CrowdTwist Support Assistance Matrix

Effective 9 November 2020 (Questions regarding use and access to My Oracle Support effective 19-Oct-2020)

Questions regarding use of or access to My Oracle Support (MOS)	Oracle Support via the Oracle Support hotline
Design or implementation services	Oracle Consulting or your implementation partner
Feature enablement	Oracle Consulting or your implementation partner
GDPR requests	Oracle Consulting or your implementation partner
Email Copy / Language updates	Oracle Consulting or your implementation partner
Technical product issues	Oracle Support via My Oracle Support
Product defects	Oracle Support via My Oracle Support
Product enhancement requests	Oracle Support via My Oracle Support
Control Center user creation (post-launch)	Oracle Support via My Oracle Support
Purchase additional services and products	Your account sales representative