

## General Enquiries

### Oracle UK Switchboard

Tel: (0118) 92 40 000

### Oracle Direct – Product Sales, Pricing & Outsourcing

Tel: (0870) 53 32 200

E-mail: [uksales\\_ie@oracle.com](mailto:uksales_ie@oracle.com)

### Oracle Partner Resource Network

Tel: (0870) 51 94 194

E-mail: [prn-uk\\_ww@oracle.com](mailto:prn-uk_ww@oracle.com)

URL: [partner.oracle.com](http://partner.oracle.com)

### Oracle Consulting Services

Tel: (0870) 55 03 040

E-mail: [conshelp\\_uk@oracle.com](mailto:conshelp_uk@oracle.com)

URL: [www.oracle.com/uk/consulting](http://www.oracle.com/uk/consulting)

### Oracle University –

#### Courses, Availability and Bookings

Tel: (0845) 77 77 711

E-mail: [eduquery\\_uk@oracle.com](mailto:eduquery_uk@oracle.com)

URL: [www.oracle.com/uk/education](http://www.oracle.com/uk/education)

### Customer Service Desk – Version Updates, Product Availability, Shipping

Tel: (0870) 56 22 300

E-mail: [upgrades\\_uk@oracle.com](mailto:upgrades_uk@oracle.com)

### Customer Support Validation (SAC/CSI queries)

Tel: (0870) 55 03 025

E-mail: [wwcs\\_crg\\_uk@oracle.com](mailto:wwcs_crg_uk@oracle.com)

### Oracle Support Sales – Advanced Product Services

Tel: (0870) 55 03 029

URL: [www.oracle.com/uk/support](http://www.oracle.com/uk/support)

### Oracle Store

Tel: (0870) 51 68 600

URL: [oraclestore.oracle.com](http://oraclestore.oracle.com)

## Customer Care

### Customer Feedback Hotline - Oracle

Tel: (0870) 55 03 080

E-mail: [customer\\_uk@oracle.com](mailto:customer_uk@oracle.com)

### Customer Feedback Hotline - PeopleSoft

Tel: 0800 731 3239

E-mail: [customer-care-uk@peoplesoft.com](mailto:customer-care-uk@peoplesoft.com)

## Technical Enquiries

### Oracle

#### Oracle MetaLink

Oracle MetaLink leverages the Internet for quick and immediate access to technical support 24 hours a day, 7 days a week.

Tel: (0870) 40 00 900

URL: [metalink.oracle.com](http://metalink.oracle.com)

### PeopleSoft

#### PeopleSoft Customer Connection

Tel: 0800 731 3039

URL: [www.oracle.com/support/support\\_peopsoft.html](http://www.oracle.com/support/support_peopsoft.html)

## Oracle User Group

Tel: (0870) 90 00 334

URL: [www.ukoug.org](http://www.ukoug.org)

## Useful Web Sites

### Oracle Home page

Products, services, business solutions, industry solutions, customer stories, partner information and direct links to all Oracle international home pages.

URL: [www.oracle.com/uk](http://www.oracle.com/uk)

### Oracle AppsNet

The AppsNet Community area provides online access to the largest community of Oracle applications users in the world.

URL: [www.oracle.com/appsnet/content.html](http://www.oracle.com/appsnet/content.html)

### Oracle Technology Network (Tech Net)

OTN is a dynamic community through which one of the world's largest aggregations of developers, DBAs, architects and sysadmins trade tips, seek and exchange advice, and interact with Oracle experts.

URL: [www.otn.oracle.com/](http://www.otn.oracle.com/)

### Oracle Broadband

Complete listing of online seminars and events by title or region.

URL: [www.oracle.com/broadband](http://www.oracle.com/broadband)

### Oracle Marketing Events

Complete listing of all Oracle events.

URL: [www.oracle.com/webapps/events](http://www.oracle.com/webapps/events)

### Oracle Magazine

Oracle Magazine is the definitive source for information on the use and development of Oracle products.

URL: [www.oracle.com/publications](http://www.oracle.com/publications)

### Oracle Financing

Oracle financing and leasing offerings are competitive, comprehensive – and one of the easiest ways to affordably acquire the right solution for your business.

URL: [www.oracle.com/financing](http://www.oracle.com/financing)

### Oracle on Demand

On Demand for Oracle E-Business Suite, Oracle Technology and Oracle Collaboration Suite.

