



**Support Process Guide for  
Oracle Marketing Cloud Support**

**Effective March 14, 2014**

1

### Register for My Oracle Support (MOS)

My Oracle Support, Oracle's exclusive web support portal, offers secure, real-time access to Oracle to provide the critical and timely information you need for running your business. First time users must register on My Oracle Support. You can register at <https://support.oracle.com> using your email address.

2

### Open a Service Request (SR) in My Oracle Support

1. Go to My Oracle Support (<https://support.oracle.com>). Select the "Cloud Support" radio button in the upper-right corner and sign in.
2. From the Dashboard or the "Service Requests" tab, Click **Create Service Request** button
3. Complete the Problem Description and click "**Next**"
4. Enter any Additional Details and attach files as desired, then click "**Next**"
5. Review the information you have entered. If necessary, click on the Back button to adjust, update/edit your information. Once you are satisfied with the information on each of these screens, click "**Submit**"

3

### Calling Oracle Support

Although it is Oracle's preference that you use My Oracle Support to log your SRs electronically, we understand that from time to time you may want to call Support. For **technical issues** of an urgent nature, you can either use My Oracle Support to submit a Severity 1 SR or you can call Oracle Support.

Eloqua and Compendium customers can reach Oracle Marketing Cloud Support via the support hotlines found on the Support for Eloqua Products page. The same hotline information will also be reflected on the Support for Compendium Products page as of Friday, March 21, 2014. Links to the pages are as follows:

<http://www.oracle.com/us/corporate/acquisitions/eloqua/support/index.html>  
<http://www.oracle.com/us/corporate/acquisitions/compendium/support/index.html>

To reach Oracle Marketing Cloud Support for a new Service Request, "press 2 – For new SR", select option 4 - "For Oracle Cloud", and then 1 – "Service and functional SR". Selecting "Non Technical SR" will direct you to the Oracle Support team that handles issues that are not related to the Eloqua or Compendium products.

For an existing Service Request, you can call the support hotline using the Service Request number to be routed to the engineer assigned to the request.

## Register for My Oracle Support (MOS)

My Oracle Support, Oracle's exclusive web support portal, offers secure, real-time access to Oracle to provide the critical and timely information you need for running your business. First time users must register on My Oracle Support. You can register at <https://support.oracle.com> using your email address.

### 1. Register on My Oracle Support <https://support.oracle.com>

**ORACLE® MY ORACLE SUPPORT**

**New to My Oracle Support?**

- 1 New user? Register here**  
Create your account
- 2 Watch**  
Learn the basics in minutes
- 3 Explore**  
Sign in for more quick training videos

**Welcome to the New My Oracle Support User Interface**

Built on Oracle's own Application Development Framework (Oracle ADF), advantages of the redesigned UI include:

- Streamlined, three-step process for initiating new Service Requests
- Single, consistent workflow for both hardware and software incidents
- Enhanced personalization and filtering within the user interface
- New accessibility features (enabling screen readers, large fonts, etc.)

After signing in, please refer to document [1385682.1](#) for more information.

**Sign In**

Language: English

Sign In...

Forgot User ID / Password?  
New user? Register here

Use of My Oracle Support is subject to the My Oracle Support Terms of Use and the Oracle Privacy Policy

**FAQ & Support**

- Registration FAQ
- My Oracle Support FAQ
- Contact Support
- Accessibility Features

Tell us about your experience with My Oracle Support

Copyright (c) 2012, Oracle. All rights reserved. | [Legal Notices and Terms of Use](#) | [Privacy Statement](#) | [Third Party Licenses](#)

This site is intended solely for use by authorized Oracle customers, partners, and employees. Use of this site is subject to the Legal Notices and Terms for Use and Privacy Statement located on this site. Use of this site by Oracle employees is also subject to company policies, including the Employee Code of Conduct, the Internal Privacy Policy, the Acceptable Use Policy and the Information Protection Policy. Unauthorized access or breach of the Legal Notices and Terms for Use, and/or the Privacy Statement will result in termination of your authorization to use this site and/or civil and criminal penalties.

**MyProfile - Create Account** [Already have an account? Login here](#)

Please provide the following information to create your Oracle.com account and also indicate your e-mail communication preferences.

