

# Service Request Flow and Best Practices

Oracle Support Essentials

Oracle Support Training and Education



# Learning Objectives



Understand how to properly create a well-structured Service Request (SR)



Know the support best practices and tips when working on a Service Request



Achieve faster Service Request resolution

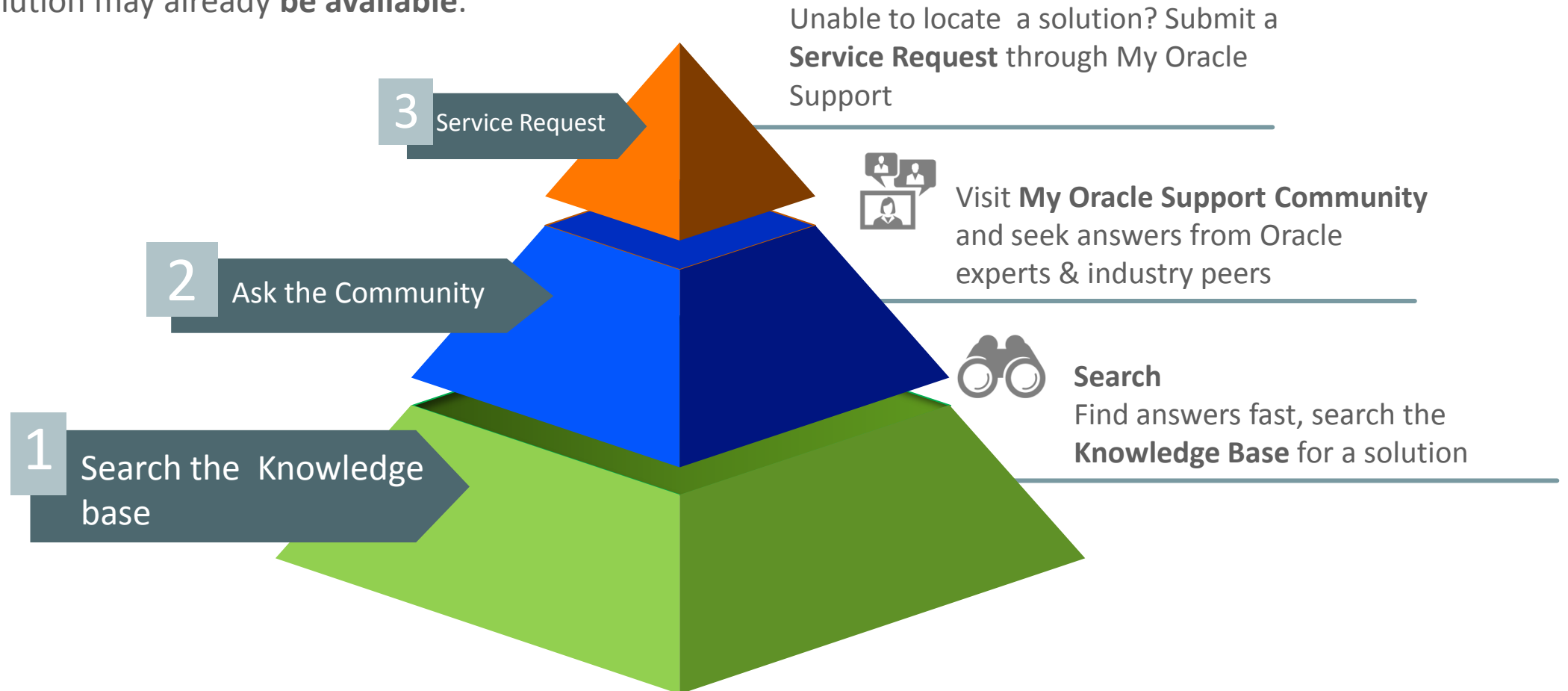
# Agenda

- 1 Oracle Support Best Practices
- 2 Service Request Creation Flow and Management
- 3 Hints and Tips for Managing Service Requests More Efficiently
- 4 My Oracle Support Chat Feature & Mobile My Oracle Support
- 5 Service Request Management Attention Process
- 6 Additional Resources & Learning Options

# Oracle Support Best Practices

When you have a question, need, or issue...

... the solution may already be available.



# Service Request Creation Flow

Best Practices with Oracle Support

# Proactive Opportunity

Have all your information ready before you create a new SR

Problem  
Summary

Problem  
Description

Error Codes

Support  
Identifier



Product,  
Version

Serial  
Number

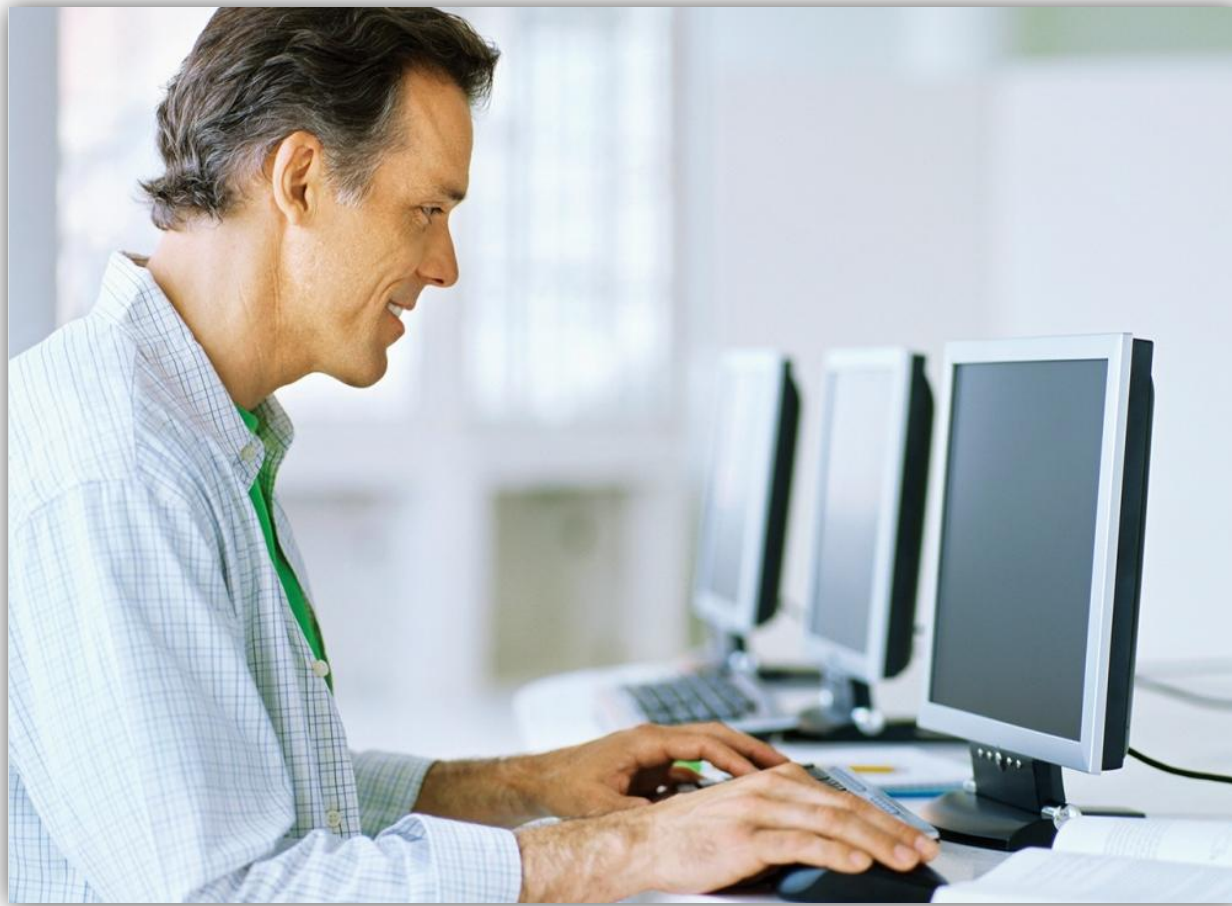
Environment

Files to attach

Business  
impact



# Creating Service Requests



- Unable to locate a solution through the Knowledge Base or by asking a question in My Oracle Support Community?

