CrowdTwist:

Customer and Partner Introduction to Oracle Support

October, 2020

Oracle 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 CrowdTwist Support Users

2. New Terminology, Product Mapping, Data Migrations

3. Transition Resources and Additional Learning Options

Changes for CrowdTwist Support Users
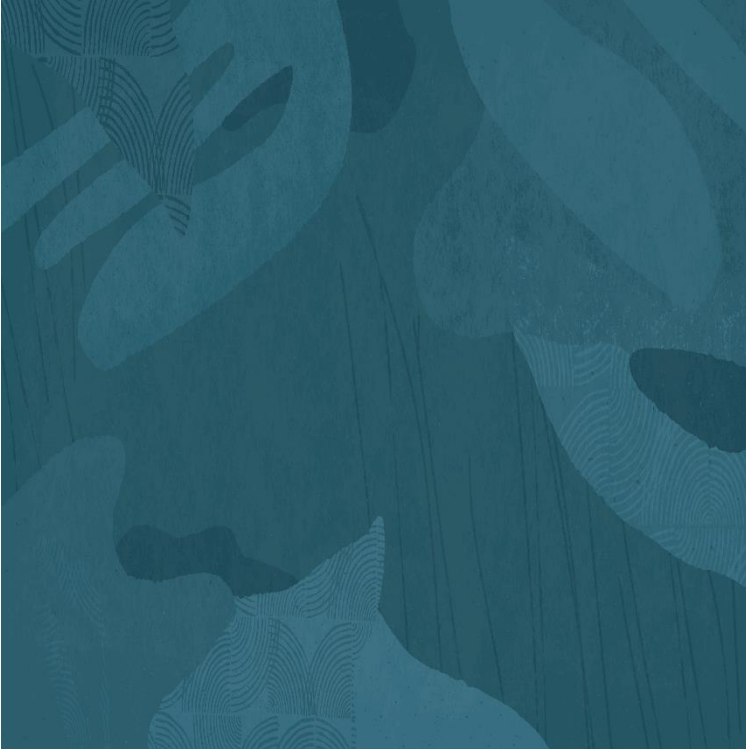
What's NOT Changing for Customers and Partners

Contract Terms

Support Service levels will remain the same or become further enhanced

Client Success Managers

Access to your Client Success Manager will remain the same

What's Changing for CrowdTwist Customers and Partners

Support Contact Details

Nov 9, 2020: CrowdTwist customers and partners have access to the My Oracle Support (MOS) portal for creating and tracking service requests (SR) and to Oracle's Support telephone numbers

Support Identifier (SI)

A Support Identifier (SI) will be needed to access My Oracle Support or Oracle Support by phone

Reporting channels

Service Requests can be opened via My Oracle Support or by calling Oracle Support phone numbers

Email will not be supported as a channel to report new support issues within MOS

Welcome email

The Support Identifier was sent to customer and partner contacts via email the week of Oct 19, 2020

Email subject: **"Welcome to Oracle Support: Action Required for CrowdTwist Contacts."**

Changes for CrowdTwist Support Users
Support Identifiers (SI)

- Your Support Identifier is the key to Oracle Support:
  - **Tells** Oracle who you are
  - **Identifies** products you have
  - **Verifies** support entitlement because it is tied to your cloud subscription
- Access to your Support Identifier and your associated privileges in My Oracle Support are managed by you, the customer, through a Customer User Administrator (CUA).

