

DataFox Support Assistance Matrix

Request Type	Contact
Questions regarding use of or access to My Oracle Support (MOS)	Oracle Support via the Oracle Support hotline
Questions regarding implementation, training or adoption of additional functionality	Your customer success manager
Data Requests (companies, conferences, list upload)	Data Operations via Oracle DataFox Cloud Service request submission
Technical product Issues	Oracle Support via MOS
Product Defects	Oracle Support via MOS
Questions regarding the use of the application	Oracle Support via MOS
Cloud service system availability	Oracle Support via MOS
Product enhancement requests	Oracle Support via MOS
Adding additional license subscription services	Your customer success manager

Oracle Support hotlines and the MOS portal will be available to customers for creating and managing service requests (SRs) on August 12, 2019.