

Hey, Hello!

We are thrilled to welcome you as one of our newest B2C Service customers. You, your team and your implementation partner all have a wealth of resources available to help you ensure success as you implement your new services. But, we know that you're not going to review all of that – at least not right now! So, we highlight just a fraction of those resources here to point you to the ones you should examine first.

THREE THINGS TO DO TO PREPARE YOUR TEAM

1. Ensure that all project team members **watch the Getting Started with Technical Support series.**

Prepare your team to take full advantage of the key resources that can drive project success. The [Getting Started with Technical Support](#) series includes topics on self-service, documentation, customization best practices, knowledge articles, and more. Located on our support portal <http://cx.rightnow.com>.

2. Confirm that your **implementation consultants are trained and certified.**

While Oracle certifies partner organizations, we also expect individual consultants to be trained and certified as a requirement to implement our products. Be sure that the individuals assigned to your project have the appropriate B2C Service product certifications. Enter your consultant team members' email addresses in the [Verify Badges](#) site to confirm that they have current certifications. (Ask them to set their Badge Visibility to "Public" if you cannot find them on the site.)

3. Ensure that your in-house implementation **team members are trained in the product.**

Team members should start with the [B2C Service Explorer](#) training to learn about the basic user tasks and processes. Then, they can follow the [Oracle University learning paths](#) to deepen their knowledge in implementation and administration topics, such as analytics and customization – to help them make informed decisions about the features and configurations available to meet your business requirements and get the most from your applications over time.

Oracle University Learning Subscriptions are available 24x7.



Target Audience

- Implementer
- Business Administrator
- Application Administrator
- Functional Architect
- Network team
- Project Manager

Quick Links to Resources

- [Getting Started with Technical Support](#)
- [B2C Service Oracle Support Site](#)
- [Free Product Training](#)
- [Oracle Help Center](#)
- [Support Webinars](#)

Other Helpful Links

- [Environment and System Requirements](#)
- [Oracle Partner Finder](#)

Connect with Us

- [Cloud Customer Connect](#)

THREE RESOURCES TO GET INTO EVERYONE'S HANDS

1. Ensure that your team and your implementation consultants are **leveraging the Technical Support webinars and videos.**

Support webinars cover implementation topics where customers sometimes struggle, as well as other best practice and feature optimization topics. Access the webinars and webinar replays here [B2C Service Support Webinars](#) or through our support site <http://cx.rightnow.com>.

2. **Access the product documentation.**

Comprehensive product documentation lives both inside the product and online. Access it by clicking the little blue question mark at the very top right of the console, or through the online [Oracle Help Center](#).

You can even search our knowledge foundation and documentation at the same time on our support site <http://cx.rightnow.com>. Knowledge articles will be displayed in the first results section and documentation in the second section.

3. **Working Effectively with Support** covers a range of topics aside from working effectively with support, including what resources you will need and who to set up as contacts that can work with us. You can find this deck on our support site under Getting Started With Technical Support, located here: [Working Effectively With Support](#)



TWO WAYS TO CONNECT WITH THE EXPERTS

1. Ask your team members to **join the Customer Connect community.**

Why? Just do it! You will thank us for it later.

[Customer Connect](#) is an amazing resource where you can collaborate and connect with other customers and Oracle Product experts to share techniques, ideas and experiences using your new B2C Service. There are also free webinars on key topics of interest to the customer community – presented by Oracle and designed to help you get the most out of your investment.

2. **Activate your Oracle Support** account and use it when you need it.

Visit Oracle B2C Service Support at <http://cx.rightnow.com> using the credentials you received in your welcome email. Add [additional team member contacts](#) who will administrate the product and work with support. [Add partner contacts](#) who will work with you and Support on your support tickets.

Engage with Implementation Support. As an Oracle SaaS customer you have access to our complimentary Platinum-level Support Service.

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Hey, Hello! 1.0

