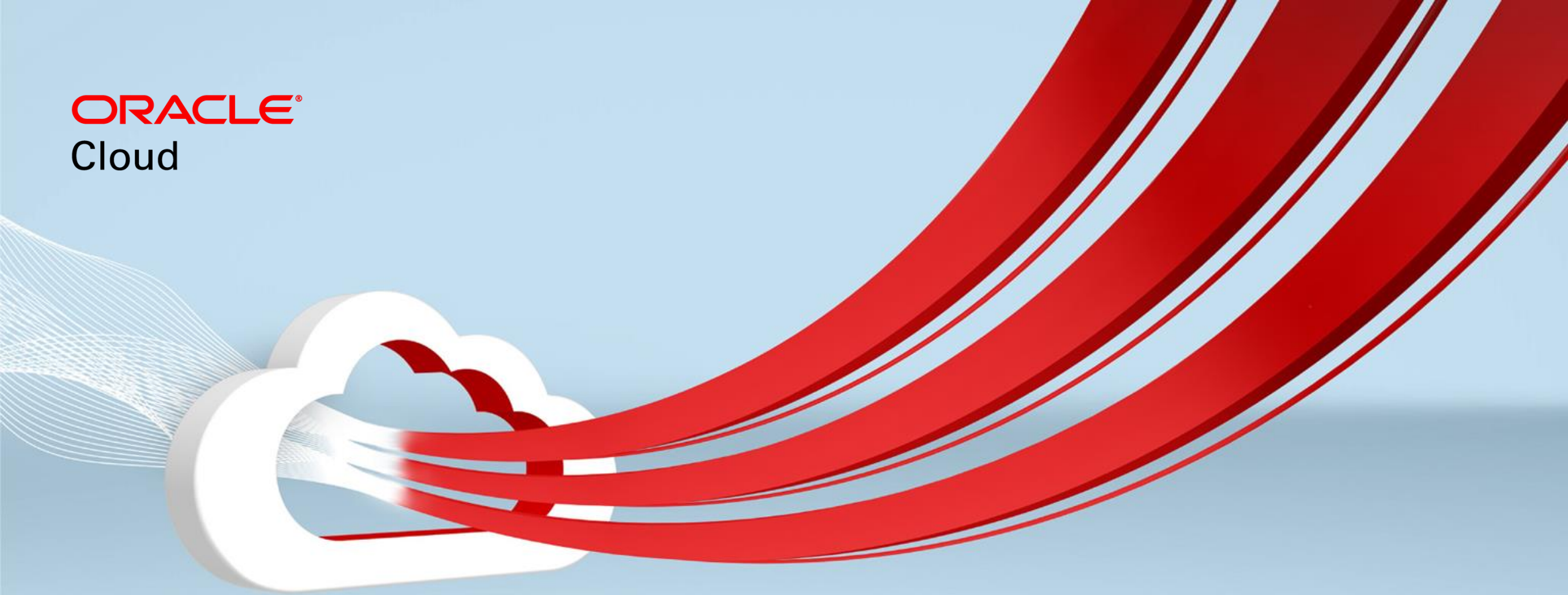
- For access to cx.rightnow.com support page, *ask an OSvC contact within your org* to add an account for you within the contact management tool – remember if you try to set up your access to cx.rightnow.com directly from the site account, and are not the initial primary contact for your organization, you will not be associated correctly to your OSvC org.

See [Contact Management Tool](#)

- Current Cloud Administrators for your org can add you as an additional administrator within MyServices. If you are currently a OSvC technical contact but need access to the Configuration Assistant, you can also submit an OSvC service request and our Enablement Team can assist you.

See [Managing Users with Traditional Cloud Accounts](#)

ORACLE®  
Cloud



Oracle Cloud  
Your Tomorrow, Today

ORACLE®