

A woman with blonde hair is smiling and talking to a man with glasses in a meeting. They are looking at a laptop. The background shows a blurred office setting with other people.

APIARY: Customer Introduction to My Oracle Support (MOS)

Agenda

- 1 Changes for Apiary Customers
- 2 New Terminology, Product Mapping, Data Migrations
- 3 Getting started with My Oracle Support
- 4 Learn how to Create a Service Request
- 5 Transition Resources and Additional Learning Options

Changes for Apiary Support Users

What's Changing for Customers



May 21, 2018: Apiary customers have access to the My Oracle Support (MOS) portal for SR ticketing and to Oracle's Support telephone numbers



Email as a channel to report new issues or ask new questions will be discontinued

Service Requests can be opened via My Oracle Support or by calling Oracle Support phone numbers



A Support Identifier (SI) will be needed to access My Oracle Support or Oracle Support by phone



The Support Identifier was sent to customer contacts via email the week of April 30, 2018

Email subject: **“Welcome to Oracle Support: Access for Apiary Customers”**

Support Identifiers (SI)



Your Support Identifier is the key to Oracle support:

Tells Oracle who you are

Identifies products you have

Verifies support entitlement because it is tied to your cloud subscription

- Access to your Support Identifier and your associated privileges in My Oracle Support are managed by you, the customer, through a Customer User Administrator (CUA)

NOTE: Customers may authorize their systems integrator, managed services provider, or other service providers to access My Oracle Support on their behalf. All access to My Oracle Support is governed by the [Terms of Use](#).

Product Documentation

Where can I find the Apiary product documentation?

Apiary Product Documentation



<https://docs.oracle.com/cloud/apiary/index.html>

The screenshot shows the Oracle + Apiary website interface. At the top, there is a navigation bar with links for 'How It Works', 'Plans', 'Product', 'Help', 'Company', 'Sign In', and 'Sign Up'. The main content area is divided into four sections:

- Apiary Tools**: Complete overview of our awesome tools!
 - Apiary Editor
 - Mock Server
 - GitHub Sync
 - Automated Testing
 - GitHub Enterprise (GHE) Integration
 - Interactive Documentation
 - API Inspector
 - GitHub Integration
 - Apiary CLI
 - Integrated Code Examples
- API 101**: Quick start, tutorials and best practices
 - Understanding Apiary
 - Choosing the right format
 - API Blueprint tutorial
 - MSON Tutorial
 - JSON Schema Rendering
 - Swagger in Apiary
 - Enhancing Apiary Workflow
 - Swagger tutorial
 - URI Templates
 - Using Apiary with Bitbucket
- Account Settings**: API Domain and user account settings
 - Invitations
 - Team Settings
 - Billing info
 - User Settings
- FAQs**: Frequently asked questions
 - How to enable "Production" calls?
 - Does Apiary hosted API documentation support HTTPS?
 - GitHub Webhooks migration
 - See all FAQs

New Terminology, Product Mapping, and Data Migration

Terminology

Oracle Terminology	Apiary Terminology	Description
My Oracle Support (MOS)	None	The customer accessible web support portal
Support Identifier (SI)	None	A unique identifier used to access Support, that correlates to the cloud subscription and supported products
Service Request (SR)	Issue	A specific customer reported request for assistance
Knowledge Document	Apiary Help documents	Helpful information about common issues, frequently asked questions and product information
Bug	Defect	Possible defect in the existing code or functionality not performing as documented
Enhancement Request (ER)	None	An enhancement is a request to add functionality or to change the behavior of existing functionality. Enhancements are delivered via scheduled releases.

Apiary Product Mapping

- SR Creation process will display list of product names related to SIs in your MOS account
- SI relates to a cloud subscription and the covered products
- Select the appropriate product name based on the issue you are reporting
- A product name cross reference list mapping the Apiary product to the product name displayed in MOS is available in the **Apiary Welcome Center**

Apiary Product Name	Oracle Product Name
Apiary APIFlow	Oracle Apiary Cloud Service

Data Migration

Migration to MOS

- | | |
|---|--|
| <ul style="list-style-type: none">• New Apiary SRs will be created in My Oracle Support Portal as of May 21, 2018 | <ul style="list-style-type: none">• Open issues will be migrated to MOS• <u>Note</u>: SRs are assigned a unique SR tracking number in MOS for use in all interactions with Oracle Support |
| <ul style="list-style-type: none">• Apiary Support Center Documentation and Knowledge documents | <ul style="list-style-type: none">• Starting May 21, 2018, knowledge articles will be available in MOS• Product documentation is available on Oracle Apiary Documentation |
-

Registering for My Oracle Support

Registering for My Oracle Support

Have you registered?
<https://support.oracle.com>

ORACLE MY ORACLE SUPPORT

 **Oracle Accreditation Program**
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- Download patches and updates
- Access proactive support tools
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- Create a Service Request

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Sign In

Language

[Forgot User ID / Password?](#)

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Registering for My Oracle Support. Oracle Account Creation

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Create Your Oracle Account

Already have an Oracle Account? [Sign In](#)

Email Address * Your email address is your username.

