

Oracle Service Cloud Technical Support Services Guide



ORACLE®

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Oracle Service Cloud Technical Support: Powering great experiences by delivering world class service.

Technical Support Team



Oracle Service Cloud Technical Support delivers world class Technical Support to all customers who encounter technical issues using our solution. Technical issues occur when a module, portion of a module or specific product functionality is not functioning as expected. We know our solution is an integral part of your business therefore prompt resolution of any technical issues that arise in your use of the solution is our top priority. This document details issues Oracle Service Cloud Technical Support can resolve as well as how to provide the most effective information to our support group, in the event your issue is not resolved via the use of our extensive knowledge base.

We have developed a comprehensive knowledge base to answer many of your technical questions in addition to numerous “how to” questions and update it regularly with more answers to ensure the highest levels of relevancy to meet your needs. Our knowledge base should be the first place you visit to search for your answers when you have questions; it is accessible at the following URL:

<http://cx.rightnow.com>

NOTE: This site is password protected. For login information and instructions, please see “Contacting Oracle Service Cloud Technical Support”

Oracle Cloud Support Packages

See [Oracle RightNow Service Experience Platform - Resources](http://www.oracle.com/us/products/applications/RightNow/service-experience-platform/resources/index.html)

(<http://www.oracle.com/us/products/applications/RightNow/service-experience-platform/resources/index.html>)

Oracle Cloud Priority Support

Refer to: [Oracle Premier Support – Resources](#)

See also: [Oracle Cloud Priority Support PDF](#)

Oracle Cloud Support

[Oracle Cloud Hosting and Delivery Policies PDF](#)

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Oracle Service Cloud Technical Support Assistance

Oracle Technical Support troubleshoots all product areas of our solution to ensure the solution is functioning as designed and implemented. Below, we provide some specific product area examples and how Oracle Technical Support can assist with these specific issues/product areas. This list is not comprehensive.

** “How to” help: Leveraging our [community](#) offering is a great way to get assistance in implementing the solution including ideas on how to write custom reports, create or implement widgets or rules, or any number of other customizable options, such as changes to how a previously designed customization functions.



As a break/fix group, Oracle Technical Support does not provide implementation assistance. If you need help, make sure to check the Support Center Knowledge Base for answers. If you need other assistance or training for implementing your site, Oracle can help you with design, and implementation via our Oracle Consulting Services. You can sign up for these services through your Account Executive.

Customization Support

Oracle Service Cloud Technical Support troubleshoots Oracle created customizations when they are not functioning according to the specification of the Technical Design Document with Statement of Work.

- For legacy Support packages (Premier and Preferred) only.
- Oracle Consulting Services will do this for current Oracle Cloud and Oracle Cloud Priority Packages. Please make sure you speak to your Account Executive for purchasing customization support.

Oracle Service Cloud Technical Support troubleshoots the product features that fall under the umbrella of customizations products for defective functionality for all support packages and route customization break/fix issues to Oracle Consulting Services if there is no defective functionality for current Oracle Cloud Support packages.

Oracle Service Cloud Technical Support can assist with customer created customizations that impact site performance by restoring code to its original state prior to the customer created customization being implemented. If you believe there is defective functionality in the product that is preventing your own customer created customization from functioning, you must provide a “Hello World” example, refer to [Answer ID 6925: Submitting "Hello World" examples of customizations for defect analysis](#), of the defective functionality.

Workstation and Network Environment

Cloud Hosting Delivery Policy

[Oracle Cloud Hosting and Delivery Policies PDF](#)

Our Oracle Service Cloud Technical Support team includes workstation and network environment specialists. Where applicable, our specialists will advise you regarding potential problem areas in your environment that may be contributing to your specific issue. Your IT department will be expected to perform all system administration activities on your network and workstations such as capturing and providing requested logs, troubleshooting devices, and workstation and network configuration. Please refer to the Oracle Service Cloud Environmental Configuration Guide and our system requirements available via the following answers from our support site:

[Answer ID 2364: Oracle Service Cloud Environmental Configuration Guides](#)

[Answer ID 31: System requirements to run Oracle Service Cloud products](#)

[Answer ID 8415: Oracle Field Service Cloud \(TOA\) Browser Support Policy](#)

These answers provide information on infrastructure requirements including:

- Oracle Service Cloud Architecture
- Oracle Field Service browser support
- Deployment Method
- Network Requirements
- Workstation Requirements
- Workstation Configuration
- Microsoft Terminal Server Configuration

***Unsupported Platforms**

Oracle provides support only for platforms specifically defined in the “Oracle Service Cloud System Requirements” document. No other platforms are supported. If an issue can be reproduced on a supported platform, we will assist with troubleshooting it on that platform. See below for the document listing current supported platforms for your version: [Answer ID 31: System requirements to run Oracle Service Cloud products](#).

Software Release Hosting and Support Lifecycle Policy

As a policy, Oracle Service Cloud 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: [Software Release Hosting and Support Lifecycle Policy](#).

- No service request submission or support when 6 months or more past EOL date.
- No SLTs will be serviced while the customer remains on an EOL version. Support will be offered as best effort only on SR’s submitted.
- No further defect remediation of the product will occur. Upgrading will be the only recourse

- No infrastructure changes are regression tested against EOL versions and may result in impact to the site. Oracle will not roll back infrastructure changes which result in product stability or operability issues due to EOL versions. Upgrading will be the only recourse. For additional information, read the [Support Experience Blog post, Maintaining a Healthy Site Series: End of Life](#).

Oracle Field Service Cloud is automatically updated so that customers receive these benefits along with up-to-date product capabilities. There are two types of system releases:

- Feature Releases introduce new features and functionality
- Service Update Releases contain problem fixes and are released as needed

Additional information regarding these system releases is available at [Oracle Field Service Cloud \(TOA\) Release Process](#).

Contacting Oracle Service Cloud Technical Support

We provide Technical Support to you through your company's Designated Contacts.

These contacts are chosen by you to represent your organization in communicating technical issues to our support team. Designated Contacts have the responsibility of supporting our solution within your organization. Our customer's most successful Designated Contacts have training on the solution functionality. Training ensures the contact is able to effectively communicate to our support team any technical difficulties with our solution. Training your Designated Contacts on our solution also ensures you have “go to” people within your organization who can answer “how to” questions for your team members who have not been trained by our staff. You can find information about our Training offerings here: [Oracle Service Cloud \(RightNow\)](#) or you may contact your Sales Account Executive for assistance. Your Designated Contacts communicate with us via service requests they submit through our support site. In order to obtain access to submit service requests, your organization should first identify your Designated Contacts. Once your contacts are identified and set up, they can submit service requests via the web (<http://cx.rightnow.com> - Ask a Question). Only Designated Contacts can submit service requests.

