

ORACLE®

Optimizing the Support Experience

How to reduce time and stress

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1/9/19

Safe Harbor Statement

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Agenda

- Scope
- Things to be aware of: Site Administration
- Submitting Service Requests for faster resolution
- What to expect from support and how to provide us feedback



Policies, Procedures, and Bears oh my

Support Scope



Support Scope - Self Service Solution

- Implementation help
 - Launch Pad: Free training
 - Knowledge Base (KB)
 - Community: Free advice
 - Consulting for fee (Oracle or Partner)
- Maintaining /troubleshooting the site, your workstations and network
 - You the customer (unless you outsourced)
- Defect investigation, our network, hosting infrastructure, our ISPs and sometimes yours, documentation errors, help enabling features you cannot do through Configuration Assistant
 - Technical Support

Things to be aware of: Site Administration

- Auto-update
 - End of Life
- Maintenance and Maintenance Packs
- Data Management
 - Configuration settings
- Sessions and User Seat charges
- Customizations
- All the questions and data we ask for from you

Auto-update and End of Life (EOL)

- Keeps you up to date with the latest features and security updates
 - New customers are automatically enrolled for the auto update program
- You can test the new version on your test site one week prior to production release
 - Search updates in the KB for the service cloud solution you use
- Prevents end of life issues: <http://communities.rightnow.com/posts/c0a75e1d6c>
 - Sites that go EOL are not eligible for Service Level Target (SLT) service, defect fixes, or security updates
 - There is a 1.5 year window to get upgraded, don't wait until the last minute
- Update guides for what's new https://cx.rightnow.com/app/answers/detail/a_id/5167
 - Reading these is key to managing the site

Maintenance and Maintenance Packs

- Maintenance occurs on the 1st and 3rd Friday of every month at 9PM Local time of the data center housing any of your cloud solutions.
 - Your maintenance cannot be moved or postponed.
 - This work is for the entire datacenter and hosted infrastructure (multi-tenant environment)
 - FAQ and schedule for Maintenance
 - https://cx.rightnow.com/app/answers/detail/a_id/5722/kw/maintenance
 - https://cx.rightnow.com/app/answers/detail/a_id/9799/kw/maintenance
 - During Maintenance Windows you may also receive maintenance packs (updates to Oracle Service Cloud Solutions)
 - https://cx.rightnow.com/app/answers/detail/a_id/9013/kw/maintenance
 - Generally no impact is expected from maintenance.
 - If impact is expected we post that information on VCIO.
 - Typically that impact would be 5-15 minutes.

Data Management and Administration

- Data Management

- The production use (agents and customers interacting) can be impacted by the size and amount of data being stored in the site
- The solution is not a data warehouse
 - If you have data retention requirements of several years,
 - Look into moving data to a data warehouse
 - Archive incidents for data management
 - Set purging for incidents no longer required.

- Data Lifecycle Management

- Review documentation for your release version
 - https://cx.rightnow.com/app/answers/detail/a_id/5168
- Default set for archiving, 1 yr after incident is set to solved.
- Purging default is disabled

Customizations/Code

- Write logs for any customizations you do to help you troubleshoot them
- Oracle doesn't have access to the code that was written and we aren't logging the customizations
- To do a defect investigation we will need logs and a hello world example and access to code
- Fixing broken customizations would be the responsibility of the entity that built them
- You may need additional contract or time from partners or Oracle Consulting if you used them to build the customizations
- You would want to build this into your work with those groups

All the Questions and Data we ask from you

- Issues that pop up can be caused by:
 - Agent workstations
 - Deployment methodology
 - Your network
 - Our network
 - ISPs
 - Our hosting infrastructure
 - The solution
 - Implementation
- We do not have access to many of these things
- The solution doesn't capture this data
- You know your implementation and how things are set up and how you expect them to work and why (based on your implementation)
- We need examples that you are questioning to research what transpired
- Sometimes we need additional examples even if we've asked before
- We need an owner on your side for network and workstation to work with directly and provide information.

