

Oracle Product Support

Get Ahead. Stay Ahead.

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Remote Speaker Picture Slide



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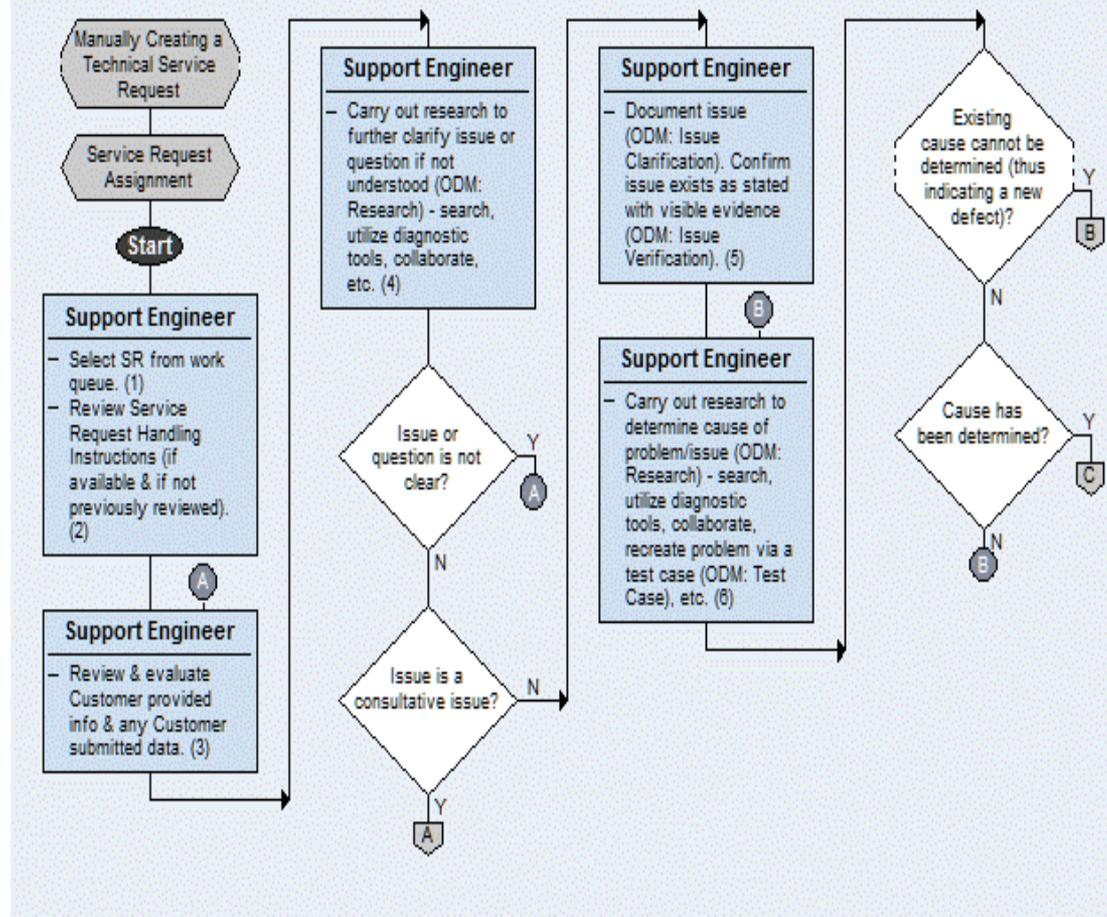
Working Effectively With Support

Agenda

- Service Request flow
- Logging Service Request geared for quick resolution
- Diagnostic tools
- Development/Escalation process

Service Request flow

Working and Resolving a Technical SR



Logging SRs channels

Choose most convenient for you

- Web
- Phone
- Email
- On a rare occasion Account team can log SR
- Engineer can log spin off SR or collaboration SR



SR communication channels

What is the best channel for you ?

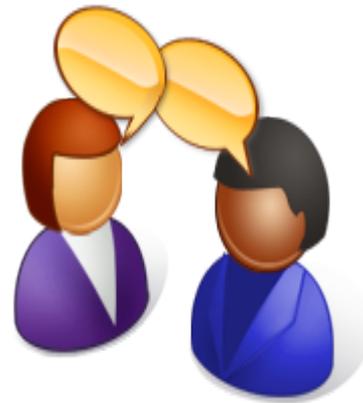
- Web/ Mobile Applications
- Phone
- OWC (Beehive OWC, Webex)
- EIC (Engineer initiated chat)



EIC

Engineer initiated chat

- Recently new channel opened for communication
- If customer is available engineer can request chat session
- Chat session can be effective in many different scenarios and speed up resolution



