



# MY ORACLE SUPPORT COMMUNITY

## KEY FEATURES AND BENEFITS

SECURE, ANYTIME ACCESS TO ORACLE EXPERTISE.

### FEATURES

- Direct access to a network of Oracle support experts
- Collaboration with extensive peer group
- First to know - early access to product news and support features
- Enhanced Search

### BENEFITS

- Personalized - Drive greater efficiencies with streamlined, relevant content
- Proactive - Avoid unexpected downtime with critical information at your finger tips
- Collaborative - Solve problems faster with real-time access to an expanded circle of influence

*Increase productivity with access to on-line support communities, specific to your Oracle environment, backed by Oracle support experts. Collaborate with an extensive global peer group who share real-world best practices, tips and tricks. Reduce IT risks and costs with real-time access to Oracle expertise that is relevant to your systems. My Oracle Support Community— part of our exclusive Web portal My Oracle Support —offers you immediate, secure access to the critical information you need for a superior support experience, only from Oracle Premier Support.*

### Next Generation Support Experience

The My Oracle Support platform makes your interactions with Oracle Support efficient and more streamlined. This exclusive, one-stop Web Support Portal provides instant access to the latest support information, communities, security, and product alerts—all included as part of your annual Oracle Premier Support subscription. You can expect a superior experience when you leverage My Oracle Support.

### Communities That Deliver Business Results

At the heart of My Oracle Support Community are hundreds of engagement spaces that cover a wide range of technologies, applications, and business processes. But this is so much more than just a discussion forum as it allows you to build your own knowledge network.

My Oracle Support Community members are experts and peers from the Oracle customer base, with real-world experience; and Oracle's own Support engineers moderate and contribute to the communities. The result: unparalleled access to a combination of deep and practical expertise.

That expertise is shared in a number of ways. As discussions are entered in My Oracle Support Community, Community members will answer your questions or contribute to posted discussion topics. Even better, you can share your expertise and build a reputation as well as network within the community.

There are Webcasts from Oracle Support experts who share expertise, How-to, Tips and Tricks, White papers, and Best Practices. Knowledge is also shared using current features like Ideas, Instant Polls, Twitter Feeds, and links to Knowledge Management documents. By allowing detailed research across a number of topics and introducing the perspectives of other members, the full context of an issue can be understood.

[Support Blogs](#) provide a direct channel of information from Engineer. The “Support Blogs” allow engineers to provide news on new products and information on how-to work with tools. All of these features provide faster, real-time access to knowledge about your Oracle technologies that ultimately improves operations and reduces downtime.

### Personalized Knowledge

With its easy navigation, My Oracle Support Community provides simplified and personalized access to a topics and content relevant to your specific applications and areas of interest. “Activity Streams” can be used to segment content relevant to your needs. You can “Follow” specific content, topics, or people and get notified in the community or by email of new interactions in the content areas you choose to follow. Content can be searched from within My Oracle Support or within My Oracle Support Community.

### Get Started

My Oracle Support is available as part of your Oracle Premier Support subscription. To get started, visit <https://community.oracle.com/community/support> and join the discussion, or visit [oracle.com/support](http://oracle.com/support), click on My Oracle Support Community Tab, and begin reaping the benefits of this exclusive collaborative support portal.

### Contact Us

For more information about Oracle's Support Services, please visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak with an Oracle representative.



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