Password * Passwords must have upper and lower case letters, at least 1 number not match any part of your email, and be at least 8 characters long.

Retype Password *

Country *

Name *

Job Title *

Work Phone *

Company Name *


Address *

City *

ZIP/Postal Code *

Yes, send me e-mails on Oracle Products, Services and Events.
You may opt-out of all marketing communications: [Unsubscribe](#).

By clicking on the "Create Account" button below, you understand and agree that the use of Oracle's web site is subject to the Oracle.com Terms of Use and Oracle's Privacy Policy, including the fact that Oracle may transfer your personal information collected in connection with your registration on this website to its affiliates globally and to third party entities that provide services to Oracle.



Integrated Cloud Applications & Platform Services

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Registering for My Oracle Support - Confirmation of Account Creation

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✓ Your Account Has Been Created

Email validation is required to access some Oracle applications. Oracle has sent an email to you with instructions on how to validate your email address. The link is valid for 5 days.

 [Add Subscriptions](#)

 [Join Communities](#)

Add subscriptions and communities later if you wish to:

[Continue](#)

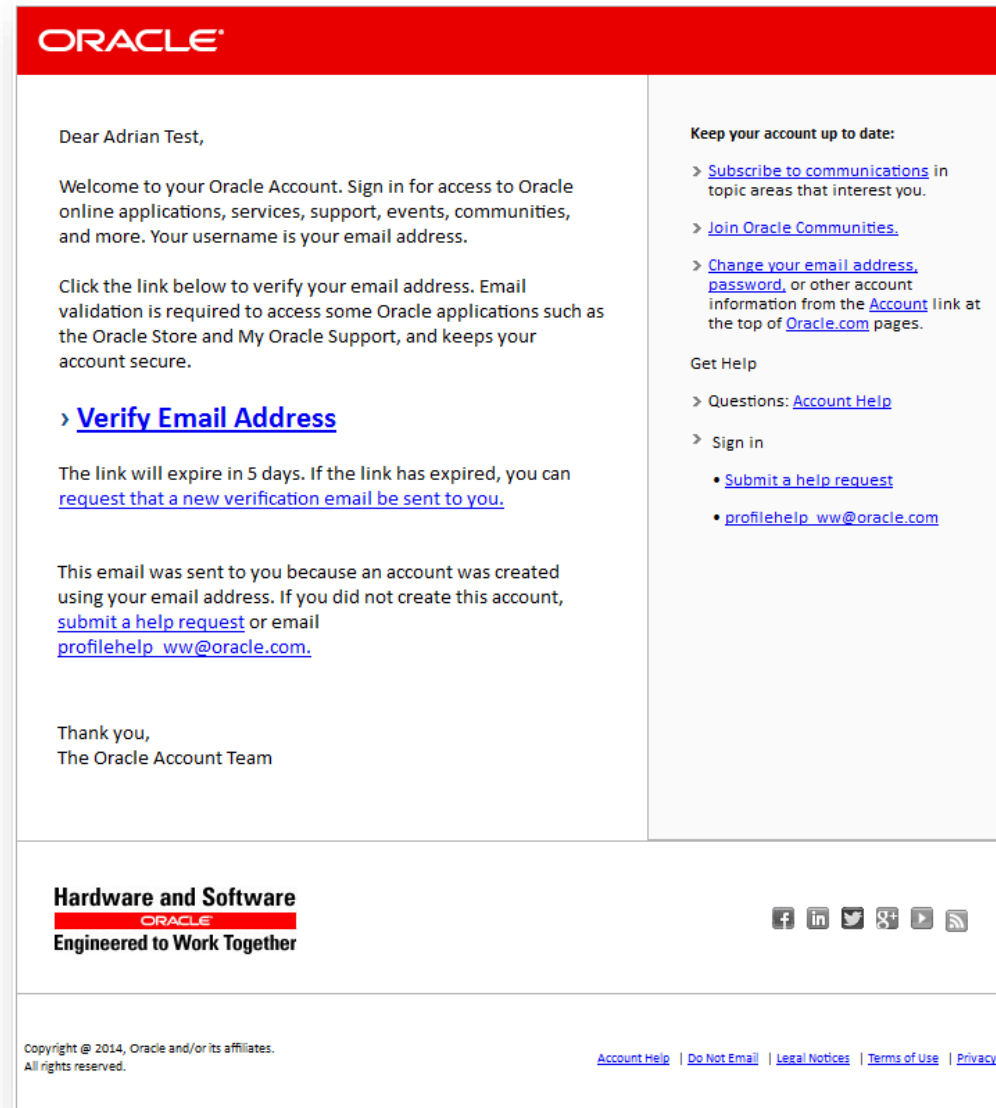
Hardware and Software, Engineered to Work Together



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Registering for My Oracle Support - Email Confirmation



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Dear Adrian Test,

Welcome to your Oracle Account. Sign in for access to Oracle online applications, services, support, events, communities, and more. Your username is your email address.

