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# Working Effectively with Support for Cloud (Oracle Service Cloud Application) Customers

## Oracle Support Essentials

Oracle Support Training & Education



# Working Effectively with Support Table of Contents

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# Learning Objectives



Start working with Oracle Support through the Oracle Service Cloud Support Portal



Understand when and how to use Service Requests to get assistance



Utilize the resources and tools available to be more proactive and minimize the need to log a Service Request

# Agenda

- 1 **Oracle Service Cloud Support terms and acronyms**
- 2 Oracle Service Cloud Best Practices
- 3 Oracle Service Cloud Resources
- 4 Additional Resources

# Terms & Acronyms



## Terms to know

Oracle Service Cloud (also referred to as OSvC)	Web portal to access Knowledge Base, Communities, and Service Requests for Oracle Service Cloud information. <a href="https://cx.rightnow.com">https://cx.rightnow.com</a>
Virtual CIO (VCIO) Portal	VCIO provides a consolidated dashboard view into the Oracle Service Cloud platform across all tiers to monitor and manage the service. <a href="https://csp.rightnow.com/vcio">https://csp.rightnow.com/vcio</a>
Service Request (SR)	Request for technical assistance on Cloud Support portal. Equivalent to case, incident, or ticket.



# Technical Support and Cloud Service Policies

## Oracle Service Cloud product documentation and Cloud Operations Policies

Policy	Location
Oracle Service Cloud Technical Support Services Guide	<a href="https://cx.rightnow.com/app/answers/detail/a_id/2543">https://cx.rightnow.com/app/answers/detail/a_id/2543</a>
Software Release and End-of-Life Support Lifecycle Policy For Oracle RightNow Cloud Services	<a href="http://www.oracle.com/us/corporate/contracts/rightnow-lifecycle-policy-1910688.pdf">http://www.oracle.com/us/corporate/contracts/rightnow-lifecycle-policy-1910688.pdf</a>
Deployment Guides are found within your version's Manuals and Documents	<a href="https://cx.rightnow.com/app/answers/detail/a_id/5168">https://cx.rightnow.com/app/answers/detail/a_id/5168</a>
Oracle Software Technical Support Policies	<a href="http://www.oracle.com/us/support/library/057419.pdf">http://www.oracle.com/us/support/library/057419.pdf</a> <a href="http://www.oracle.com/us/support/policies/index.html">http://www.oracle.com/us/support/policies/index.html</a>
Oracle Software as a Service Documentation	<a href="https://support.oracle.com/epmos/faces/DocumentDisplay?id=870963.5">https://support.oracle.com/epmos/faces/DocumentDisplay?id=870963.5</a>
Oracle Software as a Service - Cloud Enterprise Hosting and Delivery Policies	<a href="http://www.oracle.com/us/corporate/contracts/cloud-hosting-delivery-policies-1881437.pdf">http://www.oracle.com/us/corporate/contracts/cloud-hosting-delivery-policies-1881437.pdf</a>
Oracle Global Customer Support Security Practices	<a href="http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf">http://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf</a>
Cloud Operations Policies	<a href="https://support.oracle.com/epmos/faces/DocumentDisplay?id=1541304.2">https://support.oracle.com/epmos/faces/DocumentDisplay?id=1541304.2</a>
Cloud Operations Practices	<a href="https://support.oracle.com/epmos/faces/DocumentDisplay?id=1541346.2">https://support.oracle.com/epmos/faces/DocumentDisplay?id=1541346.2</a>



# Agenda

- 1 Oracle Service Cloud Support terms and acronyms
- 2 **Oracle Service Cloud Best Practices**
- 3 Oracle Service Cloud Resources
- 4 Additional Resources

# Engaging Oracle Support – The Support Portal


The screenshot shows the Oracle Service Cloud Support Portal interface. At the top, there's a navigation bar with the Oracle Service Cloud logo on the left and a user menu on the right containing links for 'Users', 'Developers', 'Idea Lab', 'Events', 'Support & Services', and 'Support Notifications'. Below the navigation bar is a large 'Support Home' banner. Underneath the banner is a search section with a 'Search Support Knowledge Base' input field and an 'Advanced Search' button. To the left of the search results are two dropdown menus: 'Select Your Product' and 'Select a Category'. The search results list several articles, each with a title, answer ID, and last review date. On the right side of the page, there are three promotional boxes: 'Ask Support' with a question mark icon, 'Support Announcements' with a megaphone icon and a reminder about providing feedback, and 'Upcoming Site Maintenance' with a gear icon and a 'No notifications' message. At the bottom right, there's a 'Support Experience' box featuring a photo of a man and a 'Begin here' button.

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

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Users Developers Idea Lab Events Support & Services Support Notifications

## Support Home

Search Support Knowledge Base  Advanced Search

Select Your Product  
Select a product

Select a Category  
Select a category

Results 1 - 10 of 2248

Support Ending with Internet Explorer 8, 9, and 10  
Answer ID: 8006 Last Review Date: 10/02/2015

Oracle Service Cloud Technical Support Services Document  
Answer ID: 2543 Last Review Date: 10/05/2015


Technical Documentation and Sample Code  
Answer ID: 5169 Last Review Date: 10/02/2015


Documentation for Oracle Service Cloud Products  
Answer ID: 5168 Last Review Date: 10/01/2015

Oracle Service Cloud tutorials  
Answer ID: 4833 Last Review Date: 09/06/2015


August 2015 Documentation Overview  
Answer ID: 7969 Last Review Date: 10/05/2015

Documentation for older versions  
Answer ID: 8032 Last Review Date: 09/27/2015

 Ask Support

 **Support Announcements**


*Reminder: It's easy to provide feedback about working with our technical support team. Please let us know when we've done a great job and more importantly when we haven't met expectations. Just click the link underneath 'Send Your Feedback' on the Support Experience page to send us a quick email!*

 **Upcoming Site Maintenance**

No notifications

**Support Experience**

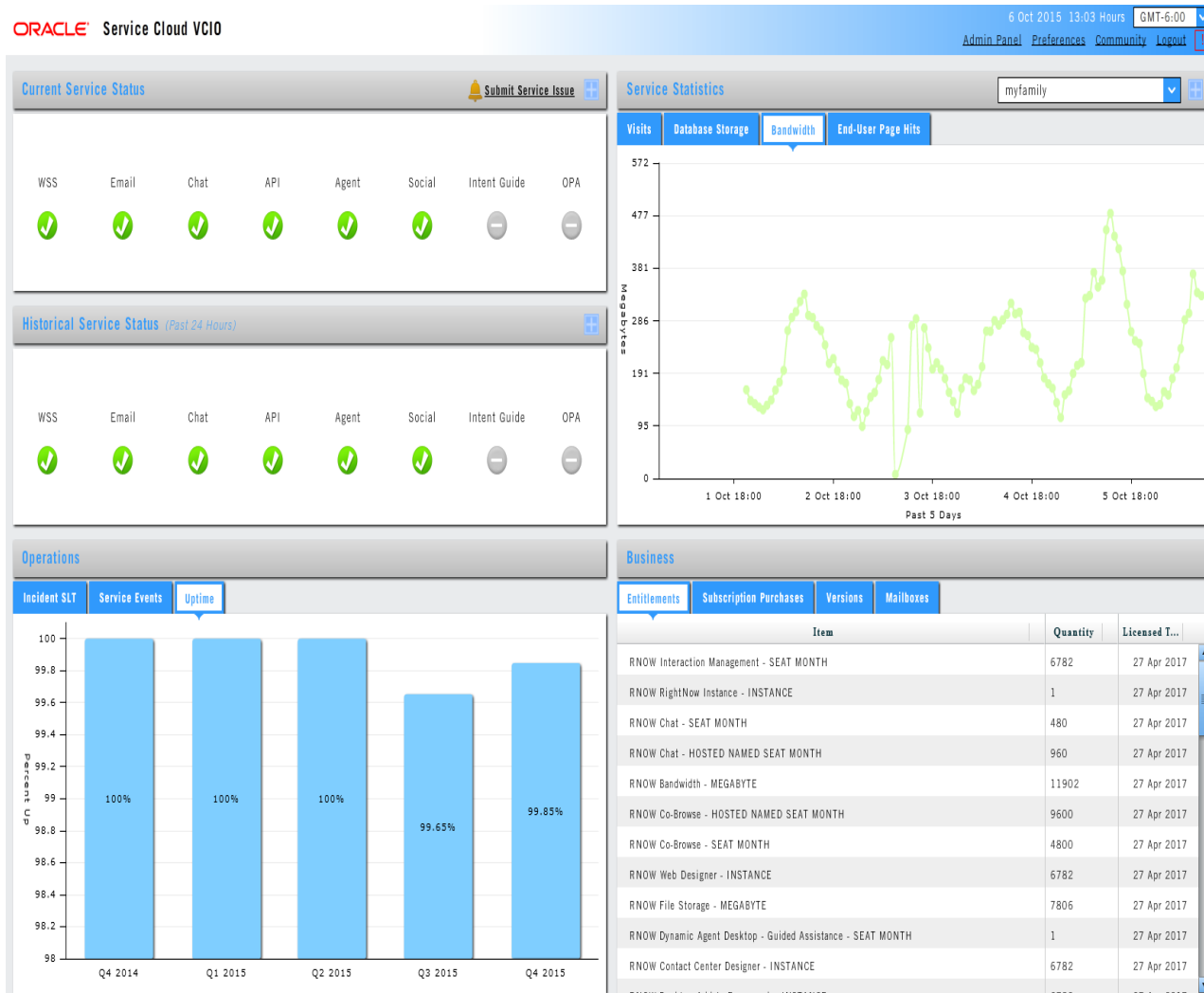
Provide feedback on your experience with Technical Support and see our response.