THEN

- Log a Service Request using My Oracle Support



<https://support.oracle.com>

# Creating Service Requests

Submit a well-formed Service Request

4 easy steps

Create Service Request: Problem

Problem Solutions More Details Severity/Contact



# Service Request – Step 1 – What is the Problem?

## Problem – Be descriptive

The screenshot shows the 'Create Service Request: Problem' form. The form has a progress bar at the top with four steps: 'Problem' (selected), 'Solutions', 'More Det...', and 'Severity/Contact'. On the right side of the form, there are buttons for 'Save as Draft', 'Back', 'Next', and 'Cancel'. The main section is titled 'What is the Problem?' and contains three input fields: '\* Problem Summary', '\* Problem Description', and 'Error Codes'. A callout box points to the 'Problem Summary' field with the text 'Problem Summary – simple and concise'. Another callout box points to the 'Error Codes' field with the text 'Error Codes may trigger additional questions'. A third callout box points to the 'Problem Description' field with the text 'Problem Description – use the tip to the right to create a good description of the issue'. On the right side of the form, there is a 'Tip' box with a checkmark icon. The tip text reads: 'A good Problem Description would include the following information:' followed by a bulleted list: 'Describe the loss of functionality', 'Describe the sequence of events that occurred', 'What is the expected or acceptable result?', 'Is there a workaround?', and 'Provide business impact information, estimated number of users affected, the significance of loss, associated milestones'. Below the list is a note: 'Note: You may be asked for additional information in Step 2.' At the bottom of the tip box is another note: 'Note: Do not submit any health or other sensitive data that requires greater protection than those specified in the Oracle GCS Security Practices.'

**Problem Summary – simple and concise**

**Error Codes may trigger additional questions**

**Problem Description – use the tip to the right to create a good description of the issue**

**Tip**

**A good Problem Description would include the following information:**

- Describe the loss of functionality
- Describe the sequence of events that occurred
- What is the expected or acceptable result?
- Is there a workaround?
- Provide business impact information, estimated number of users affected, the significance of loss, associated milestones

Note: You may be asked for additional information in Step 2.

Note: Do not submit any health or other sensitive data that requires greater protection than those specified in the Oracle GCS Security Practices.

# Service Request – Step 1 – Where is the Problem?

## Select the Product and Version

Select a Tab that aligns to your Product/Service

Where is the Problem? Autofill this section using: [SR Profile](#) or [Existing SR](#)

Configuration Hardware **Software** Cloud Managed Cloud Services

\* Product  ?

\* Product Version

\* Product Languages

Database/Version

Database

Platform/Version

\* Problem Type  ?

\* Support Identifier

- The tabs displayed depend on the Support Identifiers in your profile
- The tab determines what type of Oracle Products are displayed

# Service Request – Autofill – Step 1

## Use Autofill options to get the product information and save time

### Where is the Problem?

Autofill this section using: [SR Profile](#) or [Existing SR](#)

Configuration Hardware **Software** Cloud Managed Cloud Services

\* Product

\* Product Version

\* Product Languages

Database/Version

Database Platform/Version

\* Is the software problem on an Engineered System?  Yes  No

\* Problem Type

\* Support Identifier

### Settings tab > SR Profiles

Profile	System	Product	Product Version	Database Version
<a href="#">DATABASE_11</a>		Oracle Database - Enterprise Edition	11.2.0.3	
<a href="#">DBA_11.2</a>		Oracle Database - Enterprise Edition	11.2.0.4	
<a href="#">EBS_Localization</a>		LAD Add-on Localizations	12.1	11.2.0.3
<a href="#">EBS_PRODUCT_CATALO</a>		Oracle Product Hub	11.5.10.2	11.2.0.3
<a href="#">HRMS_LINUX</a>		PeopleSoft Enterprise HRMS Human Resources	9	9.2.0.8
<a href="#">Hyperion_FDM</a>		Hyperion Financial Data Quality Management	11.1.2.2.300	11.2.0.3
<a href="#">HYPERION_HP</a>		Hyperion Financial Management	9.3.1.4.00	9.2.0.8
<a href="#">HYPERION_WEB_ANALY:</a>		Hyperion BI+	9.3.1.1.00	9.2.0.8
<a href="#">LINUX OS</a>		Linux OS	Oracle Linux 7.0 wi	
<a href="#">PO_EBS</a>		Oracle Purchasing	11.5.10	10.2.0.4
<a href="#">PSFT-CS-SELFSERVICE</a>		PeopleSoft Enterprise CS Campus Self Service	9	10.2.0.4
<a href="#">PSFT_CRM_9</a>		PeopleSoft Enterprise CRM Client Management	9	10.2.0.4
<a href="#">PSFT_G_LEADER</a>		PeopleSoft Enterprise FIN General Ledger Brazil	8.9	9.2.0.8
<a href="#">PSFT_HR</a>		PeopleSoft Enterprise HRMS Human Resources	8.9	9.2.0.8
<a href="#">PSFT_HR_LINUX</a>		PeopleSoft Enterprise HRMS Human Resources	8.9	9.2.0.8
<a href="#">PSFT_ORDER_MANAGEM</a>		PeopleSoft Enterprise FIN Order Management Br	9.1	11.2.0.3

# Service Request – Project Milestones – Step 1

**Milestone Date** available during SR creation and in the SR Summary

**Where is the Problem?**

Configuration Hardware **Software** Cloud Managed Cloud Services

\* Product Oracle Database - Enterprise Edition

\* Product Version 12.1.0.2

\* Product Languages English

\* Operating System/Version Oracle Solaris on SPARC (64-bit) - 11

\* Is the software problem on an Engineered System?  Yes  No

\* Problem Type Choose Problem Type

\* Support Identifier ABC Company (1234567) – ABC Company

**Project Milestone**  
07-Sep-2016 02:59 (In 6+ months)  
GO LIVE

**Project Milestones** automatically display if enabled

- Customer User Administrators (CUAs) can add a Project Milestone and Date for a specific Support Identifier (SI)
- When Project Milestones and Dates are established they automatically display when selecting the SI and in the SR Summary region

# Service Request – Problem Type – Step 1

## Ensure your SR gets to the right Support Engineer

Where is the Problem?

Configuration Hardware

- \* Product Version
- \* Product Language
- Database/Version
- Database Platform/Version
- \* Is the software problem?
- \* Problem Type
- \* Support Identifier

Application Development (SQL, Wrong Query Results, PLSQL, XML Database, XDK, JVM, Pro\*C, OCI, OCCI, XA) ▶

Data Warehousing (Materialized Views, Query Rewrite, Oracle R) ▶

Database Installation, Upgrade & Downgrade (Server & Client) ▶

Database Performance (Hang/Spins, AWR/ADDM, Statistics, Locking, SQL Execution & Performance, Query Optimizer, Parallel Query, RAT) ▶

Database RAC (Real Application Cluster) ▶

Database Security (User Management, Auditing, Database Vault, Grants, ASO, EUS, VPD, OLS, TDE, Data Redaction) ▶

Database Storage (ASM, ACFS, DNFS, Compression, Corruption, Partitioning, LOBS, Tablespaces, Files) ▶

**High Availability (Recovery Manager(RMAN), Backup & Recovery, Data Guard) ▶**

Information Integration (AQ, CDC, Streams, Advanced Replication, Distributed Transactions, Message Gateway) ▶

Internal Errors and Core Dump (ORA-600, ORA-7445, ORA-4030, ORA-4031, ADR and IPS) ▶

Oracle Clusterware ▶

Oracle Multitenant Infrastructure ▶

Oracle Net Services Connectivity Issues ▶

Other Database Admin (Config, Params, Memory, Dictionary, Scheduler, Processes, Startup/Shutdown, Undo/Rollback, Resource Mgr) ▶

Utilities, NLS (Char Sets, DST, Exp/Imp, Datapump, SQL \*Ldr, Logminer, DBVerify, csscan) ▶

**Problem Type – select the option that most closely matches your issue**

- SRs are assigned to a Support Engineer with the most **appropriate skill set for the problem type** selected

# Service Request – Guided Resolution – Step 1

## Guided Resolution

Where is the Problem? Autofill this section using: [SR Profile](#) or [Existing SR](#)

Configuration Hardware **Software** Cloud Managed Cloud Services

\* Product

\* Product Version

\* Product Languages

\* Operating System/Version

\* Problem Type  ?