Matching Severity Level To Business Impact

Severity Level	Business Impact Technical Impact	1 st Response	Update Frequency	Resolution Time
Severity Level 1	Mission Critical Business Impact	< 1 Hour (Telephone Preferred)	Continual Updates 24x7	Co-Owned
Severity Level 2	Serious Business Impact	Communication Preference	Multiple Updates 24-48 Hrs.	Co-Owned
Severity Level 3	Minor Business Impact	Communication Preference	Updates 2-3 Business Days	Co-Owned
Severity Level 4	No Business Impact	Communication Preference	Updates 3-5 Business Days	Co-Owned

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Changing SR severity

How this affects customer

- Based on the business impact
- Severity can go up and down
- 24x7 flag – consideration/implications
(reassignments/travel around the world/Customer availability)



Collaboration SR

Process for cross product SRs

- Externally visible collaboration SR
- Internal Collaboration SR
- SR transfer to another support group



Closing SR

- SR can be closed only on agreement from customer
- Exception is customer abandoned SR

Re-Opening SR

What to know before reopening SR

- SR can be reopened using request reopen button
- Issue has to be the same (re-occurrence)
- As a rule of thumb reopening should not happen if SR is closed more than 2 months. This is very dependable on the issue and severity of the issue (impact on business)
- **All attachments are removed during the closure process and new set of attachments needs to be provided.**

Logging Service Request geared for quick resolution



Good formed SR



- Include the right product designation and version
- Ensure the problem statement is comprehensive and reflective of the issue
- Clear reproducible case (if possible on standard environment)
- Relevant log files attached (with relevant time section captured)/Diagnostic tools
- Screenshots when possible
- FYI – Service Requests submitted with a language request will encounter an inevitable delay as your Service Request must first be translated before being assigned

This is important, as submitting your Service Request with incorrect information will delay getting your Service Request to the right engineer!

Mistakes in forming SR

- Not much information about the facing issue
- Unsupported platform
- Wrong information – product versions, contact numbers, unmaching log files
- Misleading information about steps that lead to experienced behaviour (Upgrade, change of any kind done)
- Plans for upgrade and possible obstacles
- Not listing Oracle contacts or previous SR numbers if any relevant
- Logging duplicate SR

Working a Service Request Effectively

Improve results and expedite outcome

- Diagnostic data is a vital element of your Service Request as it will help expedite analysis and diagnosis of critical errors
- Request phone calls where appropriate
- Request Collaborative Support sessions as appropriate (web conferences)
- Test in the standard environment.
- Monitor changes in SR status and severity
- Communicate when a change in severity becomes necessary
- Escalate concerns via the escalation process

RDA and OCM

Diagnostic tools

- **Remote Diagnostic Agent (RDA) - Getting Started (Doc ID 314422.1)**

Remote Diagnostic Agent (RDA) is a command-line diagnostic tool that is executed by an engine written in the Perl programming language. RDA provides a unified package of support diagnostics tools and preventive solutions. The data captured provides Oracle Support with a comprehensive picture of the customer's environment which aids in problem diagnosis.

- **[Get Proactive Essentials: Oracle Configuration Manager \(OCM\) Basics](#)**

The Oracle Configuration Manager (OCM) is a data collector that collects key Oracle and system statistics of the system that it is running on. As a key component of Oracle Configuration Manager, the OCM collector (scheduler) optimizes the customer benefits of OCM by automating the configuration collections. OCM simplifies your ability to automate your configuration and diagnostics uploads to Oracle. Oracle Configuration Manager bundle provides the following benefits

- **Diagnostic Assistant: General Information (Doc ID 201804.1)**

The Diagnostic Assistant (DA) tool provides a common, light-weight interface to multiple diagnostic collection tools (ADR, RDA, OCM, Explorer, and others)