[Begin here](#) 

## Support Portal

- Comprehensive one stop shop for all support interaction, knowledge and community discussions and much more
- Available to all Contact Types
- Oracle Service Cloud Support Portal (<https://cx.rightnow.com>)

# Engaging Oracle Support – Virtual CIO (VCIO) Portal



## Virtual CIO (VCIO) Portal

- Used to monitor status, use and make decisions including:
  - Service Status
  - Service Statistics
  - Operations
  - Business
- Available to all Contact Types
- Oracle Service Cloud VCIO (<https://csp.rightnow.com/vcio>)

\* Virtual CIO is scheduled for deprecation in March 2016 and will be replaced by **Cloud.Oracle.com**

# Oracle Service Cloud – Maintaining Your Site

Two Roles vital to OSvC success



It is highly recommended that Site Administrators be set as Contact Type: **Primary Support Contact** with Service Privileges: **Manage Contacts**.

# Oracle Service Cloud – First Steps for Site Administrator

The Technical Support Services Guide provides first steps to take upon being provisioned

## Highlights from the guide

- Logging into the Support and VCIO Portals
- Setting up your contacts
- Which Support resources to use for which questions
- The types of problems are supported by our engineers
- How to search the Knowledge Base
- Submitting Service Requests
- When we're available and how to reach us
- The different Support Packages available
- Required Roles: IT Contact, Site Administrator
- Workstation and Networking requirements
- Hosting and Lifecycle policy
- Product training video modules

**Our team updates this guide periodically and recommends that customer use it as a training supplement for new employees**

Link to the Technical Support Services Guide:

[https://cx.rightnow.com/ci/fattach/get/1023666/0/filename/Technical+Support+Services+Guide+\\_7.13.15\\_.pdf](https://cx.rightnow.com/ci/fattach/get/1023666/0/filename/Technical+Support+Services+Guide+_7.13.15_.pdf)

# Oracle Service Cloud – First Steps for Site Administrator

## Make Contact Management your first site task

For the **security of your site's customer data**, 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.

- **As a customer, your responsibilities include:**
  - Setting up contacts
  - Keeping the organization's contact list current
    - Contact privileges allows for adding and disabling contacts
    - By managing contacts you designate who in your organization may access the Support Portal and submit Service Requests
    - A contact audit is recommended every 6 months
- **At least one of your contacts must have Manage Contact permission**
  - However, you should set up at least one back up in the event of an emergency
  - Oracle recommends three contacts with Contact Management Privileges

# Oracle Service Cloud – First Steps for Site Administrator

## Managing your contacts – Contact Types



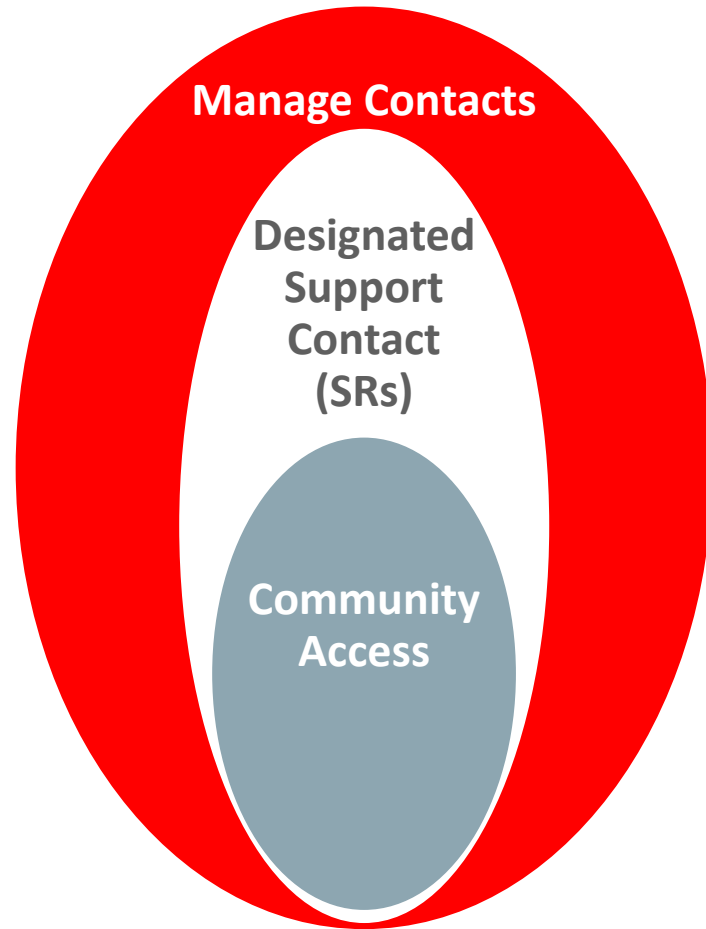
### First, Establish Key Support Contact Types

- Site Administrator will select from 3 different Contact Types
  - ❖ **Primary Support Contact**
    - ❖ Including back-up Primary Support Contacts
  - ❖ **Technical Contact**
  - ❖ **KB (Knowledge Base) Only**
- Newly created contacts will be emailed login credentials
- All contacts should update their Profile
- Customers own contact management responsibility



# Oracle Service Cloud – First Steps for Site Administrator

## Managing your contacts – Service Privileges



## Now, Assign Service Privileges to Contacts

- Site Administrator will select from 3 different privilege types
  - ❖ **Manage Contacts**
  - ❖ **Designated Support Contact**
  - ❖ **Community Access**
- Privileges are hierarchical
- Typical Support Contact Type – Service Privilege Pairings
  - Primary Support Contact – Manage Contacts
  - Technical Contact – Designated Support Contact
  - KB Only – Community Access

# Oracle Service Cloud – First Steps for Site Administrator

## Accessing Contact Management

- You must be logged in to the Support Portal to access Contact Management:  
<http://cx.rightnow.com>
- Click on MY ACCOUNT in the upper right, followed by Contact Management

From here, if you have **Manage Contacts Service Privileges**, you will be able to add, disable and edit your organization's contacts.

More information can be found at:  
[https://cx.rightnow.com/app/answers/detail/a\\_id/1560](https://cx.rightnow.com/app/answers/detail/a_id/1560)

Customer Portal Staging Area - 3.0.2

Welcome, Ed | MY SITE TOOLS | **MY ACCOUNT** | LOGOUT

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## My Account

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.

### Profile

- Contact Information
- **Contact Management**
- Who is my Contact Manager?
- Community Profile
- What is my IP?
- Change Password

### Service Requests And Posts

- Service Requests
- Community Posts
- Community Comments
- Community Inbox

### Subscriptions

# Oracle Service Cloud – First Steps for Site Administrator

- Subscribing to critical notifications
  - As your organization's Site Administrator it is highly recommended that you subscribe to all Hosting and Customer Service notifications.
  - Among other things, these subscriptions will make you aware of any scheduled and unscheduled service interruptions.
1. As with Contact Management, first you must first login to <http://cx.rightnow.com> and click on my account.
  2. Next, under Subscriptions, click on Email Preferences.
  3. Select the “Yes” button for the notifications (all five are recommended) and hit “Submit Request”.

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## 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 ☒ Yes ☐ No

Site status update notifications ☒ Yes ☐ No

Upgrade notifications ☒ Yes ☐ No

Notifications from Customer Service:

Proactive support and technical notifications ☐ Yes ☒ No

New software release notifications ☐ Yes ☒ No

Marketing Mailings and Newsletters:

Periodic notifications on best practices and resources ☐ Yes ☒ No

Insider customer newsletter ☐ Yes ☒ No

Periodic partner communications (authorized partners only) ☐ Yes ☒ No

Survey and Feedback Invitations (including support 'closed incident' surveys) ☐ Yes ☒ No

Please choose your email format:

[RightNow Technologies Privacy Policy](#)

③ FINAL STEP:

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# Oracle Service Cloud – Engaging Support

Knowing your role, your responsibilities, and where to find appropriate trainings

- **Primary Support Contacts (PCS)** are the secured contacts who can request password resets. PSC are the security gate with support for your site.
- Both **Primary Support and Technical Contacts can log Service Requests** and follow-up with the Technical Support team
- **All customer contacts** can search the Knowledge Base and utilize the Oracle Service Cloud Support Community
- **Primary Support or Technical Contacts** engaging with Technical Support should be properly trained in areas like Administration, Analytics and Customizations.
  - ✓ Oracle University trainings, [Oracle Service Cloud \(RightNow\) Training](#), [Oracle Cloud Learning Subscription](#) and [Ask the Experts Webinars](#) are highly recommended for Site Administrators and contacts that are enabled to submit Service Requests.

# The Correct Support Package is Crucial to Your Success

# Working effectively with Support – Support Packages

**Oracle Cloud Support**

Or

**Oracle Cloud Priority Service**

Benefits -Costs	Oracle Cloud Support	Oracle Cloud Priority Service
Cost	Included with your subscription	12% of Subscription Fee (\$50K minimum)
24 x 7 Technical Service Request Assistance	✓	✓
24 x 7 access to: <ul style="list-style-type: none"><li>• My Oracle Support</li><li>• Oracle Cloud Customer Portal</li><li>• Telephone Support</li></ul>	✓	✓
Community Forums	✓	✓
Non-Technical Customer Assistance (M-F, 8:00am to 5:00pm local time)	✓	✓
Assigned Technical Account Manager		✓
Priority Service Request Response		✓
Priority Service Level Standards		✓
Quarterly Proactive Reviews & Knowledge Transfers		✓
Support for Customizations	Not Included See Slide 25 & 26	Not Included. See Slides 25 & 26

Customization Support is provided via paid consulting engagements with Oracle Consulting Services (OCS).

