Hey, Hello!

We are thrilled to welcome you as one of our newest CX Sales or B2B 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 in-house 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.

   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 Practices Resource Centers
- Oracle Help Center
- Customer Connect
- My Oracle Support (MOS)
- Solution Design Review

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 Practices Resource Centers.**

   Best Practices Resource Centers detail the best ways to configure the application in nearly all aspects of your implementation project, such as security, data migration, configuring and customizing, reporting, and much more. They also contain use cases and proven solutions that can help your teams accelerate the work and ensure better outcomes.

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

2. **Access the product documentation.**

   The Oracle Help Center is your gateway to robust documentation and best practices. You access it via the contextual Help, built right into the product, or through the online Oracle Help Center, when you're not logged in. Either way you get there, you have access to the full documentation library and links to our best practices resources centers.

THREE 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 CX Sales and B2B Service. Nearly every week, there are 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 My Oracle Support (MOS) and create a new account, or sign in to your existing account. If you already have a MOS account, add your new Customer Support Identifier (CSI) for your new services.

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

3. **Ensure that your implementation team leverages Oracle's own experts** when faced with a tough implementation challenge.

   Consider requesting a Solution Design Review.

Platinum-Level Support Service

- Oracle SaaS Support Services
- Oracle SaaS Platinum Support Data Sheet
- Introducing Implementation Support

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