Your Oracle.com account gives you access to a variety of online application and services like Oracle Store, My Oracle Support, Marketing Events, and the Oracle PartnerNetwork. If you are registering for one of these services, you will be redirected if more information is needed to complete the process.

\* Indicates required field

**Account Information**

\* E-mail:  Please provide a valid e-mail address as your username. Your business e-mail address is preferred.

\* Password:  Passwords must be a minimum of 8 characters and must contain both upper and lower case letters and at least one number.

\* Confirm Password:

**Personal Information**

Salutation:

\* First Name (Given Name):

\* Last Name:

\* Country:

☐ Yes, send me e-mails on Oracle Products, Services, and Events  
To opt-out please click the Do Not E-mail link on the bottom of the page.

**Subscription Center**

You understand and agree that use of Oracle's web site is subject to the [Oracle.com Terms of Use](#) and [Oracle's Privacy Policy](#).

It is highly recommended that you register using an email address matching your company domain. You will be sent an email from Oracle Support after you click "Create."

In this email you will be asked to verify your registration. Please wait 5 minutes after you verify to move to the next step and ensure your registration is active.

If you do not receive an email with the link to continue registration, check your spam filters first. If you still do not receive the email, please call Oracle Support to have someone send the email directly (see page 10)

2. Sign in to MOS using the account you just created and validated.
3. Gain access to your products by adding your Support Identifier (SI) to your account. Simply type in your SI number and click Request Access.

4. The system will make sure this is a valid SI and add it to the table below. Click Next.

5. Provide your contact information and then click Next.

- Please read the My Oracle Support Terms of Use and click the “I Accept” button to continue. Choosing “I do not accept” will terminate the registration process.

The screenshot shows the Oracle My Oracle Support registration interface. At the top, the Oracle logo and 'MY ORACLE SUPPORT' are displayed. Below this is a progress bar with three steps: 'Add Support Identifiers', 'Provide Contact Information', and 'Accept Terms Of Use and Submit'. The third step is currently active. The main content area is titled 'Accept Terms Of Use and Submit' and contains the following text:

(including Oracle employees) in any forum. My Oracle Support may contain hyperlinks to web sites controlled by parties other than Oracle. Oracle is not responsible for and does not endorse the contents or use of these web sites.

**5. Export Compliance**  
You agree that you will comply with all United States export laws and that none of the information in the Materials will be exported, directly or indirectly, in violation of such laws.

**6. Materials and My Oracle Support Terms of Use Subject To Change Without Notice**  
The contents of the Materials are subject to frequent change without notice. As well, the My Oracle Support Terms of Use may change without notice, and you agree to abide by the My Oracle Support Terms of Use in effect each time that you access My Oracle Support.

**7. Right to Revoke and Monitor Access**  
Oracle retains the right to revoke access to the Materials at any time for any reason. Access to My Oracle Support may be monitored by Oracle.

Oracle 500 Oracle Parkway Redwood Shores, CA 94065 USA Worldwide Inquiries: Phone (+1) 650.506.7000 Fax (+1) 650.506.7200

CLICK 'I accept the My Oracle Support Terms of Use' TO ACCEPT THESE TERMS AND REGISTER My Oracle Support.

At the bottom right of the form, there is a checkbox labeled 'I Accept the My Oracle Support Terms of Use' and a 'Submit' button.

- Upon acceptance, your registration request will be forwarded to the administrator of your SI. It may take some time for your administrator to approve your registration. You will have to wait until your registration is approved before you will be able to open a Service Request in My Oracle Support.

