



# Oracle Customer Service and Support Cloud Services Descriptions and Metrics



Effective Date: 13-September-2024

# TABLE OF CONTENTS

- Glossary of Terms ..... 8**
- ORACLE RIGHTNOW AND ORACLE FIELD SERVICE CLOUD SERVICES ..... 8**
- Activity Pooled Capacity:..... 8
- Appointment..... 8
- Certificate..... 8
- Connection ..... 8
- 20K Documents Indexed..... 8
- 100 Emails Sent - Monthly Capacity..... 8
- 100 Emails Sent - Pooled Capacity ..... 8
- Hosted Connected Seat Month ..... 8
- Hosted Connected User ..... 8
- Hosted Embeddable Model:..... 9
- Hosted Named User ..... 9
- Hosted Non-Contact Center Named User: ..... 9
- Hosted Named Seat Month ..... 9
- Hosted Non-Contact Center Named Seat Month: ..... 10
- Instance ..... 10
- Mailbox..... 10
- Test Environment ..... 10
- VPN Connection ..... 10
- 100 Sessions Monthly Capacity..... 10
- 100 Sessions Pooled Capacity ..... 10
- 100 Appointments Pooled Capacity ..... 11
- 250,000 Web Services API Operations..... 11
- 1,000,000 Assessments:..... 11
- ORACLE TOA (LEGACY) ..... 11**
- User ..... 11
- Event/Appointment..... 11
- Instance ..... 11
- ORACLE RIGHTNOW SUBSCRIPTION SERVICES--RESTRICTED ..... 12**
- Field Service SKUs have been moved to the Oracle Fusion Cloud Service Descriptions ..... 12
- Oracle RightNow Instance Cloud Service ..... 12
- Oracle RightNow Interface Cloud Service..... 13
- Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service ..... 13
- Oracle Standalone Cobrowse Dynamic Agent Desktop Cloud Service ..... 14
- Oracle RightNow Standard Dynamic Agent Desktop Cloud Service ..... 15
- Oracle RightNow App Builder Experience Designer Cloud Service ..... 15
- Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service ..... 17
- Oracle Policy Automation Agent Cloud Service..... 21
- Oracle Policy Automation Collaboration Cloud Service ..... 22
- Oracle RightNow Chat Cloud Service..... 22
- Oracle RightNow Video Chat Cloud Service ..... 22
- Oracle Virtual Assistant Cloud Service ..... 23
- Oracle Cobrowse Cloud Service ..... 23
- Oracle RightNow Cobrowse Cloud Service..... 24
- Oracle Live Experience for RightNow Cloud Service - Enterprise ..... 24
- Oracle Live Experience for RightNow Cloud Service - Premium ..... 26
- Oracle RightNow Non-Contact Center Cloud Service..... 27

Oracle Service Monitoring for Connected Assets Cloud Service.....	27
Oracle RightNow Contextual Workspaces Cloud Service .....	28
Oracle RightNow Guided Assistance Cloud Service.....	29
Oracle RightNow Agent Scripting Cloud Service .....	29
Oracle RightNow Desktop Workflow Cloud Service.....	29
Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service .....	29
Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service .....	30
Oracle RightNow Experience Routing Cloud Service.....	30
Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool.....	30
Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool.....	31
Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool.....	32
Oracle Policy Automation Enterprise Assessment API Cloud Service – 1,000,000 Assessments .....	33
Oracle RightNow Universal Core Service Tier 1 Sessions Monthly.....	33
Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly.....	34
Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly .....	35
Oracle RightNow Advanced Website Search Cloud Service.....	36
Oracle RightNow Emails Sent Monthly .....	36
Oracle RightNow Emails Sent Service Period Pool.....	36
Oracle RightNow Connect Web Services API Operations Monthly .....	36
Oracle RightNow Connect Web Services API Operations Service Period Pool.....	37
Oracle RightNow Single Sign-On Cloud Service .....	37
Oracle Additional Test Environment for Oracle RightNow Cloud Service.....	38
Oracle RightNow Dedicated Database with Encryption Cloud Service.....	38
Oracle RightNow Cloud Platform for United States Government Cloud Service.....	39
Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service .....	39
Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service.....	40
Oracle RightNow PCI Cloud Platform Cloud Service.....	40
Oracle RightNow HIPAA Cloud Platform Cloud Service.....	41
Oracle RightNow Custom Domain SSL Application Hosting .....	42
Oracle Virtual Private Network Setup Fee Cloud Service.....	42
Oracle Virtual Private Network for RightNow Cloud Service .....	43
Oracle RightNow Additional Mailbox.....	43
Oracle RightNow Dedicated Outbound IP Address.....	43
Additional 5 GB Monthly Bandwidth .....	44
Additional 1 GB Peak Database Storage.....	44
Additional 1 GB Peak File Storage.....	44
Oracle RightNow Dedicated Outbound IP Address.....	45
Oracle Learning Credits .....	45
RightNow Instance.....	46
RightNow Instance.....	47
RightNow Chat Desktop.....	47
RightNow Chat Desktop.....	49
RightNow Chat Desktop.....	50
RightNow Standard Desktop .....	52
RightNow Standard Desktop .....	53
RightNow Standard Desktop .....	55
RightNow Enterprise Desktop.....	56
RightNow Enterprise Desktop.....	58
RightNow Enterprise Desktop.....	60
RightNow Enterprise Contact Center Desktop.....	63
Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service.....	64
RightNow Enterprise Contact Center Desktop.....	68

RightNow Enterprise Contact Center Desktop.....	70
RightNow Enterprise Contact Center Desktop.....	72
SFA Desktop.....	74
Oracle RightNow Internal Interface Cloud Service.....	74
Internal Interfaces.....	74
Agent Scripting & Desktop Workflow Package.....	75
RightNow Chat.....	76
RightNow Co-Browse.....	76
RightNow Co-Browse Remote Support.....	77
Contextual Workspaces.....	77
Guided Assistance.....	78
Agent Scripting.....	79
Desktop Workflow.....	79
Agent Scripting & Desktop Workflow Package.....	80
Product Registration.....	81
Oracle RightNow Product Registration Cloud Service.....	82
Agent Knowledge Base.....	82
Cloud Monitor.....	83
Web Portal – Monthly Capacity Block of Page Views.....	83
Oracle RightNow Tier 1 Sessions Monthly.....	84
Oracle RightNow Tier 2 Sessions Monthly.....	85
Oracle RightNow Universal Tier 2 Sessions Monthly.....	85
Web Portal – Monthly Capacity Block of Billable Sessions.....	86
Oracle RightNow Tier 1 Sessions Service Period Pool.....	87
Oracle RightNow Tier 2 Sessions Service Period Pool.....	87
Oracle RightNow Universal Tier 2 Sessions Service Period Pool.....	88
Billable Sessions – Tier 1 – Annual Pool.....	88
Billable Sessions - Tier 2 – Annual Pool.....	89
Billable Sessions – Tier 1 – Annual Pool.....	90
Billable Sessions - Tier 2 – Annual Pool.....	91
Stand-Alone Intent Guide Billable Sessions - Tier 2 – Annual Pool.....	92
Stand-Alone Intent Guide User Questions.....	92
Billable Sessions – Tier 1 Monthly.....	93
Billable Sessions - Tier 2 Monthly.....	94
Web Portal Interfaces (add on to Web Portal).....	95
Oracle RightNow Web Portal External Interface Cloud Service.....	96
Web Portal Interfaces (add on to Web Portal).....	96
Web Site Search (add on to Web Portal).....	97
RightNow Marketing – Monthly Capacity Block of Transactions.....	97
RightNow Emails Sent – Annual Pool of Transactions.....	98
RightNow Emails Sent – Monthly Capacity Block of Transactions.....	99
RightNow Feedback - Monthly Capacity Block of Transactions.....	99
Oracle RightNow Network VPN to Hosting Facility.....	100
Connect XML API.....	100
Connect XML API.....	101
Oracle RightNow Connect XML API Cloud Service.....	102
Single Sign-On.....	102
Premier Customization Access.....	103
Oracle RightNow Application Test Site Cloud Service.....	103
Application Test Site.....	104
Oracle RightNow Support Community Cloud Service.....	104
Oracle RightNow Innovation Community Cloud Service.....	105

Oracle RightNow Support and Innovation Community Cloud Service.....	105
Oracle RightNow Support Starter Community Cloud Service .....	106
Oracle RightNow Innovation Starter Community Cloud Service .....	106
Oracle RightNow Support and Innovation Starter Community Cloud Service.....	107
Oracle RightNow Social Designer Cloud Service .....	108
RightNow Support Community.....	108
RightNow Innovation Community.....	109
RightNow Support & Innovation Community .....	110
RightNow Starter Support Community.....	111
RightNow Starter Innovation Community.....	111
RightNow Starter Support & Innovation Community.....	112
RightNow Social Designer .....	113
Basic Customer Care Package.....	114
Self-Service Support.....	115
Preferred Customer Care Package.....	116
Preferred Customer Care Package.....	117
Select Customer Care Package .....	118
Select Customer Care Package .....	119
Premier Customer Care Package.....	120
Premier Customer Care Package.....	122
Premier Customer Care Package.....	123
MSP Partner Customer Care Package.....	124
DISA Customer Care Package .....	125
PCI Premium Care Account Specialist Overlay.....	126
Assigned Premium Care Account Specialist Overlay .....	127
Assigned Premium Care Account Specialist Overlay .....	127
Dedicated Premium Care Account Specialist Overlay – 20 Hours per Week.....	127
Dedicated Premium Care Account Specialist Overlay – 20 Hours per Week.....	128
Dedicated Premium Care Account Specialist Overlay – 40 Hours per Week.....	128
Dedicated Premium Care Account Specialist Overlay – 40 Hours per Week.....	129
TELUS Silver Support Services.....	130
TELUS Gold Support Services .....	130
RightNow Basic Support Package .....	130
Preferred Support Package.....	130
Premier Support Package (PREM).....	130
RightNow On-Premise Support Package .....	131
RightNow PCI Certified Cloud.....	131
TELUS Hosting Services for RightNow Customers .....	132
TELUS Hosting Services for Internal TELUS Business Units .....	132
Custom Domain Secure Socket Layer Hosting .....	132
Network VPN to Hosting Facility .....	132
Mailboxes .....	132
Additional Bandwidth.....	132
Additional Storage .....	133
Additional Database Storage.....	133
Additional File Storage.....	133
Oracle RightNow ODBC Export.....	133
Perpetual Maintenance & Support.....	134
CX Solution Implementation Services .....	134
Product Registration Implementation Services .....	134
Product Registration Localization Services.....	135
Computer Telephony Integration (CTI) Discovery Services.....	135

CX Cloud Managed Services - Annual Pool with Development and T&M Overage.....	156
CX Cloud Managed Services – Monthly with T&M Overage.....	136
Oracle RightNow Cloud Managed Service 16 Hour Monthly Block.....	136
Oracle RightNow Cloud Managed Service 4 Hour Monthly Block.....	137
CX Cloud Managed Services – Monthly with T&M Overage.....	137
Outsourced Solution Administration (OSA) – Monthly with T&M Overage.....	137
Voice Managed Services – Monthly with T&M Overage.....	138
RightNow Voice Discovery Services.....	138
Customer Service Administration Regional Training.....	138
Customer Portal Designer and Contact Center Experience Designer Administration Regional Training.....	139
RightNow Analytics Regional Training.....	139
Customer Service Administration Onsite Training.....	140
Customer Portal Designer and Contact Center Experience Designer Administration Onsite Training.....	141
RightNow Analytics Onsite Training.....	141
RightNow Marketing & Feedback Regional Training.....	142
RightNow Marketing & Feedback Onsite Training.....	143
RightNow Integration and Customization Regional Training.....	143
RightNow Integration and Customization Onsite Training.....	144
Database Export Services.....	144
Knowledge Base Optimization Engagement – Option 1.....	145
Knowledge Base Optimization Engagement – Option 2.....	145
Optimization Engagement – Remote.....	145
Optimization Engagement – Onsite.....	146
Analytics Optimization Engagement – Remote.....	146
Remote Product Coaching.....	147
RightNow Community Discovery Services.....	147
Universal Credits (UNCR).....	147
Universal Service Credits.....	148
Travel & Expense Estimate (Available for US Public Sector Only).....	148
Additional 20 GB Peak Total Storage.....	148
Oracle RightNow Preferred Customer Care Package.....	148
Oracle RightNow Premier Customer Care Package.....	152
Oracle RightNow Defense Information Systems Agency Customer Care Package.....	155
Oracle RightNow Managed Service Provider Customer Care Package.....	157
Oracle RightNow PCI Premium Account Specialist Overlay.....	158
Oracle RightNow Premium Care Account Specialist Overlay.....	158
Oracle RightNow Cobrowse Remote Support Cloud Service.....	159
Oracle Cloud Priority Service.....	159
Oracle RightNow Standard Dynamic Agent Desktop Cloud Service.....	161
Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service.....	163
Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service.....	165
Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service.....	167
Oracle RightNow Social Monitor Cloud Service.....	169
Oracle RightNow Foundation Website Search Cloud Service.....	169
TELUS Silver Support Service for Oracle RightNow Customers.....	170
TELUS Gold Support Service for Oracle RightNow Customers.....	170
TELUS Hosting Service for Oracle RightNow Customers.....	170
TELUS Hosting Service for Internal TELUS Business Units.....	170
Oracle Policy Automation Embeddable Models Cloud Service.....	170
Customer Data Management Cloud Service-Hosted Named User.....	171
<b>ORACLE ADVANCED CUSTOMER SUPPORT.....</b>	<b>173</b>
Oracle Cloud Priority Support for SaaS.....	173

Oracle Technical Account Management for PCI Services.....	175
<b>APPENDIX 1 (UPGRADE SUPPORT) .....</b>	<b>174</b>
Oracle RightNow Upgrade Support .....	174
<b>PROFESSIONAL SERVICES .....</b>	<b>176</b>

## GLOSSARY OF TERMS

### ORACLE RIGHTNOW AND ORACLE FIELD SERVICE CLOUD SERVICES

**Activity Pooled Capacity:** is defined as the maximum of one Activity per Service Period. If at any time use of the Oracle Field Service Cloud exceeds the purchased quantity of Pooled Activities, then you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Pooled Activities to accommodate your increased usage.

