Purpose: The purpose of this document is an FAQ when using Cloud Customer Connect for General Guidance (How To) type inquiries.

Quick Access Toolkit:

My Oracle Support **Knowledge Management Note:**

[Get Answers to Your General Guidance Questions on Cloud Customer Connect (CCC) Doc ID- 2919796.1](#)

Live Events scheduled and recordings:

Webinar 1: [Handling of General Guidance Issues (How to" Questions) on Cloud Customer Connect](#) – April 11

Office Hours: Join us to ask questions

Webinar 2: Scheduled for May 9th -[Click](#) to register

Webinar 3: Scheduled for June 15th – [Click](#) to register

Common links within Cloud Customer Connect:

[Cloud Customer Connect](#)

[How to become a Member of Cloud Customer Connect](#)

[How to ask a good question](#)

[How to Submit an Enhancement Request (Idea Labs)](#)

Search first! [Finding an answer](#) for tips on searching

Frequently Asked Questions

Why am I being routed to Cloud Customer Connect for my question?

Analysis shows that most General Guidance inquiries are best sourced on Cloud Customer Connect (CCC) community discussion forums. We encourage you to first search to see if your answer already exists; if it is not available then it's best to log a new question in the forum that best aligns to your product area.

Benefits of Cloud Customer Connect
- ❖ Over 80k active users participating
- ❖ Learn and share with Oracle Subject Matter Experts (includes Customers, Partners and Oracle Employees)
- ❖ Access 24/7 to search, post and contribute
- ❖ Eliminates the need to log a request via My Oracle Support

What is and is NOT a General Guidance type question?

A General Guidance **question is seeking** direction or support on product functionality, use cases, or How To type information. General Guidance questions are often classified as an "issue type" in My Oracle Support (MOS) when customers have a general question in seeking assistance with their application. Some examples can be found in the Knowledge Management note ([Doc ID 2919796.1](#)).
- ❖ How to perform a specific action
- ❖ What capabilities are in an application
- ❖ Does anyone have experience with…

A General Guidance question would **not include** issues that require detailed **troubleshooting**, gathering **log files**, **diagnostics** etc.

Are all General Guidance type inquiries supported on Cloud Customer Connect?

All Fusion Cloud Service products are in scope for routing General Guidance questions to CCC.

What if I'm new to Cloud Customer Connect? Where do I start?

Here is the link to Cloud Customer Connect (which also includes a video on getting started). Within the Help section, check out this article on becoming a member.

When I am routed to CCC where will I land?

Automation takes you the main page of CCC where you select the Category for your question. From this link, you can easily navigate to the forum/category that best aligns with your question.

What if the answer in CCC differs from that in a knowledge article or Help Center document?

It is recommended to use the most recent response. If the answer received in the CCC forum is incorrect, mark it as No to the question, "Did this answer the question?"

How do I provide feedback on whether comments answered my question?

You will be prompted to either accept or reject the answers that are given. To mark an answer as either accepted or rejected, simply click Yes or No on the dialog beneath the answer in the comment section.

If the comment answers your question, great! By selecting Yes the response will be marked as "Accepted Answer", which will reward the contributor with points. Alternatively, if want to reject an answer, select No to "Did this answer the question?" And the question will remain as a 'Question', encouraging additional comments.

What is the turnaround time for getting answers in CCC? Is it faster than creating a Service Request?

Some questions on CCC are answered in a few short hours, while others may take longer. Community experts and Oracle Moderators monitor the forums for new posts and work toward getting questions answered in a timely manner.

If the question hasn't been answered in a reasonable period of time, revisit your question and consider rewording your inquiry; check out the article: How to Ask a good question for recommendations.

Our data shows that 90% of questions receive a response within 2 business days.

Can I edit or delete a question that I ask or a comment that I post on another discussion?

Yes, by selecting the three dots (⋯) in the upper right-hand corner, a dropdown appears and you can edit or delete your post. Moderators of the community can also edit or delete posts.

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What if my search on CCC doesn't have the answer to my question?

If there is no existing thread, click on 'Ask A Question' to post a new thread. Check out this article How to ask a good question.

When should a customer log a Service Request vs searching on CCC?

Service Requests are best suited for critical production system, business functions experiencing severe loss or technical issues that would require detailed troubleshooting, debugging, diagnostics.

How will I know when I receive a comment on my question?

You can set up notifications in the Subscription area of CCC. Subscriptions can be tailored to your specific areas of expertise and interest. For more information, check out this article.

If I want to contribute to the community, how do I know when new questions are posted?

You can set up notifications to be alerted when new questions or comments are posted. You are also welcomed to search individual forums for unanswered questions to help contribute to discussions.

Where should I go if I don't have a question but a suggestion on a product enhancement?

Please submit your enhancement request through Idea Lab. You can reference Idea Lab Guidelines to share ideas, vote, and discuss. An additional resource is KM (**Doc ID 2254478.1**): How to Submit an Enhancement Request for Your Oracle Cloud Application through Idea Labs on Cloud Customer Connect.