Click the link below to verify your email address. Email validation is required to access some Oracle applications such as the Oracle Store and My Oracle Support, and keeps your account secure.

> [Verify Email Address](#)

The link will expire in 5 days. If the link has expired, you can [request that a new verification email be sent to you.](#)

This email was sent to you because an account was created using your email address. If you did not create this account, [submit a help request](#) or email profilehelp_ww@oracle.com.

Thank you,
The Oracle Account Team

Keep your account up to date:

- > [Subscribe to communications](#) in topic areas that interest you.
- > [Join Oracle Communities.](#)
- > [Change your email address, password,](#) or other account information from the [Account](#) link at the top of [Oracle.com](#) pages.

Get Help

- > Questions: [Account Help](#)
- > Sign in
 - [Submit a help request](#)
 - profilehelp_ww@oracle.com

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Registering for My Oracle Support - Support Identifier Registration

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Language

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Navigate to: <http://support.oracle.com> to get started.

Registering for My Oracle Support

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Sign In

Username

[Lost Username?](#)

Password

[Lost Password?](#)

Sign In

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Registering for My Oracle Support

Request Access Provide Contact Information Accept Terms Of Use and Submit

Connect your User Account Next

We need to connect your user account to a Support Identifier. Access and privileges are approved by an Administrator in your organization. You need to add at least one Support Identifier to proceed.

Don't know your Support Identifier? [Visit the Registration Help](#)

Note to Approver

* Support Identifier

Access Requests

Support Identifier	Note to Approver	Role	Remove
A valid Support Identifier must be added to go to the next step.			

Registering for My Oracle Support

Request Access Provide Contact Information Accept Terms Of Use and Submit

Connect your User Account Next

We need to connect your user account to a Support Identifier. Access and privileges are approved by an Administrator in your organization. You need to add at least one Support Identifier to proceed.

Don't know your Support Identifier? [Visit the Registration Help](#)

Note to Approver

* Support Identifier

[Request Access...](#)

Access Requests

Support Identifier	Note to Approver	Role	Remove
20008985	Please approve me as Admin		

Register your Support Identifier

[Request Access](#) **Provide Contact Information** [Accept Terms Of Use and Submit](#)

Provide Contact Information Back **Next**

Fill out your contact information accurately. This could impact the delivery of software or hardware (parts) to your address, or how and when we need to contact you for more information when filing a service request.

* First Name

* Last Name

* Street Address 1

Street Address 2

* City

* Country

State/Province

Zip Code or Postal Code

* Time Zone

* Phone in International format

Fax

* Required Field

Register your Support Identifier

Request Access Provide Contact Information **Accept Terms Of Use and Submit**

Accept Terms Of Use and Submit Back Submit

My Oracle Support TERMS OF USE

1. Introduction

By using the Oracle My Oracle Support web-based technical support service ("Support Portal"), Customer (hereinafter "you") agrees to the following terms and conditions ("Support Portal Terms of Use"), and to the [Oracle.com Terms of Use](#), including without limitation Oracle's policies regarding use of Oracle's trademarks and logos; use of forums and public communications; and third party web sites, content and services. These terms supplement the terms of your agreement with Oracle or a vendor acquired by Oracle. In the event of a conflict between either your agreement or the [Oracle.com Terms of Use](#) and the following terms, the terms below will control your use of and access to the Support Portal.

Through the Support Portal, you may have access to various programs, software and web-based tools, and other materials made available by Oracle now and in the future, including but not limited to bulletins, white papers, and other technical publications; information on product certification, product availability, and product desupport; any bug database; service requests that you have submitted; software patches; bulletin board and forum messages; and hyperlinks to web sites not controlled by Oracle (the "Materials").

You agree that access to the Support Portal, including access to the service request function, will be

I Accept the My Oracle Support Terms of Use

What is a CUA?



Customer User Administrators (CUAs) are responsible for:

- Approving or denying requests for access to SIs
- Assigning, removing, changing User privileges
- Maintaining users by Support identifier

Oracle Support Training Options

- Oracle Support Essentials Series: [Customer User Administrator \(Doc ID 1540337.1\)](#)
- Oracle Support How-To Training: [How-to Training video Series \(Doc ID 603505.1\)](#)
 - Select the “CUA Tasks” tab

Register your Support Identifier

Learn more by reviewing Knowledge Document ID [1278196.1](#)

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Registration Complete

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](#)