[Please see Customization Support slides for details.](#)

# Working effectively with Support – Oracle Cloud Support

## Severity Levels and Business Impact

### Partnership

Severity Level	Business Impact Technical Impact	Oracle's 1 <sup>st</sup> Response	Update Frequency	Resolution Time
1	Mission Critical Business Impact	< 1 Hour 24 x 7	Updated 24x7 until resolution	Co-Owned
2	Serious Business Impact	< 6 Business hours – <b>Best effort only</b>	Updates as appropriate	Co-Owned
3	Minor Business Impact	1 Business Day – <b>Best effort only</b>	Updates as appropriate	Co-Owned
4	No Business Impact	1 Business Day – <b>Best effort only</b>	Updates as appropriate	Co-Owned

- 75% of the Sev1 Non-Bugged SR's get closed in <5 days and 91% are closed in <14 days
- 80% of the Sev2 Non-Bugged SR's get closed in < 14 days

Oracle Cloud Support Details: <http://www.oracle.com/us/corporate/contracts/cloud-hosting-delivery-policies-1881437.pdf>



# Working effectively with Support – Cloud Priority Support

## Severity Levels and Business Impact

Partnership				
Severity Level	Business Impact Technical Impact	Oracle's 1 <sup>st</sup> Response	Update Frequency	Resolution Time
1	Mission Critical Business Impact	< 1 Hour 24 x 7	Updated 24x7 until resolution	Co-Owned
2	Serious Business Impact	< 2.5 Business hours – local time	Updated as appropriate	Co-Owned
3	Minor Business Impact	Next Local Business Day	Updated as appropriate	Co-Owned
4	No Business Impact	Next Local Business Day	Updated as appropriate	Co-Owned

**Oracle Cloud Priority Service:** <http://www.oracle.com/us/support/library/oracle-cloud-priority-service-1860342.pdf>

# Working effectively with Support – Your Support Package

## Checking your support package

Prior to submitting a Service Request, understand which support package your organization has purchased. To check:

1. Log into the Support Portal
2. Click on “Ask Support” or go to:  
<https://cx.rightnow.com/app/mysupport/ask/group/techsupport>
3. Select your desired site and interface and click next
4. You will see the support package in the paragraph under "Support Information" (it's highlighted in yellow in the screenshot)

**NOTE:** If you select "Site not listed" in step 3 you will not get this information

Welcome, Levi Test | MY SITE TOOLS | MY ACCOUNT | LOGOUT | SITE FEEDBACK

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## 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: **America/Denver**  
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:  ✓

Which area of the product has a problem?

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

Intent Guide

Next

Service Request Information

### Your Site Information

Company Name: Services  
Site Name:  
Datacenter: MW  
Current Version: RightNow CX November 14  
HIPAA: No  
PCI: No

### Upgrade Info

Last Cutover: 2015-04-25  
Upgrade Scheduled?: No  
Auto Upgrade Enrolled?: No  
Auto Upgrade Candidate?: No

### Support Information

Your organization has opted to select the **Oracle Cloud Priority Support** support package for your current support terms. With Oracle Cloud Priority Support support your support package entitles you to a response to according to the following:

# Working effectively with Support – The CSM Role

Both Oracle Cloud Support and Cloud Priority Service customers are assigned a Customer Success Manager

## 5. Value

We will demonstrate analytics that measure value/ROI of your investment and strategize with you to further maximize value.

## 4. Optimize

We analyze your adoption and engagement to help identify areas for optimization and improvement.



## 3. Advocate

We engage with the right Oracle experts to ensure you're getting the value you expect.

## 1. Plan

We will collaborate to create a success plan with defined measurements.

## 2. Enable

Help you become more proficient by sharing tools, processes and industry best practices.

# Working effectively with Support – The TAM Role

Customers who purchase the **Oracle Cloud Priority Support** package are also assigned a Technical Account Manager

## Features



- Personalized knowledge of Customer's technical and product environments
- Coordinates a virtual team of Oracle Cloud Support & Operations to resolve critical Service Requests
- Delivers regular proactive support reviews to assess response against best practices

## Benefits

- Single Point of Contact
- Faster Response
- Reduced Resolution Times
- Customer Advocacy

# Things to Keep in Mind if You Plan to Customize Your Site

# Working effectively with Support – Customization Support

## Things to Keep in Mind if You Plan to Customize Your Site

- **Scalability** – Oracle Service Cloud is a transactional production database
  - For optimal performance, data for reporting should be stored in a data warehouse to report and trend against.
  - Data should be purged or archived from the transactional production database over time for performance improvement.
  - Dumping all data from other sources into this transactional database will negatively impact your site's performance.
  - Customizations doing large table scans or joins will negatively impact the site performance for customers and agents.
  - There are MySQL limitations which can be found through MySQL development forums and documents
  - There are hard product limitations. Please see developers community and Knowledge Base for information on specifics such as how many accounts or how many custom fields are possible.

# Working effectively with Support – Customization Support\*

## Things to Keep in Mind if You Plan to Customize Your Site – Continued ...

- **Who supports your own or partner customizations?**
  - If you customize your site, you own the support responsibility for that customization.
  - Oracle has no logs for customizations and runs no traces to prove your customization works
  - You or your partner need to test your code
  - When you or a partner writes a customization, your responsibilities include writing a log of that customization proving no coding issues and performance for expected functionality
  - If there are issues your logs capture, those are issues either your or your partner must troubleshoot
  - If you believe there is a defect in our product, the only way for us to track that down is for you or the partner to provide a “hello world” example of the defective functionality
- **Developers community and training for developers and integrators:**
  - Oracle University training offerings: [RightNow Integration and Customization For Developers](#)
  - Developer’s Community and information. <http://cx.rightnow.com> choose “Developers” on the top tab for: Developer’s community, sample code (It must be customized for your site. It’s not plug and play) and accelerator information



# Working effectively with Support

## Customization Support through Oracle Consulting Services (OCS)

### Customization Support is...

- A paid OCS consulting engagement
- Offsite support team of Oracle Service Cloud experts
- Cost-effective supplemental technical support for post-production support of Oracle and Partner developed customizations

### Customization Support can provide...

- Ongoing protection for customization investments as platforms mature and grow.
- Platform support where Technical Support does not (not even Priority Support)
- Fast issue investigation and turn around

### Customization Support allows you to...

- Avoid client frustration with unexpected customization related items creep up
- Avoid unexpected support costs
- Maximize ROI

For more details on Customization Support and it's value, please see the following *Support Experience Blog*: <http://communities.rightnow.com/posts/91d6d770c0>

# Working effectively with Support – Customization Support

## Technical Support vs. Oracle Consulting Services (OCS)

### Technical Support SR Submission...

- Our team provides support for base-product defects
- If there a suspicion of a product defect related to a customization, a “Hello World” example of defective functionality is required for defect investigation (Answer ID 6925)
- Make sure you are creating logs to understand if your customization works, and to provide you with information to troubleshoot your code. Oracle does not log customizations

### OCS Customization Support...

- Over time and with the introduction of new versions, customizations will need to be re-scoped for product functionality and optimization.
- Oracle Consulting Services must have a contract in place to work on your site, whether it be in support of OCS created customizations or making changes to existing ones.
- A Customization Support contract ensures immediate, prioritized attention for OCS experts to fix your customization should it stop functioning or break.

# Working effectively with Support – Working with a Partner

## The importance of choosing Oracle certified partners

OPN Specialized—Recognized by  
Oracle. Preferred by Customers.

By choosing an Oracle Partner Network member specialized in Oracle Service Cloud you are getting a partner that has:

- Met stringent, product-specific competency and business requirements demonstrating the knowledge, experience and commitment to help a customer's business succeed
- Had successful previous partner implementations verified by both Oracle and end users
- A proven track record with recent successful Oracle product transactions
- Also, the OPN has large population of members organizations from which to choose

**Find an OPN certified partner at:**

<https://oracle.com/specialized>



# Prior to logging a Service Request



# 50%

More than 50% of the SRs we get are known issues or configuration questions for which a detailed knowledge article exists

# Oracle Service Cloud – A Variety of Support Options

How you engage Support depends on your question/issue

- Engage us via Service Requests for:
  - Base product defects / Break fix
  - Environment issues
    - Proper deployment per requirements, Performance, etc.
- “How to” questions are answered through self-service options
  - The Support Portal Knowledge Base
  - In product contextual help
  - Documentation
  - Community Forums
  - The Support Experience Blog
  - Or engaging Oracle Consulting Services

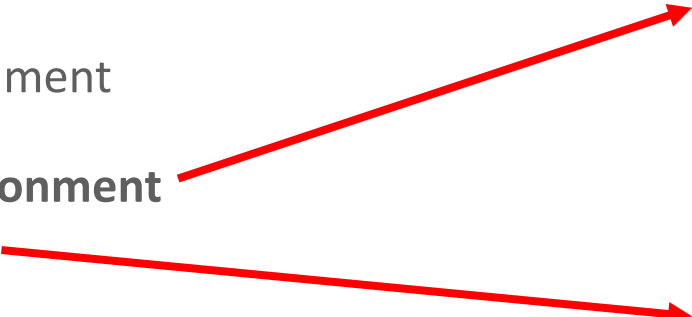




# Oracle Service Cloud – Environmental Issues

## The importance of having an IT Contact to work with Tech Support

As a SaaS platform, how well your implementation works is dependent upon:

- Your upstream ISPs
  - The internet
  - Our upstream ISPs
  - Our hosting environment
  - The product itself
  - **Your network environment**
  - **Your workstations**
- 

Some symptoms of an environmental issue are:

### Network issue errors

- unable to communicate with server
- chat disconnects
- unable to post chat response
- Console freezing
- Various error responses (400, 403, 407, 408, 502)

### Workstation issue errors

- Not able to install
- Launch link does nothing
- Freezing or crashing with no error shown
- Various and wide ranging error messages

**Success is highly dependent upon understanding system requirements and proper environmental configuration**

Environmental Configuration Guide: [https://cx.rightnow.com/app/answers/detail/a\\_id/2364/kw/2364](https://cx.rightnow.com/app/answers/detail/a_id/2364/kw/2364)

System Requirements Guide: [https://cx.rightnow.com/app/answers/detail/a\\_id/31](https://cx.rightnow.com/app/answers/detail/a_id/31)

# Oracle Service Cloud – Environmental Issues

## The types of files that IT Contacts need to provide for troubleshooting

- For Deployment problems
  - RightNow Installation and Update errors
  - RightNow Runtime or Execution Errors
  - Windows Events
- Network Environment – *Refer to the Environmental Configuration Guide*
  - General Connectivity - DOS ping and trace route commands
  - Proxy – Fiddler or Fiddler Cap
  - SSL – Certificate issues at play
  - Uncropped screenshots
- Workstation – *Refer to the System Requirements Guide*
  - Workstation and Network Data Collector
  - Windows Events log (System and Application logs)
  - Time.bat and time change .wls
  - Uncropped screenshots