Development/Escalation process



Development team engagement

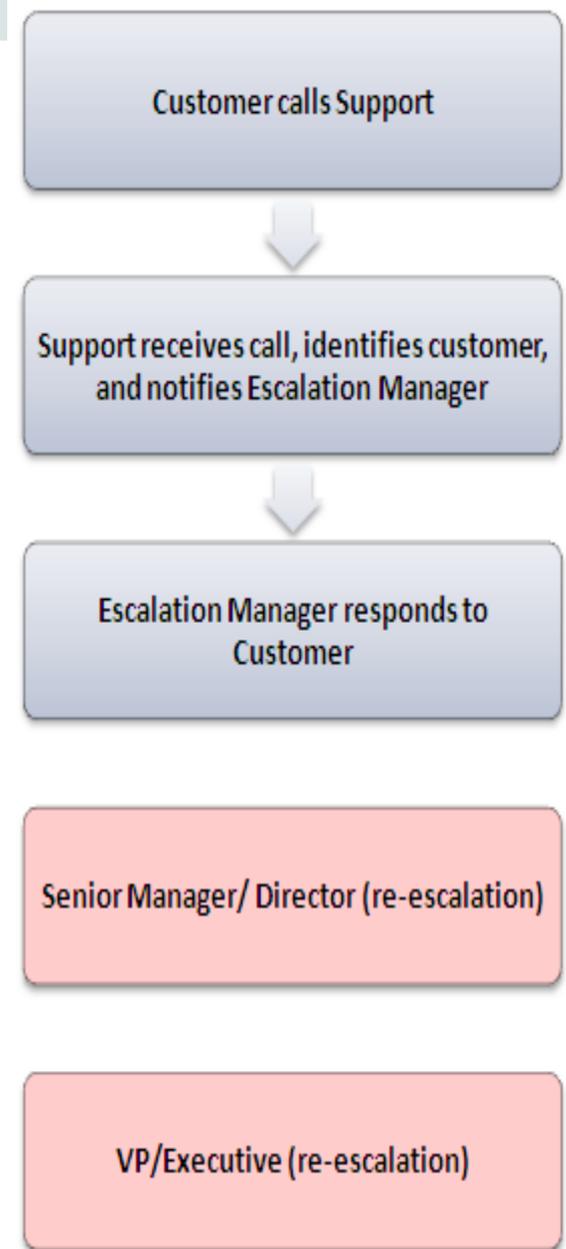
BUG handling

- BUGs can be logged during life of SR
- Not all BUGs are observed as product defects
- Depending on the severity of the issue Dev team can be engaged to help support in determining root cause of the issue
- If the BUG is genuine product defect confirmed by support by reproduction and accepted by Dev team Oracle will work on a fix or viable solution accepted and agreed with customer
- Regression BUGs could occur with regular patchset updates
- BUGs can be fixed either in the new release/patchset or as a once off patch on exceptional occasion
- Backport request
- Lifetime support policy

Escalation Process

Bringing Management Attention to a Service Request

- Call Support: www.oracle.com/support/contact.html
- Accessibility and accountability from Support Management
- Escalation and severity are different processes
- Severity increases and Sev1s are not escalations
- Escalation is a focused, collaborative process
- Escalations yield
 - Management Contact
 - Action Plan
 - Communication Plan



MySupport accreditaion

Importance of know your way on MySupport

MY ORACLE SUPPORT ACCREDITATION – SERIES INDEX

My Oracle Support Accreditation delivers a targeted learning experience to increase your expertise with My Oracle Support core functions and build skills to help you leverage solutions, tools, and knowledge.



Accreditation is designed for Oracle Customers and Partners who are active users of My Oracle Support. Course materials build on your established proficiency to refresh your knowledge prior to taking the accreditation exam.

Quick Links – [Frequently Asked Questions](#) | [Contact us if you need help](#)

Prerequisites	Content Focus	Why Get Accredited
<ul style="list-style-type: none"> ▶ 6-9 months active use of My Oracle Support (including service requests). ▶ Solid working knowledge of features and core functionality at product-family level (for product accreditations). 	<ul style="list-style-type: none"> ▶ Best Practices ▶ Easy-to-Apply Recommendations ▶ Core My Oracle Support Functions ▶ Use Case Examples 	<ul style="list-style-type: none"> ▶ Build your personal support toolkit with expanded adoption of My Oracle Support capabilities ▶ Implement high-value best practices to manage 'information overload' ▶ Increase efficiency with support tools – focus on your primary business role

Available Accreditation Courses

Level 1	My Oracle Support	Start
Level 2 - Product-specific	Business Analytics	Start

Q&A

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Communities

Alternative to SR

- **Documents vs. Discussions/Questions:**
The Documents section of each Community is for articles/scripts/solutions in order to share knowledge or content in the community. If you have a question or discussion that you are looking for collaboration on, then make sure to post it using 'Start new discussion'.
- **Notification of updates to a thread:**
If you want to keep track of any responses made to a thread, use the 'Subscribe Discussion' option available in every thread in the Actions box (top left).

Identifying helpful/correct solutions and awarding points (applicable to Question threads only):

If you log a question and someone provides the correct solution or a helpful posting, recognize this by identifying the "Correct Answer" or "Helpful Answer" using the options provided.

Your question has been answered! (applicable to Question threads only):

If someone provides you the answer to your question, make sure to identify the "Correct Answer" so that your question is marked as 'Answered'. This helps to identify which postings are still in need of a solution and those that have been answered.

- **Private Messages tab**
You should check out your Private Messages tab regularly as there may be a message awaiting you from either a Moderator or another member!
- **Suggestions/Feedback**
Please post any general community suggestions or feedback to Community Suggestions.
- **Make the subject line relevant**
A subject of 'Help Please' doesn't convey anything. Try to give a flavor of what the problem is.

Customer surveys

Do not forget to leave one

- Your feedback is very important to Oracle
- Request manager callback for in depth review of your experience
- Point out good and bad experience
- Propose improvement points

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