An Activity (e.g., work order, office visit, lunch break, warehouse visit, etc.) is scheduled on a contingent workers route within Oracle Field Service Cloud. An Activity may have a defined status (e.g., pending, started, completed, not done, suspended, cancelled, etc.) and may have a defined time of start and end. If an Activity requires several activities (e.g., there is pre-work before the actual work begins, work is performed in several places, work is performed over multiple days/segments, work is suspended and returned to at a future time, etc.), each such activity is unique and considered to be a separate Activity in Oracle Field Service Cloud with a unique “aid” (appointment id).

For the purpose of Oracle Field Service, an Activity is determined by each unique “aid” assigned to a contingent workers route where the users User Classification is “contingent”. At the end of each month, Oracle will look at the previous month’s activity count and decrement that amount from the total pooled activities count.

**Appointment:** is defined as an activity (e.g., work order, office visit, time used to assist another resource, lunch breaks, etc.) scheduled within Oracle Field Service Cloud that your resource (e.g., mobile employee) performs at a specific location. An Appointment may have a defined status (e.g., pending, started, completed, not done, etc.) and may have a defined time of start and end. If performing a work order requires several activities (e.g., if work is performed in several places that require travel or cannot be performed without the resource leaving the location where the resource performed the activity), each such activity is considered to be a separate Appointment for purposes of the Oracle Field Cloud Service.

**Certificate:** is defined as your previously purchased Secure Socket Layer Certificate from a vendor such as VeriSign. The Oracle RightNow Custom Domain SSL Application Hosting offering creates the ability for Oracle RightNow to host your VeriSign certificates on a custom domain in custom, wildcard or Subject Alternative Name configurations.

**Connection:** is defined as how the services are delivered by Oracle via an encrypted LAN to LAN link between your network and the Oracle RightNow data center.

**20K Documents Indexed:** is defined as twenty thousand documents that are indexed by the Oracle RightNow Service, where one document is defined as any type of document that can be reached through a URI/URL. An example would be <http://mydocdomain.com/docfolder>.

**100 Emails Sent - Monthly Capacity:** is defined as a maximum of one hundred emails that may be sent per each Service month of the services term, where one email is defined as each outbound broadcast or transactional emails sent through the Oracle RightNow Outbound Cloud Service or Oracle RightNow Feedback Cloud Service.

**100 Emails Sent - Pooled Capacity:** is defined as a maximum of one hundred emails that may be sent during the services term, where one email is defined as each outbound broadcast or transactional emails sent through the Oracle RightNow Outbound Cloud Service or Oracle RightNow Feedback Cloud Service.

**Hosted Connected Seat Month:** is defined as a user accessing the Oracle RightNow Service at any given time during each month of each Service Period. For each month of each Service Period, the amount of Hosted Connected Seat Months used is the peak number of users who concurrently accessed the Oracle RightNow Service at any time during such month. If at any time use of the Oracle RightNow Service exceeds the purchased quantity of Hosted Connected Seat Months, then you are required to purchase and pay for additional Hosted Connected Seat Months in accordance with the terms of your order, such that the amount of Hosted Connected Seat Months used or to be used is equal to or less than the total purchased quantity. Unused or partially used Hosted Connected Seat Months will expire at the end of the Service Period, and do not carry-over or rollover to any new Service Period or Subscription Term (e.g., a renewal of services), and in no event will you receive a refund of fees paid, or be entitled to cancel fees due, for unused or partially used Hosted Connected Seat Months.

**Hosted Connected User:** is defined as an individual authorized by you to access the Oracle RightNow Service simultaneously with other users at any given time. The quantity of Hosted Connected Users on the ordering document is the maximum number of Hosted Connected Users that may access the Oracle RightNow Services at any given time. If at any time your use of the Oracle RightNow Services exceeds the quantity of Hosted Connected Users purchased, then you are out of compliance



and you must pay Oracle for back-compliance charges for the overage and purchase additional Hosted Connected Users to accommodate your increased usage. The peak number of Hosted Connected Users who

access the Oracle RightNow Service simultaneously at any given time during each month of the Services Period determines your compliance with this metric.

**Hosted Embeddable Model:** Is defined as a named policy model that is enabled for distribution as a self-contained executable package that can be retrieved from Oracle Policy Automation Cloud Service. Subsequent versions of the same named policy model are considered to be the same embeddable model for compliance purposes.

- Any policy model enabled for distribution in this way at any time during a month will count towards the total number of hosted embeddable models consumed during that month.
- It is not permitted to combine policy models together for the primary purpose of reducing the monthly count of hosted embeddable models.

**Hosted Named User:** is defined as an individual authorized by you to access the Oracle Field Service or Oracle RightNow Services regardless of whether the individual is actively accessing either of these Services at any given time. Authorized individuals are users directly configured in the Oracle Field Service or Oracle RightNow Service with a User status that is “active” and for Oracle Field Service where the User Classification is “regular”.

The quantity of Hosted Named Users on the ordering document is the maximum number of Hosted Named Users. If at any time during the Service Period you use more than your purchased capacity of Hosted Named Users, then you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Hosted Named User seats to accommodate your increased usage. The peak number of Hosted Named Users at any given time during each month of the Service Period determines your compliance with this metric.

**Hosted Non-Contact Center Named User:** is defined as an employee in your organization that reports outside of the Contact Center team and accesses Oracle Service Cloud functionality irregularly to ‘provide’ support to customers, partners, or employees. Non-Contact Center Users for example include: employees serving as subject matter experts to the Contact Center team, employees in retail locations who help provide support to customers, managers in non-contact center departments who view reports and transactional information, field service technicians who access Oracle Service Cloud beyond what is included in Oracle Field Service, and other users outside of the Contact Center who access Oracle Service Cloud irregularly. The Contact Center team includes any individual reporting into a group responsible for providing service to customers, partners, or employees through the channels Oracle Service Cloud supports including but not

limited to: chat, email, phone, co-browse, social and customer communications around case management. The Contact Center team also includes any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site. Compared to the below Session metrics which are for users who ‘receive’ service, the Non- Contact Center user metrics are for users who ‘provide’ service.

The quantity of Hosted Non-Contact Center Named Users on the ordering document is the maximum number of Hosted Non-Contact Center Named Users. If at any time during the Service Period you use more than your purchased capacity of Hosted Non-Contact Center Named Users, you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Hosted Non-Contact Center Named User seats to accommodate your increased usage. The peak number of Hosted Non-Contact Center Named Users at any given time during each month of the Service Period determines your compliance with this metric.

**Hosted Named Seat Month::** is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time during one service month. The Hosted Named Seat Months are pooled for the Service Period stated on the Order Document. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each service month, Oracle will look at the previous month’s provisioned unique user count, find the maximum number used during the service month and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance. You can consume as many seats as you need for each service month, but need to buy more seats to fill your pool if you run out of capacity before the Service Period end date.

For the purpose of Oracle RightNow Cloud Service, an individual authorized by you is determined by configuring a unique staff account in Oracle RightNow (i.e. not disabled).

For the purpose of Oracle Field Service, an individual authorized by you is determined by configuring a unique staff account in Oracle Field Service with a User status of “active” and for Oracle Field Service where the User Classification is “regular”. At the end of each month, Oracle will look at the previous month’s daily peak enabled staff account count, find the maximum number and decrement that amount from the total seat pool.

**Hosted Non-Contact Center Named Seat Month:** is defined as an employee in your organization that reports outside of the Contact Center team and accesses Oracle Service Cloud functionality irregularly to ‘provide’ support to customers, partners, or employees. Non-Contact Center Users for example include: employees serving as subject matter experts to the Contact Center team, employees in retail locations who help provide support to customers, managers in non-contact center departments who view reports and transactional information, field service technicians who access Oracle Service Cloud beyond what is included in Oracle Field Service, and other users outside of the Contact Center who access Oracle Service Cloud irregularly. The Contact Center team includes any individual reporting into a group responsible for providing service to customers, partners, or employees through the channels Oracle Service Cloud supports including but not

limited to: chat, email, phone, co-browse, social and customer communications around case management. The Contact Center team also includes any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site. Compared to the below Session metrics which are for users who ‘receive’ service, the Non- Contact Center user metrics are for users who ‘provide’ service.

The quantity of Hosted Non-Contact Center Named Seat Months on the ordering document is the maximum number of Hosted Non-Contact Center Named Seat Months. If at any time during the Service Period you use more than your purchased capacity of Hosted Non-Contact Center Named Seat Months, you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Hosted Non-Contact Center Named Seat Months to accommodate your increased usage such that the amount of Hosted Non-Contact Center Named Seat Months used or to be used is equal to or less than the total purchased quantity

**Instance:** is defined as a single Oracle RightNow service database.

**Mailbox:** is defined as functionality that allows the Oracle RightNow Cloud Service to send and receive emails, and that either, depending on whether a service mailbox or marketing mailbox is provisioned, converts the inbound emails into incidents to be handled by your support agents or sends outbound and feedback emails.

**Test Environment:** is defined as a single test environment provided to Customer as part of the Cloud Services. A test environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

**VPN Connection:** is defined as each Oracle virtual private network connection installed between the Oracle data center and Customer.

**100 Sessions Monthly Capacity:** is defined as the maximum of one hundred sessions per each month of the Service Period. “Session” is defined as a single 15 minute time period of web visit activity or knowledge interaction activity. “Web visit activity” means activity within a consumer visit to an Oracle RightNow CX Cloud Service destination site or web experience powered by Oracle or, alternatively, with content delivered by Oracle to a third party site through syndicated widgets. “Knowledge interaction activity” means user initiated activity through the Oracle RightNow Connect Knowledge Foundation API Cloud Service. Each session is utilized by a uniquely identified client, with one or more sessions consumed depending on the length of the web visit activity or knowledge interaction activity and the actions therein. If at any time use of the Oracle RightNow Services exceeds the purchased quantity of 100 Sessions Monthly Capacity, you are out of compliance and must pay Oracle for back-compliance charges for the overage and purchase additional 100 Sessions Monthly Capacity to accommodate your increased usage.

**100 Sessions Pooled Capacity:** is defined as the maximum of one hundred sessions per Service Period. “Session” is defined as a single 15 minute time period of web visit activity or knowledge interaction activity. “Web visit activity” means activity within a consumer visit to an Oracle RightNow CX Cloud Service destination site or web experience powered by Oracle or, alternatively, with content delivered by Oracle to a third party site through syndicated widgets. “Knowledge interaction activity” means user initiated activity through the Oracle RightNow Connect Knowledge Foundation API Cloud Service. Each session is utilized by a uniquely identified client, with one or more sessions consumed depending on the length of the web visit activity or knowledge interaction activity and the actions therein. If at any time use of the Oracle RightNow Services exceeds the purchased quantity of 100 Sessions Pooled Capacity, you are out of compliance and must pay Oracle for back-

compliance charges for the overage and purchase additional 100 Sessions Pooled Capacity to accommodate your increased usage.

**100 Appointments Pooled Capacity:** is defined as the maximum of 100 appointments per Service Period. If at any time use of the Oracle Field Service Cloud Services exceeds the purchased quantity of 100 Appointments Pooled Capacity, you are out of compliance and must pay Oracle for back-compliance charges for the overage and purchase additional 100

Appointments Pooled Capacity to accommodate your increased usage.

**250,000 Web Services API Operations:** is defined as 250,000 operations to be used by the Connect Web Services

Application Programming Interface (API). This corresponds to the following:

- 1) Operations as defined in the Web Services Description Language (WSDL), and sent via a Simple Object Access Protocol (SOAP) request on the wire
- 2) http requests on resources made available using Representational State Transfer (REST) style

These requests are metered at the server, where each SOAP request corresponds to one API Operation. When using batch, one or more metered Operations can be sent in a single SOAP request. and each http request made using REST style on Connect Common Object Model (CCOM) resources corresponds to one API operation.

For the purposes of Monthly Capacity, you are purchasing transactions to be used within a single month as specified in Your Ordering Document. A single unit can be used for one transaction per month during the Services Period.

For the purposes of Pooled Capacity, you are purchasing transactions to be used for the entire Services Period as specified in Your Ordering Document.

**1,000,000 Assessments:** is defined as up to 1,000,000 assessments made using the Oracle Policy Automation Determinations Application Programming Interface (API), during each calendar month of the service period. Unused assessments do not rollover to subsequent months. One (1) assessment corresponds to the following:

- 1) An invocation of the Determinations API Assess Service Simple Object Access protocol (SOAP) *Assess* action
- 2) An invocation of the Determinations API Answer Service Simple Object Access Protocol (SOAP) *GetAnswer* action
- 3) Each individual case POSTed to the Determinations API Batch Assessment Representational State Transfer (REST) Service endpoint.