Oracle Service Cloud Technical Support provides support of the Service Cloud console and End User pages for customers with Operating Systems, Browsers and applications currently supported by their OEMs. Please click for details:

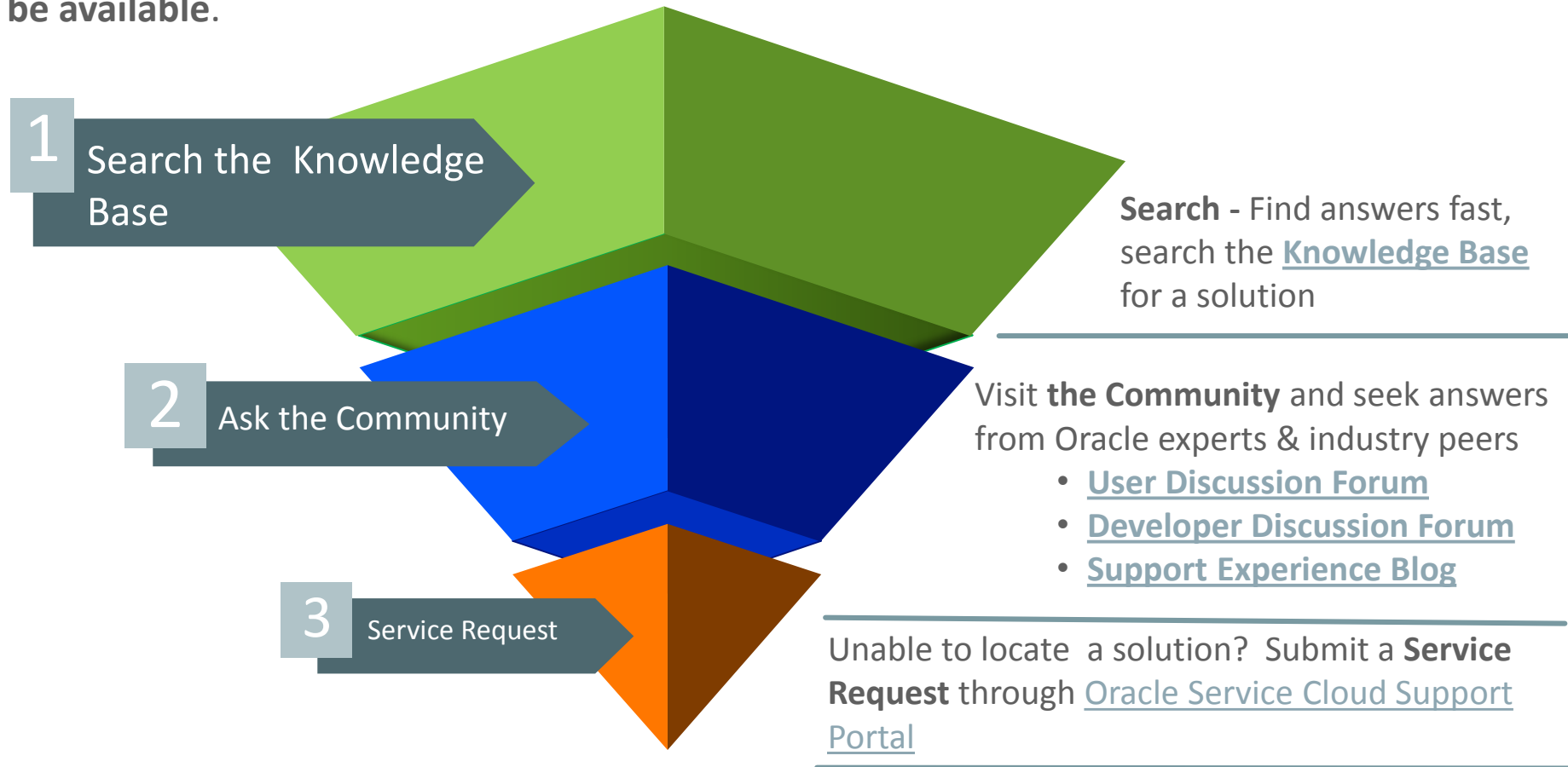
[https://cx.rightnow.com/app/answers/detail/a\\_id/8006](https://cx.rightnow.com/app/answers/detail/a_id/8006)



# Working effectively with Support Best Practices

**When you have a question, need, or issue...**  
... the solution may already **be available**.

Oracle Service Cloud Support and Development have invested heavily in the knowledge base.  
**More than 50%** of the SRs we get are known issues for which a detailed knowledge article exists



# Working effectively with Support Best Practices

## Before logging a Service Request (SR)



- **Search the Support Knowledge Base**
  - Ensure that your personnel understand how to search the Knowledge Base
  - The Support Portal search is straight forward
  - Should always be done prior to logging a SR as it is the quickest path to a solution
- **Subscribe to the Support Experience Blog**
  - A blog dedicated to providing insights on commonly misunderstood and trending Support topics
- **Ask the Community – Users or Developers**
  - Ensure that your personnel understand how to use Oracle Service Cloud Communities
  - Participate in Peer to peer discussion
  - Communities are moderated by Oracle Service Cloud employees

# Working effectively with Support Best Practices

## Using the Knowledge Base (<https://cx.rightnow.com/app/answers/list>)

Welcome, Test | MY SITE TOOLS | MY ACCOUNT | LOGOUT | GIVE SITE FEEDBACK

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### Support Home

Search Support Knowledge Base [Advanced Search](#)

Select Your Product  
Select a product

Select a Category  
Select a category

Results 1 - 10 of 2433

Changes to Oracle RightNow application support on Windows XP  
Answer ID: 6488 Last Review Date: 02/06/2015

Technical Support Services  
Answer ID: 2543 Last Review Date: 03/31/2015

Technical Documentation and Sample Code  
Answer ID: 5169 Last Review Date: 03/31/2015

Documentation for Oracle Service Cloud Products  
Answer ID: 5168 Last Review Date: 03/31/2015

February 2015 Documentation Overview  
Answer ID: 7188 Last Review Date: 03/31/2015

Ask Support

Support Announcements  
No notifications

Upcoming Site Maintenance  
No notifications

Support Experience  
Provide feedback on your experience with Technical Support and see our response.  
[Begin here](#)

- Your first place to search for solutions
- To search type keyword(s) into highlighted box and click search or hit return
- Answers appear in the box below
- Search to find answers regarding “how to” configure, customize, or create, etc.
- 75% of questions submitted can be resolved here
- You can also search product documentation, product tutorials and in product contextual help.

# Working effectively with Support Best Practices

## The Support Experience Blog

- Access via the “Support and Services” dropdown menu
- We highly recommend subscribing to receive notification of new posts by clicking on the highlighted link.
- Our blog covers OSvC best practices, commonly misunderstood product areas, trending support issues and customer experience topics related to support organizations.

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Support Knowledge Base  
Manage My Service Requests  
**Support Experience**  
Ask Tech Support about Oracle Service Cloud  
Ask Tech Support about Oracle Field Service  
Ask Tech Support about LiveLOOK  
Ask Tech Support to turn on/off Oracle Service Cloud features  
Tune-Up's  
Training  
Consulting  
Partners

We'd like to provide a warm welcome to our new Oracle Service Cloud Support Experience Community! This program is 100% dedicated to improving the experience for both customers and partners as they engage with our Support Team. The idea behind the area is that we want to encourage dialogue geared toward better understanding your suggestions and pain points as well as identify commonly misunderstood topics. Please take a few minutes to look around, and return often since we will be updating both content and offerings regularly as we evolve based on your feedback! To learn more, please take a look at our first blog, [What is the Oracle Service Cloud Support Experience?](#)

Support Experience Blog

**Would Your Drive Your Expensive Car Without Insurance?** 100%  
Entry posted November 25, 2015 by Edward Hobart | Edit |

**Get Updates**

- **Subscribe to blog updates**
- Follow us @OSvC\_Support

**The Support Experience Blog:** <http://communities.rightnow.com/resources/5fd6c7a5df/summary>

# Working effectively with Support – Upgrades

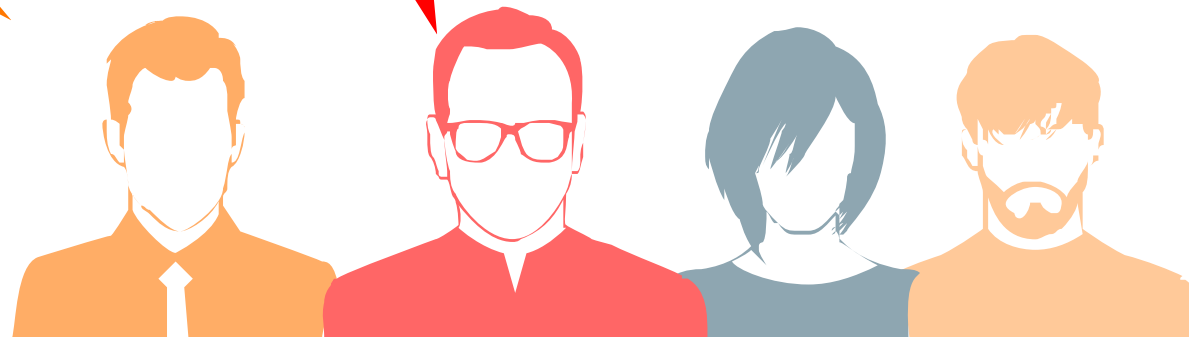
Why customers should care about upgrades?

Get the **latest** features.

Maintain **stability**.