**The following questions are designed to improve problem definition. Your answers can help decrease the time to resolve this Service Request.**

\* Support Identifier

- Problem Types can trigger a Guided Resolution to help resolve the issue or gather more data to enable the Support engineer to investigate your issue

**Guided Resolution** – indicates that when selecting [Next] additional questions will be asked to assist in resolving and capturing additional data



# Service Request – Solutions – Step 2

## Provide feedback when using Guided Resolutions

Dashboard Knowledge **Service Requests** Patches & Updates Community Certifications Manag

Service Requests >

Create Service Request: Solutions

Problem Solutions More Details Severity/Contact

**Guided Resolution Tool Activated**  
The problem you've identified may be easily resolved if you answer the following questions. With your feedback, we can either

**Answers to Previous Questions**  
\* Problem Type Internal Errors and Core Dump (ORA-600, ORA-700, ORA-7445, ORA-4030, ...)  
Question 1: Shared pool Edit

**Solution Recommendations** Did this Guided Resolution help? **Give Feedback**

**Review the following document to troubleshoot this issue:**  
ORA-4031 Troubleshooting Tool (1521925.1)  
If the above solution does not resolve your issue, follow the steps detailed in the document:  
Gathering Initial Troubleshooting Information for Analysis of ORA-4031 Errors on the Shared Pool  
We recommend saving this session as a draft Service Request (SR). Once data gathering is complete,

**Feedback – help us – help you. Your feedback can drive improvements into the Guided Resolution flow**

**Guided Resolution Feedback**

Rate this Guided Resolution

Excellent  
 Good  
 Poor

Did this Guided Resolution help you?

Yes  
 No

How easy was it to use this Guided Resolution?

Very Easy  
 Somewhat Easy  
 Not Easy

Comments

# Service Request – Known Solutions – Step 2

## Solve your issue and avoid having to create the SR

**Create Service Request: Solutions**

Problem **Solutions** More Details Severity/Contact

Save as Draft Back Next Cancel

**Solve Your Problem Now**

Based on what you've described, we recommend that you read the following documents and community discussions before logging your service request.

- Advanced Table Compression (1060693.1)
- Table Compression Statistic (1357738.1)
- 11g Table Compression Overview (466362.1)
- List of Critical Parameters Required For Oracle 11g Table Compression (1061366.1)
- Table Compression Extended To 255 Columns (443843.1)
- Bug 139298: direct path DDL fails in hybrid columnar compression (9853.8)
- How to Estimate Table Compression Space Savings (1374169.1)
- Differences Between Table Compression And Advanced Compression (1574169.1)
- How to Configure Table Compression Ratios With Table Compression (1474169.1)

**Advanced Table Compression (Doc ID 1060693.1)** To Bottom

Modified: Apr 17, 2015 Type: HOWTO

**In this Document**

- [Goal](#)
- [Solution](#)
- [References](#)

*This document is being delivered to you via Oracle Support's Rapid Visibility (RaV) process and therefore has not been subject to an independent technical review.*

**APPLIES TO:**

Oracle Database - Enterprise Edition - Version 11.1.0.6 to 11.2.0.2 [Release 11.1 to 11.2]  
Information in this document applies to any platform.

**GOAL**

Oracle 11g Advanced Compression

**SOLUTION**

**This solved my problem**

**Solutions** – You can control this step and turn it off or on via: Settings Tab > Knowledge Preferences

**Rate the document** – help us, help you – Provide feedback on content

**This solved my problem** – select if the issue was resolved

# Service Request – More Details – Step 3

Include diagnostic data to expedite support analysis

**Create Service Request: More Details**

Problem Solutions **More Details** Severity/Contact

Save as Draft Back Next Cancel

**Problem Type**

\* Problem Type Data Warehousing (Materialized Views, Query Rewrite, Oracle R, In-Memory) > Database Storage: Compression Edit ?

**Upload Files/Attachments**

Recommended File 1) Please upload any file(s) that may have been requested as part of a Data Collection request Attach

Additional Files Do you have other files that can help solve your Service Request? Attach

**Upload Files** – this is a critical step as it allows the Oracle Support Engineer to review the content and start work on your issue

- Attach any supporting documents, log files, trace files, screen shots
- Attach the output of diagnostic tools used
- For file uploads over 2GB, Explorer, or other Sun diagnostic files, refer to [How to Upload Files \(Doc ID 1547088.2\)](#)

# Service Request – Additional Information – Step 3

## Ensure to provide the business impact

**Create Service Request: More Details**

Problem Solutions **More Details** Severity/Contact

Save as Draft Back Step 3 of 4

A HA Check Module for RACCheck is now available via [NoteID: 1505808.1](#) (It also checks single instances). Please download and use the referenced script if you your environment against a defined set of Oracle Recommended Guidelines in the High AVailability Space.

- 1) Describe how this problem is impacting your business. Include relevant information such as critical events, dates, number of users affected, financial impact, et
- 2) Please describe the sequence of events leading
- 3) If you are receiving errors, please post full screen shot including commands executed and resulting output including exact error message text for all errors.

**Add Details – provide as much information as possible**

- Questions are based on the **Problem Type** selected in Step 1
- Provide business impact
- Describe the problem in detail, and the loss of functionality
- Is there a workaround?

# Service Request – Severity – Step 4

The severity level represents the business impact

Create Service Request: Severity/Contact

Problem Solutions More Details **Severity/Contact**

Save as Draft Back Submit Cancel

**\*How critical is your problem? (Select severity level)**

- 1 - Problem or product defect causes complete loss of service in the production environment or work cannot reasonably continue.
- 2 - Severe loss of service. No acceptable workaround. However, operations can continue in a restricted fashion.
- 3 - Minor loss of service. The impact is an inconvenience that may require a workaround to restore functionality.
- 4 - No loss of service. Minor error that does not impede operations.

**Severity Level** – these are as described in the Technical Support Policy

- Set the severity level appropriately to represent the real urgency of your issue
- Severity 3 is the default

# Service Request Severity Levels

Partnership

Severity Level	Business Impact Technical Impact	1 <sup>st</sup> Response	Update Frequency	Resolution Time
1	Mission Critical Business Impact	< 1 Hour (telephone preferred)	Continual Updates 24x7	Co-Owned
2	Serious Business Impact	Communication Preference	Multiple Updates 24-48 hours	Co-Owned
3	Minor Business Impact	Communication Preference	Updates 2-3 Business Days	Co-Owned
4	No Business Impact	Communication Preference	Updates 3-5 Business Days	Co-Owned



# Service Request – Contact– Step 4

## Change the Contact if necessary

**Create Service Request: Severity/Contact**

Problem Solutions More Details **Severity/Contact**

Save as Draft Back Submit Cancel

**\*How critical is your problem? (Select severity level)**

1 - Problem or product defect causes complete loss of service in the production environment or work cannot reasonably continue.

2 - Severe loss of service. No acceptable workaround. However, operations can continue in a restricted fashion.

3 - Minor loss of service. The impact is an inconvenience that may require a workaround to restore functionality.

4 - No loss of service. Minor error that does not impede operations.

**\*Who should we contact for more information?**

\* Primary Contact  ?

\* Phone Numbers

E-mail Address

\* Contact Method

[Add Alternate Contact](#)

**Customer Reference Number**  
(You can use this to reference an internal tracking number.)

**Primary Contact – a user with the SR Create and Update access for this SI**

- Only users associated with the SI are available for selection as a contact
- You have the ability to update the Primary Contact during Service Request (SR) creation and on existing SRs

# Review and Submit

## Save as Draft when necessary

**Submit** – You will see a message to indicate the SR was created

The screenshot shows a web form titled "Create Service Request: Severity/Contact". At the top, there is a progress bar with four steps: "Problem", "Solutions", "More Details", and "Severity/Contact", with the last step being active. To the right of the progress bar are buttons for "Save as Draft", "Back", "Submit", and "Cancel".