Note that an assessment is deemed to have occurred even if the provided data cannot be processed.

If a policy model has been constructed such that multiple independent assessments are processed together (for example unrelated customers or unrelated incidents), each independent assessment processed via the policy model will be counted separately for the purpose of Oracle Policy Automation Cloud Service.

## ORACLE TOA (LEGACY)

**User:** is defined as anyone who has been issued a unique log-in for Your production instance of the ETAdirect or ETAWorkforce Cloud Service. You agree that each and every person who will be accessing, using and/or scheduled via its production instance of the ETAdirect or ETAWorkforce Cloud Service will be issued a unique log-in, and that no two persons will utilize the same log-in.

**Event/Appointment:** is defined as an activity (e.g., work order, office visit, time used to assist another resource, lunch breaks, etc.) scheduled within ETAdirect that represents a period of time that Your resource (e.g., mobile employee) performs an activity at a specific location, and a defined status (e.g., pending, started, completed, not done, etc.), and may have a defined time of start and end. In some cases, performing a work order may require several activities (e.g., if work is performed in several places that require travel or cannot be performed without the resource leaving the location where the resource performed the activity). The number of Events/Appointments licensed by You are measured over a trailing 12 month period.

**Instance:** is defined as a single database instance of the ETAdirect Cloud Service.

## ORACLE RIGHTNOW SUBSCRIPTION SERVICES--RESTRICTED

### Field Service SKUs have been moved to the Oracle Fusion Cloud Service Descriptions

#### Oracle RightNow Instance Cloud Service

**Applicable SKUs: INS-1203, B68550**

If the customer is licensed for Oracle RightNow Cloud Service either via Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service, Oracle RightNow Standard Dynamic Agent Desktop Cloud Service, Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service or Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service an Instance is included that provides access to the knowledge foundation (Database), management & administrative capabilities, business rules, process management and reporting. For clarification purposes, one (1) Oracle RightNow Instance is included for the hosting term with the initial purchase of Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service, Oracle RightNow Standard Dynamic Agent Desktop Cloud Service, Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service or Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service and includes:

- Database Storage limit of 1024 MB
- File Storage limit of 1024 MB Bandwidth limit of 5125 MB per month
- One (1) Oracle RightNow Additional Mailbox ([B68311](#))
- One (1) Oracle RightNow Interface Cloud Service ([B73899](#))
- Two (2) Oracle Additional Test Environments for Oracle RightNow Cloud Service ([B70790](#))

If the customer is licensed for Oracle Policy Automation Cloud Service either via Oracle RightNow Universal Tier 3 Sessions, Oracle Policy Automation Agent Cloud Service, or Oracle Policy Automation Enterprise Assessment API Cloud Service an instance is included that provides access to a downloadable policy modeling desktop integrated with Microsoft Word and Excel, and a web interface with management and administrative capabilities. For clarification purposes, one (1) Oracle Policy Automation instance is included for the hosting term with the initial purchase of either Oracle RightNow Universal Tier 3 Sessions, Oracle Policy Automation Agent Cloud Service, or Oracle Policy Automation Enterprise Assessment API Cloud Service and includes:

- Database Storage limit of 1024 MB
- Bandwidth limit of 2048 MB per month
- Up to fifty (50) Policy Modeling/Hub user accounts  
Only if not included above, two (2) Oracle Additional Test Environments for Oracle RightNow Cloud Service ([B70790](#))
- Automatic updates to later Oracle Policy Automation Cloud Service versions as Oracle makes them available

Each test environment is subject to the following usage limits:

- The Oracle RightNow Cloud Service test instance is limited to a maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time
- The Oracle Policy Automation Cloud Service test instance is limited to a maximum number of twenty (20) concurrent session, agent and mobile users accessing the system at any one time. Policy Modeling and administrative users are not subject to this limitation

#### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Interface Cloud Service

**Applicable SKUs:** B73899

Users of Oracle RightNow Interface Cloud Service are authorized to access the following

- ♦ module(s): One (1) Oracle RightNow Interface Cloud Service
- ♦ Two (2) Oracle RightNow Additional Mailboxes ([B68311](#))

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service

**Applicable SKUs:** B88492, B88493, B88494, B88495

Users of Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service
- ♦ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

### Oracle RightNow Web Customer Service

- ♦ Oracle RightNow Chat Cloud Service ([B68258](#), [B68259](#), [B68281](#), [B68262](#))
- ♦ Oracle RightNow App Builder Experience Designer Cloud Service
  - Customer Portal Studio

### Oracle RightNow Cross Channel Contact Center

- ♦ Case Management
  - Core Agent Desktop
  - Incident (Case) and SLA Management (Limited)
  - Business Rules, Escalations and Routing (Limited) Interaction Management
- ♦ ○ Oracle RightNow Basic Screen Pop Cloud Service
- ♦ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ♦ Oracle RightNow App Builder Experience Designer Cloud Service
  - Configuration Capabilities
- ♦ Oracle RightNow Feedback Cloud Service (Chat Surveys Only) Oracle RightNow Analytics Cloud Service
- ♦ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ♦ Oracle RightNow Connect Cloud Service
  - Oracle RightNow Connect Web Service API Operations
  - Oracle RightNow App Builder Custom Objects Cloud Service
- ♦ Oracle RightNow Mission Critical Cloud Service
  - Oracle RightNow Cloud Platform Cloud Service

### Oracle RightNow Knowledge Management

- ♦ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

**Usage Limits:** Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service is subject to usage

- ♦ limits based on:
  - A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
  - One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User

- The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
<b>Peak Database Storage</b>	24 MB per User <sup>1</sup>	72 MB per User <sup>1</sup>	2 MB per User <sup>1</sup>	6 MB per User <sup>1</sup>
<b>Peak File Storage</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	10 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>
<b>Monthly Bandwidth</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	10 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>
<b>Oracle RightNow Emails Sent Cloud Service</b>	1,500 per Month <sup>2</sup>	1,500 per Month <sup>2</sup>	1,500 *# of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>	1,500 *# of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>
<b>Oracle RightNow Connect Cloud Service</b>	10,000 API Operations per User per Month <sup>4</sup>	30,000 API Operations per User per Month <sup>4</sup>	10,000 API Operations per User per Service Period <sup>4</sup>	30,000 API Operations per User per Service Period <sup>4</sup>
	Absolute limit of 7,500,000 Operations per day (regardless of the number of Authorized Users purchased).			
<b>Oracle RightNow App Builder Custom Objects Cloud Service</b>	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
<b>Incident Archiving (Default)</b>	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days <sup>6,7</sup> .			

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

<sup>2</sup>Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

<sup>3</sup>Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

<sup>4</sup>Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

<sup>5</sup>Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

<sup>6</sup>Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

<sup>7</sup>Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Standalone Cobrowse Dynamic Agent Desktop Cloud Service

**Applicable SKUs: B78652, B78653, B78654, B78655**

Users of Oracle RightNow Cobrowse Dynamic Agent Desktop Cloud Service are authorized to access

the following module(s):

- ◆ Oracle RightNow Cobrowse Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

**Usage Limits:** Oracle Standalone Cobrowse Dynamic Agent Desktop Cloud Service is subject to usage

- ◆ limits based on: A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
<b>Peak Database Storage</b>	24 MB per User <sup>1</sup>	72 MB per User <sup>1</sup>	2 MB per User <sup>1</sup>	6 MB per User <sup>1</sup>
<b>Peak File Storage</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	10 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>
<b>Monthly Bandwidth</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	10 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Standard Dynamic Agent Desktop Cloud Service

**Applicable Part:** [B88480](#), [B88481](#), [B88482](#), [B88483](#)

Users of Oracle RightNow Standard Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Standard Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

**Oracle RightNow Web Customer Service**

- ◆ Oracle RightNow Email Management Cloud Service
- ◆

**Oracle RightNow App Builder Experience Designer Cloud Service**

- Customer Portal Studio

**Oracle RightNow Cross Channel Contact Center**

- ◆ Case Management
  - Core Agent Desktop
  - Incident (Case) and SLA Management
  - Business Rules, Escalations and Routing
- ◆ Interaction Management
  - Oracle RightNow Basic Screen Pop Cloud Service
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
  - Configuration Capabilities

- Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
- Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Analytics Cloud Service
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ◆ Oracle RightNow Connect Cloud Service
  - Oracle RightNow Connect Web Service API Operations
  - Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
  - Oracle RightNow Cloud Platform Cloud Service

**Oracle RightNow Knowledge Management**

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

**Usage Limits:** Oracle RightNow Standard Dynamic Agent Desktop Cloud Service is subject to usage limits

- ◆ based on:
  - A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
  - One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
<b>Peak Database Storage</b>	24 MB per User <sup>1</sup>	72 MB per User <sup>1</sup>	2 MB per User <sup>1</sup>	6 MB per User <sup>1</sup>
<b>Peak File</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	10 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>
<b>Monthly Bandwidth</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	10 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>
<b>Oracle RightNow Emails Sent Cloud Service</b>	1,000 Emails Sent per Month <sup>2</sup>	1,000 Emails Sent per Month <sup>2</sup>	1,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>	1,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>
<b>Oracle RightNow Connect Cloud Service</b>	15,000 API Operations per User per Month <sup>4</sup>	45,000 API Operations per User per Month <sup>4</sup>	15,000 API Operations per User per Service	45,000 API Operations per User per Service Period <sup>5</sup>
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users)			
<b>Oracle RightNow App Builder Custom Objects Cloud Service</b>	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
<b>Incident Archiving</b>	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days <sup>6,7</sup> .			

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

<sup>2</sup>Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

<sup>3</sup>Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the



Service Period. Transactions are pooled to be used over the committed Service Period.

<sup>4</sup>Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

<sup>5</sup>Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

<sup>6</sup>Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

<sup>7</sup>Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service**

**Applicable SKUs:** [B88484](#), [B88485](#), [B88486](#), [B88487](#)

Users of Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

### **Oracle RightNow Web Customer Service**

- ◆ Oracle RightNow Email Management Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
  - Customer Portal Studio

### **Oracle RightNow Cross Channel Contact Center**

- ◆ Case Management
  - Core Agent Desktop
  - Incident (Case) and SLA Management
  - Business Rules, Escalations and Routing
- ◆ Interaction Management
  - Oracle RightNow Basic Screen Pop Cloud Service
- ◆ Oracle RightNow Incident Collaboration Cloud Service (for customers NOT in the attested PCI Cloud, Department of Defense Cloud or Government Cloud in the United Kingdom or North America)
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
  - Configuration Capabilities
  - Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
  - Oracle RightNow Guided Assistance Cloud Service
  - Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Outreach Cloud Service
- ◆ Oracle RightNow Feedback Cloud Service Oracle RightNow Analytics Cloud Service
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ◆ Oracle RightNow Connect Cloud Service
  - Oracle RightNow Connect Web Service API Operations
  - Oracle RightNow Desktop App Builder Add-Ins Cloud Service

- Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
  - Oracle RightNow Cloud Platform Cloud Service
- ◆ Oracle RightNow Incident Thread Masking Cloud Service

**Oracle RightNow Knowledge Management**

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

**Usage Limits:** Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service is subject to usage limits

- ◆ based on:
  - A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
  - ◆○ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
  - ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
<b>Peak Database Storage</b>	72 MB per User <sup>1</sup>	216 MB per User <sup>1</sup>	6 MB per User <sup>1</sup>	18 MB per User <sup>1</sup>
<b>Peak File Storage</b>	360 MB per User <sup>1</sup>	1080 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>	90 MB per User <sup>1</sup>
<b>Monthly Bandwidth</b>	360 MB per User <sup>1</sup>	1080 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>	90 MB per User <sup>1</sup>
<b>Oracle RightNow Emails Sent Cloud Service</b>	6,000 Emails Sent per Month	6,000 Emails Sent per Month	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>
<b>Oracle RightNow Connect Cloud Service</b>	50,000 API Operations per User per Month <sup>4</sup>	150,000 API Operations per User per Month <sup>4</sup>	50,000 API Operations per User per Service Period <sup>5</sup>	50,000 API Operations per User per Service Period <sup>5</sup>
Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users)				
<b>Oracle RightNow App Builder Custom Objects Cloud Service</b>	Maximum of 50 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
<b>Oracle RightNow Additional Mailbox</b>	One (1) Oracle RightNow Additional Mailboxes (B68311) with the first purchase of an Authorized User. This mailbox will be provided for use with Oracle RightNow Outreach Cloud Service and/or Oracle RightNow Feedback Cloud Service.			
<b>Incident Archiving (Default)</b>	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days <sup>6,7</sup> .			

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

<sup>2</sup>Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

<sup>3</sup>Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the

Service Period. Transactions are pooled to be used over the committed Service Period.

<sup>4</sup>Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

<sup>5</sup>Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

<sup>6</sup>Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

<sup>7</sup>Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## ***Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service***

**Applicable SKUs: B88488, B88489, B88490, B88491**

Note: Oracle RightNow Co-browse Cloud Service is being end-of-lifed will no longer be a feature of this service after December 31, 2023.