> Customers may authorize their systems integrator, managed services provider, or other service providers to access My Oracle Support on their behalf.
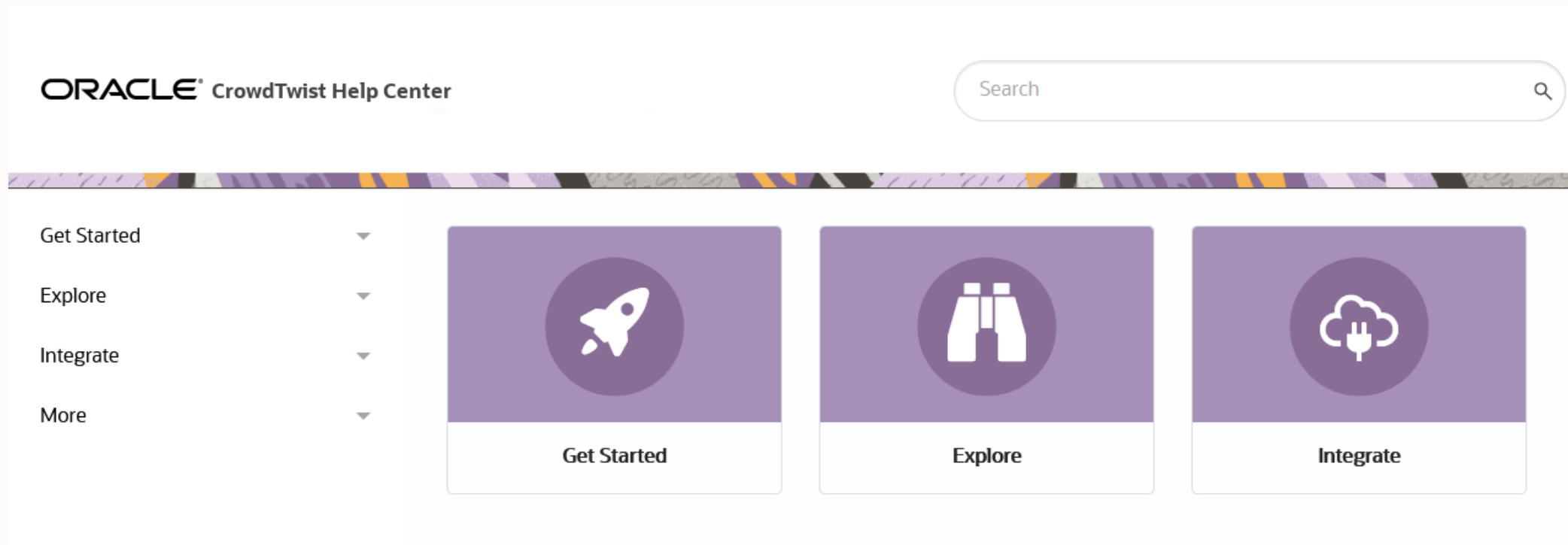
All access to My Oracle Support is governed by the Terms of Use.
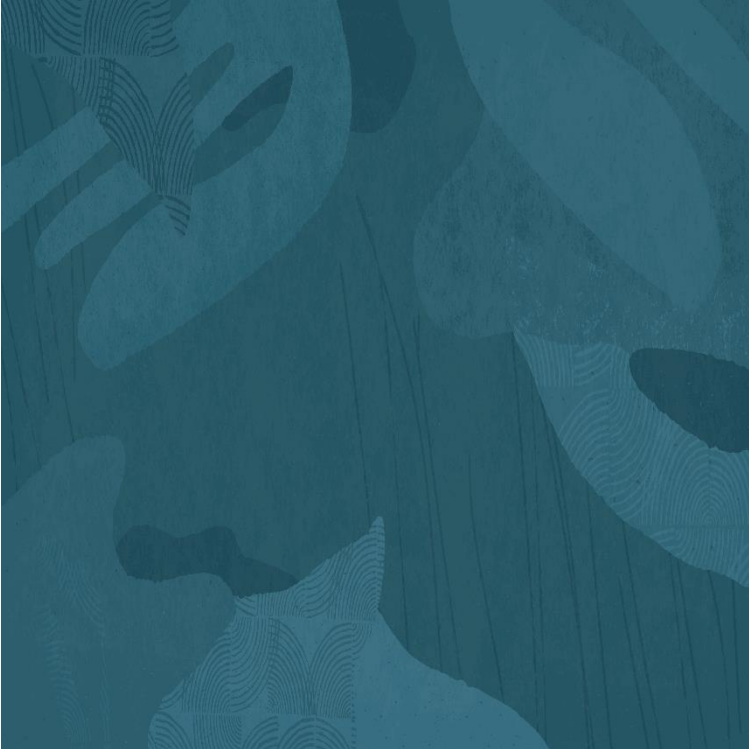
Changes for CrowdTwist Support Users
Product Documentation | Where Can I Find the CrowdTwist Product Documentation?

