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Calling Oracle Global Customer Support – Customer Training

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Agenda

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- Calling Oracle Global Customer Support
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The purpose of this presentation is to provide you information on current practices for calling Oracle Global Customer Support.

Oracle Global Customer Support Phone Coverage

- Oracle Support provides phone numbers worldwide
- Access the Global Customer Support Contacts Directory at:
<http://www.oracle.com/us/support/contact-068555.html>
- Phone numbers or Support hotlines include:
 - Toll-free numbers
 - In country toll Direct Inward Dialing (DID) numbers
 - Two-step toll free numbers with access codes
- These numbers can be used to Request support for Oracle's: **Exadata and Exalogic Machines, Sun Hardware and Operating Systems, and Software products.**
- Sun Support numbers have already consolidated into the single set of numbers available at:
<http://www.oracle.com/us/support/contact-068555.html>

Language Support and Hours of Operation

- Refer to <http://www.oracle.com/support/policies/index.html> or the latest policy definition for regional language support coverage
- Oracle Global Customer Support provides 7x24 English phone support coverage for all Exadata, Sun Hardware and Operating Systems, and Software calls.
 - In most cases, language support coverage is limited to the local hours of operation with a few exceptions for critical support in some languages
- Support coverage in local languages is provided in the form of **translation services** by Oracle Global Customer Support Service Representatives
- Technical Support is available in limited local languages for Sun Hardware and Operating Systems

Calling Oracle Global Customer Support

- For the majority of countries, customers calling Oracle Support will be asked to select between their local language or English
- Oracle's Support phone menu has been simplified to ensure easy access to Support Engineers and Service Representatives for existing and new Service Request calls
- The Support phone menu separates calls by
 - Existing Service Requests
 - New Service Requests
- Phone Menu Options for New Service Requests are:
 - **Exadata and Exalogic Support**
 - **Sun Hardware and Operating Systems Support**
 - **Software Support**

Existing Service Requests and Escalations

- Customers will need to provide the Service Request (SR) number when calling back on an existing Service Request
 - Enter all the digits of the Service Request number (before and after the “-” dash symbol)
- **Escalation Requests:** You can initiate an escalation request on an existing Service Request over the phone
 - Enter your Service Request number and select the “escalation request” option.
 - You will then be routed to a Service Representative who will assist you with the escalation
- **Non-escalated Requests:** When calling on an existing open Service Request, the call is routed to the Engineer or Service Representative who owns the Service Request.

Existing Service Requests (continued)

- If the owner is not available to accept the call, you are notified and offered two options:
 - Leave a voice mail for the Service Request owner
 - Request the next available Service Representative for further assistance
- When leaving a voice mail for the Engineer or Service Representative working the SR, leave your name, number and Service Request number as part of the message
- Each time a customer calls on an existing SR, an update is made to the Service Request recording the time and date of the call

NOTE: If the Engineer working the Service Request is not available and you require immediate attention, please select the option to speak to the next Service Representative for further assistance.

New **Technical** Service Requests

- Customers will need a valid Oracle Support Identifier (CSI) when requesting a new Technical Service Request for Software Support.
- Your Support Identifier will be validated against Oracle's database
- If the Support Identifier cannot be validated the call will be routed to a Service Representative for further assistance
- Support for New Technical Service Requests are classified as:
 - **Exadata and Exalogic Support** – Support for Exadata and Exalogic Machines
 - **Sun Hardware and Operating Systems** – Sun Hardware Support including Operating Systems, Hardware Parts, Disk, SaND, SPARC and X64
 - **Software Support** – All Oracle Software product lines, Unbreakable Linux Support, SeeBeyond (Java CAPS) and MySQL

New **Non-Technical** Service Requests

- Customers can request assistance over the phone for non-technical issues including:
 - Assistance with accessing My Oracle Support
 - Assistance locating a valid Oracle Support Identifier (CSI), Support contract, or Support Sales Representative
 - Product upgrades and media requests included in your support agreement
 - Oracle Software upgrades and media included in your support agreement
 - Requests for parts
- A system serial number may be provided to the Global Customer Support Representative to log a non-technical SR for Sun Hardware and Operating Systems

Inquiring About a Dispatch Task

- Customers can inquire about the status of a Dispatch Task by:
 - Selecting the ***“Existing Service Request”*** menu option if your task has been requested or tracked in an open Service Request
 - Selecting ***“New Service Request”*** under ***“Sun Hardware and Operating Systems Support - Non-technical Request”*** and a Service Representative will assist you
 - Selecting ***“New Service Request”*** under ***“Sun Hardware and Operating Systems Support - Technical Service Request”*** – and your request will be logged against a new Service Request

Additional Information

- Visit us on the web at: <http://www.oracle.com/support>
- Call Oracle Global Customer Support using the numbers available at: <http://www.oracle.com/us/support/contact-068555.html>
- Visit My Oracle Support at: <http://support.oracle.com>
- Visit the following link for updated technical support information: <http://www.oracle.com/support/index.html>