Users of Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service
- ♦ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

### **Oracle RightNow Web Customer Service**

- ♦ Oracle RightNow Chat Cloud Service ([B68258](#), [B68259](#), [B68281](#), [B68262](#))
- Oracle RightNow Email Management Cloud Service
- ♦ Oracle RightNow App Builder Experience Designer Cloud Service
  - Customer Portal Studio

### **Oracle RightNow Cross Channel Contact Center**

- ♦ Case Management
  - Core Agent Desktop
  - Incident (Case) and SLA Management
  - Business Rules, Escalations and Routing
- ♦ Interaction Management
  - Oracle RightNow Basic Screen Pop Cloud Service
  -
- ♦ Oracle RightNow Incident Collaboration Cloud Service (for customers NOT in the attested PCI Cloud, Department of Defense Cloud or Government Cloud in the United Kingdom or North America)
- ♦ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ♦ Oracle RightNow App Builder Experience Designer Cloud Service
  - Configuration Capabilities
  - Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
  - Oracle RightNow Guided Assistance Cloud Service ([B68300](#), [B68301](#), [B68283](#), [B68284](#))
  - Oracle RightNow Agent Scripting Cloud Service (B68302, B68303, B68285, B68286)
  - Oracle RightNow Desktop Workflow Cloud Service ([B68304](#), [B68305](#), [B68287](#), [B68288](#))
  - Oracle RightNow Opportunity Tracking Cloud Service

- ◆ Oracle RightNow Outreach Cloud Service
- ◆ Oracle RightNow Feedback Cloud Service Oracle RightNow Analytics Cloud Service
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ◆ Oracle RightNow Connect Cloud Service
  - Oracle RightNow Connect Web Service API Operations
  - Oracle RightNow Desktop App Builder Add-Ins Cloud Service
  - Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
  - Oracle RightNow Cloud Platform Cloud Service
  - One (1) Oracle Additional Test Environment for Oracle RightNow Cloud Service ([B70790](#))
  - Oracle RightNow Single Sign-On Cloud Service ([B68558](#))
  - Oracle Virtual Private Network for Oracle RightNow Cloud Service ([B70797](#))
  - Oracle RightNow Dedicated Outbound IP Address Cloud Service ([B68551](#))
  - Oracle RightNow Custom Domain SSL Application Hosting ([B68310](#))
- Oracle RightNow Incident Thread Masking Cloud Service

**Oracle RightNow Knowledge Management**

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

**Usage Limits:** Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service is subject to usage limits based on:

- ◆ A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
<b>Peak Database Storage</b>	216 MB per User <sup>1</sup>	648 MB per User <sup>1</sup>	18 MB per User <sup>1</sup>	54 MB per User <sup>1</sup>
<b>Peak File Storage</b>	1080 MB per User <sup>1</sup>	3240 MB per User <sup>1</sup>	90 MB per User <sup>1</sup>	270 MB per User <sup>1</sup>
<b>Monthly Bandwidth</b>	1080 MB per User <sup>1</sup>	3240 MB per User <sup>1</sup>	90 MB per User <sup>1</sup>	270 MB per User <sup>1</sup>
<b>Oracle RightNow Emails Sent Cloud Service</b>	6,000 Emails Sent per Month	6,000 Emails Sent per Month	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>
<b>Oracle RightNow Connect Cloud Service</b>	250,000 API Operations per User per Month <sup>4</sup>	750,000 API Operations per User per Month <sup>4</sup>	250,000 API Operations per User per Service	750,000 API Operations per User per Service
Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users)				
<b>Oracle RightNow App Builder Custom Objects Cloud Service</b>	Maximum of 200 Custom Objects per Instance.			

<b>Oracle RightNow Additional Mailbox</b>	Six (6) Oracle RightNow Additional Mailboxes (B68311) with the first purchase of an Authorized User. One (1) mailbox will be for use with Oracle RightNow Outreach Cloud Service and/or Oracle RightNow Feedback Cloud Service and five (5) additional mailboxes will be for general use.
<b>Incident Archiving (Default)</b>	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days <sup>6,7</sup> .

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

<sup>2</sup>Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

<sup>3</sup>Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

<sup>4</sup>Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

<sup>5</sup>Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

<sup>6</sup>Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

<sup>7</sup>Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Policy Automation Agent Cloud Service

**Applicable SKUs: B86965, B86966, B86967, B86968**

Users of Oracle Policy Automation Agent Cloud Service are authorized to access the following

- ◆ module(s): Oracle Policy Automation Agent Cloud Service
- ◆ Oracle Policy Automation Mobile Cloud Service
  - The Oracle Policy Automation Mobile Cloud Service module will cease to be available from the end of June 2023. Based on customer feedback, a more flexible solution is planned.

Oracle Policy Automation Determinations API Cloud Service

**Usage Limits:** Oracle Policy Automation Agent Cloud Service is subject to usage limits based on:

- ◆ A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) (Oracle Policy Automation Agent Cloud Service or Oracle RightNow Universal Tier 3 Sessions only) The following usage limits apply:

	<b>Hosted Named User</b>	<b>Hosted Connected User</b>	<b>Hosted Named Seat Month</b>	<b>Hosted Connected Seat Month</b>
<b>Monthly Bandwidth</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all

users.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Policy Automation Collaboration Cloud Service

**Applicable SKUs:** B78442, B78443, B78444, B78445

Users of Oracle Policy Automation Collaboration Cloud Service are authorized to access the

- ♦ following module(s): Oracle Policy Automation Collaboration Cloud Service

**Usage Limits:** Oracle Policy Automation Collaboration Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)
- ♦ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
<b>Monthly Bandwidth</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Chat Cloud Service

**Applicable SKUs:** CHAT-NU-1203, CHAT-CU-1203, CHAT-SM-1203, CHAT-CSM-1203, B68258, B68259, B68281, B68282

Users of Oracle RightNow Chat Cloud Service are authorized to access the following

- ♦ module(s): Oracle RightNow Chat Cloud Service

**Usage Limits:** Oracle RightNow Chat Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)
- A maximum limit of 5,000 chat API operations per minute

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Video Chat Cloud Service

**Applicable SKUs:**

**Hosted Named User B89053**

**Hosted Connected User B89054**

**Hosted Name Seat Month B89055**  
**Hosted Connected Seat Month B89056**

Users of Oracle RightNow Video Chat Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Video Chat Cloud Service

**Usage Limits:** Oracle RightNow Video Chat Cloud Service is subject to usage limits based on:

- ◆ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Virtual Assistant Cloud Service

**Applicable SKU: B89079**

Oracle Virtual Assistant Cloud Service allows consumers to access virtual assistant capabilities delivered through the Oracle Service Cloud Chat UI. Oracle Virtual Assistant Cloud Service enables organizations to automatically redirect consumer interactions to a virtual assistant instead of a live human agent. The virtual assistant leverages Natural Language Processing (NLP) to understand consumers' intents and provide answers to common issues and questions. The virtual assistant can be configured to hand off to a live human agent as necessary while maintaining the history and context of the conversation.

*Usage Limits:* Oracle Virtual Assistant Cloud Service is subject to usage limits based upon:

- One (1) unique Virtual Assistant Instance
- Tier 1 Billable Sessions are tracked during the interval of time beginning when a consumer (i.e. end user) accesses the Oracle Service Cloud Chat UI and ends when the consumer logs out or navigates off Oracle Service Cloud Chat. Each fifteen minute period during this interval is counted as a billable session.

Oracle may use your data to improve the operation of the natural language processing employed in the Oracle Virtual Assistant Cloud Service to ensure that the natural language engine is performing as expected and is able to render optimal results.

## Oracle Cobrowse Cloud Service

**Applicable SKUs: B68246, B68278, B78656, B78657**

Users of Oracle Cobrowse Cloud Service are authorized to access the following module(s):

- ◆ Oracle Cobrowse Cloud Service *(You are responsible for implementing, enabling and configuring all controls applicable to Your organization's regulatory requirements, as this service has not be assessed by a third party entity.)*

**Usage Limits:** Oracle Cobrowse Cloud Service is subject to usage limits based on:

- ◆ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Cobrowse Cloud Service

**Applicable SKUs:** COB-NU-1203, COB-SM-1203

Users of Oracle RightNow Cobrowse Cloud Service are authorized to access the following

- ♦ module(s): Oracle RightNow Cobrowse Cloud Service

**Usage Limits:** Oracle RightNow Cobrowse Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Live Experience for RightNow Cloud Service - Enterprise

**Applicable SKUs:** B92096, B92098, B92100, B92102

Users of the Oracle Live Experience for RightNow Cloud Service - Enterprise are authorized to access the following modules and features:

- Web SDK
- Android Customer Experience SDK
- iOS Customer Experience SDK
- Web Associate Experience
- Mobile Associate Experience
- All digital channels: HD Voice, HD Video, Screen Sharing, Escalate-to-Digital
- Visual Annotation
- Meetings
- SMS Conversations
- PSTN Integration
- Engagement Scenarios
- Self-Service Interfaces: Application Provisioning, Security Configuration, User Management
- Intelligent Routing and Queue Management
- Engagement History
- Engagement and Team Performance Reports

**Usage Limits:** The Oracle Live Experience for RightNow Cloud Service - Enterprise is subject to usage limits based on:

- A maximum number of the applicable metric as defined in Your order.
- The following storage limits apply for this Oracle Cloud Service:



Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Hosted Named User or Hosted Named Seat Month	20 MB per month	40 MB per month	40 MB per month
Hosted Connected User or Hosted Connected Seat Month	50 MB per month	100 MB per month	100 MB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs
Hosted Named User or Hosted Named Seat Month	400,000 API calls per Day	400,000 API calls per Day	400,000 API calls per Day	10,000 API calls per Day
Hosted Connected User or Hosted Connected Seat Month	1,000,000 API calls per Day	1,000,000 API calls per Day	1,000,000 API calls per Day	25,000 API calls per Day

Per Licensed Metric	Recording Playbacks	Recording File Downloads
Hosted Named User or Hosted Named Seat Month	1000 per month	1000 per month
Hosted Connected User or Hosted Connected Seat Month	2500 per month	2500 per month

**Service Level Targets:** For purposes System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Target System Availability
Oracle Live Experience for RightNow Cloud Service, Enterprise	99.9%

The Target System Availability does not apply in the event of a declared disaster.

**Oracle Cloud Policies and Pillar Documentation:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industry Cloud Service pillar documentation*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Live Experience for RightNow Cloud Service - Premium**  
**Applicable SKUs: B92097, B92099, B92101, B92103**

Users of the Oracle Live Experience for RightNow Cloud Service - Premium are authorized to access all the modules and features included in Oracle Live Experience for RightNow Cloud Service - Enterprise with addition of the following modules and features:

- Recording of Voice, Video, Screen Sharing
- Recording Search and Playback
- In-Channel Identity Verification
- Transcription Integration

**Usage Limits:** The Oracle Live Experience for RightNow Cloud Service - Premium is subject to usage limits based on:

- A maximum number of the applicable metric as defined in Your order.
- The following storage limits apply for this Oracle Cloud Service:

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Hosted Named User or Hosted Named Seat Month	20 MB per month	0.52 TB per month	.08 TB per month
Hosted Connected User or Hosted Connected Seat Month	50 MB per month	1.3 TB per month	2 TB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs
Hosted Named User or Hosted Named Seat Month	400,000 API calls per Day	400,000 API calls per Day	400,000 API calls per Day	10,000 API calls per Day
Hosted Connected User or Hosted Connected Seat Month	1,000,000 API calls per Day	1,000,000 API calls per Day	1,000,000 API calls per Day	25,000 API calls per Day

Per Licensed Metric	Recording Playbacks	Recording File Downloads

Hosted Named User or Hosted Named Seat Month	1000 per month	1000 per month
Hosted Connected User or Hosted Connected Seat Month	2500 per month	2500 per month

**Service Level Targets:** For purposes System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Target System Availability
Oracle Live Experience for RightNow Cloud Service, Premium	99.9%

The Target System Availability does not apply in the event of a declared disaster.

**Oracle Cloud Policies and Pillar Documentation:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industry Cloud Service pillar documentation*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle RightNow Non-Contact Center Cloud Service

**Applicable SKUs:** B82255, B82256

Users of Oracle RightNow Non-Contact Center Cloud Service are authorized to access the following

- module(s): Oracle RightNow Non-Contact Center Cloud Service

**Usage Limits:** Oracle RightNow Non-Contact Center Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Non-Contact Center Named User, Hosted Non-Contact Center Named Seat Months)

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Service Monitoring for Connected Assets Cloud Service

Applicable SKUs: B88214, B88215, B88216, B88217

Users of the Oracle Service Monitoring for Connected Assets Cloud Service are authorized to access the following modules and features:

- Real-time location and health monitoring of assets
- Spatial analytics to detect asset misplacement and theft
- Incident creation and management for faults detected in assets
- Automatic creation of incidents in Oracle Service Cloud
- Oracle Internet of Things Cloud Service – Enterprise for the purpose of running Oracle Service Monitoring for Connected Assets Cloud Service

- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling

**NOTE:** Each user of Oracle Service Monitoring for Connected Assets Cloud Service entitles creation and monitoring of up to 65 assets per month.

**NOTE:** Disaster Recovery is not supported for this service.

### Usage Limits

- 1 TB of message storage included with a single instance of Oracle Service Monitoring for Connected Assets Cloud Service. Purchasing additional block storage in the underlying Compute Service may allow expanding message storage capacity.