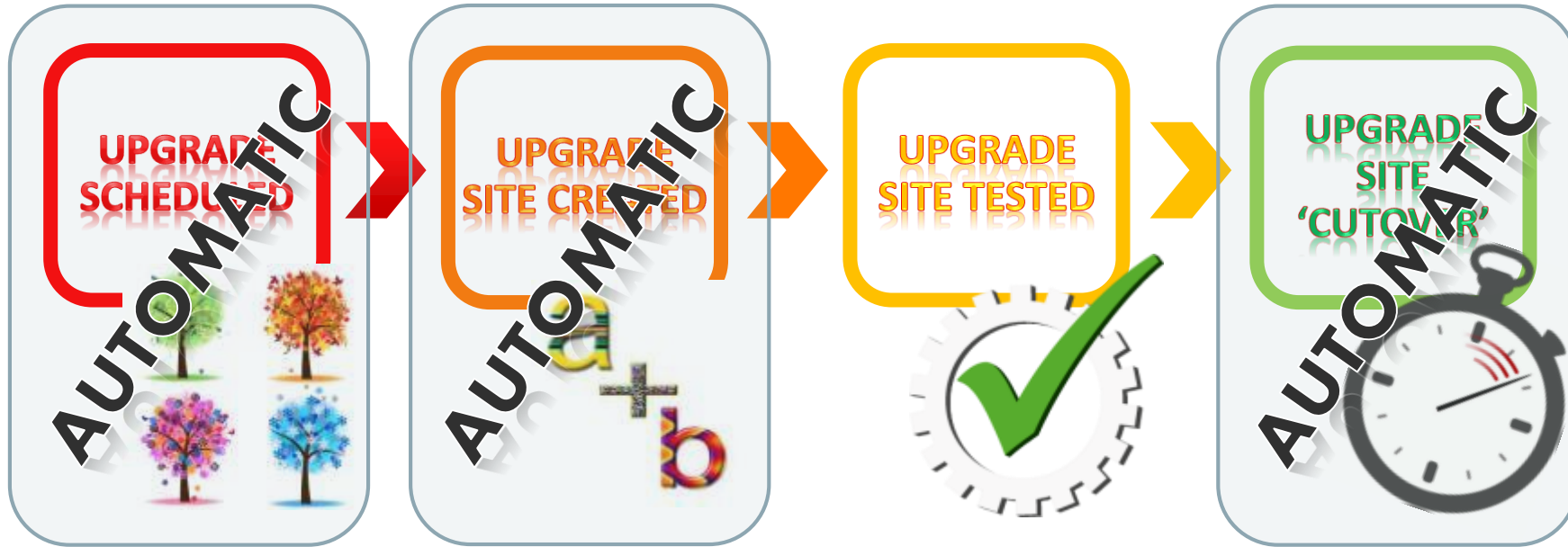
Satisfy **your** customer needs & demands.

Ensure **secure** data.



# Working effectively with Support – Auto Upgrade Program

## Key Facts



- Sites in the 'Auto Upgrade Program' (AUP) are automatically scheduled to upgrade quarterly
- All new sites are in the AUP
- If you're not in the program you should ask how you can be in
- To confirm whether or not you're enrolled in the AUP, please follow the same process as you would to confirm your support package, [found here](http://communities.rightnow.com/posts/764326f66e)

For more details on Upgrading, please see the following *Support Experience Blog*:  
<http://communities.rightnow.com/posts/764326f66e>

# Working effectively with Support – Auto Upgrade Program

## Auto Upgrade Program best practices

- **CRITICAL** → Ensure org contact records are current, correct and accurate
- Carefully review all relevant product documentation
  - Ensure workstation/environment meet requirements
  - Review Service Update Notifications report
    - Deprecations and compatibility exceptions
- Freeze code changes on production site during upgrade
  - Don't combine upgrade with other projects
  - Adopt new features after upgrade project complete
- Assign resources to conduct acceptance testing (UAT)
  - Include desktop deployment and integration testing
  - Include thorough Enhanced Console Testing
- Cutover within 30 days of UAT start

**For more information on the Auto Upgrade program, please visit:** [https://cx.rightnow.com/app/answers/detail/a\\_id/6409](https://cx.rightnow.com/app/answers/detail/a_id/6409)



# Working effectively with Support – End of Life (EOL)

## Importance of understanding the OSvC EOL Policy

As a policy, Oracle 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:

<http://www.oracle.com/us/corporate/contracts/rightnow-lifecycle-policy-1910688.pdf>

- Service Level Targets (SLTs) are not serviced while the customer remains on an EOL version. Support will be offered as best effort on SR's submitted
- Defect remediation will only occur on in-life versions
- Infrastructure changes are not regression tested against EOL versions and may result in impact to the site. As a practice, Oracle will not roll back infrastructure changes which result in product stability or operability issues due to EOL versions
- To avoid the negative ramifications of having their site go End of Life, customers must cutover to a current version of OSvC

For more details on EOL, please see the following *Support Experience Blog*:

<http://communities.rightnow.com/posts/c0a75e1d6c>



# Working effectively with Support – Deprecations

## Understand your deprecations

- **Definitions:**

- ‘Deprecated’: A feature that’s being phased out of the product
- ‘Removed’: The feature is no longer available in the product

- **Rules**

- No new functionality & limited support during deprecation
- Usually matched with a newer, better replacement feature
- Many deprecations require your action!
- Major deprecations are detailed in our support Knowledge Base:  
[https://cx.rightnow.com/app/answers/detail/a\\_id/5974](https://cx.rightnow.com/app/answers/detail/a_id/5974)

For more details on Deprecations, please see the following *Support Experience Blog*:  
<http://communities.rightnow.com/posts/1b67c841d2>

# Logging a Service Request



# 40%

A well formed SR can shave  
resolution time by up to 40%

# Optimizing SR Time to Resolution

## Key inhibitors to SR resolution

- **SR Quality**

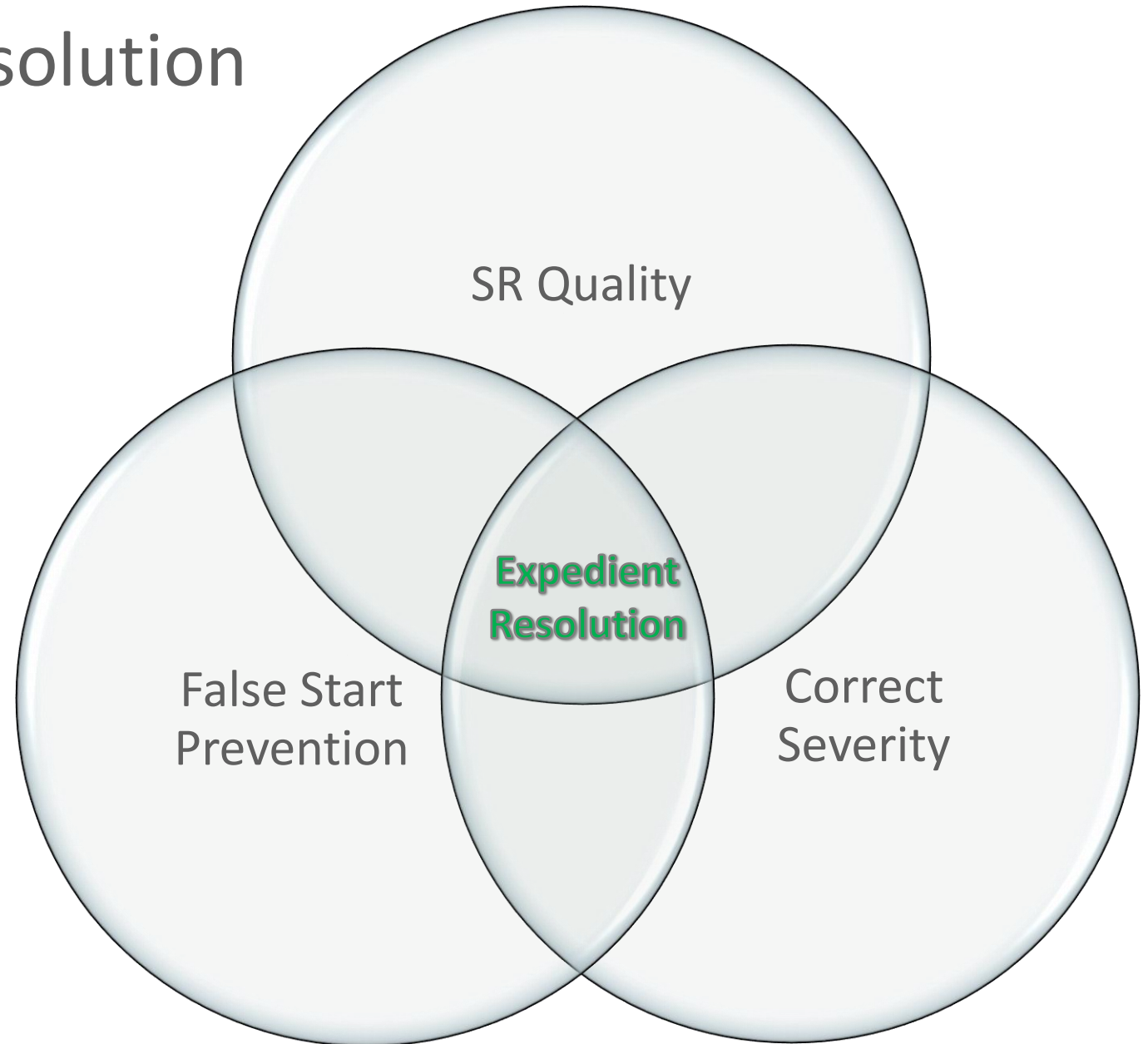
- Select the correct Product
- Submit details to help us find the issue
- Steps to reproduce or tell us it's not reproducible or intermittent
- Describe business impact (Who, how many, \$\$\$)
- Error messages
- Trace routes
- Logs

- **False Start Prevention**

- Ensure SR has enough information so as to minimize back and forth
- Ensure customers submit SRs, rather than internal "submit on behalf of" (These are not accepted)