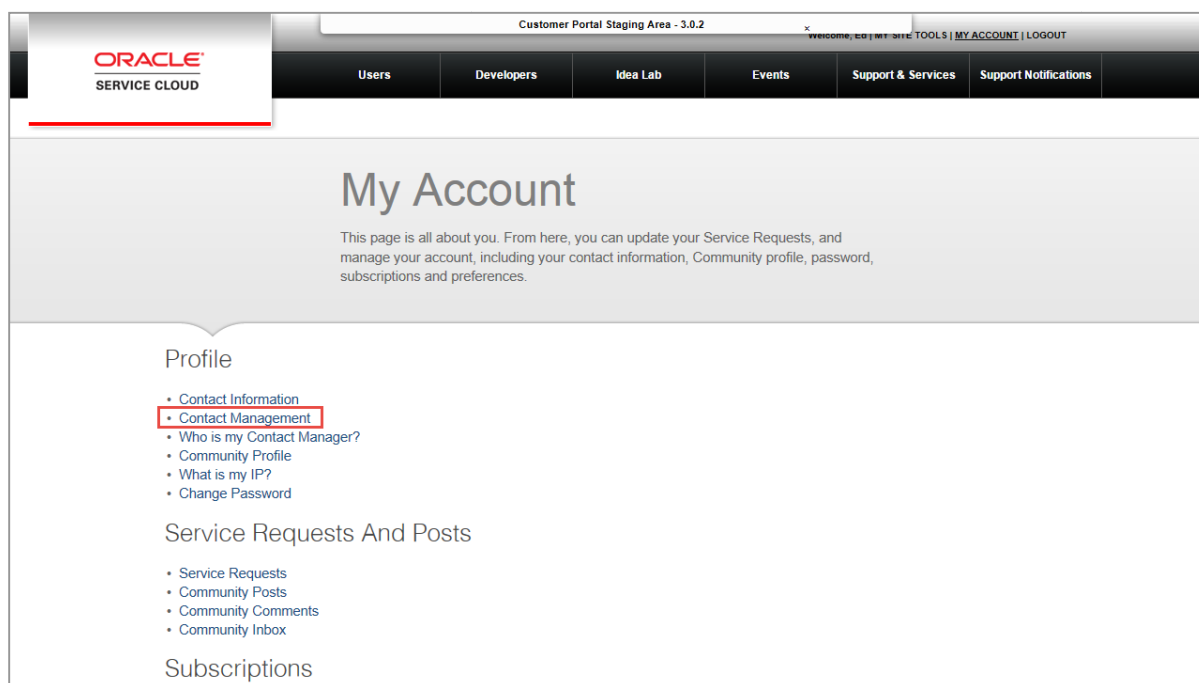
Providing Feedback

Your feedback is very important, therefore, we perform customer satisfaction surveys for each service request resolved for your organization to ensure we exceed your expectations. We use your feedback to constantly improve our support process. Any surveys we receive with a score of 6 or below (the scale is 1-10 with 10 being the best) we will investigate the survey and service request. During our investigation we may phone you to further clarify the reason the experience was below your expectations. Please provide your valuable feedback on your support engagements with our Oracle Service Cloud Technical Support team.

Setting up Designated Contacts

- For Security reasons (see security compliance list below), your organization is responsible for:
 - Setting up contacts
 - Keeping this list current via the Contact Management pages on our support site.
 - Contact Management Privileges allow you to disable existing contacts and add new contacts as you deem necessary.
 - As a result, you are able to manage the designated contacts for your organization that may access our Oracle Service Cloud Technical Support site and submit assistance requests.
- At least one of your Contact types must have Manage Contact Privileges.
 - However, you should set up at least one back up in the event of an emergency.
 - Oracle recommends three contacts with Contact Management Privileges.

You can access the Contact Management page by logging in and clicking **My Account** on the home page of the following URL: <http://cx.rightnow.com>. Click the My Site Tools link, then the Support Resources link, verify your credentials, and then click Contact Management Tool link on the page. If your customer account has not been modified to allow contact update privileges, you will see a list of the current and former contacts for our company along with their status.



For more information on managing contacts please refer to the following answer on the Oracle Service Cloud support site: [Answer ID 1560: Using the Contact Management page to add or update designated contacts](#).

While you can disable contacts, it is not possible to delete contacts from this list. As a policy, we do not delete contact records since they contain the history of your organization's account within service requests associated

with those contacts and are an integral part of our support data and interactions with your organization. (See Appendix B)

NOTE: For the security of your organization, we cannot provide Technical Support to anyone that 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.

NOTE: It is **strictly forbidden** for Oracle employees to act as a contact on a customer or partner owned instance of the Oracle Service Cloud CRM solution. Additionally, an Oracle employee should never make a request to a customer or partner for their login credentials. Qualified Oracle employees have the means to access all required information by alternative means. The integrity of your site is of the utmost of importance to Oracle and these actions represent serious breaches of security and protocol and are taken very seriously.

If an Oracle employee should ask you for your credentials or to be added as a contact record for any reason, please provide as much detail as possible via our Customer Security email, custsecurity@custhelp.com.

Major areas of security compliance frameworks**

U.S.

- GLBA (Gramm-Leach Bliley Act) [Banking]
- FFIEC Outsourcing Technology Service guidance [Banking]
- FFIEC Supervision of Technology Service Providers [Banking]
- FERPA (Family Educational Rights and Privacy Act) [Educational institutions that receive Federal funds]
- HIPAA (Health Insurance Portability and Accountability Act) [Healthcare]
- PCI DSS (Payment Card Industry Data Security Standard) [Anyone storing/processing Credit Card numbers]
- FISMA/NIST SP800-53 () [US Public Sector]
- EU – US Safe Harbor agreement [Enforced in the US by the Federal Trade Commission]
- various US State laws, including
 - the Massachusetts 201 CMR 17.00 (“Standards for The Protection of Personal Information of Residents of the Commonwealth of Massachusetts”),
 - Nevada Chapter 603A Security of Personal Information,
 - Arizona Notification of breach of security system,
 - CA SB 1386 (California Senate Bill 1368)

Canada

- Personal Information Protection and Electronic Documents Act (PIPEDA),
- Plus a number of regional/provincial privacy regulations.

Asia Pacific

- Australia Privacy Amendment Act
- Australia Telecommunications Act
- Japan Handbook on the Protection of Personal Data

- Japan Personal Information Act
- New Zealand Privacy Act

Europe

- EU – US Safe Harbor agreement
- General/contractual Commitment to the European Union Data Privacy Directive - Directive 95/46/EC
- General/contractual Commitment to the European Union Telecommunications Directive – Directive 2006/24/EC
- General/contractual Commitment to the European Union Directive of Privacy and Electronic Communications – Directive 2002/58/EC (“EU Cookie Directive”)
- All national laws implementing the above directives, including:
 - UK Data Protection Act 1998
 - German “Bundesdatenschutzgesetz” (Federal Data Protection Act)
 - German “Telekommunikationsgesetz” (Federal Telecommunications Act)
 - German “Telemediengesetz” (Federal Telemedia Act)
 - And all other EU country-specific laws that implement the above EC directives.