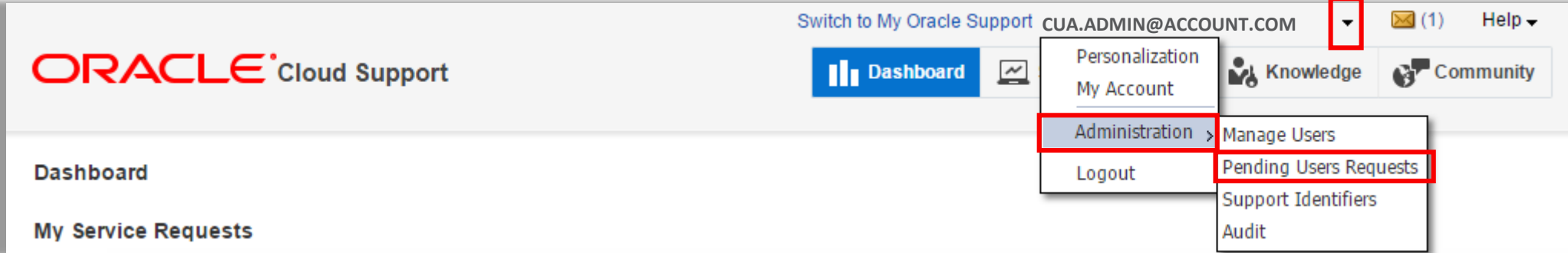
My Account: Manage your Account (Cloud UI)

The screenshot shows the Oracle Cloud Support 'My Account' interface. At the top, there is a navigation bar with 'Switch to My Oracle Support', the user 'TEST.USER @ORACLE.COM', and a notification icon with '(0)'. Below this is a secondary navigation bar with 'Dashboard', 'Service Requests', 'Knowledge', and 'Community'. The main content area is titled 'My Account' and contains a 'Support Identifiers' section. This section has a 'View' dropdown, 'Request Access...' and 'Remove Selected' buttons, and a search box for 'Support ID Number or Description'. A table lists support identifiers, with one entry for '1234567890' under the 'Organization' 'Oracle LogFire'. The 'Administrators' column for this entry has a 'View' link. Three red boxes highlight the 'Request Access...' button, the 'Support Identifier' '1234567890', and the 'View' link. Red arrows point from these boxes to three pop-up windows: 'Support Identifier License Information', 'Administrators for Support Identifier : 1234567890', and 'Refresh Your Profile'. The 'Support Identifier License Information' window shows details for the identifier 1234567890, including the organization 'Oracle LogFire' and 13 users. The 'Administrators for Support Identifier : 1234567890' window shows a list of administrators with an email field containing 'CUA_User@gmail.com'. The 'Refresh Your Profile' window contains a message about refreshing profile information and a 'Refresh' button.



Customer User Administrator (CUA)

Customer User Administrator Granting User Access (Cloud UI)



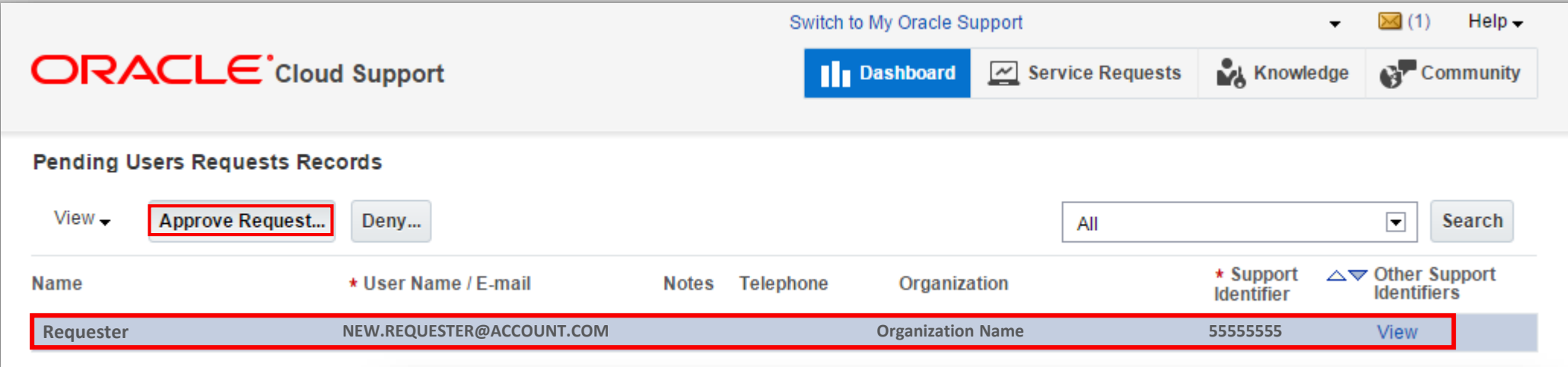
Switch to My Oracle Support CUA.ADMIN@ACCOUNT.COM (1) Help