The screenshot shows the Oracle My Oracle Support registration interface after the registration process is complete. The page displays a message box titled 'Registration Complete' with the following text:

Your registration is pending approval. You will get an e-mail when your registration is approved. While you wait, consider learning more about My Oracle Support:

[My Oracle Support and Premier Support Benefits](#)

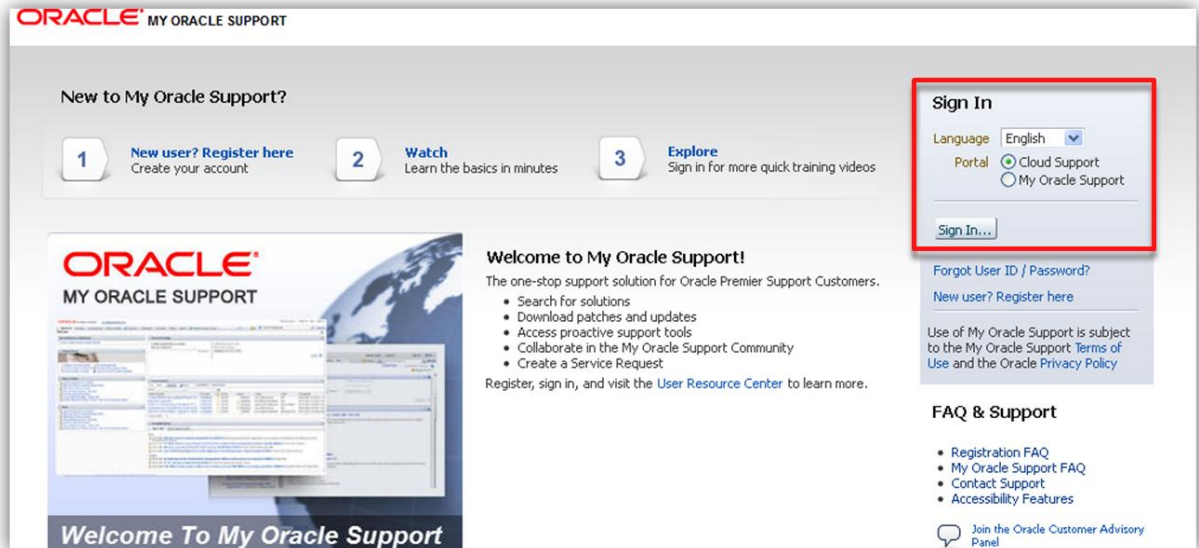
[Quick Training Videos](#)

[Visit Oracle Technology Network](#)

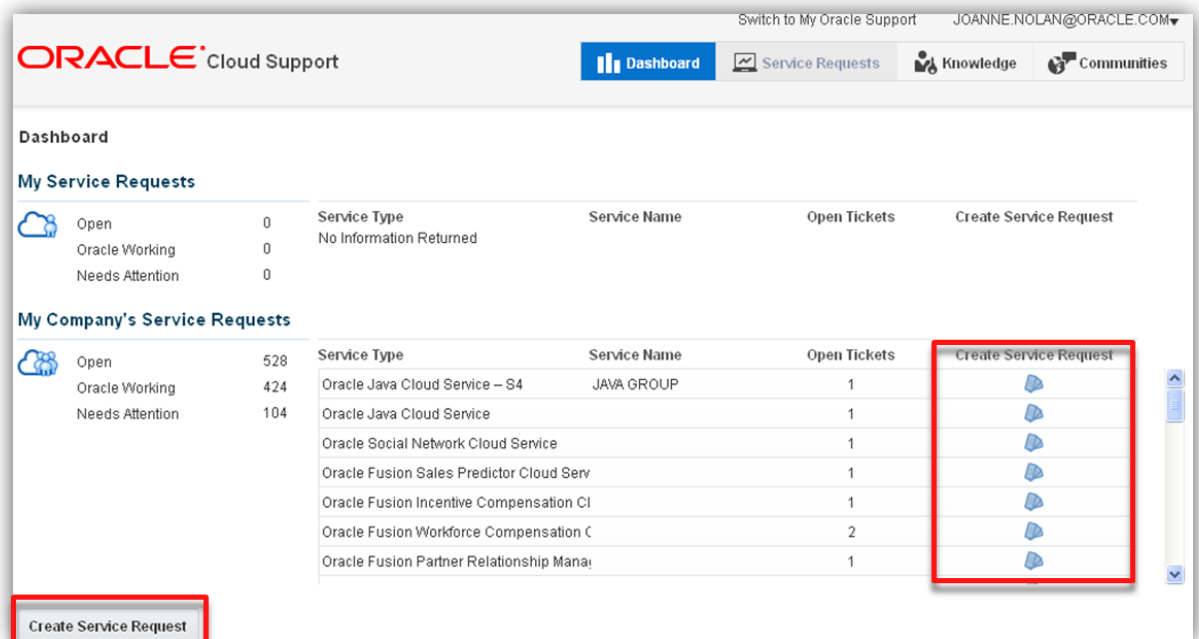
At the bottom left of the page, there is a small plus sign icon.

