



Federos

Customer and Partner Introduction to Oracle Support

August 29, 2022

Oracle Support

Federos Video Introduction

- Federos Customer and Partner Introduction to Oracle Support: 12:14 mins
- What is a Support Identifier?: 1:59 mins
- First Time Registration with a Support Identifier: 1:16 mins

Agenda

- 1 Changes for Federos Support Users
- 2 New Terminology, Product Mapping, Data Migrations
- 3 Software Downloads
- 4 Transition Resources and Additional Learning Options

Changes for Federos Support Users



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Changes for Federos

What's Not Changing for Customers and Partners

Contract Terms

- Service levels will remain the same or become further enhanced.

Partners

- Partners who provide initial technical support to end customers will continue to support those customers until the end of their contracts.

What's Changing for Federos Customers and Partners

Support Channels

- October 17, 2022: Federos customers and partners have access to the My Oracle Support (MOS) portal for creating and tracking service requests (SRs) and to Oracle's Support telephone numbers.
- Email as a channel to update tickets will be discontinued.
- Each SR can have one primary and one alternate contact.

Support Identifier

- A Support Identifier (SI) will be needed to access MOS or Oracle Support by phone.
- SIs will be sent to customer and partner contacts via email the week of October 3, 2022.
 - Email subject: "Welcome to Oracle Support: Action Required for Federos Customers"
 - OR
 - Email subject: "Welcome to Oracle Support: Action Required for Federos Partners"

Changes for Federos

Support Identifiers

- Your Support Identifier (SI) is the key to Oracle Support:
 - **Tells** Oracle who you are
 - **Identifies** products you have
 - **Verifies** support entitlement because it is tied to your support contract
- Access to your SI and your associated privileges in MOS are managed by you, the customer or partner, through a Customer User Administrator (CUA)
- The first person at your company who logs into MOS and adds an Oracle Communications Unified Assurance SI to their account will be asked to accept the Customer User Administrator role for that SI

Customers and partners may authorize their systems integrator, managed services provider, or other service providers to access MOS on their behalf

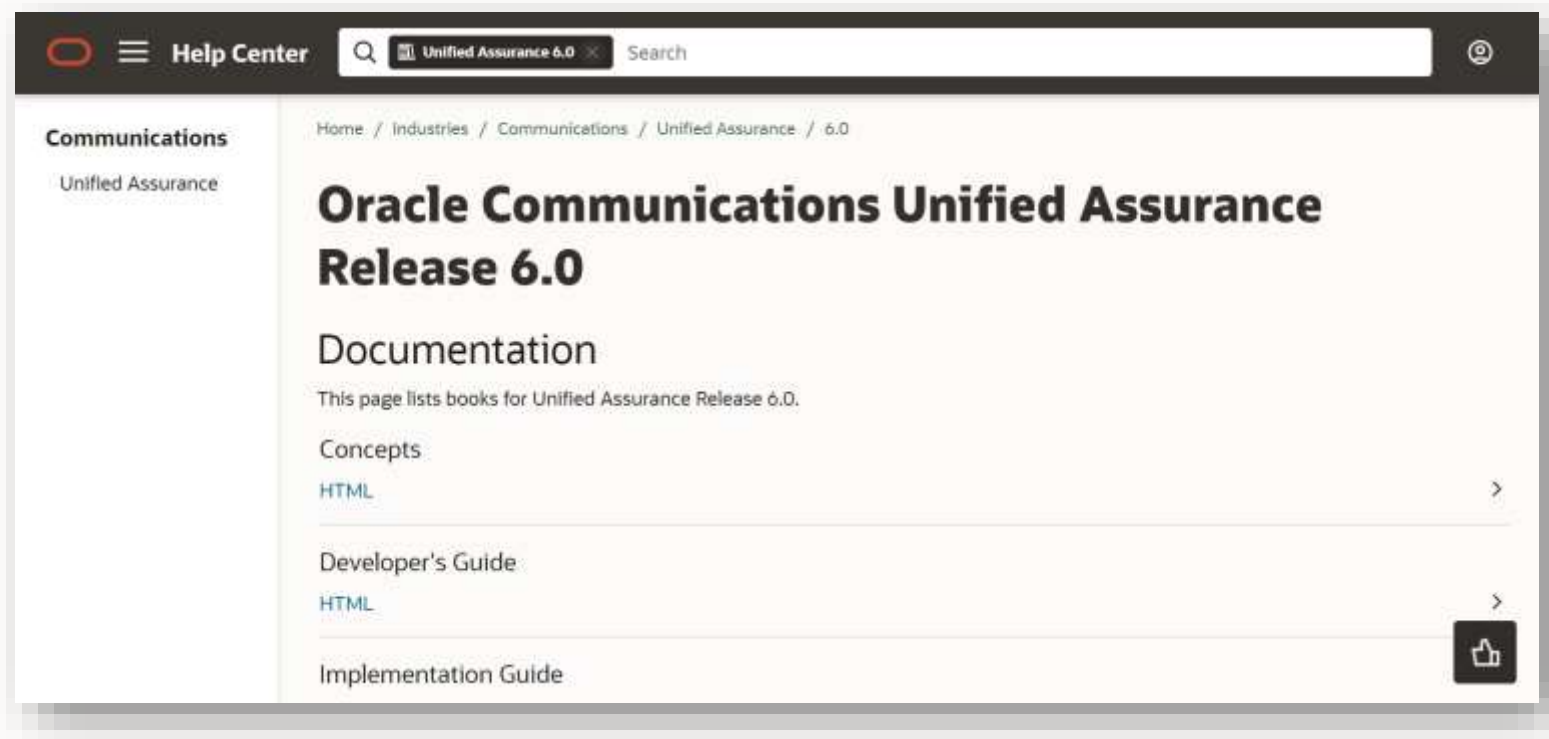
All access to MOS is governed by the [Terms of Use](#).