### Service Limitation

- Back-Up, Patching and Disaster Recovery are customer responsibilities for Oracle Service Monitoring for Connected Assets Cloud Service, including the underlying platform services

**THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.**

### Third Party Web Sites, Platforms and Services

This Oracle Service Monitoring for Connected Assets Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)) that is transmitted to such third parties.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle RightNow Contextual Workspaces Cloud Service

**Applicable SKUs:** CTW-NU-1203, CTW-CU-1203, CTW-SM-1203, CTW-CSM-1203, B68469, B68468, B68470, B68467, B68292, B68291

Users of Oracle RightNow Contextual Workspaces Cloud Service are authorized to access the following

- module(s): Oracle RightNow Contextual Workspaces Cloud Service

**Usage Limits:** Oracle RightNow Contextual Workspaces Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Guided Assistance Cloud Service

**Applicable SKUs:** GA-NU-1203, GA-CU-1203, GA-SM-1203, GA-CSM-1203, B68300, B68301, B68283, B68284

Users of Oracle RightNow Guided Assistance Cloud Service are authorized to access the following

- ♦ module(s): Oracle RightNow Guided Assistance Cloud Service

**Usage Limits:** Oracle RightNow Guided Assistance Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Agent Scripting Cloud Service

**Applicable SKUs:** ASC-NU-1203, ASC-CU-1203, ASC-SM-1203, ASC-CSM-1203, B68302, B68303, B68285, B68286

Users of Oracle RightNow Agent Scripting Cloud Service are authorized to access the following

- ♦ module(s): Oracle RightNow Agent Scripting Cloud Service

**Usage Limits:** Oracle RightNow Agent Scripting Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Desktop Workflow Cloud Service

**Applicable SKUs:** DWF-NU-1203, DWF-CU-1203, DWF-SM-1203, DWF-CSM-1203, B68304, B68305, B68287, B68288

Users of Oracle RightNow Desktop Workflow Cloud Service are authorized to access the following

- ♦ module(s): Oracle RightNow Desktop Workflow Cloud Service

**Usage Limits:** Oracle RightNow Workflow Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service

**Applicable SKUs:** AKB-NU-1203, AKB-CU-1203, AKB-SM-1203, AKB-CSM-1203, B68542, B68541, B68543,

## B68540

Users of Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service

**Usage Limits:** Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service is subject to usage limits based on:

- ◆ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service

**Applicable SKUs:** B82249, B82250, B82251, B82252

Users of Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service

**Usage Limits:** Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service is subject to usage limits based on:

- ◆ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Experience Routing Cloud Service

**Applicable SKUs:** B77355, B77356, B77357, B77358

Users of Oracle RightNow Experience Routing Cloud Service are authorized to access the following

- ◆ module(s): Oracle RightNow Experience Routing Cloud Service

**Usage Limits:** Oracle RightNow Experience Routing Cloud Service is subject to usage limits based on:

- ◆ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool

**Applicable SKUs:** B72237

Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool allows consumers and internal employees receiving support but not classified as a Contact Center User (Hosted Named User, Hosted Named Seat Month, Hosted Connected User, Hosted Connected Seat Month) or a Non-Contact Center User (Hosted Non-Contact Center Named User, Hosted Non-Contact Center Named Seat Month) to access applications classified as “Universal Tier 1” – which include: Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Video Chat Cloud Service, Oracle Virtual Assistant Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, and Oracle RightNow Connect Knowledge Foundation API Cloud Service

Users of the Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool are authorized to access the following module(s):

- Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool

**Usage Limits:** Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool is subject to usage limits based upon:

- A maximum number of Oracle RightNow Universal Core Service Tier 1 Sessions per service period (starting on first day of the term) per Instance
- Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session

**Compliance Implications:**

- Consumption of Oracle RightNow Universal Core Service Tier 1 Sessions is based upon the consumer’s utilization of the applications classified as “Universal Tier 1” as outlined above

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool

**Applicable SKUs: B82254**

Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool allows end-users and internal employees receiving support but not classified as a Contact Center User (Hosted Named User, Hosted Named Seat Month, Hosted Connected User, Hosted Connected Seat Month) or a Non-Contact Center User (Hosted Non-Contact Center Named User, Hosted Non-Contact Center Named Seat Month) to access applications classified as “Universal Tier 2”, which includes: Oracle RightNow Advanced Knowledge Cloud Service, which is an Internet-based eService software solution powered by a self-learning, advanced knowledgebase powered by Oracle Knowledge platform. Agents access the knowledgebase via the Web Portal pages of the application

End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledgebase and receive relevant answers to their questions

Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool requires at least one Oracle RightNow Dynamic Agent Desktop Cloud Service license (Standard, Enterprise, Enterprise Contact

Center, or Standalone Chat) along with an equal number of licenses of Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service to enable administration and authoring of knowledge. If only Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool is purchased, functionality bundled into Oracle RightNow Universal Core Service Tier 1 Sessions and/or Oracle RightNow Universal Policy Automation Tier 3 Sessions is not included, and must be purchased separately

Users of Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool are authorized to access the following module(s):

- ◆ Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

**Usage Limits:** Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool is subject to usage limits based upon:

- ◆ A maximum number of Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions per service period (starting on first day of the term) per Instance

**Compliance Implications:**

- ◆ Consumption of Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 2" as outlined above
- ◆ If during a particular session, the consumer only utilizes applications classified as "Universal Tier 2", then the session will count as a "Universal Advanced Knowledge Tier 2 Session" for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool

**Applicable SKUs: B72234**

Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool allows Users to access applications classified as "Universal Tier 3", which includes Oracle Policy Automation Web Cloud Service and Oracle Policy Automation Determinations API Cloud Service

Users of Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool are authorized to access the following module(s):

- ◆ Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool
- ◆ Oracle Policy Automation Web Cloud Service
- ◆ Oracle Policy Automation Determinations API Cloud Service

**Usage Limits:** Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool is subject to usage limits based upon:

- ◆ A maximum number of Oracle RightNow Universal Policy Automation Tier 3 Sessions per service period (starting on first day of the term) per Instance
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)), for Oracle Policy Automation only with the first purchase of Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool, Oracle Policy Automation Agents Cloud Service ([B73902](#), [B73903](#)) or Oracle Policy Automation Mobile



- Cloud Service ([B81062](#), [B81063](#))
- An additional 12,500 MB of bandwidth per 50,000 purchased sessions
- Tier 3 Sessions are consumed by Oracle Policy Automation Determinations API Cloud Service Operations as follows:
  - o One (1) for each interview session processed using the Interview Web Service
  - o One (1) for any other Operation that processes data through a deployed policy model

**Compliance Implications:**

- Consumption of Oracle RightNow Universal Policy Automation Tier 3 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 3" as outlined above

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Policy Automation Enterprise Assessment API Cloud Service – 1,000,000 Assessments

**Applicable SKUs: B88133**

Users of Oracle Policy Automation Enterprise Assessment API Cloud Service are authorized to access the following module(s):

- OPA Enterprise Assessment
- API Cloud Service

**Usage Limits:** Oracle Policy Automation Enterprise Assessment API Cloud Service is subject to usage limits based upon:

- A maximum number of 1,000,000 Assessments as set forth in Your order.
- One Instance Cloud Service (B68550) OPA only.
- 100,000 MB Bandwidth

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Universal Core Service Tier 1 Sessions Monthly

**Applicable SKUs: B72236**

Oracle RightNow Universal Core Service Tier 1 Sessions Monthly allows consumers and internal employees receiving support but not classified as a Contact Center User (Hosted Named User, Hosted Named Seat Month, Hosted Connected User, Hosted Connected Seat Month) or a Non-Contact Center User (Hosted Non-Contact Center Named User, Hosted Non-Contact Center Named Seat Month) to access applications classified as "Universal Tier 1" – which include: Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat

Cloud Service, Oracle RightNow Video Chat Cloud Service, Oracle Virtual Assistant Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, and Oracle RightNow Connect Knowledge Foundation API Cloud Service

Users of the Oracle RightNow Universal Core Service Tier 1 Sessions Monthly are authorized to access the following module(s):

- Oracle RightNow Universal Core Service Tier 1 Sessions Monthly

**Usage Limits:** Oracle RightNow Universal Core Service Tier 1 Monthly is subject to usage limits based upon:

- A maximum number of Oracle RightNow Universal Core Service Tier 1 Sessions per month (starting on first day of the term) per Instance
- Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session

**Compliance Implications:**

- Consumption of Oracle RightNow Universal Core Service Tier 1 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 1" as outlined above

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly

**Applicable SKUs: B82253**

Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly allows end-users and internal employees receiving support but not classified as a Contact Center User (Hosted Named User, Hosted Named Seat Month, Hosted Connected User, Hosted Connected Seat Month) or a Non-Contact Center User (Hosted Non-Contact Center Named User, Hosted Non-Contact Center Named Seat Month) to access applications classified as "Universal Tier 2", which includes: Oracle RightNow Advanced Knowledge Cloud Service, which is an Internet-based eService software solution powered by a self-learning, advanced knowledgebase powered by Oracle Knowledge platform. Agents access the knowledgebase via the Web Portal pages of the application

End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledgebase and receive relevant answers to their questions

Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly require at least one Oracle RightNow Dynamic Agent Desktop Cloud Service License (Standard, Enterprise, Enterprise Contact Center, or Standalone Chat) along with an equal number of licenses for Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service to enable administration and authoring of knowledge. If only Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly is purchased, functionality bundled into Oracle RightNow Universal Core Service Tier 1 Sessions and/or Oracle RightNow Universal Policy Automation Tier 3 Sessions is not included, and must be purchased separately

Users of Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly are authorized to access the following module(s):

- ◆ Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

**Usage Limits:** Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly is subject to usage limits based upon:

- ◆ A maximum number of Oracle RightNow Universal Tier 2 Sessions per month (starting on first day of the term) per Instance

**Compliance Implications:**

- ◆ Consumption of Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions is based upon the consumer’s utilization of the applications classified as “Universal Advanced Knowledge Tier 2” as outlined above
- ◆ If during a particular session, the consumer only utilizes applications classified as “Universal Tier 2”, then the session will count as a “Universal Advanced Knowledge Tier 2 Session” for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly

**Applicable SKUs:** [B72233](#)

Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly allows Users to access applications classified as “Universal Tier 3”, which includes Oracle Policy Automation Web Cloud Service and Oracle Policy Automation Determinations API Cloud Service

Users of Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly are authorized to access the following module(s):

- ◆ Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly
- ◆ Oracle Policy Automation Web Cloud Service
- ◆ Oracle Policy Automation Determinations API Cloud Service

**Usage Limits:** Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly is subject to usage limits

- ◆ based upon: A maximum number of Oracle RightNow Universal Policy Automation Tier 3 Sessions per month (starting on first day of the term) per Instance
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)), for Oracle Policy Automation only with the first purchase of Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly, Oracle Policy Automation Agent Cloud Service (B86965, B86966, B86967, and B86968). An additional 12,500 MB of bandwidth per 50,000 purchased sessions
- ◆ Tier 3 Sessions are consumed by Oracle Policy Automation Determinations API Cloud Service Operations as follows:
  - One (1) for each interview session processed using the Interview Web Service
  - One (1) for any other Operation that processes data through a deployed policy model

**Compliance Implications:**

- ◆ Consumption of Oracle RightNow Universal Policy Automation Tier 3 Sessions is based upon the consumer’s

utilization of the applications classified as “Universal Tier 3” as outlined above

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Advanced Website Search Cloud Service

**Applicable SKUs: B85219**

Users of Oracle RightNow Advanced Website Search Cloud Service are authorized to access the following

- ♦ module(s): Oracle RightNow Advanced Website Search Cloud Service

**Usage Limits:** Oracle RightNow Advanced Website Search Cloud Service is subject to usage limits based upon:

- ♦ 20,000 Documents Indexed

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Emails Sent Monthly

**Applicable SKUs: EMST-M-1203, B68548**

Users of Oracle RightNow Emails Sent Monthly are authorized to access the following

- ♦ module(s): Oracle RightNow Emails Sent Monthly

**Usage Limits:** Oracle RightNow Emails Sent Monthly is subject to usage limits based upon:

- ♦ A maximum number of emails sent per month (starting on first day of the term) per Instance

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Emails Sent Service Period Pool

**Applicable SKUs: B68251**

Users of Oracle RightNow Emails Sent Service Period Pool are authorized to access the

- ♦ following module(s): Oracle RightNow Emails Sent Service Period Pool

**Usage Limits:** Oracle RightNow Emails Sent Service Period Pool is subject to usage limits based upon:

- ♦ A maximum number of emails sent per Service Period (starting on first day of the term) per Instance

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Connect Web Services API Operations Monthly

**Applicable SKUs: B76483**

Users of Oracle RightNow Connect Web Services API Operations Monthly are authorized to access the

following module(s):

- ◆ Oracle RightNow Connect Web Services API Operations Monthly
  - Applicable only for REST APIs: Oracle will provide limited backwards compatibility for Connect REST APIs until the Oracle Service Cloud November 2015 release upon which time Oracle will provide full backwards compatibility for REST APIs. REST API functionality will be turned off by default. You can configure full REST API functionality by setting the Connect REST variable to (1) via Your product's Configuration Settings editor

**Usage Limits:** Oracle RightNow Connect Web Services API Operations Monthly is subject to usage limits

- ◆ based upon: A maximum number of operations per month (starting on the first day of the term) per Instance

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Connect Web Services API Operations Service Period Pool

**Applicable SKUs:** B76484

Users of Oracle RightNow Connect Web Services API Operations Service Period Pool are authorized to access the following module(s):

- ◆ Oracle RightNow Connect Web Services API Operations Service Period Pool
  - Applicable only for REST APIs: Oracle will provide limited backwards compatibility for Connect REST APIs until the Oracle Service Cloud November 2015 release upon which time Oracle will provide full backwards compatibility for REST APIs. REST API functionality will be turned off by default. You can configure full REST API functionality by setting the Connect REST variable to (1) via Your product's Configuration Settings editor