**Not an exhaustive list of security frameworks in which we are compliant

Required Contacts for your Organization:

IT Contact

The IT contact within your organization is responsible for maintaining your workstations and network infrastructure to the specification required to make our solution run efficiently. Assigning an IT contact for your organization allows our environment specialists to work directly with the IT Staff for your organization to resolve workstation or performance issues. We require this contact to troubleshoot environmental issues.

If your organization has multiple locations or shifts, an IT contact and Administrator for each location and shift should be chosen and entered as Designated Contacts. You may add other types of contacts as necessary.

Administrator (Primary Support Contact)

Administrators are employees within your organization that are responsible for performing administrative tasks (managing changes such as Configuration Settings, Staff Accounts, Staff Profiles, Rules, or customizations) with our solution. Our most successful customer Administrators are trained by Oracle. If for any reason the Administrator for your Oracle Service Cloud site should change, the new administrators should be trained. You can find information about our Training offerings here: [Oracle Service Cloud \(RightNow\)](#) or you may contact your Sales Account Executive for assistance.

Other important contacts to be set up:

- Operations/Business Owner
- Web Development Contact
- Security Contact

Manage Contact: Those Designated Contacts with the ability to manage your contacts and submit service requests to us, and who you have authorized to access your data, are also responsible for

reviewing your Designated Contact list periodically to ensure contact information is correct. For additional information, read the Support Experience Blog post, [Maintaining a Healthy Site Series: Technical Contacts](#).

Logging into the Oracle Service Cloud Support Site

Login Page

https://cx.rightnow.com/app/utils/login_form

You may use the Email Me My Password feature to have it emailed to you. Simply click on the Forgot Your Username or Password link marked by the arrow below.

Managing my Oracle Service Cloud Support Account

To manage your account you can click My Account or My Site Tools on the main page

<http://cx.rightnow.com>

My Account Page

In the My Account page you can update your profile, view your service requests and posts, or update your subscriptions.

The screenshot shows the Oracle Service Cloud 'My Account' page. At the top, there is a navigation bar with the Oracle Service Cloud logo on the left and a series of links: 'Users', 'Developers', 'Idea Lab', 'Events', 'Support & Services', and 'Support Notifications'. A welcome message 'Welcome, Test | MY SITE TOOLS | MY ACCOUNT | LOGOUT | GIVE SITE FEEDBACK' is visible in the top right. The main heading 'My Account' is centered, followed by a sub-header explaining the page's purpose: 'This page is all about you. From here, you can update your Service Requests, and manage your account, including your contact information, Community profile, password, subscriptions and preferences.' Below this, the page is organized into three sections: 'Profile' with links like 'Contact Information', 'Contact Management', 'Who is my Contact Manager?', 'Community Profile', 'What is my IP?', and 'Change Password'; 'Service Requests And Posts' with links like 'Service Requests', 'Community Posts', 'Community Comments', and 'Community Inbox'; and 'Subscriptions' with links like 'Email Preferences', 'Support Notifications', 'Community Subscriptions', 'Community Favorites', 'Community Network', and 'Posts from My Network'.

My Site Tools

In the My Site Tools page you can view your success index, manage your contacts or view hosting services.

The screenshot shows the Oracle RightNow 'My Site Tools' page. The navigation bar includes the Oracle RightNow logo and links for 'Products', 'Developers', 'Customers', 'Idea Lab', and 'Support'. The main heading 'My Site Tools' is followed by a sub-header: 'This page includes information and tools for managing your RightNow CX implementation. From here, you can manage RightNow Support contacts, schedule upgrades, and find end-user and admin links, license usage, bandwidth, disk usage, and more for your RightNow CX implementation.' The page content is divided into two main sections: 'Manage RightNow Contacts' with a link to 'Contact Management Tool', and 'Hosting Services' which lists several tools: 'Upgrade RightNow', 'Upgrade Checklist', 'Spam Filtering', 'License Compliance Dashboard', 'Site Info', 'Site Stats' (noting it's now in VCIO), 'Utility Stats', 'Disk Usage' (noting it's now in VCIO), 'Web Logs', and 'Hosting Uptime'. A 'Return to Support' link is located at the bottom right of the page.

Opt-in and Mailing Preferences

As a contact you can be notified via email about site maintenance, technical support issues, newsletters, etc... by opting in for the mailings you would like to receive. Under the Subscriptions Section of the My Account Page, click on Email Preferences and you will see the information displayed in the below screen shot.

ORACLE | RightNow

ProductsDevelopersCustomersIdea LabSupport

Your RightNow Mailing Profile

Update Your Email Subscription Options

By simply completing the 3 steps below, we can provide information we're confident you will find valuable. RightNow Technologies respects your personal information and promises to keep it confidential. Visit our [privacy policy](#) for more information.

We periodically send notices offering white papers, industry reports, case studies, webcasts or other information we think will be of interest to you based on the options you select below.

You can update your **Subscription Preferences** anytime.

JUST 3 EASY STEPS:

1

Step 1: *denotes required fields

First Name

*Email

*I give RightNow Technologies permission to email me.
(based on my mailing options selected below)

☒ Yes ☐ No

2

Step 2: Select Options

Subscription Preferences

More information on these subscription options is available in the *email privacy* section of our [privacy policy](#).

Notifications from Hosting:

Scheduled maintenance notifications

Site status update notifications

Upgrade notifications

☒ Yes ☐ No

☒ Yes ☐ No

☒ Yes ☐ No

Notifications from Customer Service:

Proactive support and technical notifications

New software release notifications

☐ Yes ☐ No

☒ Yes ☐ No

Marketing Mailings and Newsletters:

Periodic notifications on best practices and resources

Insider customer newsletter

Periodic partner communications (authorized partners only)

Survey and Feedback Invitations (including support 'closed incident' surveys)

☐ Yes ☒ No

☐ Yes ☐ No

☐ Yes ☐ No

Please choose your email format:

HTML

[RightNow Technologies Privacy Policy](#)

3

FINAL STEP:

Submit Request

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Hosting Notifications

- Scheduled maintenance notifications: by opting in to receive these notifications, hosted customers can receive notification on scheduled and emergency maintenance on the servers.
- Site status update notifications: when you opt in for this notification, you will get emails from our Cloud Operations team when a site has been impacted due to server issues. These notifications will let you know what server was impacted, when the server is expected to be back up and you will get additional notifications when the server is back on line.

Customer Service Notifications

- Proactive support and technical notifications: if we need to proactively contact you regarding a technical support issue with your site we will email contacts that are opted in to receive these notifications with information, instructions, alerts, etc. If you are a designated support contact it is best to be opted in.
- New software release notifications: opting in for this allows you to receive email when we have new versions of our solution available for upgrade.

Searching Our Knowledge Base for Answers

Answers Page

[Support Home - Answer List Page](#)

Search our extensive knowledge base. You can search for answers by typing your keywords or questions in the text box and clicking on the magnifying glass.