## Open a Service Request in My Oracle Support

1. Go to My Oracle Support (<https://support.oracle.com>). Select the “Cloud Support” radio button in the upper-right corner and sign-in. Note: If you do not see the radio buttons, sign in and then look for “Switch to Cloud Support” on the top right-hand side of the screen. This will bring you to the simpler Cloud Support interface and will cause the radio buttons to appear the next time you sign in.



2. From the Dashboard or the “Service Requests” tab, Click **Create Service Request** button



- Complete the Problem Description which is step one of the 3-step SR creation process. Accurately describe the issue or concern by filling in the fields then progress onto the second screen by selecting the NEXT button. Note: It is also possible to complete the SR creation process from this screen by selecting the Submit button.

**Create Service Request**

Problem Description Additional Details Confirmation

Next Submit

Service Type: Oracle Database Cloud Service – S20

Service Name: DB GROUP

Problem Type: General

Problem Summary: Problem Summary

Primary Contact: Joanne Nolan

Phone Numbers: 7817440715

E-mail Address: joanne.nolan@oracle.com

Contact Method: Web

Severity: 3 - Minor loss of service

Description: Description

1) If relevant please enter the time of occurrence of the reported issue (please enter in the format of dd-mm-yyyy, hh:mm:ss)

dd-mm-yyyy, hh:mm:ss

2) USER experiencing issues

USER experiencing issues

- The second step is to add any **Additional Details** that may assist in issue resolution. Attachments, if helpful, may also be uploaded at this time in the form of a screen shot, on-screen errors, or step-by-step instructions reproducing the problem that is occurring in your service. When satisfied, click Next.

**Create Service Request**

Problem Description Additional Details Confirmation

Back Next Submit

Service Type: Oracle Database Cloud Service – S20

Service Name: DB GROUP

Problem Type: General

Problem Summary: Problem Summary

Primary Contact: Joanne Nolan

Phone Numbers: 7817440715

E-mail Address: joanne.nolan@oracle.com

Contact Method: Web

Severity: 3-Standard

Description: Description

1) If relevant please enter the time of occurrence of the reported issue (please enter in the format of dd-mm-yyyy, hh:mm:ss)

dd-mm-yyyy, hh:mm:ss

2) USER experiencing issues

USER experiencing issues

3) Please detail any information that may help us in assisting to resolve your issue.

Attachments

File Name	Size	Date Uploaded
No Information Returned		

Add Attachment

5. The third and final step of the SR creation process is to review the information you have entered. If necessary, click on the Back button to adjust, update/edit your information. Once you are satisfied with the information on each of these screens, click on the Submit button.

**Create Service Request**

Progress: Problem Description → Additional Details → **Confirmation**

[Back](#) [Submit](#)

<p>Service Type Oracle Database Cloud Service – S20</p> <p>Service Name DB GROUP</p> <p>Problem Type General</p> <p>Problem Summary Problem Summary</p>	<p>Primary Contact Joanne Nolan</p> <p>Phone Numbers 7817440715</p> <p>E-mail Address joanne.nolan@oracle.com</p> <p>Contact Method Web</p> <p>Severity 3-Standard</p>
---	--

**Description** Description

- \* 1) If relevant please enter the time of occurrence of the reported issue (please enter in the format of dd-mm-yyyy, hh:mm:ss)
- \* 2) USER experiencing issues
- 3) Please detail any information that may help us in assisting to resolve your issue.





## Severity Levels:

**Severity Level 1** Critical Business Impact – Production use of the supported service is stopped

Customer's production use of the Oracle Cloud Service is stopped or so severely impacted that Customer cannot reasonably continue work. Customer experiences a complete loss of service. The impacted operation is mission critical to the business and the situation is an emergency.