Changes for Federos

Product Documentation

Oracle Communications Unified Assurance Release 6.0

<https://docs.oracle.com/en/industries/communications/unified-assurance/6.0/index.html>



Product documentation for releases 4 and 5 will be available as MOS Knowledge documents by the cutover to MOS on October 17, 2022

Terminology, Product Mapping, and Data Migration



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New Terminology, Product Mapping, and Data Migration

New Terminology

| Oracle Terminology | Federos Terminology | Description |
|--------------------------|------------------------|---|
| My Oracle Support (MOS) | Federos Support Center | The customer web support portal |
| Support Identifier (SI) | N/A | A unique identifier used to access Support that correlates to the support contract and supported products |
| Service Request (SR) | Ticket | A customer or partner request for assistance |
| Knowledge Document | Document | Helpful information about common issues, frequently asked questions, and product information |
| Bug | Bug | Possible defect in the existing code or functionality not performing as documented |
| Enhancement Request (ER) | Enhancement Request | A request to add functionality or to change the behavior of existing functionality. Enhancements are delivered via scheduled releases |



New Terminology, Product Mapping, and Data Migration

Federos Product Mapping

- Each SI relates to a specific support contract and the covered products
- The SR Creation process will display a list of product names related to SIs in your MOS account
- Select the appropriate product name based on the issue you are reporting
- This product name cross-reference list mapping Federos product names to the product name displayed in MOS is also available in the Federos Welcome Center

| Federos Product Name | Oracle Product Name in MOS |
|----------------------------------|---|
| Assure1 Suite - Platform | Oracle Communications Unified Assurance |
| Event Analytics | |
| Devices: Core, Edge, CPE, IOT | |
| Adapters (OSS/ BSS Integrations) | |
| Vision | |
| External Presentation Server | |



New Terminology, Product Mapping, and Data Migration

Data Migration

Migration to MOS

- New Federos SRs (formerly known as tickets) will be created in MOS portal as of October 17, 2022
- Open SRs and attachments will be migrated from the Federos Support Center to MOS
- Closed SRs since June 1, 2020, will be migrated from the Federos Support Center to MOS (attachments will not be migrated on closed tickets)
- Federos Support Center Documentation and Knowledgebase
- Some knowledge articles will be migrated from the Federos Support Center to MOS
- Product documentation for v4 and v5 will move to the MOS Knowledgebase
- Product documentation for v6 is available on the [Oracle Help Center](#)

Software Downloads



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Software Downloads

- The current release of the Oracle Communications Unified Assurance product (v6) is available through [Oracle Software Delivery Cloud](#)
 - To access Oracle Software Delivery Cloud, customers and partners will need an Oracle account. Registration instructions for setting up an account are provided in the video titled “First Time Registration with a Support Identifier”.
 - After logging into the site, customers and partners can download the current product release by selecting the Oracle Communications Unified Assurance product pack and the relevant platform.
 - For questions and assistance, contact: edelivery_ww@oracle.com
- Previous releases of the Federos products (v4 and v5) can be requested as follows:
 - v5: [MOS](#) (Patches & Updates tab)
 - v4: Oracle Support by creating a Non-Technical SR in [MOS](#)
 - Click Contact Us, Create Non-Technical SR, Select *Problem Type = Software & OS Media Requests > 01. Electronic Download Issues*

Transition Resources and Additional Learning Options



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Transition Resources and Additional Learning Options

Federos 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 |
| Technical product Issues | Oracle Support via MOS |
| Product Defects | Oracle Support via MOS |
| Questions regarding the use of the application | Oracle Support via MOS |
| Product enhancement requests | Oracle Support via MOS |
| Product patches | MOS (Patches & Updates tab) |

| Request Type | Contact |
|---|---|
| Download of current software release (v6) | Oracle Software Delivery Cloud |
| Documentation for current software release (v6) | Oracle Help Center |
| Request license key | License Code Request form |
| Assistance with license key issues | Oracle Support via MOS |
| Previous software versions (v4, v5) | v5: MOS (Patches & Updates tab) v4: Oracle Support via Non-Technical SR in MOS |
| Previous software documentation (v4, v5) | Oracle Knowledgebase via MOS |
| Adding additional licenses | Your account sales representative |

Transition Resources and Additional Learning Options

Federos Support site

- Support Process Guide for Oracle Software and Hardware Customers
- Support Assistance Matrix
- Link to MOS and Support Phone Numbers

Federos Customer and Partner Training Resources

Federos Welcome Center on MOS (Available September 26, 2022; requires login to MOS)

- Transition Training
- Transition Resources

Federos Product Documentation

- [v6 documentation](#)
- v5 documentation (MOS KM document, available by October 17, 2022)
- v4 documentation (MOS KM document, available by October 17, 2022)

Thank you



Oracle Support