Sessions and User Seat charges

- Sessions

- Sessions are sold in bundles they are not charged individually
- Review your sessions often, more often than once a month
 - Review them after any customization or Customer Portal (CP) change
 - If you need help identifying issues you have to submit within a 30 day window of the event

- https://cx.rightnow.com/app/answers/detail/a_id/10427/kw/sessions

- Concurrent Users

- is the maximum daily number of staff members logged in simultaneously on a site.
- This includes ALL **users**, including agents responding to incidents, agents handling chat requests, managers who are logged in and other staff members.

- Named Users

- are the total count of enabled staff accounts in a site
- You can create a custom report to list which staff accounts are enabled in your site. For more information on creating a custom staff report, refer to [Answer ID 5199: Interpreting the 'attr' field in the 'accounts' table](#).

Answer IDs for sessions and user data



4057 – what counts as a session, what can impact a session

5103 – decoding click streams table for one session (within 30 days)

2120 – license compliance and user info

10427- demystifying session usage

A woman with long brown hair and glasses is sitting at a wooden table in a cafe or office setting. She is wearing a brown leather jacket over a blue patterned scarf. She is holding a black smartphone to her ear with her left hand and looking down at an open magazine or document on the table with her right hand. The background is slightly blurred, showing other people and interior decor.

Optimizing the Support Experience

Optimizing The Support Experience

- **Search the knowledgebase**

- **More than 70%** of the SRs we get are known questions for which a detailed knowledge article exists
- Fastest route to answer your questions or help troubleshoot an issue
 - Only 2% of submitted SRs turn into a defect, most are in documentation, answers or training


- **Use Training**

- We offer beginning free training for our cloud solutions on Launch Pad
- For higher expertise there are more trainings available through Oracle University
- All people working with the solution or submitting SRs should be highly trained

- **Use Webinars**

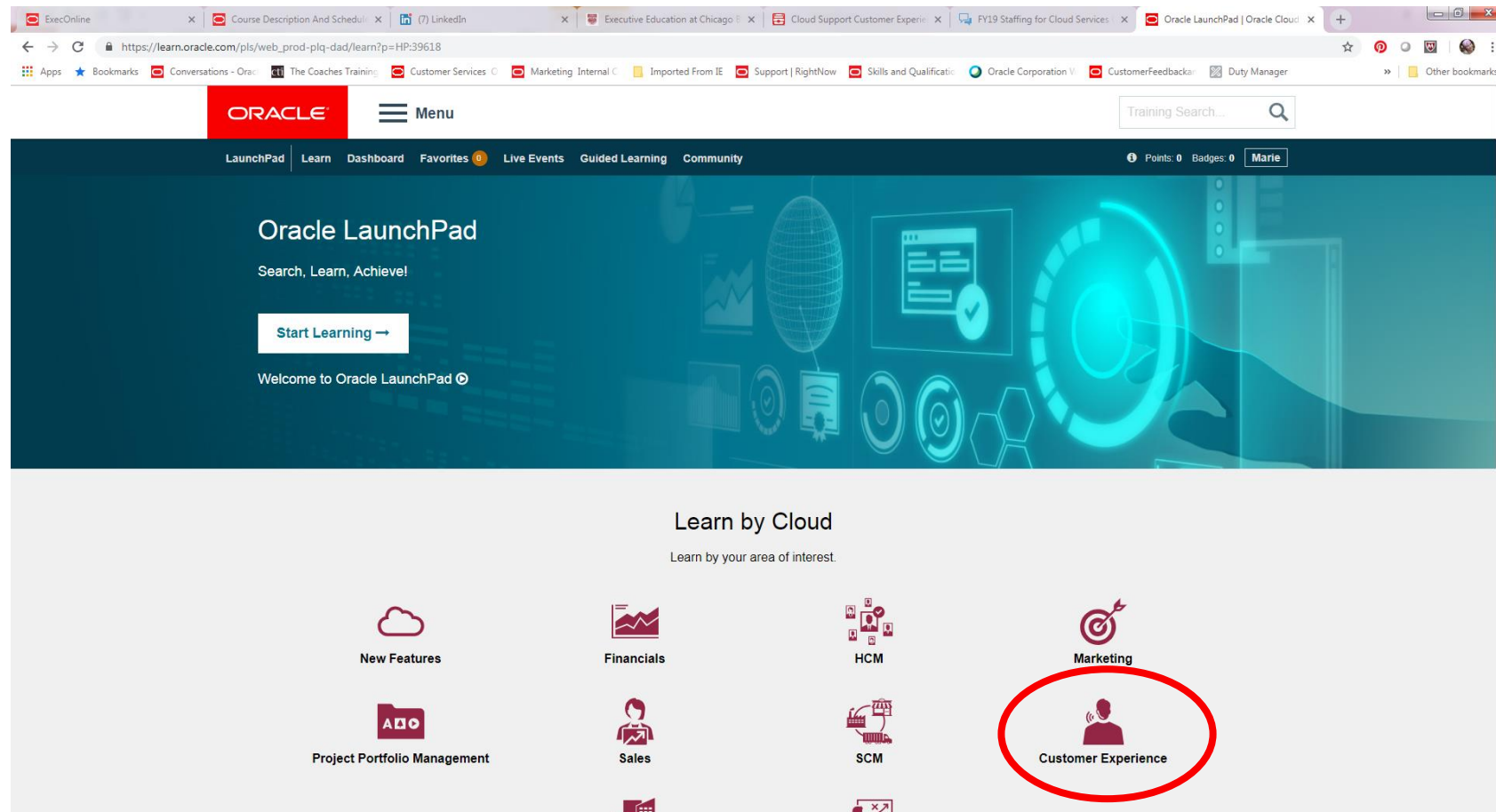
- We provide webinars on items we notice are repeat issue
- There are good pointers and help for implementations and troubleshooting