**Severity Level 2** Serious Business Impact - Severe loss of service without acceptable workaround

Customer experiences a severe loss of service. Important features of the Oracle Cloud Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

**Severity Level 3** Minor Business Impact - Minor loss of service or resources

Customer experiences a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

**Severity Level 4** No Business Impact – No loss of service or resource

Customer requests information, enhancement, or documentation clarification regarding the Oracle Cloud Service, but there is no impact on the operation of such service. Customer experiences no loss of service.

## Calling Oracle Support

Although it is Oracle's preference that you use My Oracle Support to log your SRs electronically, we understand that from time to time you may want to call Support. For **technical issues** of an urgent nature, you can either use My Oracle Support to submit a Severity 1 SR or you can call Oracle Support.

Eloqua and Compendium customers can reach Oracle Marketing Cloud Support via the support hotlines found on the Support for Eloqua Products page. The same hotline information will also be reflected on the Support for Compendium Products page as of Friday, March 21, 2014. Links to the pages are as follows:

<http://www.oracle.com/us/corporate/acquisitions/eloqua/support/index.html>  
<http://www.oracle.com/us/corporate/acquisitions/compendium/support/index.html>

To reach Oracle Marketing Cloud Support for a new Service Request, "press 2 – For new SR", select option 4 - "For Oracle Cloud", and then 1 – "Service and functional SR". Selecting "Non Technical SR" will direct you to the Oracle Support team that handles issues that are not related to the Eloqua or Compendium products.

For an existing Service Request, you can call the support hotline using the Service Request number to be routed to the engineer assigned to the request.

Effective March 24, 2014, support for the Eloqua products will transition to My Oracle Support and will no longer be provided through the Eloqua support portal. The Eloqua support hotline numbers will remain active and the link to the Eloqua support portal through Customer Central will be redirected to My Oracle Support. The Eloqua support portal will then be decommissioned.

The same support team who supported Eloqua's products continues to do so today. You should continue to use the same support channels you have been using, whether it is online, phone support, or through your customer representative. Support phone numbers and website links remain the same.

As we progress through the transition of Eloqua Support to the Oracle Customer Support systems we will provide advance notice to you about any changes.

Support Requests	
Support Portal	Continue to access the Eloqua Support portal through Customer Central on your Eloqua application
Telephone	USA & Canada: 1.866.327.8764 UK & EMEA: +442036081304 France: +33.975181647 Germany: 08001844542 Switzerland: 0800.559.851 Australia: 1.800.226.412 Singapore: 8001301655 Hong Kong & PAC: +852800930694

Oracle 1-850-633-4490  
 1-800-633-0925  
 (Toll Free in the U.S.)  
 Acquisition inquiries

Webcast  
 Oracle Buys Eloqua  
 Recorded February 21, 2013  
 ORACLE | eloqua  
 WATCH NOW



### **Oracle Customer Satisfaction Survey Program**

As part of our goal to achieve industry-leading customer satisfaction, Oracle is dedicated to improving the quality of the support that you receive. To this end, we regularly conduct customer surveys to learn about your experiences with Oracle support services. Our Customer Satisfaction Survey Program is one of the primary methods we use to measure success and drive quality-related initiatives within our Global Customer Support organization.

Oracle will begin administering the Customer Satisfaction Survey Program to our customers who close service requests. If you are invited to participate in the survey program, you will receive an invitation e-mail with a subject line that reads: **Oracle Wants Your Feedback for Service Request**.

We thank you in advance for taking a few moments to provide your feedback if contacted; this direct input is vital to helping us improve our support delivery and issue resolution processes. Also, please note that Oracle will ensure the confidentiality of your information in accordance with [Oracle's Privacy Policy](#).

### **Additional Questions?**

We urge you to register for My Oracle Support (<https://support.oracle.com/>) today. Familiarizing yourself with the My Oracle Support site will make your transition to Oracle Support Services easier, faster, and help us serve you better.

We are eager to assist you in any way possible and your feedback is invaluable and integral to our success. Please contact Oracle Support if you need any assistance, the support hotline for your country or region can be found on the Oracle Support Contacts Directory page at: <http://www.oracle.com/support/contact.html>.