

Iridize and Guided Learning Support Assistance Matrix

Request Type	Contact
Questions regarding access to My Oracle Support (MOS) or the MOS registration process	Oracle Support via the Oracle Support hotline
All other non-technical questions or issues	Oracle Support via MOS Non-technical SR
Design or implementation services	Your User Engagement Lead
Technical product Issues	Oracle University via MOS
Product Defects	Oracle University via MOS
Questions regarding the use of the application	Oracle University via MOS
Cloud service system availability	Oracle University via MOS
Product enhancement requests	Oracle University via MOS
Adding additional license subscription services	Your account sales representative

The use of MOS to create and manage SRs and the Oracle Support hotlines is effective October 28, 2019.