- **Correct Severity**

- Ensure SR severity is set to align with impact to the business



# Working Effectively with Support Best Practices

## Submitting a well formed Service Request



- Customers are verified via their email and login when creating a SR from the **Ask Support** tab on the Oracle Service Cloud Support Portal
- The key to a well formed SR is a comprehensive description of the issue
- Include the Site Name, Interface, Product Area (e.g. Chat, Customer Portal, Mobile Agent App, etc.), and Problem Description
- Diagnostic data is a vital element of your Service Request as it will help expedite analysis and diagnosis of critical errors. Be sure to include:
  - Relevant error numbers, if any, and text exactly as it appears.
  - Any troubleshooting & results that you may have attempted.
  - Any screenshots, which can help duplicate or resolve the issue
  - Provide the steps to reproduce the issue
- Verify that the severity level is set appropriately as per the business impact
- Describe business impact in detail and include dates of recent notable events
- Verify that no production issue or maintenance window is posted / scheduled on your production cloud portal

# Working effectively with Support Best Practices

## Severity Level Definitions

- **Severity 1** - Customer's production use of the Oracle Cloud Service is stopped or so severely impacted that Customer cannot reasonably continue work. Customer experiences a complete loss of service. The impacted operation is mission critical to the business and the situation is an emergency

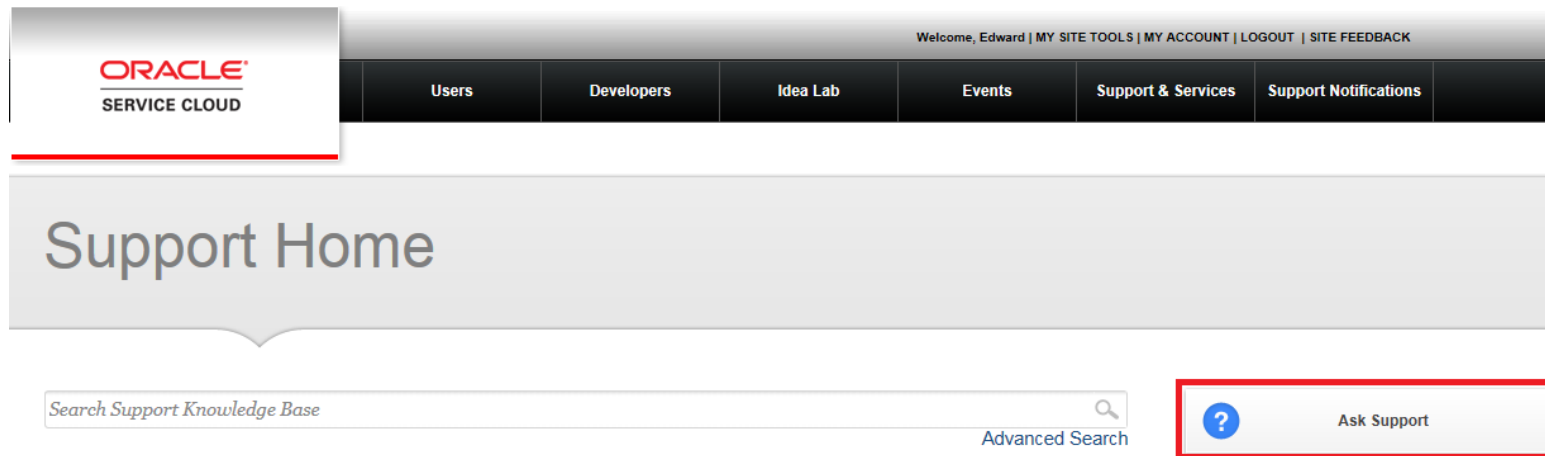
A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
  - A critical documented function is not available
  - Service hangs indefinitely, causing unacceptable or indefinite delays for resources or response
  - Service crashes, and crashes repeatedly after restart attempts
- **Severity 2** - Customer experiences a severe loss of service. Important features of the Oracle Cloud Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion
  - **Severity 3** - Customer experiences a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality
  - **Severity 4** - Customer requests information, enhancement, or documentation clarification regarding the Oracle Cloud Service, but there is no impact on the operation of such service. Customer experiences no loss of service

# SR Filing Process – How have we improved it?

## Product specific SR Templates

- In response to our customer suggestions, significant investment was made to provide **Product-specific SR forms**
- New forms have been designed by Product Subject Matter Experts
- This saves time logging issues and, most importantly, facilitates submitting well formed SR's – avoiding back and forth and time lag



Start here!



# SR Filing Process – Optimizing Service Request Submittals

## The importance of selecting appropriate Product, Site and Interface

- Customer's can significantly cut down on SR resolution times by carefully making proper selections at the outset of a Service Request
1. Select from the Oracle Service Cloud, Oracle Field Service or LiveLOOK tabs
  2. Next, be sure to choose the correct site and interface for that site

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

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## 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: **America/Denver**  
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

Next

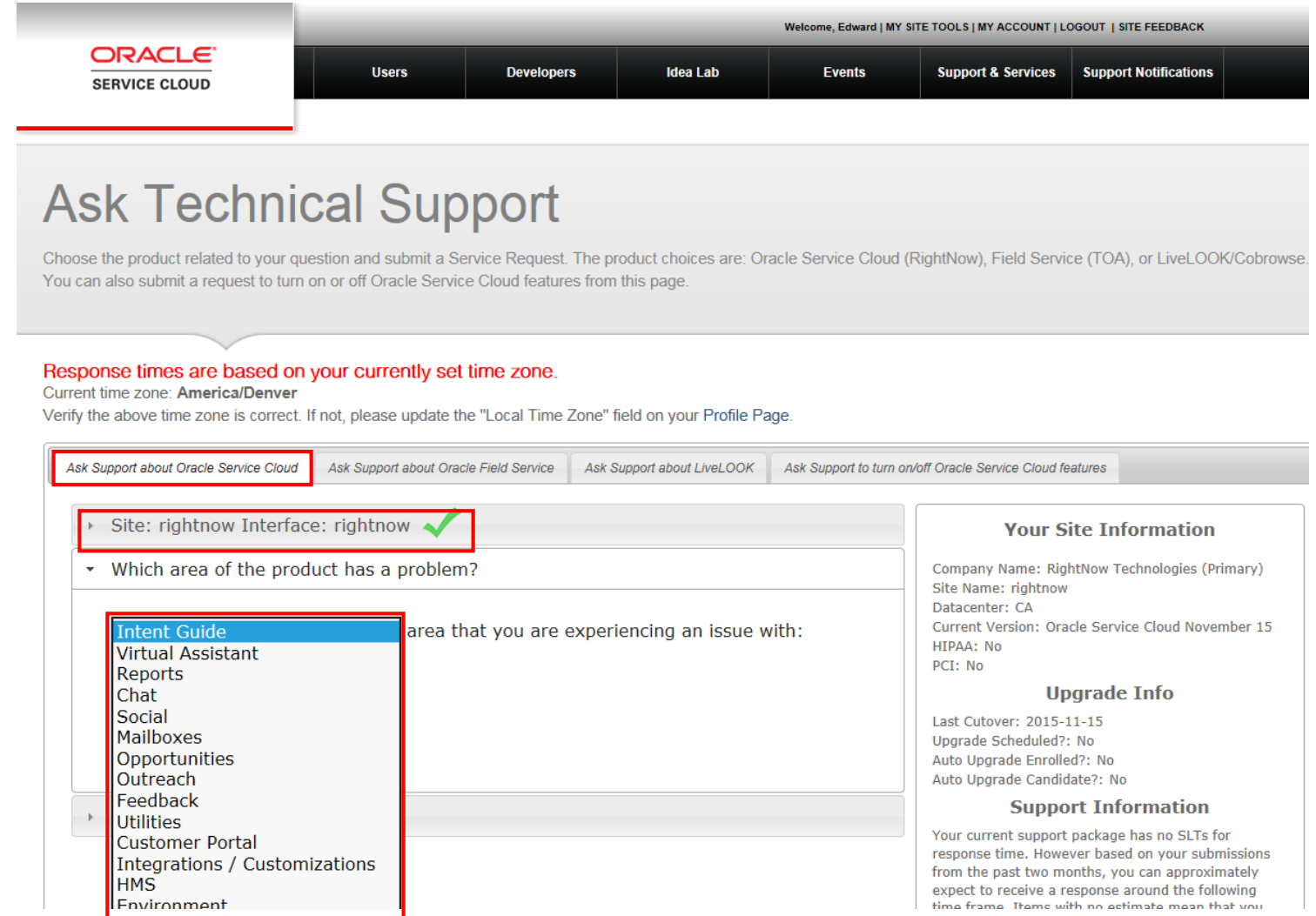
**Your Site Information**  
No site selected



# SR Filing Process – Optimizing Service Request Submittals

## The importance of selecting appropriate Product Area

- After making your Product, Site and Interface selections, you need to select the **area of the product** related to your SR.
- Because our Subject Matter Experts have designed product specific submittal forms, making an **accurate selection will speed your resolution times.**



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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 ✓

Which area of the product has a problem?

Intent Guide  
Virtual Assistant  
Reports  
Chat  
Social  
Mailboxes  
Opportunities  
Outreach  
Feedback  
Utilities  
Customer Portal  
Integrations / Customizations  
HMS  
Environment

area that you are experiencing an issue with:

### Your Site Information

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

### Upgrade Info

Last Cutover: 2015-11-15  
Upgrade Scheduled?: No  
Auto Upgrade Enrolled?: No  
Auto Upgrade Candidate?: No

### 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...

# SR Filing Process – Optimizing Service Request Submittals

## The importance of selecting appropriate Product Area

- Making a selection displays a product area specific form
- These forms dramatically streamline the troubleshooting process by **requesting information that is generally required to investigate an issue** for the product you've selected.

Site: rightnow Interface: rightnow ✓

Product: Chat ✓

Service Request Information

Recent Answers Matching Product

- Answer ID 2543 Oracle Service Cloud Technical Support Services Document
- Answer ID 5168 Documentation for Oracle Service Cloud Products
- Answer ID 4833 Oracle Service Cloud tutorials
- Answer ID 7969 August 2015 Documentation Overview
- Answer ID 7914 August 2015 Tutorials

\* Denotes a required field

Subject \*

What type of issue are you having?

Connection error

Do you use the Engagment Engine?