URL: [www.oracle.com/ondemand](http://www.oracle.com/ondemand)

### Oracle Customer Reference Programme

If you would like to discuss how to participate in the Customer Reference Programme, please e-mail [reference\\_uk@oracle.com](mailto:reference_uk@oracle.com)

URL: [www.oracle.com/customers](http://www.oracle.com/customers)

# How to engage with Oracle

## General Enquiries

Raise general enquiries directly with your Oracle contact i.e. account manager, sales representative, partner manager, client manager or service delivery manager, or contact Oracle direct on (0870) 53 32 200 or e-mail [uksales\\_ie@oracle.com](mailto:uksales_ie@oracle.com)

## Complaints & Feedback

If you are unhappy with the level of service you are receiving from Oracle with regard to any issue, technical or non-technical, or you wish to give feedback or praise, you can either inform your usual Oracle contact or contact the Customer Feedback Hotline on (0870) 55 03 080 or e-mail [customer\\_uk@oracle.com](mailto:customer_uk@oracle.com)

Here, your feedback will be logged, the appropriate management attention given and we will strive to resolve the matter to your satisfaction.

## Technical Support Issues for PeopleSoft and JDE Products

### Technical Issues

Technical issues and the Escalation Process are defined in our Guide to Problem Resolution and can be found on Customer Connection in Support -> Troubleshooting via the link [www.oracle.com/support/support\\_peoplesoft.html](http://www.oracle.com/support/support_peoplesoft.html)

### Service Request Severity Level

In addition to recording information about a technical problem, we also indicate its severity level. Severity Levels are assigned according to the impact of the problem. This is different from the Service Request Escalation which focuses on appropriate management attention. Each severity level is described in more detail in the Software Support Services Terms and Conditions document on Customer Connection under the Support Policy section. The severity level is indicated in the case header and can be viewed on Customer Connection via On-Line support, Manage Existing Cases.

### Service Request Escalation

If the service you are receiving relating to a specific technical case is not meeting your expectations, firstly check that the analyst fully understands the impact of the problem. If progress is still unacceptable, then you may ask for the case to be escalated to the next level of management. Escalation will focus the appropriate management attention on your problem and ensure that resources are used effectively towards the resolution of that problem.

### Outside Normal Business Hours

Please log your service request via Customer Connection [www.oracle.com/support/support\\_peoplesoft.html](http://www.oracle.com/support/support_peoplesoft.html)  
Or call technical support on 0800 731 3238 and select option 1.

## Business Support Issues for PeopleSoft and JDE Products

### Business Issues

For all non-technical queries please contact Customer Care on 0800 731 3239 and select Option 2. The Customer Care team will be able to assist you with access to Customer Connection, navigation around Customer Connection, software upgrade orders and any other business related queries.

## Oracle Technical Support Issues

### Technical Issues

Technical issues are defined in our Technical Support Policies and Technical Service Request Escalation process – described in the Oracle Support Services Customer Guide at [www.oracle.com/uk/support/custguide](http://www.oracle.com/uk/support/custguide)

### Service Request (SR) Severity Codes

In addition to recording information about a technical problem, we also indicate its severity level. Severity levels are assigned according to the impact of the problem. This is different from service request or case escalation (see below), which focuses on appropriate management attention. Each severity level is described in more detail in the Oracle Support Services Customer Guide. The severity level is indicated in the SR header, which you can view in the SR section of OracleMetaLink at [metalink.oracle.com](http://metalink.oracle.com)

### Service Request (SR) Escalation

If the service you are receiving relating to a specific technical SR is not meeting your expectations, firstly check that the support engineer fully understands the impact of the problem and that the SR is recorded as URGENT (this is either Severity 2 for urgent or Severity 1 for issues with critical business impact or system down). If progress is still unacceptable, then you may ask (directly or via MetaLink) for the SR to be escalated to a team leader, and, if the SR still does not receive appropriate attention, to the team leader's manager. Escalation will focus the appropriate management attention on your problem, and ensure that resources are used effectively towards the resolution of that problem.

### Outside Normal Business Hours

You can use OracleMetaLink, call the technical product support number (0870) 40 00 900 or call our switchboard number (0118) 92 40 000 and ask to speak to the duty manager.