We provide around-the-clock access to information and answers through our support site at <http://cx.rightnow.com>. Here you can search to find answers regarding “how to” configure, customize, or create (rules, reports, Configuration Settings, Message Bases, etc...). Our knowledge base should be the first place you search for solutions to your issues.

Over 75% of questions submitted to our support and sales staff can be effectively resolved with a quick search through our extensive and growing knowledge base.

If your question is a “how to” question and you are not able to find your answer in our knowledge base, the product documentation in the community forums or in product tutorials housed in the

Support Site, you can submit a service request and let us know that you were not able to find the instructions. This should only be submitted as a severity 4 issue, and it will not take priority over critical severity issues. If you need faster assistance on how to implement your site, please contact Oracle Consulting Services. If you do not have Oracle Consulting Services, you can obtain these via your Account Executive. If you decide to submit the ticket, our expert staff will point you to the correct answer when time permits or help you contact your Oracle Service Cloud Account Executive to schedule training for more in depth knowledge of our solution.

To search for an answer, type a keyword into the Search by Keyword box and click search. In the example below we typed in “reports” and clicked search. You can now see a list of answers that contain the word “reports”. Click on the summary in the list of answers to read an answer.

The screenshot displays the Oracle Service Cloud Support Home interface. At the top, the Oracle Service Cloud logo is on the left, and a navigation bar contains links for Users, Developers, Idea Lab, Events, Support & Services, and Support Notifications. A welcome message for 'Cimberli' and links for MY SITE TOOLS, MY ACCOUNT, LOGOUT, and SITE FEEDBACK are also present. The main heading is 'Support Home'. Below this, a search bar contains the keyword 'reports'. To the right of the search bar is an 'Advanced Search' link. Below the search bar are two dropdown menus: 'Select Your Product' and 'Select a Category'. The search results section shows 'Results 1 - 10 of 766'. The first result is 'Customizing the My Account: Questions report' with Answer ID: 2617 and a last review date of 05/08/2015. The second result is 'Creating a basic custom report' with Answer ID: 2509 and a last review date of 05/20/2015. The third result is 'Common questions regarding queued reports' with Answer ID: 2776 and a last review date of 05/15/2015. The fourth result is 'Customizing search results and reports in a workspace' with Answer ID: 2169 and a last review date of 05/20/2015. The fifth result is 'Subscribe people to receive reports' with Answer ID: 1796 and a last review date of 05/05/2015. The sixth result is 'Number of incidents created does not match on different reports' with Answer ID: 636 and a last review date of 05/15/2015. On the right side of the page, there are three sections: 'Ask Support' with a question mark icon, 'Support Announcements' with a megaphone icon and text about new navigation, and 'Upcoming Site Maintenance' with a gear icon and text stating 'No notifications'. At the bottom right, there is a 'Support Experience' section with a photo of a man and a 'Begin here' button.

In the example below, we clicked on answer number 2169.

ORACLE
SERVICE CLOUD

Welcome, Kimberli | MY SITE TOOLS | MY ACCOUNT | LOGOUT | SITE FEEDBACK

UsersDevelopersIdea LabEventsSupport & ServicesSupport Notifications

Search Support Knowledge Base

Advanced Search

Customizing search results and reports in a workspace

Answer ID 2169 | Last Review Date 05/20/2015

Can we customize the default **reports** and search results used in our workspaces?

Within the default workspaces, **reports** are included in specific relationship items or are associated with specific fields or functions. For example, in a contact workspace, the Incident View relationship item includes a **report** that is customizable.

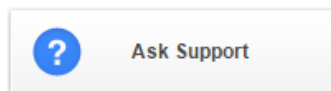
Relationship items use **reports** in one of three primary ways:

- **The report is embedded on a tab.** For example, from a contact record, when you click the Incidents tab, the display of incidents is controlled by a **report**. Similarly, from an opportunity workspace, the Tasks and Quotes tabs use a **report** to display records.
- **The report is used with specific search fields.** When added to a workspace, certain fields include a magnifying glass next to them which indicates that you can search the database for a specific record of that type.

For example, when creating a new incident or opportunity, the Contact and Organization fields include the magnifying glass. When you click the magnifying glass, the search pop-up uses a **report**.

- **The report is used with a specific button and function in the workspace.** Some relationship items include buttons that allow searching. These buttons use a **report** for the search.

Note: When viewing any answer, if you believe the content is incorrect, unclear or outdated, submit feedback by selecting “No” for “Was this answer helpful?”

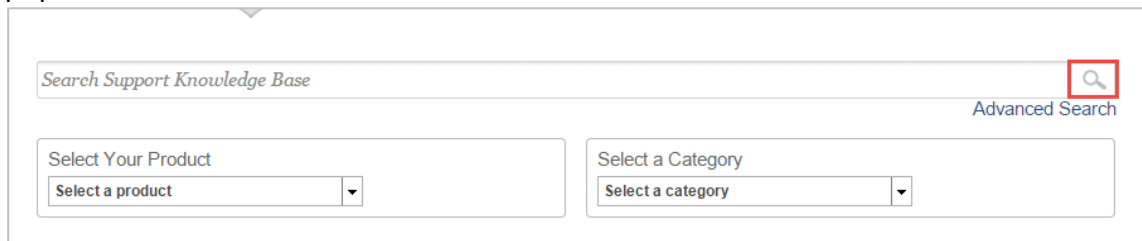


Was this answer helpful?



Most Popular Answers

If you click on the magnifying glass without putting in search terms you will get a listing of the most popular answers.