- **Use Documentation**

- Searching the KB also brings up answers in documentation
- In the solution when implementing clicking on the  in the upper right corner will take you to documentation on that area of the product

Launch Pad: Free training with your Platinum Support

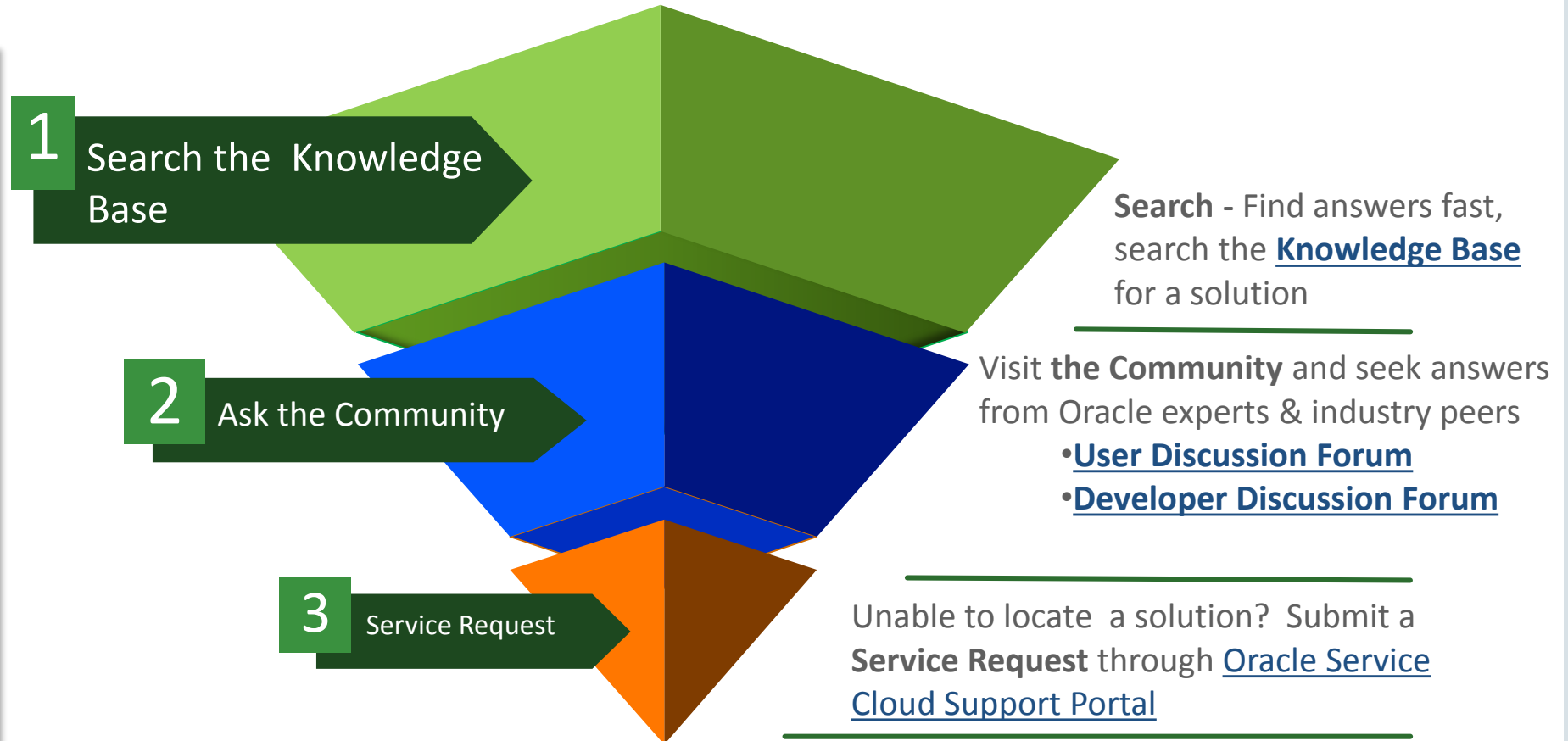
https://learn.oracle.com/pls/web_prod-plq-dad/learn?p=HP:39618