**Usage Limits:** Oracle RightNow Connect Web Services API Operations Service Period Pool is subject to usage limits based upon:

- ◆ A maximum number of operations per Service Period (starting on the first day of the term) per Instance

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Single Sign-On Cloud Service

**Applicable SKUs:** SSO-1203, B68558

Users of Oracle RightNow Single Sign-On Cloud Service are authorized to access the following

- ◆ module(s): Oracle RightNow Single Sign-On Cloud Service

Oracle RightNow Single Sign-On Cloud Service provides the following authentication integration methods:

- ◆ For Oracle RightNow Customer Portal Cloud Service
  - Pass through authentication (PTA)
  - Encrypted pass through authentication (ePTA)
  - OpenID (<http://openid.net/>) (Licensed via Tier 1 Sessions)

- OAuth (<http://oauth.net/>) (Licensed via Tier 1 Sessions)
  - SAML 2.0 (HTTP Post Binding/Identity Provider Initiated)
- ◆ For Oracle RightNow Dynamic Agent Desktop Cloud Service
    - SAML 2.0 (HTTP Post Binding/Identity Provider Initiated)

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

**Oracle Additional Test Environment for Oracle RightNow Cloud Service**

**Applicable Part #: B70790**

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment

If the associated Oracle RightNow Instance Cloud Service includes Oracle RightNow Cloud Service, users of Oracle Additional Test Environment for Oracle RightNow Cloud Service are authorized to access the following module(s):

- ◆ One (1) Oracle Additional Test Environment for Oracle RightNow Cloud Service

If the associated Oracle RightNow Instance Cloud Service includes Oracle Policy Automation Cloud Service, users of Oracle Additional Test Environment for Oracle RightNow Cloud Service are authorized to access the following module(s):

- One (1) Oracle Additional Test Environment for Oracle Policy Automation Cloud Service

**Usage Limits:** Oracle Additional Test Environment for Oracle RightNow Cloud Service is subject to usage limits based upon:

- ◆ For Oracle RightNow Cloud Service, a maximum of 250 Authorized Users with no more than 20 concurrent users accessing the system at any one time
- For Oracle Policy Automation Cloud Service, a maximum number of twenty (20) concurrent session, agent and mobile users accessing the system at any one time. Policy Modeling and administrative users are not subject to this limitation
- ◆ Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period
- ◆ Future expansions of Your Oracle Cloud Services may be subject to additional fees

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

**Oracle RightNow Dedicated Database with Encryption Cloud Service**

**Applicable SKUs: B72235**

Oracle RightNow Dedicated Database with Encryption Cloud Service can provide the customer with a fully dedicated database server solution. The dedicated physical database servers are replicated for high availability and the data is encrypted at rest by the file system. The customer will be completely isolated on their own set of database servers to ensure high performance and increased data isolation. There may be lead time to implement this feature due to hardware availability

Users of Oracle RightNow Dedicated Database with Encryption Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Dedicated Database with Encryption Cloud Service

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Cloud Platform for United States Government Cloud Service

**Applicable SKUs: GH-1203, B69333**

Available in United States Only

Oracle RightNow Cloud Platform for United States Government Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Federal Risk and Authorization Management Program (FedRAMP) Moderate baseline. This cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal information security framework as defined by FISMA including NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires 5 layers of security including biometric hand readers and visual verification by security guards. ATO support from a U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP requirements and good practices for managing and structuring FedRAMP authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP authorization results and reserves the right to manage the cloud service as appropriate to meet FedRAMP requirements.

This Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

Users of Oracle RightNow Cloud Platform for United States Government Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Cloud Platform for United States Government Cloud Service
- ◆ Oracle Global Support
- ◆ Oracle RightNow Custom Domain SSL Application Hosting ([B68310](#))

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service

**Applicable SKUs: GH-1203, B74851**

Available in United Kingdom Only

For this Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service, Your Content is hosted

within a UK based data center for both primary and DR data centers. Oracle's access to Your transactional data stored in the cloud service will be restricted to UK Nationals who are residing in UK unless You provide prior written consent.

UK Nationals with access to Your transactional data will also have a minimum of SC Clearance provided that Oracle has the continued ability to sponsor applications for SC clearance; and/or a central government department has agreed to sponsor individuals for SC clearance where required by Oracle.

The Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service includes support from a U.K. Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles.

Oracle will endeavour to maintain this Cloud Service to meet the requirements of ISO 27001 and Cyber Essentials and align with the Cloud Security Principles. This offering includes Oracle RightNow Custom Domain SSL Application Hosting (B68310).

#### **Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

### **Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service**

#### **Applicable SKUs: B73929**

Available in United States Only

Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Department of Defense Enterprise Cloud Service Broker (ECSB) Cloud Security Model Impact Level 4 SaaS baseline. The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to the Risk Management Framework as defined by NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires 5 layers of security including biometric hand readers and visual verification by security guards. ATO support from an U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP and ECSB Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP and ECSB requirements and good practices for managing and structuring FedRAMP and ECSB authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP and ECSB authorization results. Oracle reserves the right to manage the cloud service as appropriate to meet FedRAMP and ECSB requirements.

This Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

Users of Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service
- ◆ Oracle Global Support
- ◆ Oracle RightNow Custom Domain SSL Application Hosting ([B68310](#))

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

### **Oracle RightNow PCI Cloud Platform Cloud Service**

#### **Applicable SKUs: PCI-1203, B69332**



Oracle RightNow PCI Cloud Platform Cloud Service is designed as an option for customers with enhanced security requirements. The PCI DSS (Payment Card Industry Data Security Standards), a set of comprehensive requirements for enhancing payment account data security, was developed to help facilitate the broad adoption of consistent data security measures on a global basis. Oracle RightNow PCI Cloud Platform Cloud Service is assessed annually against the PCI DSS as a Level 1 Service Provider.

The purchase of Oracle Cloud Priority Support (OCPS) or Oracle Technical Account Management for PCI Services (OTAM) is required with this Service. The purchase of OCPS/OTAM may be waived if Customer elects to have an external party perform the initial and annual PCI audits as required by Oracle. The initial audit must be completed and results of such audit provided to Oracle no later than five (5) business days prior to Customer's use of the Subscription Services in the Oracle RightNow PCI Cloud Platform Cloud Service. Continued annual audits must be completed and results of such audit must be provided to Oracle no later than fifteen (15) days after Customer's subsequent Service Period begins.

Users of Oracle RightNow PCI Cloud Platform Cloud Service are authorized to access the following module(s):

- Oracle RightNow PCI Cloud Platform Cloud Service

Oracle RightNow PCI Cloud Platform Cloud Service includes the following element(s):

- Attested PCI DSS Software and Hosting Services
- Initial migration to the Oracle RightNow PCI Cloud Platform Cloud Service
- Initial audit (not applicable if Customer waives purchase of OCPS or OTAM as described above)
- Continued annual audits (not applicable if Customer waives purchase of OCPS or OTAM as described above)

Oracle RightNow PCI Cloud Platform Cloud Service term(s):

- During the Hosting Term, Customer's use of the Hosting Services shall comply with the PCI Standards outlined in the following location: [https://www.pcisecuritystandards.org/security\\_standards/pci\\_dss.shtml](https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml)
- To meet PCI DSS V4.0 requirements, any Personal Account Numbers (PAN) that Customer wants to store must only be saved into an Encrypted Custom Attribute, using August 2022 (22C) version or later.
- Customer acknowledges this Service's Email traffic is not managed with PCI controls
- Customer shall have TLS( Transport Layer Security) enabled for all sites hosted by Oracle RightNow
- All existing customizations shall follow PCI Standards and shall be reviewed and approved by Oracle prior to Customer's use of the Oracle RightNow PCI Cloud Platform Cloud Service. If customizations are not approved to be PCI compliant, the customer must re-write them or sign a statement of work with Oracle to have them re-written. This cost is not included within the scope of this package or covered by Customization Support.
- All future customizations shall follow PCI Standards and shall be reviewed and approved by Oracle prior to implementation
- All Oracle determined site security settings shall be accepted by Customer

Oracle reserves the right to immediately suspend Customer's Oracle RightNow PCI Cloud Platform Cloud Service in the event of Customer's violations or alleged violations of the PCI Standards or the terms outlined in this description. Upgrade services are not included within the scope of this package

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle RightNow HIPAA Cloud Platform Cloud Service**

## Applicable SKUs: B85994

This offering is designed as an option for customers who must comply with the Health Insurance Portability and Accountability Act (HIPAA) and who anticipate persisting Protected Health Information (PHI) in the Oracle Service Cloud. The Oracle RightNow HIPAA Cloud Platform Cloud Service assists customers in meeting the requirements set out by HIPAA regarding the storage of PHI. Any customer instance can be classified as HIPAA. The customer instance can be in any commercial, PCI, or government environment. Oracle will be considered a Business Associate as defined by the HIPAA Privacy Rule 45 CFR 164.504(e), and an Oracle BAA is required.

Oracle RightNow HIPAA Cloud Platform Cloud Service term(s):

- Customer shall be on version November 2012 or later.
- Customer shall have SSL (Secure Socket Layer) enabled for all sites hosted by Oracle. RightNow. Oracle shall ensure the customer's databases reside on encrypted storage.
- Oracle shall enable Read Logging for the customer's instance.
- Customer shall change their workspaces using the Workspace Designer to "Show Read Transactions" in the audit log.
- Customer shall ensure PHI is contained within the INCIDENT THREAD.
- All Oracle RightNow determined site security settings shall be accepted by Customer.
- Oracle shall execute with the customer an Oracle BAA.
- When providing ePHI to, or storing ePHI in the Oracle Service Cloud, customer shall make reasonable efforts to limit ePHI to the minimum necessary to accomplish the intended purposes of the use.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Custom Domain SSL Application Hosting

### Applicable SKUs: SSL-CD-1203, B68310

Oracle RightNow Custom Domain SSL Application Hosting offers the ability for Oracle to host a Customer's VeriSign certificate on a custom domain in custom, wildcard or Subject Alternative Name configurations

Users of Oracle RightNow Custom Domain SSL Application Hosting are authorized to access the following

- module(s): Oracle RightNow Custom Domain SSL Application Hosting

**Usage Limits:** Oracle RightNow Custom Domain SSL Application Hosting is subject to usage limits

- based upon: Hosting of one (1) Certificate
- Purchase of Secure Socket Layer Certificate from a third-party vendor for an additional fee

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Virtual Private Network Setup Fee Cloud Service

### Applicable SKUs: B70817

Oracle Virtual Private Network Setup Fee Cloud Service is a per vpn-tunnel fee related to Oracle Virtual Private Network

Cloud Service to setup and configure the software based VPN solution between Your facilities and Oracle facilities

Users of Oracle Virtual Private Network Setup Fee Cloud Service are authorized to access the following

- ♦ module(s): Oracle Virtual Private Network Setup Fee Cloud Service

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Virtual Private Network for RightNow Cloud Service

**Applicable SKUs:**  
**B70797**

Oracle Virtual Private Network for RightNow Cloud Service offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between Oracle's data center firewalls, where Oracle Cloud Services are hosted, and a customer's firewall

Users of Oracle Virtual Private Network for RightNow Cloud Service are authorized to access the following

- ♦ module(s): Virtual Private Network for RightNow Cloud Service

**Usage Limits:** Oracle Virtual Private Network for RightNow Cloud Service is subject to usage limits

- ♦ based upon: A maximum number of VPN Connections as defined in Your order

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Additional Mailbox

**Applicable SKUs: MB-1203, B68311**

An Oracle RightNow Additional Mailbox will allow a Customer to use Oracle RightNow servers to host email addresses. Oracle RightNow provides the infrastructure and management of mailboxes, reducing Customer's maintenance and infrastructure costs

Users of Oracle RightNow Additional Mailbox are authorized to access the following

- ♦ module(s): Oracle RightNow Additional Mailbox

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Dedicated Outbound IP Address

**Applicable SKUs: B68551**

Oracle RightNow Dedicated Outbound IP Address provides a unique IP (internet protocol) address used for Outreach mailboxes. Large volume customers may implement this option, making them responsible for their own email reputation management per best practices.

Users of Oracle RightNow Dedicated Outbound IP Address are authorized to access the following

- ♦ module(s): Oracle RightNow Dedicated Outbound IP Address

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

**Additional 5 GB Monthly Bandwidth**

**Applicable SKUs: BW-5GB-1203, B68257**

Additional 5 GB Monthly Bandwidth provides 5 GB of additional monthly bandwidth. Each block of additional monthly bandwidth storage purchased under the ordering document applies for the duration of the Service Period of the Oracle RightNow Service under the ordering document. Entitles Customer to consume five (5) GB of additional bandwidth

(amount of data transferred from the client and the Oracle RightNow servers) per month through any of the following mediums: Oracle RightNow Customer Portal Cloud Service, Administrative Pages, Oracle RightNow Connect Cloud Service

Users of Additional 5 GB Monthly Bandwidth are authorized to access the following

- ♦ module(s): Additional 5 GB Monthly Bandwidth

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

**Additional 1 GB Peak Database Storage**

**Applicable SKUs: DBDS-1GB-1203, B68313**

Additional 1 GB Peak Database Storage provides 1 GB of additional peak database storage. Each block of additional database storage purchased under the ordering document applies for the duration of the Service Period of the Oracle RightNow Service under the ordering document. Entitles Customer to consume 1 GB of additional database storage through any of the following: All dynamic data (e.g. Incidents, Answers, Contacts, Rules, Reports, Customizable Menus)

Users of Additional 1 GB Peak Database Storage are authorized to access the following

- ♦ module(s): Additional 1 GB Peak Database Storage

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

**Additional 1 GB Peak File Storage**

**Applicable SKUs: FDS-1GB-1203, B68312**

Additional 1 GB Peak File Storage provides 1 GB of additional file storage. Each block of additional file storage purchased under the ordering document applies for the duration of the Service Period of the Oracle RightNow Service under the ordering document. Entitles Customer to consume 1 GB of additional file storage through any of the following (note – the Oracle RightNow Product (e.g. Binaries, Programs, PHP Files, Assets, Code) are not counted against File Storage allocation): File Attachments, Customized Files, Archived Data

Users of Additional 1 GB Peak File Storage are authorized to access the following

- ◆ module(s): Additional 1 GB Peak File Storage

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Additional 50GB File Storage Cloud Service

Applicable SKUs: B92134

Oracle Additional 50 GB File Storage provides 50 GB of additional file storage. Each block of additional file storage purchased under the ordering document applies for the duration of the Service Period of the Oracle RightNow Service under the ordering document. Entitles Customer to consume 50 GB of additional file storage through any of the following (note – the Oracle RightNow Product (e.g. Binaries, Programs, PHP Files, Assets, Code) are not counted against File Storage allocation): File Attachments, Customized Files, Archived Data.