Search Support Knowledge Base

Advanced Search

Select Your Product

Select a product

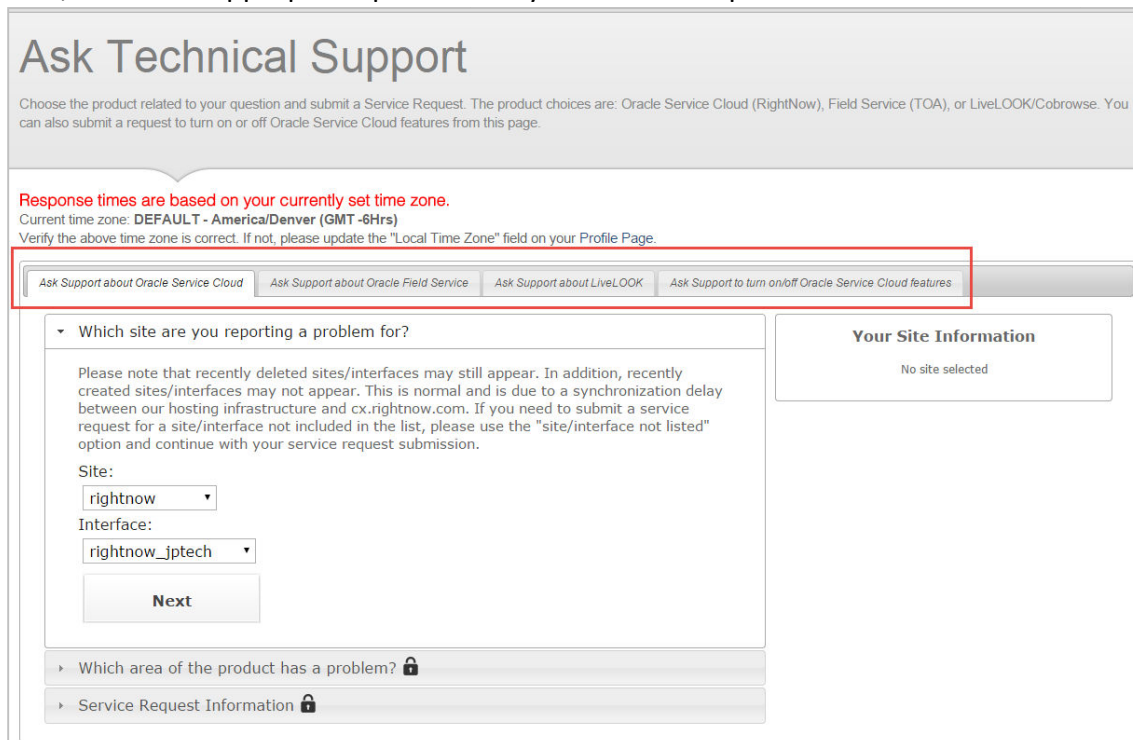
Select a Category

Select a category

Submitting a Service Request

Prior to submitting a service request please visit our support site at <http://cx.rightnow.com> and check the knowledge base for an answer to your question. Should you continue to have a technical issue after following guidance from our knowledge base, please submit a service request via the **Ask Support** button.

First, select the appropriate product for your service request.



Ask Technical Support

Choose the product related to your question and submit a Service Request. The product choices are: Oracle Service Cloud (RightNow), Field Service (TOA), or LiveLOOK/Cobrowse. You can also submit a request to turn on or off Oracle Service Cloud features from this page.

Response times are based on your currently set time zone.
Current time zone: **DEFAULT - America/Denver (GMT -6Hrs)**
Verify the above time zone is correct. If not, please update the "Local Time Zone" field on your Profile Page.

Ask Support about Oracle Service Cloud | Ask Support about Oracle Field Service | Ask Support about LiveLOOK | Ask Support to turn on/off Oracle Service Cloud features

▼ Which site are you reporting a problem for?

Please note that recently deleted sites/interfaces may still appear. In addition, recently created sites/interfaces may not appear. This is normal and is due to a synchronization delay between our hosting infrastructure and cx.rightnow.com. If you need to submit a service request for a site/interface not included in the list, please use the "site/interface not listed" option and continue with your service request submission.

Site:
rightnow

Interface:
rightnow_jptech

Next

Which area of the product has a problem? 🔒

Service Request Information 🔒

Your Site Information
No site selected

Oracle Field Service

Note: You will first need to verify that a service request has not yet been submitted. If one has been submitted, click the number to view and update the service request with additional information.

Ask Support about Oracle Service Cloud
Ask Support about Oracle Field Service
Ask Support about LiveLOOK
Ask Support to turn on/off Oracle Service Cloud features

Recent Service Requests from your Organization

Recent Service Requests from your Organization

View service requests from support contacts in your organization. A service request may already be submitted for a present issue.

Subject	Service Request Owner	Date Created	Status	View Service Request
15.2 IT RELEASE ISSUE: Analytics - Cloud Operation	Peter Baker	2015-03-22 01:29	Unresolved	150322-000008
Upgrade Services - Last Minute Backup Space [Orac	David Olson	2015-03-22 05:00	Solved	150322-000026
HMS VA ERROR - transporter failure: create_tra	Upgrade Services	2015-03-22 18:30	Solved	150322-000098
[ldp2][post-cutover]: Procedure to deploy 'event_r	Phani M Kumar	2015-03-23 05:04	Waiting	150323-000036
[ldp2]: Post cutover task - Steps to rollback CPM	Phani M Kumar	2015-03-23 05:05	Waiting	150323-000037
[ldp2][post-cutover]Deploy process: Request to run	Phani M Kumar	2015-03-23 05:06	Waiting	150323-000038
[ldp2][post-cutover]Rollback process: Request to r	Phani M Kumar	2015-03-23 05:06	Waiting	150323-000039
Upgrade Services - Last Minute Backup Space [Orac	David Olson	2015-03-23 05:00	Solved	150323-000055
restoring an old database backup	Johnny Wong	2015-03-23 05:51	Unresolved	150323-000069
cx.rightnow.com page inaccessible by customer. Int	Anca Dinu	2015-03-23 08:56	Solved	150323-000117

Service Request Information

Oracle Service Cloud

Note: You will first need to select the site and interface and then the product area.

Ask Technical Support

Choose the product related to your question and submit a Service Request. The product choices are: Oracle Service Cloud (RightNow), Field Service (TOA), or LiveLOOK/Cobrowse. You can also submit a request to turn on or off Oracle Service Cloud features from this page.

Response times are based on your currently set time zone.
Current time zone: **DEFAULT - America/Denver (GMT -6Hrs)**
Verify the above time zone is correct. If not, please update the "Local Time Zone" field on your Profile Page.

Ask Support about Oracle Service Cloud
Ask Support about Oracle Field Service
Ask Support about LiveLOOK
Ask Support to turn on/off Oracle Service Cloud features

Site: rightnow Interface: rightnow_jptech ✓

Please note that recently deleted sites/interfaces may still appear. In addition, recently created sites/interfaces may not appear. This is normal and is due to a synchronization delay between our hosting infrastructure and cx.rightnow.com. If you need to submit a service request for a site/interface not included in the list, please use the "site/interface not listed" option and continue with your service request submission.

Site: rightnow
Interface: rightnow_jptech
Next

Product: Intent Guide ✓

Service Request Information

Your Site Information

Company Name: RightNow Technologies (Primary)
Site Name: rightnow
Datacenter: SC
Current Version: Oracle Service Cloud February 15
HIPAA: No
PCI: No

Upgrade Info

Last Cutover: 2015-02-15
Upgrade Scheduled?: No
Auto Upgrade Enrolled?: No
Auto Upgrade Candidate?: Yes

This site qualifies for the Auto Upgrade Program. To enroll the site, or to ask questions about the Program, please submit a service request and a representative from Oracle's Cloud Service Upgrade Team will contact you. For more information see this answer.

Support Information

Your current support package has no SLTs for response time. However based on your submissions from the past two months, you can approximately expect to receive a response around the following time frame.

19

Ask Technical Support

Choose the product related to your question and submit a Service Request. The product choices are: Oracle Service Cloud (RightNow), Field Service (TOA), or LiveLOOK/Cobrowse. You can also submit a request to turn on or off Oracle Service Cloud features from this page.

Response times are based on your currently set time zone.