Optimizing The Support Experience

Different ways to get the support you need

Oracle Service Cloud Support and Development have invested heavily in the knowledge base. **More than 70%** of the SRs we get are known questions for which a detailed knowledge article exists





Submitting Service Requests

Getting faster resolution time

Things that Increase SR Resolution Time

•False Start

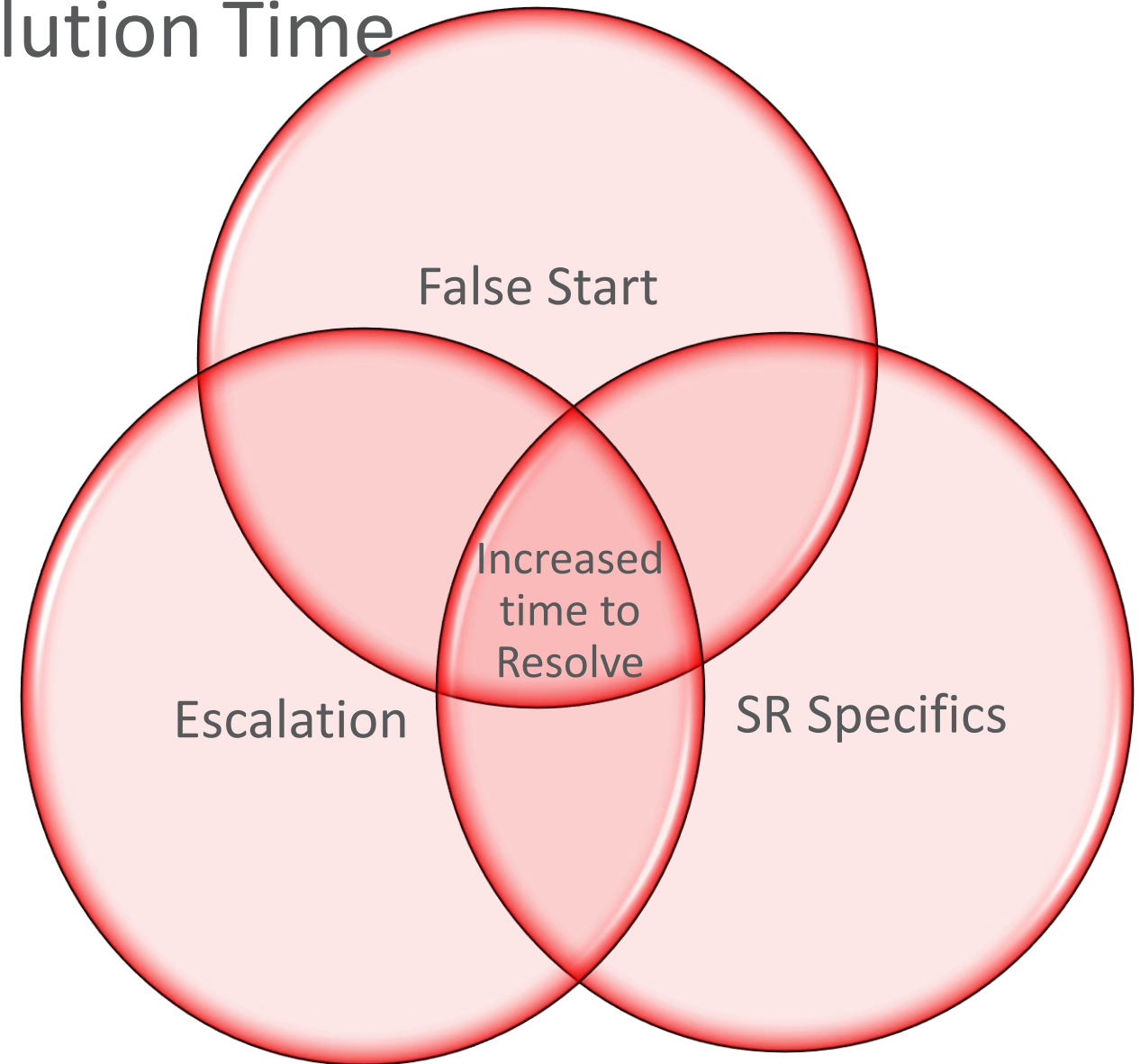
- Not enough information in the SR to begin investigation
 - Refusing to provide information
 - Waiting to submit the SR
 - Telling someone outside of support the issue or the details of the issue

