

Quick Reference Guide for Oracle Premier Support

Request Support Management Attention for Service Requests:

Oracle Premier Support provides 24X7 support for mission critical issues. Anywhere or anytime, our support specialists around the world are available to help resolve your critical technical issues.

Preface: *15+ years ago, this was known as the Duty Manager Process. 10 years ago the nomenclature was changed and known as the Escalation Process. Requesting Support Management Attention to your Service Request is to be used for any customer service delivery concern related to your service request. The term escalation is no longer used to define the process. Instead, escalation is a part of this process. Escalation is a component of Business Criticality requiring ongoing dialogue with Oracle Support Management.*

Customers may Request Support Management Attention to their Service Request for any reason, including but not limited too;

- Time to Respond
- Time to Resolve
- Technical Direction Clarification
- Business Impact Understanding
- Gaps or Update Frequency (Synchronization)

The VALUE behind this customer service process is the "relationship behind the resource" of speaking directly with Support Management for the team, where the Service Request resides. Until you've spoken to a manager from Oracle Support, how will Oracle Support know where/when the service gap is and how to remedy it?

Oracle has designed next-level management engagement, built into the process. This process is the same regardless of the Oracle product family.

The ability for Support Management to properly assess the situation and co-develop an action plan with our customers is the cornerstone of the problem resolution process.



Requesting Support Management Attention

Step 1: Insert the **completed** template below into the Service Request, including all **** lines. This will ensure correct visibility and content.

*****Management Attention Request *****
Reason for request, including business impact of the problem that requires management attention
Business or implementation milestone, critical date(s) (milestone date or resolve by date), along with the type of business or implementation milestone
Name of the customer requesting callback; contact information: phone number, pager, email address
*****Management Attention Request *****

Step 2: Call the [Global Support Toll Free #](#). You may choose #1 for existing SR and you will be in contact with Global Customer Care

Your contact information will be verified and the Support Manager will be identified and notified for *callback*. It's not a hot-transfer. Once notified, the Support Manager will strive to respond with a sense of urgency and contact you in 30 minutes or less. **(It is important that you telephone us to ensure that a manager is notified. Updating the SR via the web alone does not guarantee that you will receive a call from the manager within approximately 30 minutes.)**

Step 3: Request Support Management Attention. "*Here is my existing Service Request #, I would like to speak with and receive a callback from the Support Manager.*"

There are two things the Support Manager can do that *nobody else* in Oracle can do; Support Managers have control of the resources and time of the support engineers. They may reassign it to someone else on the team with your approval. Or, they may free up the time of the current engineer to devote more time to your issue. They will review what can and can't be accommodated. That's why you shouldn't call anyone else.

Here's how it plays out: DON'T HANG UP with any Support Manager until you know the following:

- Management Contact:
 - Once identified, the Support Manager for the team where the SR resides, will call you back to discuss the technical details and review the Service Request with you.
 - Don't hang up until you have the manager's contact information. (name, email address, office phone)
- Action Plan:
 - Work up an agreed upon action plan (WHO is going to do WHAT, by WHEN)
 - At this time, discuss any concerns you have. (time to respond, time to resolve, technical direction, key milestones at risk, etc.)
Nobody is getting in trouble here. Let us know how we can serve you better.
 - Discuss current status and if the situation deems escalated or not.
 - Discuss appropriate setting of severity
 - As a customer, document the action plan in the Service Request.
Document, "I just spoke to so-n-so and we agreed to the following"
The support manager should be doing the same.
- Communication Plan:
 - Know when the next follow-up will be. Is follow up necessary? Discuss it.

Oracle Premier Support Phone Number
Oracle.....1.800.223.1711

Link to all Support Phone #s:
oracle.com/support/contact.html

Useful Oracle Websites and Resources

- My Oracle Support (MOS): support.oracle.com
- Oracle's Technical Support Policies: oracle.com/support/policies.html

When you need to request management attention to a Service Request

There may be situations when your Service Request requires additional attention and an Oracle Global Customer Support Manager needs to be engaged. This process may need to be utilized when you:

- Find the SR is not progressing in a manner that will meet your project milestones, implementation or upgrade plans
- Urgently need to communicate important business issues to managers in Oracle Global Customer Support
- Are dissatisfied with the resolution or response to a Service Request

Large, complex problems take time to resolve. Utilizing this process cannot guarantee Service Request resolution time, but it can ensure the right resources are focused on the problem, and help facilitate communication.

- Advise Support of the target dates and deadlines you have for these issues.
- Document the deadlines in the Service Request, along with a statement of its impact on your business, or the risk it poses to your implementation plans.

While a Service Request with raised management visibility will require both your own management and managers at Oracle to become engaged, resetting the severity can be requested through the Support Engineer, or calling your region's Support Line number

Please see the section Severity Definitions in [Technical Support Policies](#) or the applicable [Oracle Cloud Hosting & Delivery Policies](#).

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What if I've done what you've prescribed and it didn't work?

Oracle strives to achieve 100% satisfaction. Simply call the 800# again, state either the support manager you've spoken too isn't able to help you, or the request for callback wasn't returned, then request to speak to the next level of management (Sr. Manager, Director and then VP level, if necessary) IF, the request goes to the VP or Executive level, we ask that you mirror the conversation with someone with similar title.