ORACLE Cloud Support

Dashboard Knowledge Community

Administration > Manage Users
Pending Users Requests
Support Identifiers
Audit

Dashboard
My Service Requests



Switch to My Oracle Support (1) Help

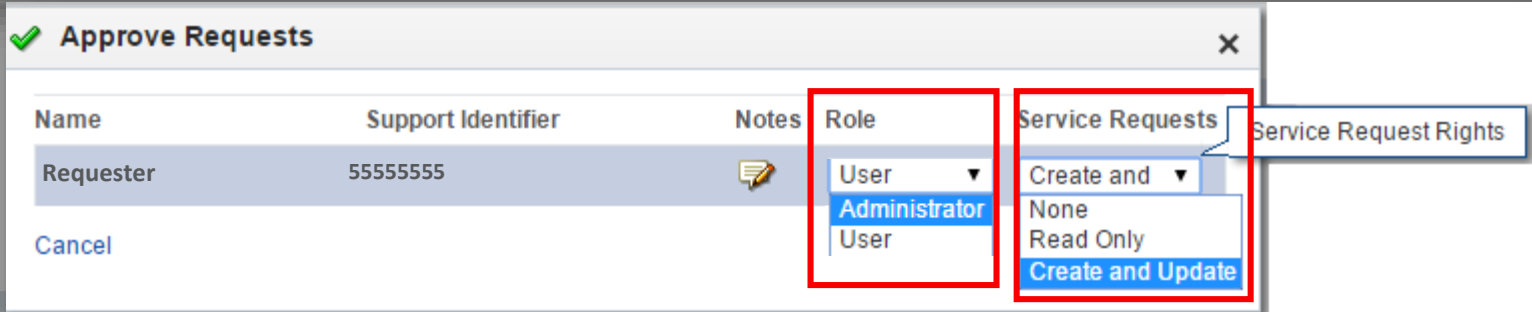
ORACLE Cloud Support

Dashboard Service Requests Knowledge Community

Pending Users Requests Records

View Approve Request... Deny... All Search

Name	* User Name / E-mail	Notes	Telephone	Organization	* Support Identifier	Other Support Identifiers
Requester	NEW.REQUESTER@ACCOUNT.COM			Organization Name	55555555	View



Approve Requests

Name	Support Identifier	Notes	Role	Service Requests	Service Request Rights
Requester	55555555		User Administrator User	Create and None Read Only Create and Update	

Cancel



Service Request Flow and Best Practices

Apiary Support Assistance Matrix

Request Type	Contact
Questions regarding use of or access to My Oracle Support (MOS)	Oracle Support via the Oracle Support hotline
Design or implementation services	Oracle Consulting or your implementation partner
Technical product issues	Oracle Support via MOS
Product defects	Oracle Support via MOS
Cloud service system availability	Oracle Support via MOS
Product enhancement requests	Oracle Support via MOS
Adding additional license subscription services	Your account sales representative

The use of the Oracle Support hotlines and the use of MOS to create and manage SRs is effective May 21, 2018.

Email as a channel for accessing Support will be discontinued

Service Request Creation (Cloud UI)

Navigate to:
<http://support.oracle.com>

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- Search for solutions
- Download patches and updates
- Access proactive support tools
- Collaborate in the My Oracle Support Community
- Create a Service Request

Register, sign in, and visit the User Resource Center

Click on Cloud Support

Sign In

Language

Portal Cloud Support
 My Oracle Support

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SR Creation - Cloud Portal Dashboard

The screenshot shows the Oracle Cloud Support dashboard. At the top right, there is a navigation bar with 'Switch to My Oracle Support', a user profile dropdown for 'MIRELLA.GAZZONI@ORACLE.COM', a notification bell with '(0)', and a 'Help' link. Below this is a secondary navigation bar with 'Dashboard', 'Service Requests', 'Knowledge', and 'Community' tabs. The main content area is titled 'Dashboard' and contains two sections: 'My Service Requests' and 'My Company's Service Requests'. Each section has a summary table for request status and a detailed table for individual requests. A 'Create Service Request' button is located at the bottom of the 'My Company's Service Requests' section.

My Service Requests

Status	Count	Service Type	Service Name / Environment	Open Requests	Create Service Request
Open	2				
Oracle Working	2				
Needs Attention	0				
		Oracle Apiary Cloud Service	CLOUDCM mineduccloud	2	

My Company's Service Requests

Status	Count	Service Type	Service Name / Environment	Open Requests	Create Service Request
Open	795				
Oracle Working	772				
Needs Attention	23				
		Oracle Fusion Engagement Cloud Service		1	
		Oracle CASB Cloud Service	cbgqdev-test.crm	1	
		Oracle CASB Cloud Service		1	
		Oracle Apiary Cloud Service		1	
		Mobile Cloud Enterprise		1	
		Oracle CRM On Demand	casf-test.crm	2	
		Oracle CRM On Demand		3	

[Create Service Request](#)

SRs logged by you

SRs logged by other users

Create new Service Request

My Account Settings and Logout



Creating a Cloud Service Request

The screenshot shows the Oracle Cloud Support dashboard. At the top, there is a navigation bar with the Oracle logo, 'Cloud Support', and user information: 'Switch to My Oracle Support MIRELLA.GAZZONI@ORACLE.COM', a notification icon with '(0)', and a 'Help' dropdown. Below this is a secondary navigation bar with 'Dashboard', 'Service Requests', 'Knowledge', and 'Community' tabs. The main content area is divided into two sections: 'My Service Requests' and 'My Company's Service Requests'. Each section has a summary table on the left and a detailed table on the right. The 'My Service Requests' section shows 2 Open, 2 Oracle Working, and 0 Needs Attention requests. The 'My Company's Service Requests' section shows 795 Open, 772 Oracle Working, and 23 Needs Attention requests. The detailed tables have columns for 'Service Type', 'Service Name / Environment', 'Open Requests', and 'Create Service Request'. A red box highlights the 'Create Service Request' buttons in the detailed table, and a callout box explains that clicking this icon pre-populates the Service Type/Name fields. Another red box highlights the 'Create Service Request' button in the summary table, with a callout box explaining its function.