Current time zone: **DEFAULT - America/Denver (GMT -6Hrs)**

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

Ask Support about Oracle Service CloudAsk Support about Oracle Field ServiceAsk Support about LiveLOOKAsk Support to turn on/off Oracle Service Cloud features

Site: rightnow Interface: rightnow_jptech ✓

Product: Intent Guide ✓

Please select the general product area that you are experiencing an issue with:

Reports

Next

Service Request Information

Your Site Information
Company Name: RightNow Technologies (Primary)
Site Name: rightnow
Datacenter: SC
Current Version: Oracle Service Cloud February 15
HIPAA: No
PCI: No

Upgrade Info
Last Cutover: 2015-02-15
Upgrade Scheduled?: No
Auto Upgrade Enrolled?: No
Auto Upgrade Candidate?: Yes
This site qualifies for the Auto Upgrade Program. To enroll the site, or to ask questions about the Program,

Next, service requests for all three products types (i.e., Service Cloud, Field Service and Co-browse) require the submission of service request information.

Note: Required fields vary with the product and the product area.

Ask Support about Oracle Service CloudAsk Support about Oracle Field ServiceAsk Support about LiveLOOKAsk Support to turn on/off Oracle Service Cloud features

Site: rightnow Interface: rightnow_jptech ✓

Product: Intent Guide ✓

Service Request Information

* Denotes a required field

Product
Please select...

Short Description *

Customer Severity *
3 - Some Business Impact

Threads

FileAttachments

Choose File

 No file chosen

cc

Submit

Your Site Information
Company Name: RightNow Technologies (Primary)
Site Name: rightnow
Datacenter: SC
Current Version: Oracle Service Cloud February 15
HIPAA: No
PCI: No

Upgrade Info
Last Cutover: 2015-02-15
Upgrade Scheduled?: No
Auto Upgrade Enrolled?: No
Auto Upgrade Candidate?: Yes
This site qualifies for the Auto Upgrade Program. To enroll the site, or to ask questions about the Program, please submit a service request and a representative from Oracle's Cloud Service Upgrade Team will contact you. For more information see this answer.

Support Information
Your current support package has no SLTs for response time. However based on your submissions from the past two months, you can approximately expect to receive a response around the following time frame. Items with no estimate mean that you haven't submitted a service request of that severity in the past two months:

1 - Site Down	1 hours
2 - Major Functionality Impairment	14 hours
3 - Some Business Impact	6 hours
4 - No Business Impact	1 hours

Service request response times may vary. Past response times may not accurately predict response times for future service requests.
[Click here for severity descriptions](#)

Make sure you select the right product or options when working through the forms. It's important that you complete all the required information on the form. Including this information along with the following details will speed up the resolution process:

- The exact steps to reproduce issue. (If the issue is **not** reproducible, please provide as much detail as possible regarding the issue that is occurring, including the part of the product affected, the frequency of the issue, and how many workstations are affected. Let us know you can't reproduce it)
- Full screenshots or text of error messages and error codes exactly as they appear on the screen.
- Web browser version and service pack or build number of the web browser.
- If the issue you are reporting is a performance problem (single workstation issues, slow performance, no access application) with your site, please run the rntinfo.bat data collector script, available in the following answer and submit the results on your service request.

[Answer ID 2412: Workstation and Network Data Collector \(OSCinfo.bat utility\)](#)

- Run Trace route, see [Answer ID 1104: Running a Trace Route](#). Include the trace route in your service request submission.
- Any other details and background information you think would be helpful.
- Severity Level (Refer to the definitions in Appendix A)

NOTE: To ensure prompt resolution of your issues, it is critical that your staff provide accurate and detailed information, and be available to conduct diagnostic and test activities as requested. Your staff that work with us in support are expected to provide details as we request them in order for us to get to a root cause of the issue. Due to the nature of the SaaS solution, we need to eliminate various possible causes and this may take time with your team running some diagnostics for us or providing further details about the issue. We need to be able to capture, or reproduce and trace in order to understand specifically what is occurring. Some areas where we investigate issues are:

- | | |
|--|----------------------------|
| • Your environment | • Our own infrastructure |
| ○ Workstation | • The product |
| ○ Network | • Third party integrations |
| • Upstream or downstream providers for you or Oracle | • Your custom code |

Record Keeping and Communication

Oracle maintains records of all support Service Requests for all customer submitted issues and their resolutions. All customer support interactions will be tracked in our support database to ensure accurate interactions with you, and to provide continuing improvement in the support process. Please access the “My Account” section of our support website (<http://cx.rightnow.com>), to view your company's Service Requests, including those you have submitted.

Resolution Resources and Process

Resources will be assigned in accordance with the severity of the issue being encountered. Severity levels are defined in this guide in the “Severity Levels” section in Appendix A. Resolution of your issue

will depend on the ability of your designated contacts to provide accurate and detailed information, and to conduct diagnostic and test activities as requested by our support team. Please be prepared to devote resources to working with our Support Team to resolve support requests.

Virtual CIO (VCIO) Cloud Services

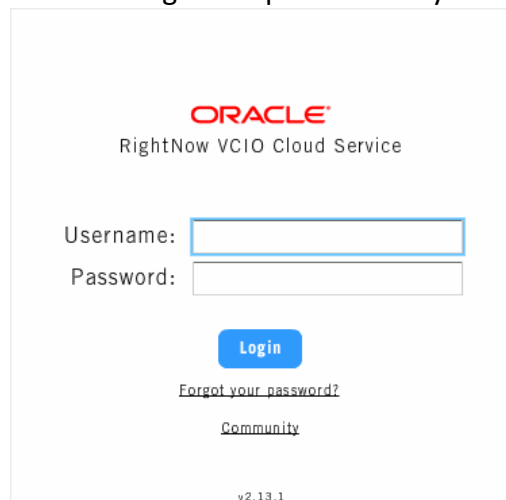
Virtual CIO (VCIO) provides organizations with transparency and visibility into the following:

- **Service Status:** Summary information regarding the current and historical status
- **Service Statistics:** Metrics related to utilization of the user's channels
- **Operations:** Operational relationship between the user and Oracle
- **Business:** Displays a list of products purchased from Oracle

The VCIO Login Page

<https://csp.rightnow.com/vcio/>

Enter the login and password of your cx.rightnow.com support account.



Submitting a Service Outage through VCIO

If your site is down and hosted by Oracle, please submit the issue at: <https://csp.ServiceCloud.com/vcio/> (Please see Appendix A for the definition of a Site Down issue.)

Please only submit a service issue if:

- The end-user pages are inaccessible from the Internet.
- All or the majority of agents are unable to access the administrative console for their job function, or are not able to perform their job function in the console.
- Access to core functionality within a console is so impaired that agents cannot work.

- Have your IT staff run a Trace Route first and ensure it is not a network or internet access issue at your location. Answer ID 1104: Running a Trace Route

Once in the portal, you can submit a Site down by clicking the bell icon (Submit Service Outage) at the top of the screen.