New Terminology, Product Mapping, and Data Migration

2

New Terminology, Product Mapping, and Data Migration
New Terminology

Oracle Terminology	Description
My Oracle Support (MOS)	The customer accessible web support portal
Support Identifier (SI)	A unique identifier used to access Support, that correlates to the cloud subscription and supported products
Service Request (SR)	A specific customer reported request for assistance
Knowledge Document	Helpful information about common issues, frequently asked questions and product information
Bug	Possible defect in the existing code or functionality not performing as documented
Enhancement Request (ER)	An enhancement is a request to add functionality or to change the behavior of existing functionality. Approved enhancements are delivered via scheduled releases.

New Terminology, Product Mapping, and Data Migration
CrowdTwist Product Mapping

- The SR Creation process will display the product name related to SI in your MOS account
- Each SI relates to a **cloud subscription** and the covered product
- The product name cross reference list mapping CrowdTwist product name to the product name displayed in MOS is also available in the CrowdTwist Welcome Center

| CrowdTwist Product Name	Oracle Product Name in MOS
CrowdTwist Cloud Service	Oracle CrowdTwist Cloud Service

New Terminology, Product Mapping, and Data Migration
Data Migration

Migration to MOS	
• New CrowdTwist SRs will be created in My Oracle Support Portal as of Nov 9, 2020	• All issues open as of Nov 9, 2020 will be worked to resolution • Closed issues will not be migrated to MOS
• CrowdTwist Support Center Documentation and Knowledgebase	• New knowledge content will be created in MOS • Product documentation is available on Oracle Help Center

Transition Resources and Additional Learning Options
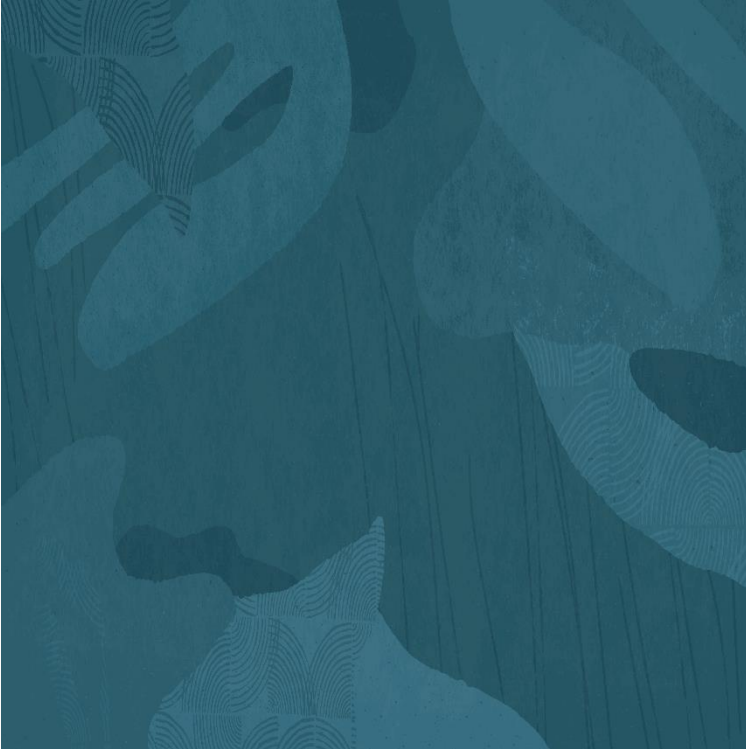
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Learn How to Create a Service Request (SR)
CrowdTwist Support Assistance Matrix

Request Type	Contact
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

Email as a channel for accessing Support will be discontinued

Transition Resources and Additional Learning Options

CrowdTwist: Support site
- Support Process Guide for Oracle Cloud Customers and Partners
- Support Assistance Matrix
- My Oracle Support and Support Phone Numbers

CrowdTwist: Welcome Center on My Oracle Support
- Customer and Partner Training slides and Recorded training
- Additional MOS Training
- Customer and Partner FAQ
- Product Cross Reference
- Customer and Partner Communications

CrowdTwist Training Resources
- MOS Registration video – Next Step

CrowdTwist Product Documentation

Thank you

Oracle Support