No

Did you receive a VCIO notification? \*

Please describe the issue in more detail \*

Relevant File Attachments

Browse...

Please include any relevant file attachments that will help us troubleshoot this incident including: full uncropped screenshots, logs, etc

Customer Severity \*

3 - Some Business Impact

cc

Submit

# Working effectively with Support Best Practices

## Service Request Handling – How do we assign a SR?



- Primary routing is based on a combination of:
  - [Support Package type](#)
  - Severity Level
  - Product selected
- Severity 1 SRs – 24 x 7 response expectations
  - Severity 1 SRs are assigned to the first available Support Engineer regardless of regional alignment
  - Support Engineers will begin working the issue regardless of the customer's geographical region
- Severity 2-4 SRs – 8 x 5 response within the customers local region
  - Severities 2-4 SRs are placed in queue with a response time calculated based on the customer's local business hours and severity level
  - Support Engineers outside the customer's geographical region may be working on the SR and may have a solution before the customer's next business hours
- Service Requests should be submitted in English or Japanese

After the Service Request has  
been logged ...



# 95%

Support engineers answer the phone > 95% of the time when a call comes during their work hours

# Working Effectively with Support – Best Practices

## Connecting with Support Engineer



- There are multiple channels for connecting with assigned Support Engineer
  - Contact the Support Engineer by updating the SR – Fastest way
  - Calling the Support Hotline:  
[https://cx.rightnow.com/app/answers/detail/a\\_id/2543](https://cx.rightnow.com/app/answers/detail/a_id/2543)
  - Proactive Chat: Initiated by Support for Severity 1 and environmental SRs or if waiting on customer response
- Critical issues are worked in a follow-the-sun model 24x7 with your participation to progress the issue, as needed



# Working effectively with Support – Best Practices

## Monitoring Service Requests

- Important Statuses that will require your action.

### 'WAITING'



- When we've responded to your SR you and all cc'd parties will be notified by email
- If you take an extended period of time to respond or provide information it sends the Support Engineer an implicit message about the problem urgency which may not match the Service Request priority.
- If the status is not changing or if you are not getting responses back within an acceptable period of time, you may always call the Support Hotline to speak with a Manager.

- Oracle Service Cloud Support Portal – Key SR Status

SR Status	Description
Waiting	Oracle Support is waiting for you to update the Service Request
Unresolved	Oracle Support is working the Service Request
Solved	The SR is closed and will no longer be worked on.

# Working a Service Request Effectively

**Improve results and expedite outcome**

- Monitor changes in SR status and severity
- Documentation is essential
  - Provide detailed and timely responses to all questions
  - Ensure there is an action plan after each update and determine who owns each action
  - Minimize Service Request 'tag' or 'pinging' by ensuring you provide information requested or an explanation of why it may not be possible to provide
- Request phone calls where appropriate
- Request collaborative screen-sharing support sessions as appropriate
- You should change the severity level when it becomes appropriate
- Engage Support management, if and as required





# What can you expect from Oracle Support in the Service request

# Working effectively with Support – Best Practices

## What you should expect from Oracle Support

- Our Support Team is the face of Oracle and your voice within Oracle
- Your Support Engineer will work and coordinate and collaborate with any and all internal teams including Cloud Operations and Product Development, if and as needed, to resolve your issue
- Expect timely initial response based on the severity of your issue
- Expect your Support Engineer to communicate our 5 W's
  - What have they done? Why?
  - What are they going to do next? Why? And
  - When should you expect to hear back from us
- Expect your SR to be properly documented in detail at all times.

# Working effectively with Support – Best Practices

## Troubleshooting



- Oracle accesses data only for the purpose of providing the services or as required by law (Refer to [Document ID 870963.5](#) – Review Document [Oracle SaaS Security Practices @Oracle](#))
- You may choose to share relevant data for the resolution of a specific issue—this has to be explicitly granted and done via screen shots and web conference
- Support will troubleshoot and replicate an issue in an internal lab environment, when possible

# Working effectively with Support – Best Practices

## Solving the Issue

- We will close the SR after attempting to get your consent at least 3 times
- Auto-closure after 3 attempts if the solution is not dependent on Oracle
- If the Issue is a product defect, a patch may be provided. Please see next slide for patching policies.
- Reopen rates are very low. We measure this to ensure that we are not closing issues prematurely.



# Working effectively with Support – Best Practices

## Scheduled Patching/Maintenance

**Note:** Please refer to OSvC Knowledge Base Answer ID [2525](#) and [6979](#) for details.

Patching Type	Patch Frequency	Non-Production Environment Timing	Production Environments Timing
Service Packs	Every 2 months during 1 <sup>st</sup> year post version release (SP1-6) Every 3 months during 2 <sup>nd</sup> year post version release (SP7-10)	1 <sup>st</sup> Weekend of scheduled month SP1-6  3 <sup>rd</sup> Weekend of scheduled month SP7-10 *Periodically these dates may slip by a week	2 <sup>rd</sup> Weekend of scheduled month SP1-6  3 <sup>rd</sup> Weekend of scheduled month SP7-10 *Periodically these dates may slip by a week
One-off Release Updates	As determined by Oracle to be necessary and outside of scheduled SP application	As determined by Oracle to be necessary	As determined by Oracle to be necessary
Untested Patches	Emergency use only (Usually a site down scenario)	Applied to individual customer sites as necessary	Applied to individual customer sites as necessary

- **Service Packs are regularly planned maintenance.** One-off release updates and untested patches are provided on an as needed and as determined by Oracle basis.
  - Four email notifications will be sent whenever a service pack is scheduled to be applied to a non-production or Production site
- **Oracle will apply emergency maintenance as required** to maintain the operation, security, and performance of the Oracle Cloud services.
  - Emergency maintenance may include, but is not limited to, the application of patches, configuration changes, hardware repair, or other required activities.

# Working effectively with Support – Our Support Engineers

## Training regimen prior to SR handling

- Training is a major Focus areas and we make significant Investment
- All engineers take SR's only after undergoing the training spanning multiple days/weeks.
- In most cases our engineers exceed these training requirements
- Expect your System Integrator partners to also be trained and certified at these levels at a minimum to get the optimal value from your implementation efforts
- Engineers undergo various training for multiple days/weeks before starting work on SR's. Training continues later.
  - Technical Architecture and underlying technology Stack
  - Functional Training on Product(s)
  - Troubleshooting in SaaS ecosystem
  - Product Implementation Training
  - Support Process Training
  - Division and company specific training

# Engaging Support Management

## Bringing Management Attention to a Service Request

- A customer can engage Support Management on any SR , if and as needed to
  - Communicate important business issues to support management
  - Encounter a critical showstopper to implementation or upgrade plan
  - Dissatisfaction with the resolution or response to a SR
- [Call support hotline](#) - Must have SR # and be a verified designated support contact
- Engagement is a collaborative process and yields:
  - Management contact within 30 minutes. **95% compliance**
  - Action Plan
  - Communication Plan
- You can help by judiciously selecting the severity and by telling us the correct milestone dates

# Additional Best Practices



# Working effectively with Support - Best Practices

## Your Responsibilities

- Validate your technical support personnel working on Oracle products and engaging with Oracle Support are adequately trained
  - ☐ See Product Training slide for details
  - ☐ Has your Site Administrator taken OSvC Administrator training? Proper training is critical to success
- Leverage your Site Administrator for
  - ☐ Answering to how-to, workflow and user questions
  - ☐ Partnering with support for troubleshooting SRs
  - ☐ Providing diagnostic information especially when diagnostic may involve customer data
- Ensure that everyone knows who the Primary Support Contact is
  - ☐ Have at least one back-up Primary Support Contact in place
- Ensure that your system integrator/ Partner is available and has detailed documentation
  - ☐ All customizations should be accompanied by a detailed Technical Design Document (TDD)
  - ☐ System Integrators (Partners) are responsible for developing and designating someone to support these

# Working effectively with Support – Connect on Social Media

## Where to find us

Be sure to remain current by connecting with us on the following social media outlets



[@OSvC\\_Support](#)  
&  
[@OracleServCloud](#)



<https://www.linkedin.com/groups?home=&gid=764287&trk=anet ug hm>



<https://www.facebook.com/OracleServCloud>



<https://www.youtube.com/user/OracleServiceCloud>



<https://plus.google.com/u/0/b/109024121259775194884/109024121259775194884/posts>

# Working effectively with Support – Providing Feedback

Your feedback is key to improving our Support Team

You can provide feedback to us in two main ways:

- Closed Service Request Survey
  - When a Service Request is closed, the contact of record will receive a survey asking about your experience with Technical Support.
  - Although the survey takes time, your responses are invaluable to the improvement of our team. Please take the time to respond.
  - The results of these surveys are reviewed each month by both executive and team management.
- Support Experience Feedback Mailbox
  - [osvc\\_support\\_feedback@custhelp.com](mailto:osvc_support_feedback@custhelp.com) is an actively monitored mailbox intended for any type of feedback customer's want to provide.
  - Customers can find a link to the mailbox on the **Support Experience Page** which can be navigated to via the “**Support & Services**” dropdown menu on our Support Portal.

