

Oracle Field Service Support Assistance Matrix

Use of the Oracle Support hotlines and My Oracle Support (MOS) to create and manage Service Requests is effective March 6, 2023.

Request Type	Contact
Questions regarding use of, or access to, MOS	Oracle Support via the Oracle Support hotline
Oracle Fusion Cloud Field Service system availability/performance	Oracle Support via My Oracle Support
Product Technical Issues	Oracle Support via My Oracle Support
Product Defects	Oracle Support via My Oracle Support
Product “How-To” questions regarding the use of the application	Oracle’s Cloud Customer Connect Field Service Community
Product Enhancement requests	Oracle Product Management via Oracle’s Cloud Customer Connect Idea Lab – Field Service
Questions regarding use of, or access to OneConsole or Cloud Portal	Oracle Support via My Oracle Support
Adding additional cloud subscription services or licenses, or billing questions	Your account sales representative, or Oracle Sales
Design or implementation services	Oracle Consulting or your implementation partner