

Hey, Hello!

We are thrilled to welcome you as one of our newest Oracle Field 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 Implementation and Management series.**

Feedback from other customers has been that the techniques and concepts covered in the [Implementation and Management](#) series were key to getting their teams on the same page and driving project success. This series helps with organizing your project team, choosing an implementation partner, defining your project scope, measuring business value, and more.

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. 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 inhouse implementation **team members are trained in the product.**

Leveraging these self-guided product training modules provides your team with the knowledge they need to make informed decisions about the different approaches available to meet your business requirements – helping you keep your project on track. Follow the Certification path to get your inhouse resources certified on implementing Oracle Field Service, which we highly recommend.

These Oracle University Learning Subscriptions are available 24x7. [Recommended Training for Customers](#)



Quick Links to Resources

- [Implementation & Management Series](#)
- [Verify Certification Badges](#)
- [Recommended Training for Customers](#)
- [Best Practice Information Center](#)
- [Oracle Help Center](#)
- [Customer Connect](#)

Other Helpful Links

- [System Requirements](#)
- [Oracle University](#)
- [Oracle Partner Finder](#)

TWO RESOURCES TO GET INTO EVERYONE'S HANDS

1. Ensure that your team and your implementation consultants are **leveraging the Best Practice Information Center.**

[Best Practice Information Center](#) links to the resources that will help you get started with your new service and to find key product details and best practices, including these essential resources:

- [Solution Design Guidelines](#) (for customers)
- [Solutions Design Guidelines](#) [for implementors]
- [Optimization Best Practices Document](#)

If you have a partner doing the configuration work for you, make sure that they know about and follow the best practices recommendations, too.

2. **Access the product documentation.**

The Documentation Help Center is your gateway to robust documentation and best practices. Our comprehensive [Documentation Help Center](#) provides access to the full documentation library and links to our best practice resources.

FOUR WAYS TO CONNECT WITH THE EXPERTS

1. Engage with Oracle's **Implementation Support** team *before* you start your implementation.

The [Implementation Support](#) program is offered as part of our complimentary Platinum Support Service. This program gives you access to product experts on the Oracle Support and Center of Excellence (CoE) teams, who can help you and your implementation partner successfully implement your new service.

How to engage. Once your environments are provisioned, a Support Services representative will contact you to initiate **Implementation Support** and schedule an initial meeting with your key contacts and the Implementation Support team members.

The goal of the initial meeting is to understand your high level goals and who will be on your implementation team, and to introduce you to what to expect and how to engage with the Implementation Support team members going forward.

2. Ask your **implementation consultant to review the Solution Design Guidelines** and provide the necessary documentation.

Take advantage of a no-cost, expert Solution Design Review by the Field Service Center of Excellence (CoE) team. Available to Oracle Field Service certified resources, a Solution Design Review provides an expert assessment of the proposed design, giving you valuable feedback that can help you ensure that it follows best practices and leads to a successful implementation.

Contact your Oracle contact (Oracle Support, CoE contact, or Customer Success Manager) to engage the team for this service.

3. 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 Field Service application. And there are free webinars on key topics of interest for our community members – presented by Oracle and designed to help you get the most out of your investment.



Platinum-Level Support Services

- [Introducing Implementation Support](#)
- [Oracle SaaS Support Services](#)
- [Oracle SaaS Platinum Support Data Sheet](#)



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

Visit [Oracle Field Service Support](#) and sign in 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.



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