

## goBalto Support Assistance Matrix

Request Type	Contact
Questions regarding use of or access to Health Sciences Support portal	Oracle Support via the <a href="#">Oracle Support hotline</a>
Design or implementation services	Oracle Consulting or your implementation partner
Technical product Issues	Oracle Support via the <a href="#">Health Sciences Support portal</a>
Product Defects	Oracle Support via the <a href="#">Health Sciences Support portal</a>
Questions regarding the use of the application	Oracle Support via the <a href="#">Health Sciences Support portal</a>
Cloud service system availability	Oracle Support via the <a href="#">Health Sciences Support portal</a>
Product enhancement requests	Oracle Support via the <a href="#">Health Sciences Support portal</a>
Adding additional license subscription services	Your account sales representative

### Notes:

- Use of the Health Sciences Support portal to create and update SRs begins on April 29, 2019
- Email as a channel for accessing Support will be discontinued on April 29, 2019