

ORACLE NETSUITE

Adi Insights:

Customer Introduction to NetSuite Support

April 2023

Oracle NetSuite Support

Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.

Agenda

1. Changes for Adi Insights Customers
2. New Terminology, Product Mapping, Data Migrations
3. Transition Resources and Additional Learning Options



Changes for Adi Insights Customers

What's Changing for Adi Insights Customers



Contract Terms

- Beginning **April 24, 2023**, your Support service level for the SuitePeople Workforce Management product will align with your existing NetSuite Support service subscription. To know more about the NetSuite Support services features and offerings, check the [NetSuite Support Services data sheet](#).

What's Changing for Adi Insights Customers



Support Channels

- Starting **April 24, 2023**:
 - Customers will submit an online support case using NetSuite SuiteAnswers for SuitePeople Workforce Management (formerly known as Adi Insights) product concerns
 - For urgent concerns, call the NetSuite Support Hotline
 - Log-in to NetSuite to access SuiteAnswers and Account Center to submit and track support cases. Reach out to NetSuite account administrator to request access.
 - E-mailing for new requests is not supported; however, updates and additional information can be shared via email
 - Sending new requests through the Adi Insights Support channels will be retired

Terminology, Product Mapping, and Data Migration

Terminology, Product Mapping, and Data Migration

Terminology

NetSuite Terminology	Adi Insights Terminology	Description
NetSuite SuiteAnswers	Freshdesk	The customer accessible web support portal
NetSuite Account ID	Company	A unique identifier used to access Support, that correlates to the subscription
Case	Ticket	Used to track customer support incidents and requests
NetSuite Help, SuiteAnswers	Manual	Help guides, Support articles, training videos, best practices and FAQ
Defect	No equivalent	Issue in the existing code or functionality not performing as documented
Enhancement	No equivalent	Request to add functionality or change behavior of existing functionality. Enhancements are delivered via scheduled releases.

Terminology, Product Mapping, and Data Migration

Product Mapping



- Starting **April 24, 2023**, submit an online support case using NetSuite SuiteAnswers for SuitePeople Workforce Management (formerly known as Adi Insights) product concerns
- Select the appropriate product name based on the concern you are reporting

Adi Insights Product Name	NetSuite Product Name
Adi Insights	SuitePeople Workforce Management

Terminology, Product Mapping, and Data Migration

Data Migration



- Existing tickets (closed and open) created for the past 2 years, starting January 2021, are targeted to be migrated and will be accessible in NetSuite as of April 24, 2023
- NetSuite Help Center topics are targeted to be made available by April 24, 2023

Transition Resources and Additional Learning Options

Transition Resources and Additional Learning Options

Support Assistance Matrix

Request Type	Contact
Questions regarding use of or access to NetSuite SuiteAnswers or NetSuite Account Center	Oracle NetSuite Product Support via the Oracle NetSuite Support hotline
Technical product issues	NetSuite Support via SuiteAnswers
Product Defects	NetSuite Support via SuiteAnswers
Product enhancements requests	NetSuite Support via SuiteAnswers
Questions regarding the use of the application	NetSuite Support via SuiteAnswers
Consultation, activation request, or maintenance	If you have Advanced Customer Support (ACS), reach out to your Customer Success Manager. Otherwise, reach out to your account sales representative to discuss support options available to you.
Adding additional license subscription services	Your account sales representative

Transition Resources and Additional Learning Options

Adi Insights Support Site

- Support Process Guide – a quick reference guide on how to open a support case in SuiteAnswers
- Support Assistance Matrix - used to determine which NetSuite group to contact for assistance based on the request type as of April 24, 2023.

Adi Insights Welcome Center on SuiteAnswers

- Customer communications
- Customer recorded training and training slides
- Additional customer resources

Adi Insights Customer Training Resources

- Customer Introduction to NetSuite Support



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