The main content area contains two sections:

- \*How critical is your problem? (Select severity level)**
  - 1 - Problem or product defect causes complete loss of service in the production environment.
  - 2 - Severe loss of service. No acceptable workaround. However, operations continue.
  - 3 - Minor loss of service. The impact is an inconvenience that may require a workaround.
  - 4 - No loss of service. Minor error that does not impede operations.
- \*Who should we contact for more information?**
  - \* Primary Contact:
  - \* Phone Numbers:
  - E-mail Address:
  - \* Contact Method:

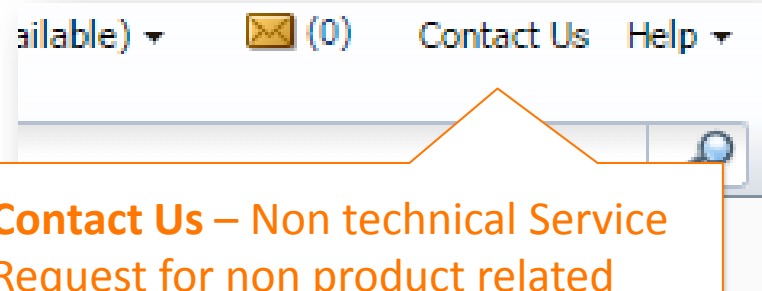
Below these sections are links for "Add Alternate Contact" and "Customer Reference Number" (with a subtext: "(You can use this to reference an internal tracking number.)").

Two callout boxes are present:

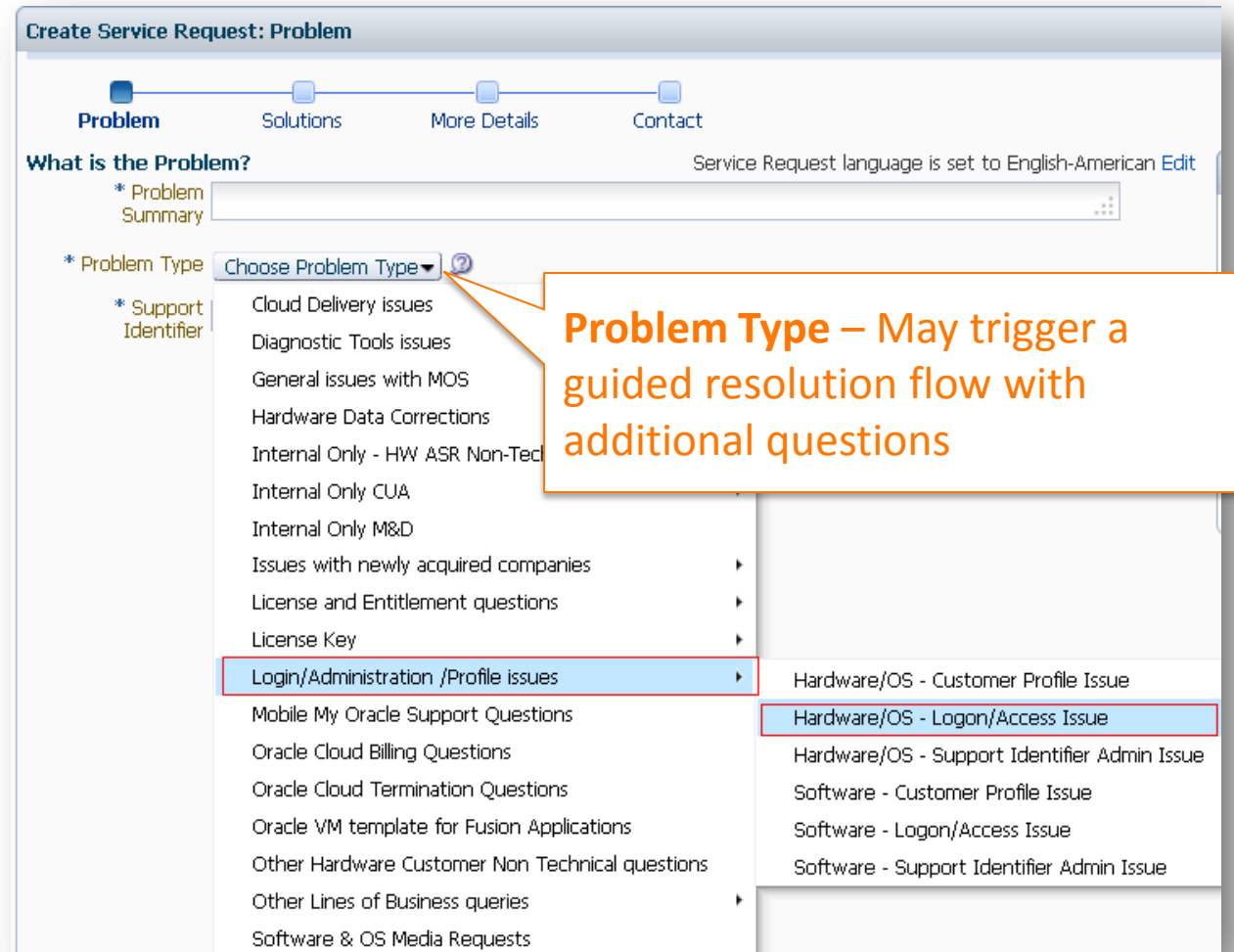
- A callout box pointing to the "Submit" button with the text: "Submit – You will see a message to indicate the SR was created".
- A callout box pointing to the "Save as Draft" button with the text: "Save as Draft – need more time to gather data – Save as a draft".

# Contact Us = Non-Technical Service Request

- Use the **Contact Us** link to open a non-technical SR to give feedback to Support, report login issues, SI questions, privileges, etc.



**Contact Us** – Non technical Service Request for non product related issues

A screenshot of the 'Create Service Request: Problem' form. The form has a progress bar with four steps: Problem, Solutions, More Details, and Contact. The 'Problem' step is active. The form includes a 'What is the Problem?' section with a 'Problem Summary' field and a 'Problem Type' dropdown menu. The dropdown menu is open, showing a list of categories. A callout box points to the 'Problem Type' dropdown with the text: 'Problem Type – May trigger a guided resolution flow with additional questions'. The dropdown menu is structured as follows:

Cloud Delivery issues	
Diagnostic Tools issues	
General issues with MOS	
Hardware Data Corrections	
Internal Only - HW ASR Non-Tec	
Internal Only CUA	
Internal Only M&D	
Issues with newly acquired companies	▶
License and Entitlement questions	▶
License Key	▶
Login/Administration /Profile issues	▶
Mobile My Oracle Support Questions	
Oracle Cloud Billing Questions	
Oracle Cloud Termination Questions	
Oracle VM template for Fusion Applications	
Other Hardware Customer Non Technical questions	
Other Lines of Business queries	▶
Software & OS Media Requests	

Hardware/OS - Customer Profile Issue
Hardware/OS - Logon/Access Issue
Hardware/OS - Support Identifier Admin Issue
Software - Customer Profile Issue
Software - Logon/Access Issue
Software - Support Identifier Admin Issue

**Problem Type** – May trigger a guided resolution flow with additional questions

# Non-Technical Service Requests – Problem Type Guided Resolution

Dashboard Knowledge Service Requests Patches & Updates More... Give Feedback...

### Create Service Request: Problem

Problem Solutions More Details Contact

What is the Problem? Service Request language is set to English-American Edit

\* Problem Summary

\* Problem Type: General issues with MOS > Software - MOS Service Req  
General issues with MOS > Software - MOS Service Request Issue

**Tip**  
A good Problem Description would include the following information:

- Describe the loss of functionality
- Describe the sequence of events that occurred
- What is the expected or acceptable result?
- Is there a workaround?
- Provide business impact information, estimated number of users affected, the significance of loss, associated milestones

Note: You may be asked for additional information in Step 2.

Note: Do not submit any health or other sensitive data that requires greater protection than those specified in the Oracle GCS Security Practices.