Service Type	Service Name / Environment	Open Requests	Create Service Request
Oracle Apiary Cloud Service	CLOUDCM mineduccloud .	2	

Service Type	Service Name / Environment	Open Requests	Create Service Request
Oracle Fusion Engagement Cloud Service		1	
Oracle CASB Cloud Service	cbgqdev-test.crm	1	
Oracle CASB Cloud Service		1	
Oracle Apiary Cloud Service		1	
Mobile Cloud Enterprise		1	
Oracle CRM On Demand	csnf.test.crm		
Oracle CRM On Demand			

Create Service Request button

Create Service Request

Create SR using icon pre-populates Service Type/Name fields



Creating a Cloud Service Request

The screenshot shows a 'Create Service Request' form with a progress indicator at the top showing three steps: 'Problem Description' (active), 'Additional Details', and 'Confirmation'. A 'Next' button is visible to the right of the progress indicator.

Problem Description Section:

- * Service Type: Oracle Apiary Cloud Service
- * Service Name: CLOUDCM mineduccloud
- * Problem Type: How to enable 'Production' calls?
- * Problem Summary: TEST SR - Cloud service issues

Contact Information Section:

- Primary Contact: Mirella GAZZONI
- * Phone Numbers: 111 111 1111
- E-mail Address: mirella.gazzoni@oracle.com
- * Contact Method: Web
- * Severity: 1 - Complete loss of service, 2 - Severe loss of service, 3 - Minor loss of service, 4 - No loss of service

Description Section:

- * Description: Encountered Cloud service issues
- Note:** In the Description field, do not submit any personal information of European residents, protected health information subject to HIPAA, or any other sensitive personal information (such as payment card data) that requires protections greater than those specified in the [Oracle GCS Security Practices](#).
- * 2) REQUIRED: For what milestone type does this issue need to be resolved?
Impacts day to day business operations (PRDD)
- * 4) REQUIRED: What is the date of the above milestone? (YYYY-MM-DD)
Providing a reasonable estimate will be helpful to correctly prioritize the delivery of a solution.
2015-12-01
- * 6) REQUIRED: What date would you need the solution available for testing prior to the milestone selected? (YYYY-MM-DD)
Providing a reasonable estimate will be helpful to correctly prioritize the delivery of a solution.
2015-11-11

Easy 3-step process

Select Problem Type Carefully

Answer all mandatory and optional questions

Proceed to next step

Verify contact information

Set the Severity



Creating a Cloud Service Request – Severity Levels

Resolution
Partnership

Severity Level	Business Impact Technical Impact
1	Mission Critical Business Impact
2	Serious Business Impact
3	Minor Business Impact
4	No Business Impact

Severity Level details and more are described in the [Hosting and Delivery Policy](#) for your products

Service Request Flow: Severity / Contact

Create Service Request: Severity/Contact

*How critical is your problem? (Select severity level)

- 1 - Problem or product defect causes complete loss of service in the production environment or work cannot reasonably continue.
- 2 - Severe loss of service. No acceptable workaround. However, operations can continue in a restricted fashion.
- 3 - Minor loss of service. The impact is an inconvenience that may require a workaround to restore functionality.
- 4 - No loss of service. Minor error that does not impede operations.

- Set the severity level appropriately to represent the urgency of your issue
- Severity 3 is the default

Severity Level 1 Service Requests

Severity 1 Agreement

If you want to progress the issue on a 24x7 basis, Oracle Support requires a 24x7 contact be provided so additional information can be requested as needed 24x7.

According to Oracle's [technical support policy](#), a Severity 1 SR should meet all the following criteria:

- Your use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work.
- You are experiencing a complete loss of service.
- Ongoing operation of the supported program is mission critical to the business and the situation is an emergency.

A Severity 1 SR
(even after rest

Please confirm t

NOTE: Severity
than English will

Customer Severity 1 Details

Work 24x7 By deselecting this option, you agree that you are declining 24x7 services and directing Oracle to only provide services on this Severity 1 service request during your normal business hours.

Severity 1 - Manager

Name [Select from Contact List...](#)

Telephone Number

E-mail Address

Severity 1 - Secondary Contact

Name *Start typing...*

Telephone Number

E-mail Address

Alternate Telephone Number

If you do not have the resources to work 24x7, uncheck this option

Creating a Cloud Service Request – Additional Details

Create Service Request

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

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

* Service Type: Oracle Apiary Cloud Service

* Service Name: CLOUDCM mineduccloud

* Problem Type: How to enable 'Production' calls?