ORACLE

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



**Send Your Feedback**

- [Email your feedback on Tech Support](#)

# Agenda

- 1 Oracle Service Cloud Support terms and acronyms
- 2 Oracle Service Cloud Best Practices
- 3 **Oracle Service Cloud Resources**
- 4 Additional Resources

# Oracle Service Cloud Resources

- The following resources can be found on the [Oracle Cloud](#) web site under the [Resources](#) link
  - Oracle Service Cloud White Papers: <https://cloud.oracle.com/whitepapers?subcatID=1383678920836>
  - Oracle Service Cloud Demos and Videos: <https://cloud.oracle.com/videos?subcatID=1384024017603>
  - Oracle Service Cloud eBooks: <https://cloud.oracle.com/ebooks?subcatID=1410625250358>
  - Oracle Service Cloud Forums: <http://communities.rightnow.com/pages/home>
  - Oracle Service Cloud Tutorials: [https://cx.rightnow.com/app/answers/detail/a\\_id/4833](https://cx.rightnow.com/app/answers/detail/a_id/4833)
  - Oracle Service Cloud Data Sheets: <https://cloud.oracle.com/datasheets?subcatID=1383678915049>
  - Oracle Service Cloud Documentation: [http://docs.oracle.com/cloud/latest/servicecs\\_gs/index.html](http://docs.oracle.com/cloud/latest/servicecs_gs/index.html)
  - Oracle Service Cloud FAQs: [https://cloud.oracle.com/en\\_US/faq?subcatID=1383678921025](https://cloud.oracle.com/en_US/faq?subcatID=1383678921025)
  - Oracle Cloud Resources for Business Users: [https://cloud.oracle.com/saas\\_support](https://cloud.oracle.com/saas_support)
  - Oracle Cloud Resources for Developers: [https://cloud.oracle.com/paas\\_support](https://cloud.oracle.com/paas_support)
  - Oracle Cloud Blog: <https://blogs.oracle.com/cloud/>

# Oracle Service Cloud - Important Documents

- Technical Support Services Guide: <https://cx.rightnow.com/ci/fattach/get/998057/0/filename/Technical+Support+Services+Guide+%287.10.15%29.pdf>
- System Requirements: [https://cx.rightnow.com/app/answers/detail/a\\_id/31](https://cx.rightnow.com/app/answers/detail/a_id/31)
- Deployment Guide: [http://documentation.custhelp.com/euf/assets/docs/august2015/pdfs//august2015\\_service\\_cloud\\_deployment\\_guide.pdf](http://documentation.custhelp.com/euf/assets/docs/august2015/pdfs//august2015_service_cloud_deployment_guide.pdf)
- Version Documentation: [https://cx.rightnow.com/app/answers/detail/a\\_id/5168](https://cx.rightnow.com/app/answers/detail/a_id/5168)
- Upgrade Guides: [https://cx.rightnow.com/app/answers/detail/a\\_id/5167](https://cx.rightnow.com/app/answers/detail/a_id/5167)
- Security Practices : [http://documentation.custhelp.com/euf/assets/docs/august2015/pdfs/august2015\\_Oracle\\_Service\\_Cloud\\_Security\\_Practices.pdf](http://documentation.custhelp.com/euf/assets/docs/august2015/pdfs/august2015_Oracle_Service_Cloud_Security_Practices.pdf)
- Oracle Accessibility Program: <http://www.oracle.com/us/corporate/accessibility/index.html>

# Agenda

- 1 Oracle Service Cloud Support terms and acronyms
- 2 Oracle Service Cloud Best Practices
- 3 Oracle Service Cloud Resources
- 4 **Additional Resources**

# Oracle Resources



- [Oracle Communications](#)
- [Oracle Products & Services](#)
- [Oracle University](#)
- [Oracle University Knowledge Center](#)
- [Oracle Global Events](#)



# Oracle Cloud Learning Subscriptions

Cloud Learning Simplified

SaaS			PaaS
Customer Experience 	Enterprise Resource Planning 	Human Capital Management 	Platform Services 
Marketing Cloud	Financials Cloud	Global Human Resources Cloud	Database Cloud
Sales Cloud	Project Management Cloud	Talent Management Cloud	Java Cloud
Service Cloud	Procurement Cloud		

# Oracle Cloud Learning Subscriptions

## Simplify Your Journey to the Cloud

### 24/7 Access for 12 Months

On-demand training videos, product demonstrations and practice lab

### End-to-End Training

Across the entire lifecycle of your Oracle Cloud Application or Platform Service

### Expert Delivered

Created and delivered by Oracle experts

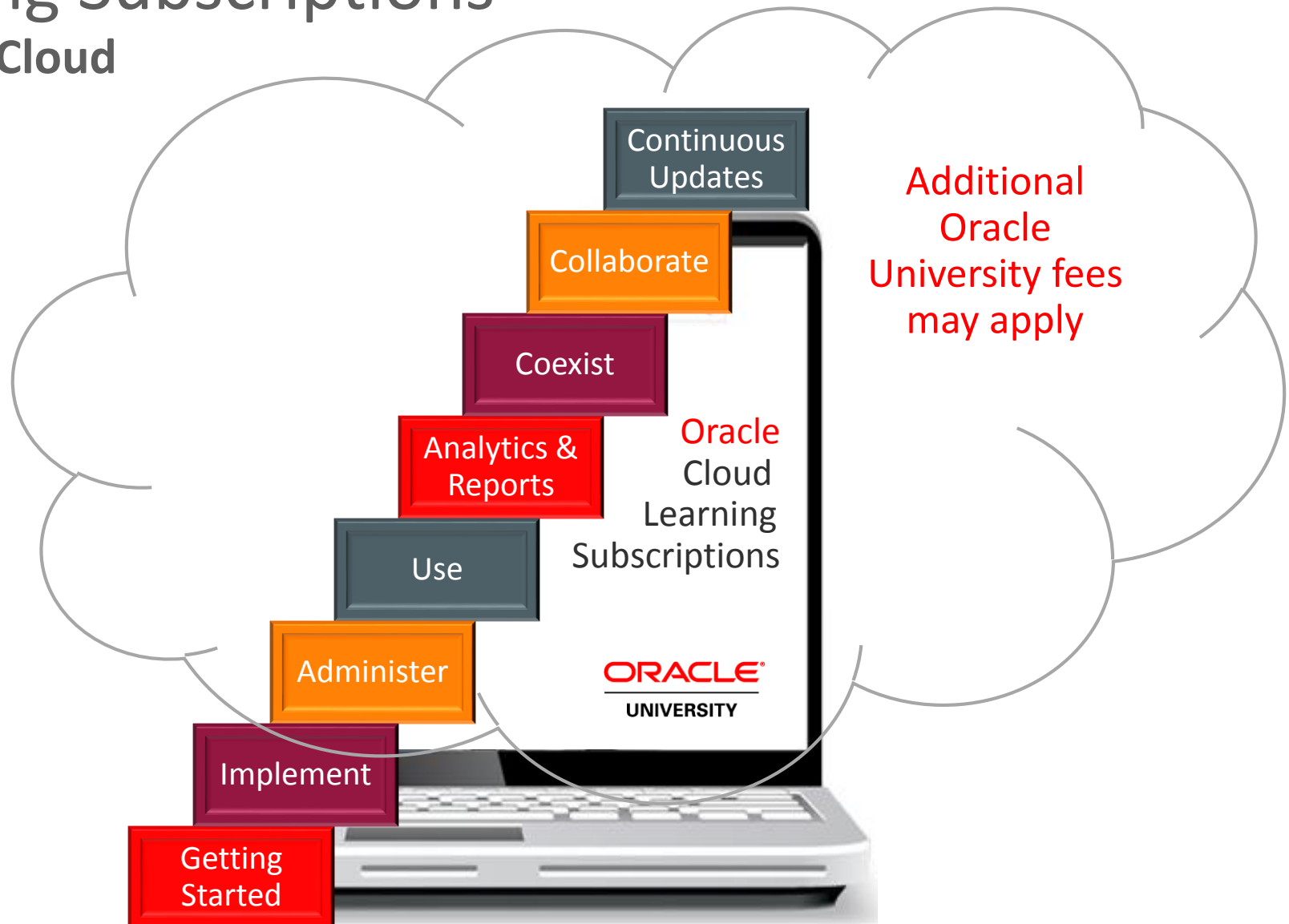
### Continuous Updates

Regular updates for product enhancements and new releases

### Flexible and Scalable

To meet your business needs

Visit: [Oracle Cloud Learning Subscriptions](#)



# SaaS Cloud Subscriptions – Two Editions



## Complete Edition

- ✓ Implementers

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- ✓ Functional Configurators

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- ✓ Application Administrators

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- ✓ System Administrators

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- ✓ Developers and Technical Consultants



## End User Edition

- ✓ Service Agents

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- ✓ Service Administrators

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- ✓ Service Customers

# Oracle University - SaaS Cloud Subscriptions – Two Editions



Area	Description	Complete Edition	End User Edition
Getting Started	Product Introductions, process overviews	✓	✓
Implementation	Hands-on implementation training	✓	
Administration	Administration tasks and processes	✓	
End User Tasks	Step-by-step videos of how each task is performed	✓	✓
Analytics	Business Intelligence and Management reporting	✓	
Coexist	Integrating with other clouds and on-premise applications	✓	

# SaaS Learning Subscriptions – Complete Editions

## Learn how to:

- Start using your Oracle Cloud applications
- Implement, configure and extend your applications
- Administer and manage your applications
- Complete business process transactions
- Perform analytics and run reports
- Develop hybrid solutions where Cloud and On-premise coexist
- Upgrade and leverage new features

For:

◆ Implementers	◆ Developers
◆ Functional Configurators	◆ Administrators
◆ Technical Consultants	

## Learning Elements

Getting Started

Implement &  
Extend

Administer

Use

Analytics & Reports

Collaborate

Coexist

New Features

# SaaS Learning Subscriptions - End User Editions

## Learn how to:

Start using your Oracle Cloud applications  
Complete business process transactions  
Use the Oracle Social Network  
Perform analytics and run reports  
Leverage new features

## Learning Elements

Getting Started

Use

### For: **Global HR Cloud:**

- HR Specialists
- Employees
- Managers

### **Talent Management Cloud:**

- HR Specialists
- Employees
- Managers

### **Sales Cloud:**

- Sales Representatives
- Sales Managers
- Sales Administrators

### **Service Cloud:**

- Service Agents
- Service Administrators
- Service Customers

### **Financials Cloud:**

- Asset Specialists
- Payables Specialists
- Receivables Specialists
- Order Management Specialists
- Accountants
- Accounting Managers

### **Procurement Cloud:**

- Buyers / Catalog Managers
- Employees

### **Project Management Cloud:**

- Project Managers
- Project Team Members
- Project Accountants
- Project Administrators

The Oracle logo, consisting of the word "ORACLE" in white, uppercase, sans-serif font, set against a solid red rectangular background.

ORACLE®

# Integrated Cloud

Applications & Platform Services

ORACLE®