\* Support Identifier: Type name, number, description, or org., or select from list

**Guided Resolution – may be triggered based on the Problem Type selected**

- Based on your problem type - you may be presented with a Guided Resolution to help resolve your issue

# Managing Service Requests

Best Practices, Hints and Tips

# Service Request Region on the Dashboard or SR Tab

## Finding and Filtering Service Requests

The screenshot shows the 'Service Requests' dashboard. At the top, there are filters for 'Advanced' (Status is one of Close Initiated, Review Update, Customer Working, Solution Offered; SR Severity is one of 1-Critical, 2-Significant, 3-Standard) and a 'Support Identifier' dropdown set to 'ABC Company (1234567)'. Below the filters is a table with columns: Problem Summary, Level, SR Number, Product/Service Type, Severity, Contact, Status, Last Updated, and Service/Region. The table contains three rows of data. An orange callout box with a white background and orange border is overlaid on the table, containing the text: 'Use the options – to determine what content is displayed'. An orange arrow points from the callout box to the 'Advanced' search button in the top right of the table area.

Problem Summary	Level	SR Number	Product/Service Type	Severity	Contact	Status	Last Updated	Service/Region
SR for Demo Purposes - Database	3	12345678	Database - Enterprise Edition	2-Significant	Charles ...	Review Update	01-Aug-2014 20:04	
ORA 600 [4136]	3		Database - Enterprise Edition	3-Standard	Richard ...	Customer Working	17-Nov-2012 11:59	
Demo SR - Testing	3		Database - Enterprise Edition	3-Standard	Joan Ha...	Review Update	12-Oct-2013 07:52	

- The Service Requests Region allows you to find and filter SRs

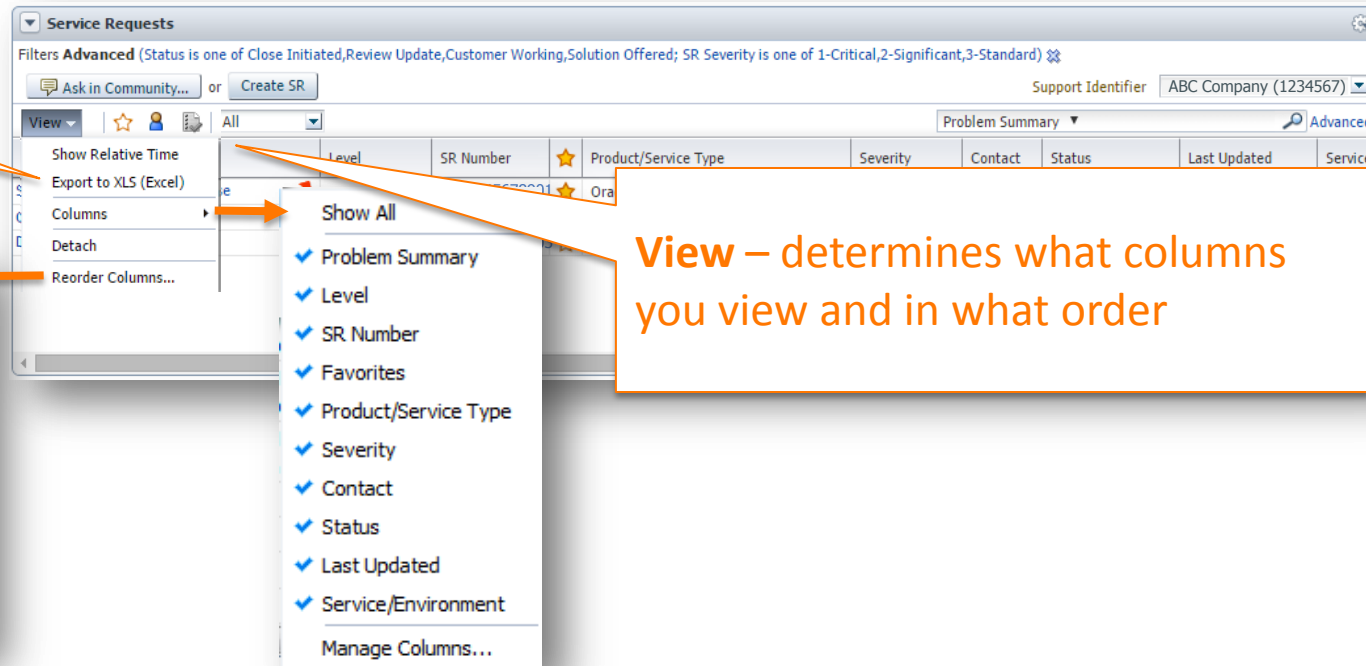
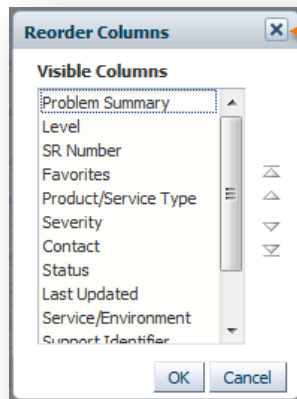
The screenshot shows the 'SR Advanced Search' dialog box. It has a title bar with a close button. The main content area contains the text: 'Edit Filter Criteria. If you want to search for Closed SRs, please select the "Include Closed" check box on the previous page.' Below this text are two filter criteria. The first criterion is 'Status' is one of 'Close Initiated;Review Update;S'. The second criterion is 'SR Severity' is one of '1-Critical;2-Significant'. Each criterion has a dropdown arrow on the right. At the bottom right of the dialog box is a 'Save' button.



# Service Request Region on the Dashboard or SR Tab

Personalize and Download a list of SRs based for one or more SI

Export – to  
xls



- Control the layout of SR information
- Export to XLS - Download SR information based on your view

# Service Request Status Codes

Customer	
<b>Customer Working</b>	Oracle Support is waiting for the customer to update the SR
<b>Solution Offered</b>	Potential solution has been provided and Oracle Support is awaiting customer feedback
<b>Close Initiated</b>	Indicates that the customer has not responded to Support Engineer's request within a Support-designated time frame

- Statuses change frequently on open SRs
- Important to note who owns the next action
- Respond to your customer action codes to ensure your SR continues moving...

Oracle Support	
<b>Work in Progress</b>	Next action is owned by Oracle Support
<b>Development Working</b>	Next action is from Development, but Oracle Support is responsible for the follow up

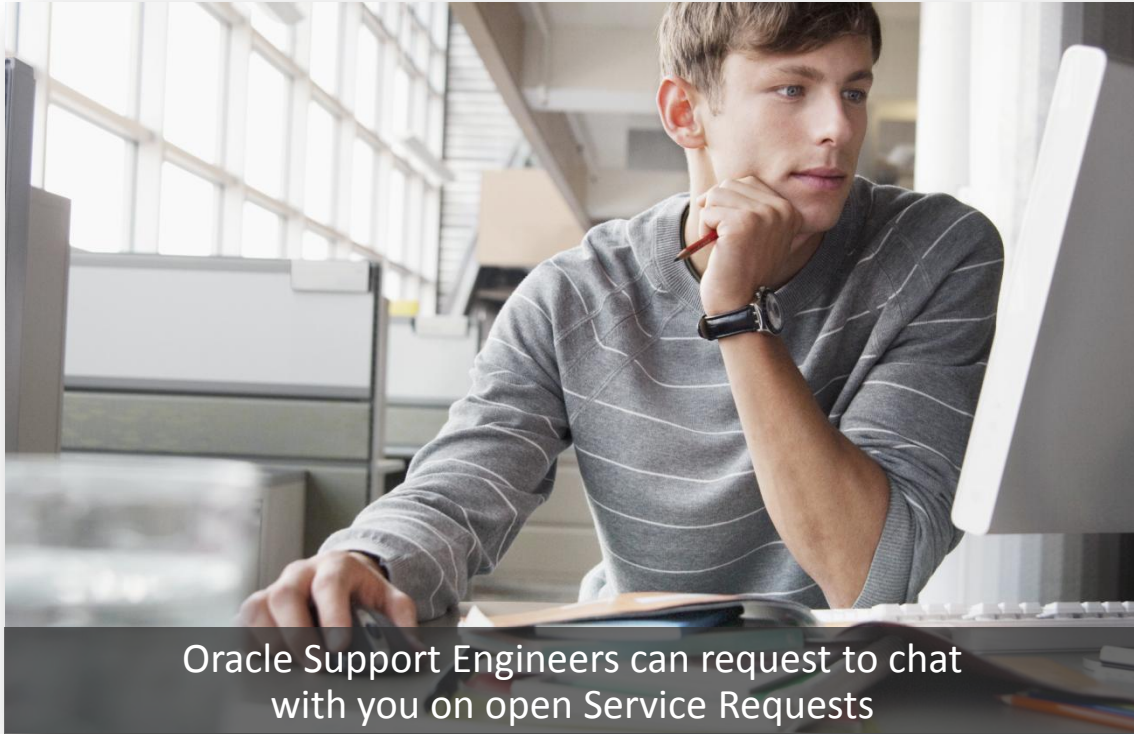
# When working a Service Request...