•SR Specifics (The devil's in the details)

- Incorrect Severity
- Incorrect product selected
- Detailed information is missing

•Escalation

- Seeking to resolve the issue outside of Support
- Lack of training or expertise
- Waiting too long to submit the SR
- Not the correct contact to provide information support needs



Things that Decrease SR Resolution Time

•Positive Start to SR

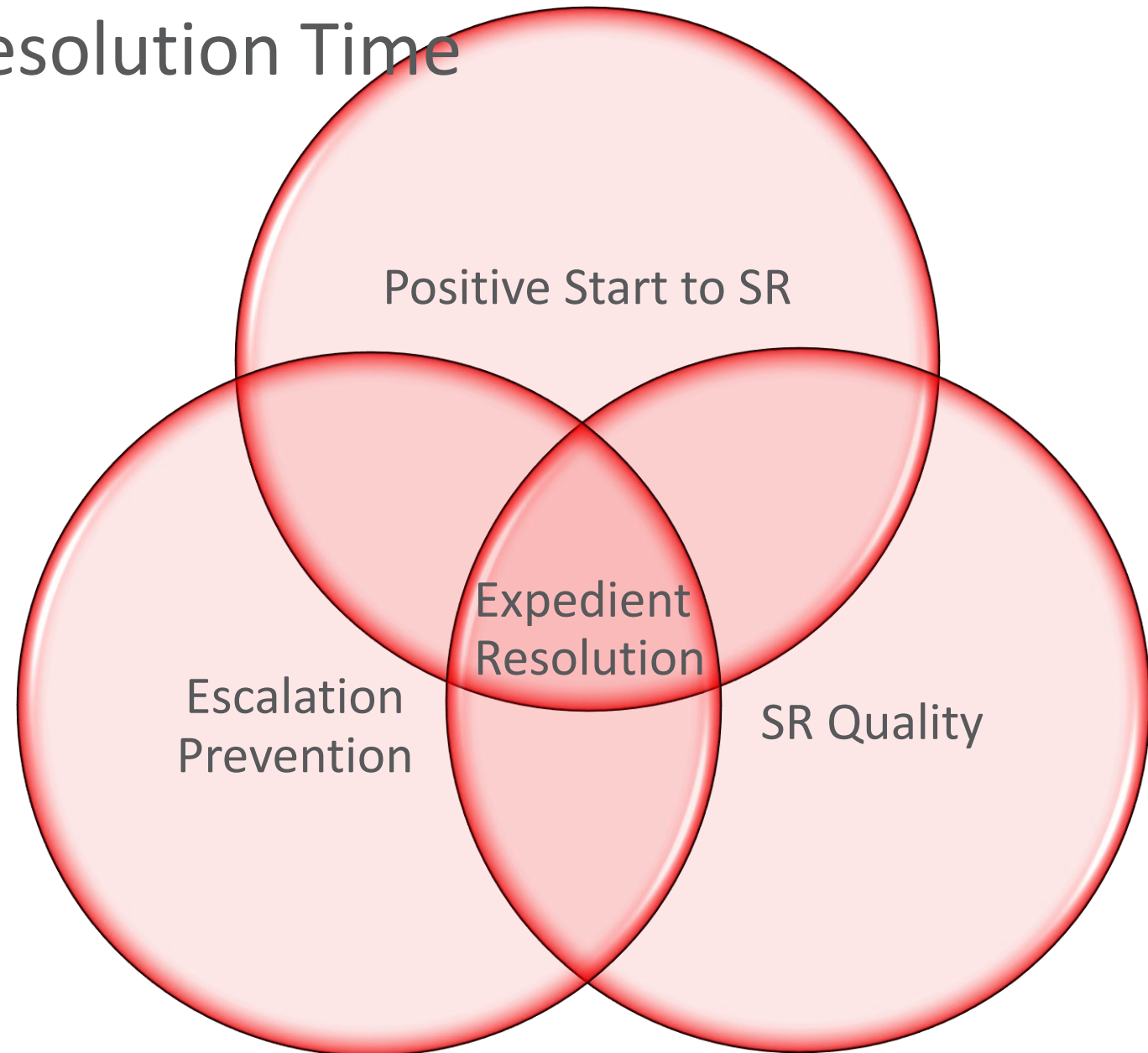
- Ensure SR has details
 - Submit the SR instead of waiting
 - Troubleshoot to provide details