After clicking the bell, you should see the following panel, and you can select the Channel (Site/Interface) affected, the Services affected, the status of the service, and additional information.

Submit Service Issue

Submitted By

- * Channel(s)
 - GlobalEx_APAC
 - GlobalEx_AU
 - GlobalEx_CH
 - GlobalEx_JP
 - GlobalEx_EU

Hold control key to select multiple items

[Select All](#) [Clear All](#)

*** Services**

Select channel to see available services

*** Service Status**

☒ Down
☐ Degraded

*** Description of Problem**

0 of 4088 maximum characters

*** Call Back Number**

If outside of US, please indicate full dialing code with country code

If you are reporting site connectivity impairment, please validate local internet access

Services which are enabled and active in the site and interface you selected will display after the site/interface is chosen. No services will display which are not enabled.

Choose all services that are currently experiencing interruption in service for that site/interface.

Submit Service Issue

Submitted By

- * Channel(s)
 - GlobalEx_FR
 - GlobalEx_SP
 - GlobalEx_UK
 - GlobalEx_NA
 - GlobalEx_MK

Hold control key to select multiple items

[Select All](#) [Clear All](#)

*** Services**

- ☐ Web Self-Service
- ☐ Service Email
- ☐ Marketing Email
- ☒ Voice
- ☒ Chat
- ☒ API
- ☒ Social
- ☐ Intent Guide

*** Service Status**

☒ Down
☐ Degraded

*** Description of Problem**

0 of 4088 maximum characters

*** Call Back Number**

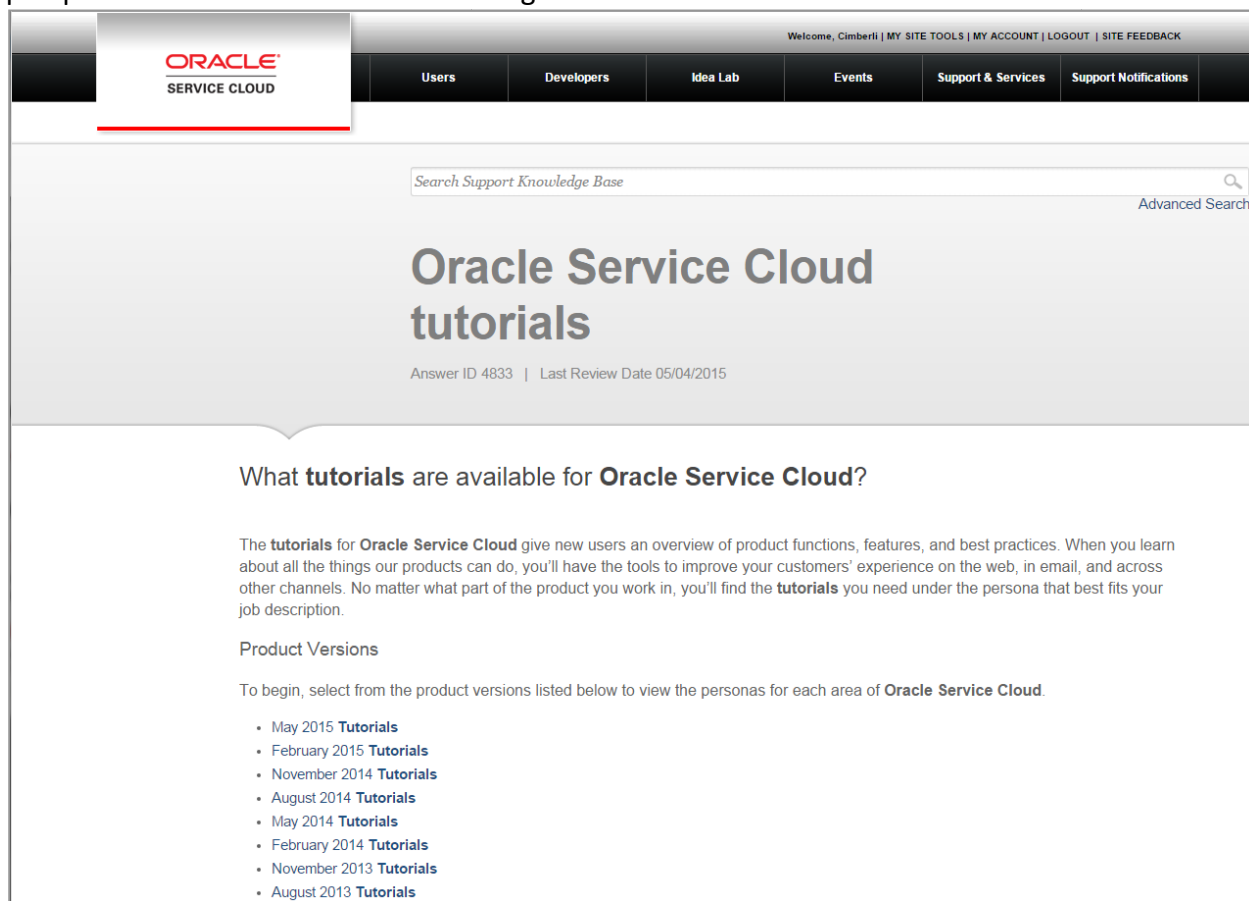
If outside of US, please indicate full dialing code with country code

If you are reporting site connectivity impairment, please validate local internet access

Training

Online Tutorials

Links to documentation in addition to online tutorials can be found by going to the Users tab on the main support page, <https://cx.rightnow.com>. The online tutorials cover a wealth of topics, from the perspective of both administrators and general users.



The screenshot shows the Oracle Service Cloud user interface. At the top, there is a navigation bar with the Oracle logo and the text 'SERVICE CLOUD'. To the right of the logo are several tabs: 'Users', 'Developers', 'Idea Lab', 'Events', 'Support & Services', and 'Support Notifications'. Above these tabs, a welcome message reads 'Welcome, Kimberli | MY SITE TOOLS | MY ACCOUNT | LOGOUT | SITE FEEDBACK'. Below the navigation bar is a search bar labeled 'Search Support Knowledge Base' with a magnifying glass icon and the text 'Advanced Search' to its right. The main content area has a large heading 'Oracle Service Cloud tutorials' and a subheading 'Answer ID 4833 | Last Review Date 05/04/2015'. Below this, the text 'What **tutorials** are available for **Oracle Service Cloud**?' is displayed. The main body of the page contains a paragraph explaining that the tutorials provide an overview of product functions, features, and best practices. It then lists 'Product Versions' and provides a list of links for various tutorial versions: May 2015, February 2015, November 2014, August 2014, May 2014, February 2014, November 2013, and August 2013.

Welcome, Kimberli | MY SITE TOOLS | MY ACCOUNT | LOGOUT | SITE FEEDBACK

ORACLE
SERVICE CLOUD

Users Developers Idea Lab Events Support & Services Support Notifications

Search Support Knowledge Base Advanced Search

Oracle Service Cloud tutorials

Answer ID 4833 | Last Review Date 05/04/2015

What **tutorials** are available for **Oracle Service Cloud**?