The screenshot shows the Oracle Service Request interface for a "Severity 3 SR 3-12345678901 : Running into a hardware issue". The interface includes an "Update" section with buttons for "Add Update...", "Add Attachment...", "Close SR...", and "Re-Open SR...". Below this is a "History" section with sorting and filtering options. The main content area is divided into sections: "Problem Description" (Hardware issue), "Error Codes", "Problem Category/Subcategory" (Oracle Exalytics Hardware Disk Issues), "Uploaded Files", and "Template Question Responses". Two callouts are present: "Favorite" pointing to a star icon and "Action Buttons" pointing to the "Add Update..." and "Add Attachment..." buttons.

The "Summary" section provides detailed information about the Service Request. It includes fields for "Problem Description" (Hardware issue...), "Severity" (3-Standard), "Level" (2), "Status" (Work In Progress), "Escalation Status" (Never Escalated), "Opened" (07-Mar-2016 12:59), "Last Updated" (07-Mar-2016 12:59), "Bug Reference" (No Related Bugs), "Attachments" (No Related Attachments), "Related Articles" (No Related Articles), "Related SRs" (No Related SRs), "Field Service Tasks" (View Field Service Tasks), "Support Identifier" (1234567 - ABC Company), "Customer Reference Number" (No Reference Ni Edit), "Serial Number" (Demo\_EXALYTICS\_), "Account Name" (Oracle Support Services Demonstration), "Primary Contact" (Jane Smith Edit...), "Alternate Contact" (Add Alternate Contact...), "Project Milestone" (07-Sep-2016 02:59 (In 6+ months) PROJECT TEST), "Service Address" (Oracle Corporation 500 Oracle Pkwy Redwood Shores CA United States), "System" (No Related Systems Add Host and System...), "Host" (No Related Hosts), "Product" (Exalytics In-Memory Machine X2-4), "Asset Name", "Operating System" (Linux x86-64), "OS Version" (Oracle Linux 7), and "Collaboration" (Join Web Conference).

- If your SR is a priority for you, make it a Favorite for easy access from Mobile My Oracle Support
- Documentation is essential (complete and structured)
- Monitor changes in your Service Request and reply promptly
- All updates, and the actions between the support engineer and the customer are documented by date in the SR
- The **Summary** region has details about your SR, current status, escalation info, attachments, project milestone, option to update the primary contact, etc.

# My Oracle Support Initiated Chat



This feature is available if you have logged into Chat and have the green available icon next to your username.



This feature is available to all My Oracle Support users, using any supported browser.

# My Oracle Support Initiated Chat

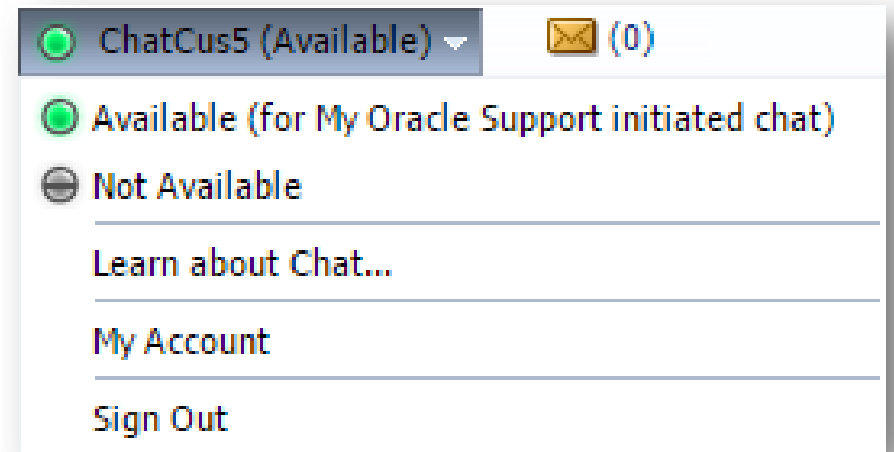
## Available for Existing Service Requests



- An online chat session can often answer a question or clarify a situation to help progress open SRs faster
- Your Oracle Support Engineer may request a chat:
  - ✓ to ask a simple question or review information provided in the SR
  - ✓ to share commands or information that are easier to document in writing, such as complex command syntax
  - ✓ if you were unreachable by telephone, but are online for a chat

# My Oracle Support Initiated Chat

- You control your availability for an online chat
- Set your chat status to **Available** in My Oracle Support, in the top right corner, when you are available to engage in a chat
- Oracle Support Engineers can send an invitation to chat to both the **Primary** and **Alternate** Service Request Contacts





# My Oracle Support Initiated Chat

## Chat invitations



- You will only be contacted concerning open Service Requests
- If you receive a chat request from a Support Engineer, you can decide to:
  - ✓ accept the chat
  - ✓ decline the chat
- Invitations with no response will expire after 10 minutes

*Best Practice: If you would like to chat, but are unable to at that time, accept the invitation and negotiate a different time with the Support Engineer*

# My Oracle Support Initiated Chat

## Chat Feedback

- When the chat is complete, a **Give feedback** link is provided for you in the chat window

MOS chat - Google Chrome  
https://  
ORACLE Chat with My Oracle Support ?  
3-12345678901  
A transcript of your chat with the engineer will be attached to the service request while it is open. For details, review the [Oracle Global Customer Support Security Practices](#).

3-12345678901  
Issue starting the database  
Oracle Support Services Test

(3:08:34 pm) Marianne  
Hi, can we discuss your issue in detail a bit more

(3:08:47 pm) ChatCus5 Test  
Sure, what would you like to know

(3:09:01 pm) Marianne  
Can you provide some additional log files to help investigate the problem?

(3:09:20 pm) ChatCus5 Test  
Okay, is there a Document ID I should refer to?

(3:10:19 pm) Marianne  
Yes, can you provide the details from [NOTE 1681696.1?](#)

(3:10:34 pm) ChatCus5 Test  
Okay, I will upload it to the SR when I have completed it.

(3:10:57 pm) Marianne  
Thank you

(3:11:18 pm) ChatCus5 Test  
Good bye

How was your chat experience? [Give feedback](#)

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Give feedback Link

Feedback Form

ORACLE

Please rate the effectiveness of using the My Oracle Support Chat feature to help the progress of the Service Request.  
*(Scale of 1 to 10 with 1 being Not At All Effective and 10 being Extremely Effective)*

	1	2	3	4	5	6	7	8	9	10
Chat Effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your satisfaction with the communication provided by your Oracle Support Engineer via the Oracle Support Chat feature.  
*(Scale of 1 to 10 with 1 being Not At All Satisfied and 10 being Extremely Satisfied)*