* Problem Summary: TEST SR - Cloud service issues

Primary Contact: Mirella GAZZONI

* Phone Numbers: 111 111 1111

E-mail Address: mirella.gazzoni@oracle.com

* Contact Method: [Dropdown]

* Severity: 1 - Complete loss of service
 2 - Severe loss of service
 3 - Minor loss of service
 4 - No loss of service

* Description: Encountered Cloud service issues

Note: In the Description field, do not submit any personal information of European residents, protected health information subject to HIPAA, or any other sensitive personal information (such as payment card data) that requires protections greater than those specified in the [Oracle GCS Security Practices](#).

Useful References:

- [My Oracle Support Fusion Applications Communities](#) - The Community tab on My Oracle Support is where you can collaborate with other users and Oracle experts.

1) List the step by step actions taken, date and time stamp when the error occurred.

* 2) REQUIRED: For what milestone type does this issue need to be resolved?
Impacts day to day business operations (PROD)

3) Is this the first time you are trying this test case? If not, when was the last time this worked and what has changed since?

* 4) REQUIRED: What is the date of the above milestone? (YYYY-MM-DD)
Providing a reasonable estimate will be helpful to correctly prioritize the delivery of a solution.

Attachments

File Name	Size	Uploaded
No Information Returned		

[Add Attachment](#)

Provide additional details

Upload screenshots, log files, etc.

Proceed to next step



Submitting a Cloud Service Request

Create Service Request

Back Problem Description Additional Details **Confirmation**

Submit ✓

* Service Type: Oracle Apiary Cloud Service

* Service Name: CLOUDCM mineduccloud

* Problem Type: How to enable 'Production' calls?

* Problem Summary: TEST SR - Cloud service issues

Primary Contact: Mirella GAZZONI

* Phone Numbers: 111 111 1111

E-mail Address: mirella.gazzoni@oracle.com

* Contact Method: [Dropdown]

* Severity: 1 - Complete loss of service
 2 - Severe loss of service
 3 - Minor loss of service
 4 - No loss of service

* Description: Encountered Cloud service issues

Note: In the Description field, do not submit any personal information of European residents, protected health information subject to HIPAA, or any other sensitive personal information (such as payment card data) that requires protections greater than those specified in the Oracle GCS Security Practices.



ORACLE Cloud Support

Switch to My Oracle Support TEST.USER@ORACLE.COM (0) Help

Dashboard **Service Requests** Knowledge Community

Service Requests

All Service Types All Services / Environments All Open Logged Service Request #3-11222712901 Edit Request Hide

Problem Summary	SR Number	Severity	Service Type	Service Name / Environment	Status	State	Last Updated
test	3-11222712901	3-Standard	Oracle Apiary Cloud Service	CLOUDCM mine	Oracle Working	New	< 1 min ago

Can't find your Service Request? Click Here for details.

