

**Welcome, Sunopsis**  
**Introduction to Oracle Support and MetaLink**

**Support's Global Knowledge... Expertise... Teamwork... At Your Fingertips**

Oracle Support Services offers comprehensive maintenance and problem resolution for your Oracle technology and application products so you can get the level of support that suits your business. The result for your enterprise is optimal performance, a lower cost of ownership and a greater competitive advantage.

During this 1 to 2 hour web based training session, you will:

- Understand how to Work Effectively with Oracle Support Services
  - What is a CSI?
  - What are Severity definitions?
  - What are Service Request status codes?
  - Best Practices
  - Escalations
- Learn the benefits of OracleMetaLink, Oracle Support Services' premier web support service
  - Register and login to MetaLink
  - Configure preferences
  - How to research and find information
  - Forum participation
  - How to log a Service Request
  - Oracle Web Conferencing
- and much more...

To attend, click on the appropriate date link below or copy and paste into your browser. For best results, use Microsoft Internet Explorer 5.5 or greater, and disable all pop-up blockers. The conference key will be **804062**. Please login to the web conference 5 minutes before the meeting to test your system's compatibility.

For the Audio portion:

- From the Americas region dial: 1-888-967-2253 or 1-650-607-2253
- From the APAC region dial: 1800 222 712 (Australia toll-free), or +800 9491 2777 or +61 2 8817 6100
- From the EMEA region dial: +44 118 924 9000
- Then enter Meeting ID **804062**, and meeting passcode **804062**, as required.

**Scheduled sessions:**

**English sessions**

**Conference Title:**

***Sunopsis – Introduction to Oracle Support and MetaLink***

Tuesday, 10-April, 10:00 AM EST, 7:00 AM PST, 3:00 PM UK (Conf Key = 804062)	<a href="https://conference.oracle.com/imtapp/app/sch_mtg_details.uix?mID=71589571">https://conference.oracle.com/imtapp/app/sch_mtg_details.uix?mID=71589571</a>
Tuesday, 10-April, 02:00 PM EST, 11:00 AM PST, 07:00 PM UK (Conf Key = 804062)	<a href="https://conference.oracle.com/imtapp/app/sch_mtg_details.uix?mID=71590643">https://conference.oracle.com/imtapp/app/sch_mtg_details.uix?mID=71590643</a>
Monday, 16-April, 10:00 AM EST, 7:00 AM PST, 3:00 PM UK (Conf Key = 804062)	<a href="https://conference.oracle.com/imtapp/app/sch_mtg_details.uix?mID=71591078">https://conference.oracle.com/imtapp/app/sch_mtg_details.uix?mID=71591078</a>
Monday, 16-April, 02:00 PM EST, 11:00 AM PST, 07:00 PM UK (Conf Key = 804062)	<a href="https://conference.oracle.com/imtapp/app/sch_mtg_details.uix?mID=71590938">https://conference.oracle.com/imtapp/app/sch_mtg_details.uix?mID=71590938</a>
Tuesday, 24-April, 10:00 AM EST, 07:00 AM PST, 03:00 PM UK (Conf Key = 804062)	<a href="https://conference.oracle.com/imtapp/app/sch_mtg_details.uix?mID=71591586">https://conference.oracle.com/imtapp/app/sch_mtg_details.uix?mID=71591586</a>