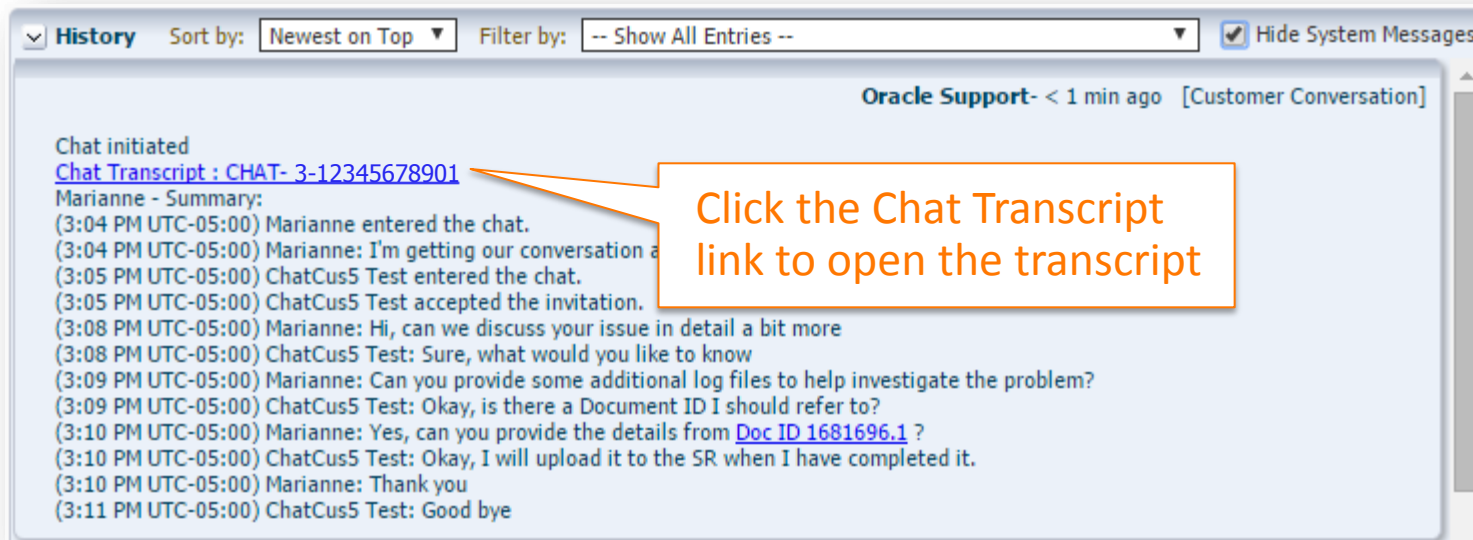
	1	2	3	4	5	6	7	8	9	10
Communication Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# My Oracle Support Initiated Chat

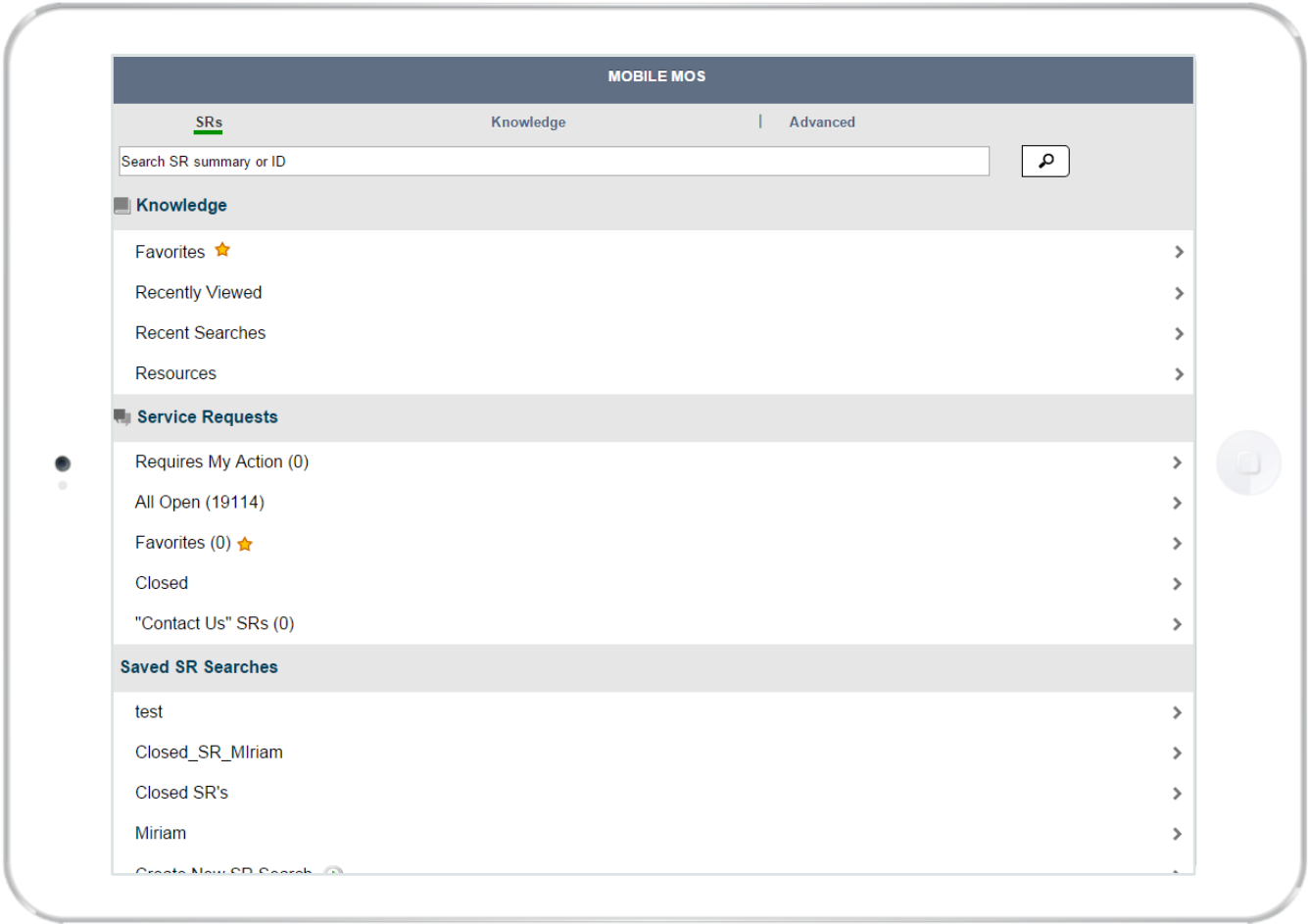
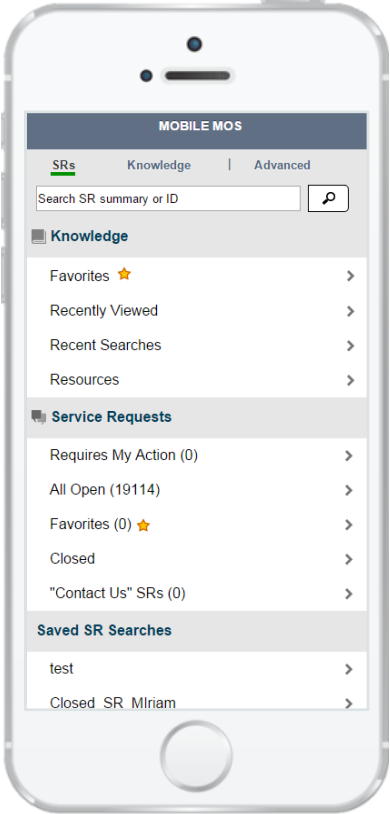
## Chat Summary in the Service Requests

- When the Chat is closed, the Support Engineer summarizes and saves the pertinent technical details to the Service Request