The **tutorials** for **Oracle Service Cloud** give new users an overview of product functions, features, and best practices. When you learn about all the things our products can do, you'll have the tools to improve your customers' experience on the web, in email, and across other channels. No matter what part of the product you work in, you'll find the **tutorials** you need under the persona that best fits your job description.

Product Versions

To begin, select from the product versions listed below to view the personas for each area of **Oracle Service Cloud**.

- May 2015 **Tutorials**
- February 2015 **Tutorials**
- November 2014 **Tutorials**
- August 2014 **Tutorials**
- May 2014 **Tutorials**
- February 2014 **Tutorials**
- November 2013 **Tutorials**
- August 2013 **Tutorials**

Thank You

We hope you have found this guide useful. We thank you for your business and look forward to serving you and Powering Great Experiences!

Appendix A

Service Request Severity Levels

Service requests are assigned a severity level according to the production site impact on your business when you submit the service request. Use the following definitions to assess your situation and provide the appropriate severity level when logging a service request with Oracle Service Cloud Technical Support.

Note: Once Oracle determines that the root cause of any outage or impact lies outside of Oracle's ability to control, the service request will be considered solved or the severity will be reduced to a more appropriate level. Examples of root causes outside of Oracle's control:

- Location where the affected agents reside is unable to get to the internet in general
- Redirect from customer site to the custhelp.com domain is failing on the customer's side.
- A routing or internet outage outside the infrastructure of Oracle's upstream providers
- Customer's network is not configured to allow proper execution of the solution -proxy servers, firewall, available bandwidth, packet shaping, etc... (See Environmental Configuration Guide for requirements).

Level 1 - Site Down:

The production use of the solution has stopped, or application performance has been so severely impacted that work cannot reasonably continue. Examples of Severity Level 1 include:

- The end-user pages are inaccessible from the Internet for your customers
- All or the majority of agents are unable to access the administrative console for their job function
- Access to core functionality within a console is so impaired that agents cannot work
- A module has completely stopped functioning in a way that is impacting your ability to work with your clients (social, cloud monitor, outreach, service, opportunities)
- Test sites may qualify for a site down but it would be an extreme circumstances. For tests sites, a site down should only be submitted if there is a major impact to your business, such as training cannot be done and you have staff slotted for training. Or you have a business case for why there is only a small window to complete a major dev cycle.

Level 2 - Major Functionality Impairment:

Important product features are unavailable with no acceptable workaround. Production use of the solution is continuing; however, there is a serious impact on productivity or service levels. Some examples of Severity Level 2 issues:

- An integrated custom tab is failing, causing agents to access the integrated data from another application, thereby slowing down response time substantially
- One or a small percentage of agents are consistently unable to access the agent desktop
- An issue is causing properly constructed rules to fail causing agents to manually route service requests
- One or a small percentage of agents are consistently unable to access the agent desktop
- There is a work around in place but the work around requires additional steps from agents to complete their work

Level 3 - Some Business Impact:

Important product features are unavailable but a workaround is available, or less significant product features are unavailable with no reasonable workaround. Work, has a minor loss of operational functionality, or implementation resources. Some examples of Severity Level 3 issues:

- Agedatabase utility is behind causing some cached reports to display incomplete data sets – [Answer ID 1917: Cached data used in Reports](#).
- Replication is behind - [Answer ID 2817: Reporting data seems incorrect of behind](#).
- A small percentage of agent workstations are experiencing periodic errors, but work can continue by clicking through the error
- Bold tags are not rendered properly in answers

Level 4 - No Business Impact:

Requests for information (how to) or documentation clarification regarding the product, but there is no impact on daily operation of the solution. The implementation or production use of the solution is continuing and there is no work being impeded at the time. Deadlines on implementing your solution do not qualify as a higher severity level if you are unsure or unable to complete the task.

With regard to submitting “how to” questions, we will point you to answers, documentation, tutorials or in some cases consulting or training, if you were not able to find these on your own.

Technical Support is break/fix and our top priority is ensuring the production use of the site, because of these we are not able to provide guidance or training or assist you in the implementation of your site. If you need this assistance, Oracle can provide that for you through a consulting engagement or managed services.

Some examples of Severity Level 4 are:

- An application message is misspelled
- A single, non-reproducible application crash
- How to configure or set up features in the product
- Training

Appendix B

Test Sites

There are 3 types of test sites.

- Upgrade Test site: is provided by your TMM for your UAT to upgrade your production site
- Same version test site (one free): is a clone of your current production site. No blank sites are provided as free test sites.
 1. Free same version test site – same version clone, customizations, file attachments do not necessarily move over to the clone. Any customizations which need to be moved would be a managed services engagement when these are refreshed.
 2. Paid for same version test site – In addition to a free test site you can purchase additional test sites. Customizations and file attachments do not move. Any customizations which need to be moved would be a managed services engagement when these are refreshed.

- Test site for most recent version- you can hot upgrade an existing test site to check out and play with new features on a version more recent than your production site.
 - 3. These test sites should not be used for UAT, to build customizations, or test defect fixes.
 - 4. They do not go through the same upgrade process as production sites
 - 5. It may break any existing customizations residing on your same version test site.
 - 6. Oracle Service Cloud Technical Support does not support break/fix issues on these sites since they are only for playing with new version functionality.

Record Keeping and Communication

Oracle maintains records of all support service requests for all customer submitted issues and their resolutions. All customer support interactions will be tracked in our support database to ensure accurate interactions with you, and to provide continuing improvement in the support process. Please access the “My Account” section of our support website (<http://cx.rightnow.com>), to view your company's service requests, including those you have submitted.

Resolution Resources and Process

Resources will be assigned in accordance with the severity of the issue being encountered. Severity levels are defined in this guide in the “Severity Levels” section in Appendix A. Resolution of your issue will depend on the ability of your designated contacts to provide accurate and detailed information, and to conduct diagnostic and test activities as requested by our support team. Please be prepared to devote resources to working with our Support Team to resolve technical issues.

Your Environment

Proper configuration and maintenance of your environment is crucial to your success. Critical environmental considerations are detailed in the following knowledge base article:

[Answer ID 2364: Oracle Service Cloud Environmental Configuration Guides](#)

Efficient troubleshooting of issues which potentially have an environmental component will require your verification that your environment is configured in accordance with the above referenced guide via providing the diagnostics we require. Our Oracle Service Cloud Technical Support representatives will ask you for confirmation as one of the first steps to troubleshoot such issues, and may ask you to run some tools on workstations to give us a more accurate picture of the issue that’s occurring. Your IT contact will need to review the Environmental Configuration Guide and verify that the Network and Workstation Environments meet the requirements specified in the guide. We are not able to assist your IT team in configuring or troubleshooting your network or workstations. We will provide analysis of the issue through the data that is provided back to us that we have requested. Your IT team is required to troubleshoot and configure your network and workstations.