Request management attention on an SR

ORACLE Support

Before initiating a request for management attention, please update your SR "Problem Description," and be sure you have the appropriate severity level selected.

Request management attention to facilitate the creation of an action plan in helping to resolve an issue for the following:

- You need to alert Oracle to **critical milestone** events associated with your SR.
- You are experiencing an issue with a **significant business impact** that requires heightened awareness.
- Your SR is **not progressing in a satisfactory** manner.

Before leaving the call, be sure you identified who owns all actions and that you have a communication plan.

Additional resources:
Technical Support Policies
Oracle Cloud Hosting & Delivery Policies

Help us to help you

The service request process is a partnership.

Request Management Attention Process Doc ID 199389.1

Does your issue require management attention?

Call your Oracle Support hotline
- Find your local number at: https://www.oracle.com/support/contact.html
- Enter your SR number
- Press 2 for management attention
- Decide if you need a **manager** callback

Support manager will call back to:
- Discuss the issue
- Agree on an action plan
- Agree on a communication plan

- If you need a call back, request that a manager call you back and provide your contact information.
- If you do not need a call back provide detailed information you would like conveyed to the manager.