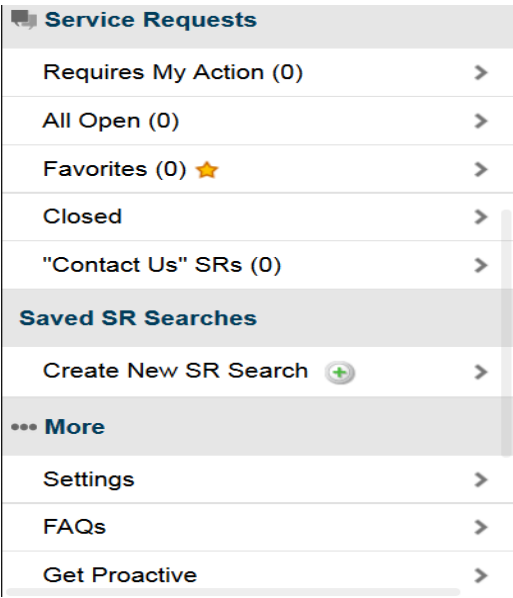
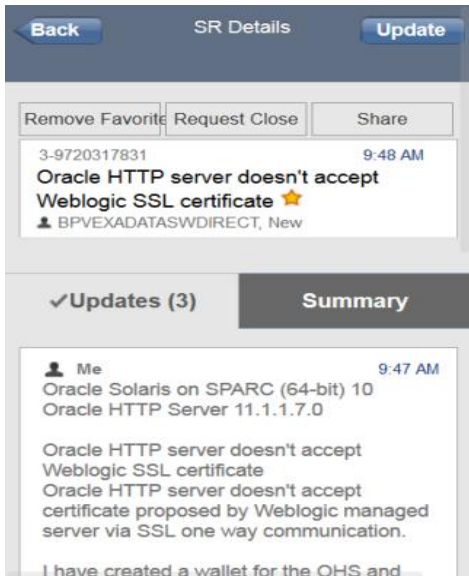
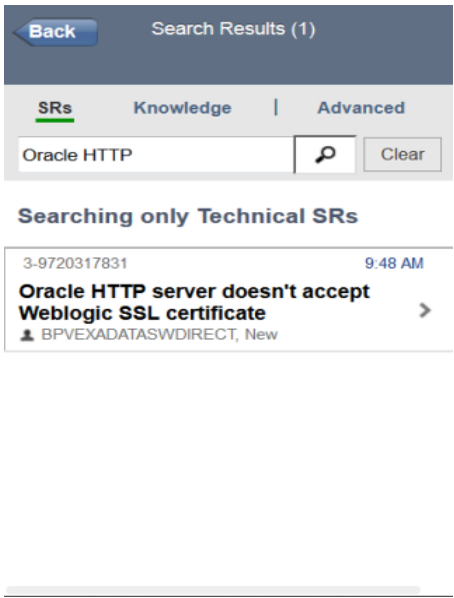
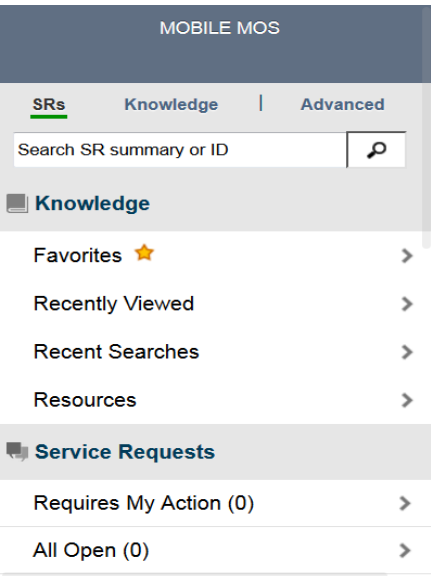


- For more details about the Chat feature, watch the training video [How to use Oracle Support Initiated Chat \(Doc ID 1643038.1\)](#)

# Use Mobile My Oracle Support



# Mobile My Oracle Support



Locate SRs via Searching

Click SR Header to view SR in MOBILE MOS

Click "Update" to add in your comments

Scroll down to view your SRs – (0) shows the number of Actions needing updates

<https://support.oracle.mobi>



# Service Request Manager Attention Process

## Managing Critical Issues

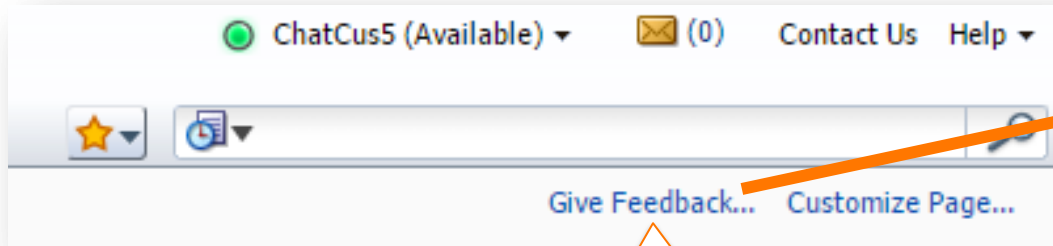
# Requesting Manager Attention to a Service Request

- Engaging the **Manager's Attention** will facilitate the creation of an Action Plan to resolve the issue with your Service Request
- Request Management Attention **when** :
  - the SR is not progressing in a manner that will meet your project milestones, implementation or upgrade plans
  - you urgently need to communicate important business issues to a manager
  - you are dissatisfied with the resolution or response to a Service Request
- **Call Support**
  - Find the local number to call at [www.oracle.com/support/contact.html](http://www.oracle.com/support/contact.html)
- **Speak with the analyst** regarding your specific, immediate need and any applicable business impact
  - Need a call back: Request that a manager call you back and provide your contact information
  - Do not need a call back: Provide detailed information you would like conveyed to the manager
- **More information** is available on [Document 199389.1](#) – How to Request Management Attention to a Service Request (SR) with Oracle Support Services

# Additional Resources & Learning Options

# My Oracle Support – Customer Survey

## Provide your feedback about Service Request tasks



Give Feedback

- Assist in improving the Service Request Process by providing feedback

The Oracle Customer Survey form is displayed. It starts with the Oracle logo and asks, 'Do you want to provide feedback on your SR or on MOS SR functionality?'. There are two radio buttons: 'MOS SR Functionality' (selected) and 'My SR'. Below this, it asks to rate overall satisfaction with the Service Requests page on a scale of 1 to 10. The scale is shown as a row of radio buttons with numbers 1 through 10. The 'Service Requests Page' row has radio buttons for 1 through 10. Next, it asks to rate satisfaction with the ability to perform tasks on a scale of 1 to 10, or N/A. The 'Ability to Perform Tasks' row has radio buttons for 1 through 10 and N/A. There is a text area for comments with a 'Submit' button. A note at the bottom states: 'Note: Your feedback is not anonymous. However, the information you provide will only be used to evaluate and identify improvement opportunities for Oracle Support. To engage Oracle Support directly please log a non-technical service request.' At the bottom right, there are links for 'About Oracle's Customer Experience Program' and 'Your Privacy Rights'.

Submit Feedback

# Use Icons To Guide Your Learning Experience



*Help Documentation  
at your fingertips*

My Oracle Support and Cloud Support Portal documentation. Find it from the **Help** link in the top right corner of most pages in both portals.



*Oracle Support Essentials  
Webcasts*

Live instruction, Q&A. If you miss a webcast, they are repeated. The How To Series covers similar content in a step-by-step approach. [Doc 553747.1](#)



*My Oracle Support  
'How To' Series*

Detailed training videos, documentation. Latest how-to content, webcasts, self-paced replay. Select a feature or role to get started. [Doc 603505.1](#)



*Advisor Webcast Series  
for interactive learning*

Review the current schedule and archived recording for your product. Find a webcast of interest. [Doc 740966.1](#)



*Get Proactive Portfolio  
for your products*

Check out the Get Proactive Portfolio for your products. Get familiar with the top proactive tools. [Doc 432.1](#)



*Oracle Support  
Accreditation learning*

Leverage the Oracle Support Accreditation portfolio of portal and product accreditations. Get accredited today. [Doc 1583898.1](#)



*Get Proactive Events  
Calendar*

Stay Informed about  
Upcoming Events. [Doc 125716.1](#)



# Use Icons To Guide Your Learning Experience



*My Oracle Support Community*

The My Oracle Support Community is populated with Spaces and Subspaces that are product and functionality based. My Oracle Support generic questions are asked in the [Using My Oracle Support Community](#).



*My Oracle Support Blog*

[Access the Blog](#) to stay informed about latest features and functionality available in My Oracle Support or Cloud Support Portal



*My Oracle Support Twitter*

[Follow My Oracle Support](#), for the latest updates and information.



*Download Collateral*

this icon is used on Support Training pages within My Oracle Support and Cloud Support portal to indicate PDF downloads available.



*Patching*

Within training materials this icon represents, patching, updates, fixes etc.

# Stay Informed Using Oracle Support Blogs



Oracle Support Blogs are based on Oracle Support analysts experience, technical knowledge, and product training.

They provide information relating to: Product news, technical insights, how to use support tools, and other interesting topics to enable you to get the most from your Oracle Support Experience.

## Support Blog access

- [Directly - https://community.oracle.com/community/support/support-blogs](https://community.oracle.com/community/support/support-blogs)
- [Via the Support Product Index \(Document 222.1\)](#)
- Search for 'Product Support Blogs' in My Oracle Support
- [How to subscribe to blog postings \(short video\)](#)

# Questions



- If you have questions, now is the time to ask them.
- Post your question into the **Webex Chat feature** and I will read out the question and provide the answer.

# Integrated Cloud

## Applications & Platform Services

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