•SR Quality

- Select the correct Product
- Select the correct severity
- Steps to reproduce the issue Path to the problem
 - How many or who are impacted
 - Error messages
 - Trace routes
 - Logs
 - or tell us it's not reproducible

•Escalation Prevention

- Understand the support package
- Training and expertise
- Customer trusts support has their best interest
- Correct escalation path is to support management
- Provide incident surveys and SR response surveys





What to expect of support

Besides the support package

What to expect of us

- When we have enough information to start working the issue

- 5W responses

- What did we do
- What did we find
- What are we going to do next
- Why are we doing that
- When will you hear from us again

- When we don't have enough information to start working the issue:

- 5W responses

- What have we done?
- What information / data do we need from you?
- Why do we need that information?
- What are we going to do with that information?
- When will you hear from us again after we get information back from you

Sev 1 and Sev 2 issues

Expect a phone call soon after submission

- We want to clarify and understand the issue fully before we begin
- We may need you to show us on a web conference
- We might need to gather data from you while watching you reproduce or show us the issue
- Please make sure you we have your phone number
- Best if all contacts are named users



What else to expect of us

We should not be going round and round with you in an SR.

We should pick up the phone to call.

You can request a **web conference** or phone call scheduled in the SR

but give us time to respond and schedule

You can call us or chat on an existing SR

If you feel we aren't treating your issue correctly, check the severity of the issue and change the severity if it's not correct

If the severity is correct:

*Call your local support number and ask to speak to the duty manager

Please Provide Us Survey Responses: Closed SR Survey



Dear Levi

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		

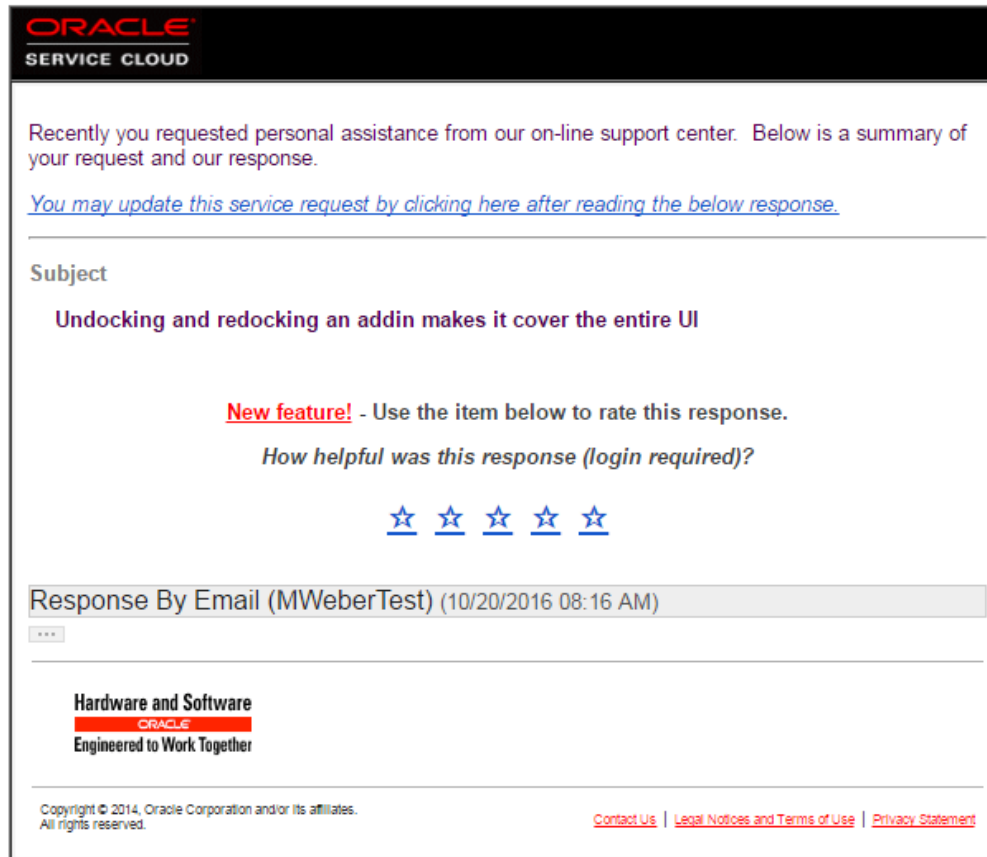
Please tell us what made you less than satisfied with your Support Experience.

Do you consider this issue resolved?

- ☒ Yes
☐ No

- We improve our performance by getting feedback
- These surveys are about the entire experience, including product and policy – not just the engineer or resolution.
- Call support management and talk to us if you feel something isn't going right
- We value the feedback and need to know if there are issues.
- We also need to know when we are doing a good job.

Please Provide Us Survey Responses: Response Survey



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SERVICE CLOUD

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

[You may update this service request by clicking here after reading the below response.](#)

Subject

Undocking and redocking an addin makes it cover the entire UI

New feature! - Use the item below to rate this response.

How helpful was this response (login required)?

☆☆☆☆

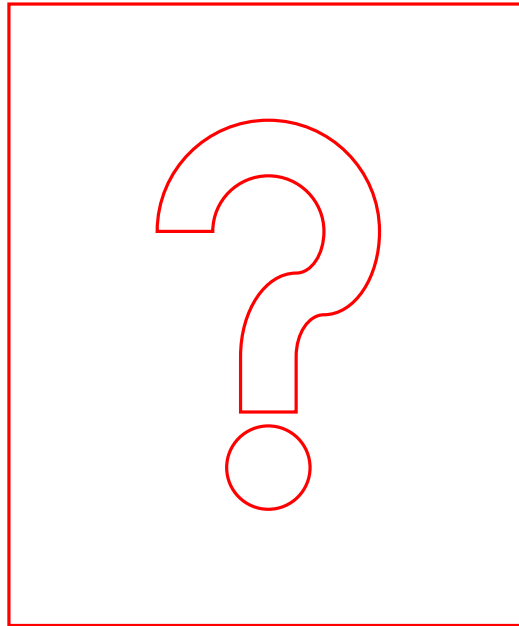
Response By Email (MWeberTest) (10/20/2016 08:16 AM)

Hardware and Software
ORACLE
Engineered to Work Together

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- Surveying the response helps us know if:
 - Tell us how our engineers did on the 5 Ws
 - You were happy with the response
 - You felt the agent did a good job on responding to you
- If you are upset with Oracle policy or product
 - Use the SR survey and mark the appropriate questions
 - There are multiple questions besides engineer questions
- This allows you to rate just one engineer's responses



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Integrated Cloud

Applications & Platform Services

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