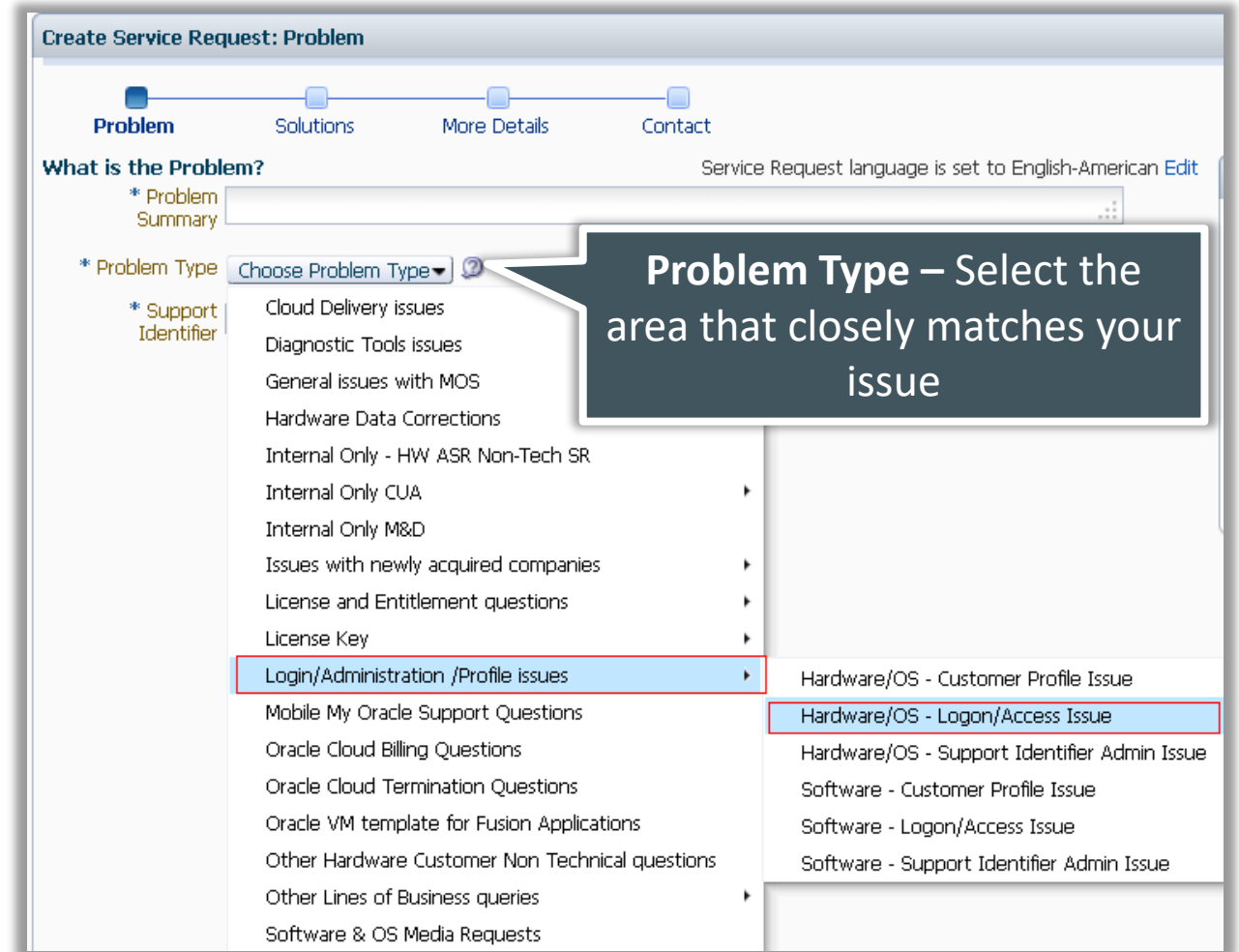
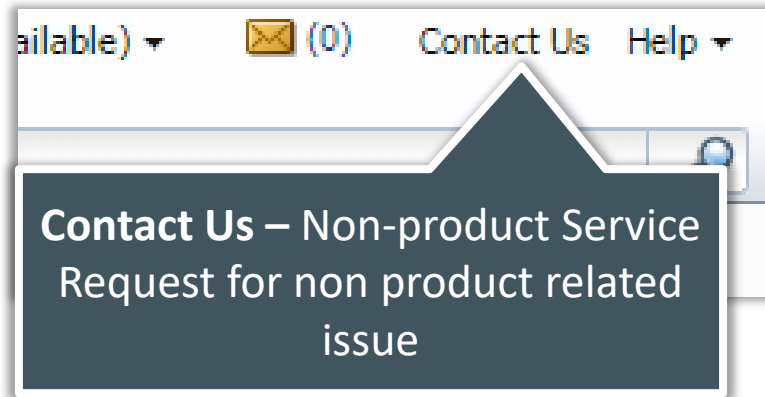
Create Service Request

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Contact Us = Non-Product Issues

- Use the **Contact Us** link to open a non-product SR to give feedback to Support, report login issues, SI questions, privileges, etc.
- Guided Resolution may be available



Support Service Levels and Requesting Manager Attention

Oracle Service Levels

- Oracle will continue to fulfill the terms of current Apiary agreements until expired or terminated
- Prior to expiration of the Apiary contract and once Support is moved to MOS, Oracle will deliver the higher level of service whether that is the current Apiary terms or Oracle's standard cloud support terms
- For additional detail, review the following support policies:
[Oracle Cloud Services - Hosting and Delivery Policies](#)

Requesting Management Attention

- Request Management Attention when:
 - The SR is not progressing in a manner that will meet your project milestones, implementation or upgrade plans
 - You urgently need to communicate important business issues to a manager
 - You are dissatisfied with the resolution or response to a Service Request
 - Engaging a manager's attention will facilitate the creation of an Action Plan to resolve the issue with your Service Request
 - More information is available in [Document 199389.1](#) – How to Request Management Attention to a Service Request (SR) with Oracle Support Services
- **To request Management Attention:**
 - Call your local Oracle Support phone number
 - To ask the owner of the SR to request manager attention, press 1 (existing SR) and enter the SR number
 - To speak with an analyst other than the SR owner, press 2 (New SR)
 - When you reach an analyst, explain your specific, immediate need and any applicable business impact
 - If you need a callback: Request that a manager call you back and provide your contact information
 - If you do not need a callback: Provide detailed information you would like conveyed to the manager

Transition Resources and Additional Learning Options

Transition Resources

[Apiary Support site](#)

- Support Process Guide for Oracle Cloud Customers
- Support Assistance Matrix
- Support Phone Numbers and Email Addresses

[Apiary Welcome Center](#) on My Oracle Support

- Customer Training slides and Link to Training recording
- Customer FAQ
- Product Cross Reference
- Customer communications

[Apiary Product Documentation](#)

Reference modules for all functionality covered in this presentation

- [How to use My Oracle Support](#)
- [Customer User Administrator Training](#)

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