Oracle Additional 50 GB File Storage is also an option specifically for Oracle Live Experience for Right Now Cloud Service Premium users when file storage space is consumed at the operating system level for media capture and analytics including recording files, transcriptions, and other captured assets, across any possible media types including, but not limited to voice, video, screen sharing recordings. If users of Oracle Live Experience for RightNow Cloud Service - Premium leverage any of the modules involving such media capture and analytics these users would need to order sufficient quantity of 50 Gigabyte per month allocations ahead of their storage consumption

Users of Oracle Additional 50 GB File Storage Cloud Service are authorized to access the following modules:

- Additional 50 GB File Storage

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Dedicated Outbound IP Address

**Applicable SKUs: B68551**

Oracle RightNow Dedicated Outbound IP Address provides a unique IP (internet protocol) address used for Outreach mailboxes. Large volume customers may implement this option, making them responsible for their own email reputation management per best practices

Users of Oracle RightNow Dedicated Outbound IP Address are authorized to access the following

- ◆ module(s): Oracle RightNow Dedicated Outbound IP Address

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle Learning Credits

**Applicable SKU: D12150, D12734**

Oracle Learning Credits may be used to acquire education products and services offered in the Oracle University online catalogue posted at <http://www.oracle.com/education> under the terms specified therein. Learning

credits may only be used to acquire products and services at the list price in effect at the time you order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when you order the relevant product or service. The list price will be reduced by applying the discount specified to you by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date your order is accepted by Oracle, and you must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which you acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

## RightNow Instance

### Applicable SKUs: INS-1103

An Instance of RightNow includes the knowledge foundation (Database), management & administrative capabilities, business rules, process management and reporting. For clarification purposes, one (1) RightNow Instance is included for the hosting term with initial product purchase.

Also

includes:

- ◆ Database Storage limit of 1024 MB
- ◆ File Storage limit of 1024 MB
- ◆ Bandwidth limit of 5125 MB per Month
- ◆ One (1) Email box
- ◆ One (1) Internal Interface
- ◆ One (1) Test Site

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support  
Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

**Cloud Services Service Level Objectives**  
**Hosting Availability Monitoring**

Target: 99.5% (measured at the end of each calendar quarter)  
No Service Level Credits  
Internal site monitoring at 15 minute increments

## RightNow Instance

### Applicable SKUs: INS

An Instance of RightNow includes the knowledge foundation (Database), management & administrative capabilities, business rules, process management and reporting. For clarification purposes, one (1) RightNow Instance is included for the hosting term with initial product purchase.

Also includes:

- ◆ Storage limit of 6GB
- ◆ Bandwidth limit of 5GB per Month
- ◆ One (1) Email box
- ◆ One (1) Internal Interface
- ◆ One (1) Test Site

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

**Cloud Services Service Level Objectives**  
**Hosting Availability Monitoring**

Target: 99.5% (measured at the end of each calendar quarter)  
 No Service Level Credits  
 Internal site monitoring at 15 minute increments

## RightNow Chat Desktop

### Applicable SKUs: SACHAT-NU-1106, SACHAT-CU-1106, SACHAT-SM-1106, SACHAT-CSM-1106

The RightNow Chat Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- RightNow Chat, allowing a customer to chat live (online) with support representatives

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters related to Chat only)
- Business rules, escalations and routing related to Chat only
- Contact Center Designer including service and common configuration capabilities

**Engage** functionality includes:

- **Feedback** - chat surveys, customer and SmartSense emotion detection
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional

formatting, column definitions, custom scripting, advanced charting and scheduled reports.

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS - CX Cloud**
- **RightNow Connect** - Connect Web Services API, providing integration capabilities between RightNow and other applications via an application programming interface.
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Chat Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Chat Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	24	120	120
Concurrent User	72	360	360
Seat Month	2	10	10
Concurrent Seat Month	6	30	30

- Feedback:
  - 500 Emails Sent per Month included with the initial purchase of Chat Desktop Named User or Concurrent User
  - 6000 Emails Sent per Year included with the initial purchase of Chat Desktop Seat Month or Concurrent Seat Month
- Custom Objects: Maximum of 5 Custom Objects per Instance
  - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Chat Desktop User purchase and API operation limits depend upon the type of seat purchased:
  - Named User: 91,250 API Operations per Named User per Year
  - Concurrent User: 273,750 API Operations per Concurrent User per Year
  - Seat Month: 7,605 API Operations per Seat Month per Year
  - Concurrent Seat Month: 22,815 API Operations per Concurrent Seat Month per Year

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support



- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Chat Desktop

**Applicable SKUs:** [SACHAT-NU-1103](#), [SACHAT-CU-1103](#), [SACHAT-SM-1103](#), [SACHAT-CSM-1103](#)

The RightNow Chat Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- RightNow Chat, allowing a customer to chat live (online) with support representatives

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters related to Chat only)
- Business rules, escalations and routing related to Chat only
- Contact Center Designer including service and common configuration capabilities

**Engage** functionality includes:

- Feedback** - chat surveys, customer and SmartSense emotion detection
- Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

**Platform** functionality includes:

- One (1) RightNow Instance with the first purchase of a seat**
- Mission Critical SaaS** - CX Cloud
- RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface.
- Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Chat Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Chat Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	24	120	120
Concurrent User	72	360	360
Seat Month	2	10	10
Concurrent Seat Month	6	30	30

- Feedback:
  - 500 Emails Sent per Month included with the initial purchase of Chat Desktop Named User or Concurrent User
  - 6000 Emails Sent per Year included with the initial purchase of Chat Desktop Seat Month or Concurrent Seat Month
- Custom Objects: Maximum of 5 Custom Objects per Instance
  - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Chat Desktop User purchase and API operation limits depend upon the type of seat purchased:
  - Named User: 91,250 API Operations per Named User per Year
  - Concurrent User: 273,750 API Operations per Concurrent User per Year
  - Seat Month: 7,605 API Operations per Seat Month per Year
  - Concurrent Seat Month: 22,815 API Operations per Concurrent Seat Month per Year

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal Access
- to the RightNow Community portal (<http://communities.rightnow.com>)
- Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Chat Desktop

**Applicable SKUs:** [SACHAT-NU](#), [SACHAT-CU](#), [SACHAT-SM](#), [SACHAT-CSM](#)

The RightNow Chat Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- RightNow Chat, allowing a customer to chat live (online) with support representatives

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text

- responses, and customizable views and filters related to Chat only
- Business rules, escalations and routing related to Chat only
- Contact Center Designer including service and common configuration capabilities

**Engage** functionality includes:

- **Feedback** - chat surveys, customer and SmartSense emotion detection
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface.
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Chat Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS) ) will be allocated to the customer for with the first purchase of a desktop license
- Feedback: 500 Emails Sent per month included with the initial Chat Desktop User purchase
- Custom Objects: Maximum of 5 Custom Objects per Instance
  - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Standard Desktop User purchase and API operation limits depend upon the type of seat purchased:
  - Named User: 91,250 API Operations per Named User per Year
  - Concurrent User: 273,750 API Operations per Concurrent User per Year
  - Seat Month: 7,605 API Operations per Seat Month per Year
  - Concurrent Seat Month: 22,815 API Operations per Concurrent Seat Month per Year

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

## Self-Service Support

## RightNow Standard Desktop

Applicable SKUs: ST-NU-1106, ST-CU-1106, ST-SM-1106, ST-CSM-1106

The RightNow Standard Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities and contextual workspaces

**Engage** functionality includes:

- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** - Connect Web Services API, providing integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Standard Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Standard Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	24	120	120
Concurrent User	72	360	360
Seat Month	2	10	10
Concurrent Seat Month	6	30	30

- Custom Objects: Maximum of 5 Custom Objects per Instance
  - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Standard Desktop User purchase, API operation limits depend upon the type of seat purchased:
  - Named User: 109,500 API Operations per Named User per Year
  - Concurrent User: 328,500 API Operations per Concurrent User per Year
  - Seat Month: 9,125 API Operations per Seat Month per Year
  - Concurrent Seat Month: 27,375 API Operations per Concurrent Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal Access
- to the RightNow Community portal (<http://communities.rightnow.com>)
- Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

<b>Cloud Services Service Level Objectives</b>	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
<b>Hosting Availability Monitoring</b>	Internal site monitoring at 15 minute increments

## RightNow Standard Desktop

**Applicable SKUs:** [ST-NU-1103](#), [ST-CU-1103](#), [ST-SM-1103](#), [ST-CSM-1103](#)

The RightNow Standard Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities and contextual workspaces

**Engage** functionality includes:

- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Standard Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Standard Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	24	120	120
Concurrent User	72	360	360
Seat Month	2	10	10
Concurrent Seat Month	6	30	30

- Custom Objects: Maximum of 5 Custom Objects per Instance
  - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Standard Desktop User purchase, API operation limits depend upon the type of seat purchased:
  - Named User: 109,500 API Operations per Named User per Year
  - Concurrent User: 328,500 API Operations per Concurrent User per Year
  - Seat Month: 9,125 API Operations per Seat Month per Year
  - Concurrent Seat Month: 27,375 API Operations per Concurrent Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle

RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Standard Desktop

Applicable SKUs: ST-NU, ST-CU, ST-SM, ST-CSM

The RightNow Standard Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities and contextual workspaces

**Engage** functionality includes:

- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.

- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Standard Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS) will be allocated to the customer for with the first purchase of a desktop license
- Custom Objects: Maximum of 5 Custom Objects per Instance
  - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Standard Desktop User purchase, API operation limits depend upon the type of seat purchased:
  - Named User: 109,500 API Operations per Named User per Year
  - Concurrent User: 328,500 API Operations per Concurrent User per Year
  - Seat Month: 9,125 API Operations per Seat Month per Year
  - Concurrent Seat Month: 27,375 API Operations per Concurrent Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- Telephone support
- Incident support

- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

**Cloud Services Service Level Objectives**  
**Hosting Availability Monitoring**

Target: 99.5% (measured at the end of each calendar quarter)  
No Service Level Credits  
Internal site monitoring at 15 minute increments

## RightNow Enterprise Desktop

Applicable SKUs: ENT-NU, ENT-CU, ENT-SM, ENT-CSM

The RightNow Enterprise Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.



**Web Experience** functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces and guided assistance

**Social Experience** includes:

- Cloud Monitor (dynamic agent desktop including cloud monitor capabilities)

**Engage** functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best – practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys (only available if customer has purchased RightNow Chat), customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Enterprise Desktop Software is subject to usage limits based upon: a maximum number of Authorized Users

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

- 1 Instance (SKU: INS) will be allocated to the customer for with the first purchase of a desktop license
- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
  - 60,000 Emails Sent per Year if purchase the Cloud Services Agreement (CSA)
  - 5,000 Marketing Transactions per month if purchase is not under the CSA
- A maximum of 100 Cloud Monitor additions of type RSS
- Custom Objects: Maximum of 50 Custom Objects per Instance
  - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Enterprise Desktop User purchase, API operation limits depend upon the type of seat purchased:
  - Named User: 547,500 API Operations per Named User per Year
  - Concurrent User: 1,642,500 API Operations per Concurrent User per Year
  - Seat Month: 45,625 API Operations per Seat Month per Year
  - Concurrent Seat Month: 136,875 API Operations per Concurrent Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal Access
- to the RightNow Community portal (<http://communities.rightnow.com>)
- Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Enterprise Desktop

**Applicable SKUs:** [ENT-NU-1103](#), [ENT-CU-1103](#), [ENT-SM-1103](#), [ENT-CSM-1103](#)

The RightNow Enterprise Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces and guided assistance

**Social Experience** includes:

- Cloud Monitor (dynamic agent desktop including cloud monitor capabilities)

**Engage** functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best – practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys (only available if customer has purchased RightNow Chat), customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Enterprise Desktop Software is subject to usage limits based upon:

a maximum number of Authorized Users

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Enterprise Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	72	360	360
Concurrent User	216	1080	1080
Seat Month	6	30	30
Concurrent Seat Month	18	90	90

- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
  - 60,000 Emails Sent per Year included with the initial purchase of Seat Months or Concurrent Seat Months
  - 5,000 Emails Sent per Month included with the initial purchase of Named Users or Concurrent Users
- A maximum of 100 Cloud Monitor additions of type RSS
- Custom Objects: Maximum of 50 Custom Objects per Instance
  - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Enterprise Desktop User purchase, API operation limits depend upon the type of seat purchased:
  - Named User: 547,500 API Operations per Named User per Year
  - Concurrent User: 1,642,500 API Operations per Concurrent User per Year
  - Seat Month: 45,625 API Operations per Seat Month per Year
  - Concurrent Seat Month: 136,875 API Operations per Concurrent Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

**Cloud Services Service Level Objectives**  
**Hosting Availability Monitoring**

Target: 99.5% (measured at the end of each calendar quarter)  
No Service Level Credits  
Internal site monitoring at 15 minute increments

## RightNow Enterprise Desktop

[Applicable SKUs: ENT-NU-1106, ENT-CU-1106, ENT-SM-1106, ENT-CSM-1106](#)

The RightNow Enterprise Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces and guided assistance

**Social Experience** includes:

- Cloud Monitor (dynamic agent desktop including cloud monitor capabilities)

**Engage** functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best – practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys (only available if customer has purchased RightNow Chat), customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** - Connect Web Services API, providing integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Enterprise Desktop Software is subject to usage limits based upon: a maximum number of Authorized Users

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Enterprise Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	72	360	360
Concurrent User	216	1080	1080
Seat Month	6	30	30
Concurrent Seat Month	18	90	90

- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
  - 60,000 Emails Sent per Year included with the initial purchase of Seat Months or Concurrent Seat Months
  - 5,000 Emails Sent per Month included with the initial purchase of Named Users or Concurrent Users
- Cloud Monitor: A maximum of 100 Cloud Monitor additions of type RSS
- Custom Objects: Maximum of 50 Custom Objects per Instance
  - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Enterprise Desktop User purchase, API operation limits depend upon the type of seat purchased:
  - Named User: 547,500 API Operations per Named User per Year
  - Concurrent User: 1,642,500 API Operations per Concurrent User per Year
  - Seat Month: 45,625 API Operations per Seat Month per Year
  - Concurrent Seat Month: 136,875 API Operations per Concurrent Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

**Cloud Services Service Level Objectives**  
**Hosting Availability Monitoring**

Target: 99.5% (measured at the end of each calendar quarter)  
 No Service Level Credits  
 Internal site monitoring at 15 minute increments

## RightNow Enterprise Contact Center Desktop

Applicable SKUs: ECC-NU, ECC-CU, ECC-SM, ECC-CSM

The RightNow Enterprise Contact Center Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- **Chat** allowing a customer to chat live (online) with support
- Product Registration
- Email Response Management – Auto-acknowledgement, standard response template, web forms, outlook integration
- Web Designer - Customer Portal studio including development framework, widgets, and Dreamweaver extension

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces, guided assistance, agent scripting and desktop workflow

**Social Experience** includes:

- **Cloud Monitor** (dynamic agent desktop including cloud monitor capabilities)

**Engage** functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best –practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys, customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required)..
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud, one (1) application test site, custom domain SSL (for all interfaces), single sign on (for all interfaces), network VPN to hosting facility (for all connections), five (5) additional mailboxes, ODBC export (for one instance), and a dedicated outbound IP address (for all interfaces).

- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** – Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Enterprise Contact Center Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (including 1 Test Site) will be allocated to the customer for with the first purchase of a desktop license
- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
  - 60,000 Emails Sent per year if purchase is under the Cloud Services Agreement (CSA)
  - 5,000 Marketing Transactions per month if purchase is not under the CSA
- Custom Objects: Maximum of 200 Custom Objects (including Menu-Only Custom Objects) per Instance
- Connect: Included with initial Enterprise Contact Center Desktop User purchase, API operation limits depend upon the type of seat purchased:
  - Named User: 2,727,500 API Operations per Named User per Year
  - Concurrent User: 4,927,500 API Operations per Concurrent User per Year
  - Seat Month: 228,125 API Operations per Seat Month per Year
  - Concurrent Seat Month: 410,625 API Operations per Concurrent Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)
- A maximum of 100 Cloud Monitor additions of type RSS

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal (<http://communities.rightnow.com>)
- Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service

**Applicable SKUs:** [ECC-NU-1203](#), [ECC-CU-1203](#), [ECC-SM-1203](#), [ECC-CSM-1203](#), [B68244](#), [B68245](#), [B68276](#), [B68277](#)

The Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service includes access to



select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- **Oracle RightNow Chat Cloud Service** allowing a customer to chat live (online) with support
- **Oracle RightNow Product Registration Cloud Service**
- **Oracle RightNow Email Management Cloud Service** – Auto-acknowledgement, standard response template, web forms, outlook integration
- **Oracle RightNow App Builder Experience Designer Cloud Service** - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- **Oracle RightNow Asset Management and Product Tracking Cloud Service**
- **Oracle RightNow App Builder Experience Designer Cloud Service** including service and common configuration capabilities, **Oracle RightNow Contextual Workspaces Cloud Service**, **Oracle RightNow Guided Assistance Cloud Service**, **Oracle RightNow Agent Scripting Cloud Service** **Oracle RightNow Desktop Workflow Cloud Service** and Oracle RightNow Opportunity Tracking Cloud Service
- Oracle RightNow Mobile Agent App Cloud Service, which is a native iPad application that supports incident management and the ability to view information about contacts, organizations and staff.

**Social Experience** includes:

- **Oracle RightNow Social Monitor Cloud Service**

**Engage** functionality includes:

- **Oracle RightNow Outreach Cloud Service** – Dynamic agent desktop (including outreach configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best –practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **Oracle RightNow Feedback Cloud Service** functionality includes transactional surveys, broadcast surveys, chat surveys (only available if customer has purchased Oracle RightNow Chat), customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Oracle RightNow Analytics Cloud Service** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

**Platform** functionality includes:

- **One (1) Oracle RightNow Instance Cloud Service** with the first purchase of a seat
- **Oracle RightNow Mission Critical Cloud Service** - Oracle RightNow Cloud Platform Cloud Service, one (1) Oracle RightNow Application Test Site Cloud Service, Oracle RightNow Custom Domain SSL Application Hosting (for all interfaces), Oracle RightNow Single Sign-On Cloud Service (for all interfaces), Oracle RightNow Network VPN to Hosting

Facility (all connections), five (5) Oracle RightNow Additional Mailbox and a dedicated outbound IP address (for all interfaces).

- **Oracle RightNow App Builder Custom Objects Cloud Service** – Provides the ability to extend the Oracle RightNow CX Cloud Service data model to accommodate additional business processes.
- **Oracle RightNow Incident Thread Masking Cloud Service** – Provides the ability for customers to enable automated masking of sensitive data.
- **Oracle RightNow Connect Cloud Service** - Oracle RightNow Connect Web Services Cloud Service, providing integration capabilities between Oracle RightNow CX Cloud Service and other applications via an application programming interface. The Oracle RightNow Desktop App Builder Add-Ins Cloud Service is also included providing the ability to extend the reach of the Oracle RightNow Dynamic Agent Desktop.
- **Oracle RightNow Knowledge Cloud Service** – Self-learning knowledge foundation, answer management, agent knowledgebase, and Oracle RightNow SmartAssistant Cloud Service.

**Usage Limits:** The Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months) that can utilize the CX console and Oracle RightNow Mobile Agent App Cloud Service simultaneously.
- 1 Oracle RightNow Instance Cloud Service (SKU: INS-1203) will be allocated to the customer for with the first purchase of a desktop license
- When using Oracle RightNow Custom Domain SSL Application Hosting, Oracle reserves the right to require a Subject Alternative Name or Wildcard Certificate when applied to 2 or more interfaces.
- Storage and Bandwidth – See table below for usage limits allotted per user type:

Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service	Per User in MB		
	Database Storage	File Storage	Bandwidth
Hosted Named User	216	1080	1080
Hosted Connected User	648	3240	3240
Hosted Seat Month	18	90	90
Hosted Connected Seat Month	54	270	270

- Oracle RightNow Outreach Cloud Service and Oracle RightNow Feedback Cloud Service:
  - One (1) Oracle RightNow Mailbox for outbound outreach and feedback included with initial purchase)
  - 5,000 Oracle RightNow Emails Sent Monthly included with the initial purchase of Hosted Named User or Hosted Connected User
  - 60,000 Oracle RightNow Emails Sent Service Period Pool included with the initial purchase of Hosted Seat Month or Hosted Connected Seat Month
- Oracle RightNow Social Monitor Cloud Service: A maximum of 100 social monitor additions of type RSS
- Oracle RightNow App Builder Custom Objects Cloud Service: Maximum of 200 custom objects per instance
  - Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200)
- Oracle RightNow Connect Cloud Service: Included with initial purchase and API operation limits depend upon the type of seat purchased:
  - Hosted Named User: 2,727,500 API Operations per Named User per Year
  - Hosted Connected User: 4,927,500 API Operations per Connected User per Year
  - Hosted Seat Month: 228,125 API Operations per Seat Month per Year
  - Hosted Connected Seat Month: 410,625 API Operations per Connected Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

**Upgrade Support:**

This Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service offering includes 'like for like upgrade support' for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site in order to achieve functional parity, although the code itself may be modified in order to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Deliverable	Assumptions	Exclusions
Communication of major release changes	<ul style="list-style-type: none"> <li>The Technical Migration Manager (TMM) will direct the Customer to the Upgrade Guide, Release Notes, Workstation / System Requirements</li> </ul>	<ul style="list-style-type: none"> <li>Consultation, coaching or training around new features and functionality</li> <li>Configuration of new features or functionality</li> </ul>
General support of upgrade process questions via incident	<ul style="list-style-type: none"> <li>The Customer can submit incidents to Customer Care and they will be routed to the TMM accordingly.</li> <li>Examples of incidents would be: timeline, UAT, cutover, next steps, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Product related questions such as "how to configure a new feature".</li> </ul>
Kick off meeting to outline important upgrade topics	<ul style="list-style-type: none"> <li>The TMM will present a kick off PowerPoint presentation to discuss the upgrade process and next steps.</li> </ul>	
Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering	<ul style="list-style-type: none"> <li>Support package service level targets apply, as outlined in the Oracle Cloud Support Policy within the Oracle Cloud Hosting and Delivery Policies and/or Service Description for Oracle Cloud Priority Support or legacy Oracle RightNow Customer Care Packages.</li> <li>Post-cutover incidents are to be submitted within 30 days after upgrade.</li> </ul>	<ul style="list-style-type: none"> <li>Management of non-upgrade related issues.</li> <li>Management of incidents submitted more than 30 days after upgrade.</li> </ul>
"Like for like" functionality	<ul style="list-style-type: none"> <li>Oracle may choose not to migrate a</li> </ul>	<ul style="list-style-type: none"> <li>Duplication of look and feel when moving</li> </ul>
migration and/or testing. This may include migrating customizations written by Oracle Professional Services from unmanaged to managed frameworks	<ul style="list-style-type: none"> <li>customer to a managed framework.</li> <li>If Oracle chooses to migrate customizations as part of the upgrade, Oracle will migrate customizations written only by Oracle Professional Services to obtain a 'like for like' functionality in the new version.</li> <li>"Like for like" does not mean "exact" look and feel, but will have similar functionality. Look and feel migration may not have the same look and feel if moving from one end-user framework to another.</li> <li>Oracle will build test cases for all customizations written by Oracle Professional Services and execute quality testing around those test cases.</li> </ul>	<ul style="list-style-type: none"> <li>from one framework to another.</li> <li>Set up or configuration of new features or functionality.</li> <li>Core functionality testing.</li> <li>Formal requirements or test plan documents.</li> <li>Updates to managed framework customizations.</li> <li>Customizations on unsupported platforms.</li> </ul>
30-Day post-cutover support	<ul style="list-style-type: none"> <li>Oracle will address custom code incidents reported by the client within 30 days of upgrade; Oracle will only address custom code incidents for code written by Oracle.</li> <li>All support will be provided remotely.</li> <li>Post upgrade incidents must be reported through Oracle's support channel.</li> <li>Incidents regarding custom code reported more than 30 days after upgrade are not within scope of this service.</li> </ul>	<ul style="list-style-type: none"> <li>Support for code written by Oracle customers or third parties.</li> <li>Incidents regarding custom code reported more than 30 days after upgrade.</li> </ul>

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## RightNow Enterprise Contact Center Desktop

[Applicable SKUs: ECC-NU-1103, ECC-CU-1103, ECC-SM-1103, ECC-CSM-1103](#)

The RightNow Enterprise Contact Center Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

### **Web Experience** functionality includes

- **Chat** allowing a customer to chat live (online) with support
- Product Registration
- Email Response Management – Auto-acknowledgement, standard response template, web forms, outlook integration
- Web Designer - Customer Portal studio including development framework, widgets, and Dreamweaver extension

### **Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces, guided assistance, agent scripting and desktop workflow

### **Social Experience** includes:

- **Cloud Monitor** (dynamic agent desktop including cloud monitor capabilities)

### **Engage** functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best –practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys, customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required)..
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

### **Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud, one (1) application test site, custom domain SSL (for all interfaces), single sign on (for all interfaces), network VPN to hosting facility (for all connections), five (5) additional mailboxes, ODBC export (for one instance), and a

dedicated outbound IP address (for all interfaces).

- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** – Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Enterprise Contact Center Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

ECC Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	216	1080	1080
Concurrent User	648	3240	3240
Seat Month	18	90	90
Concurrent Seat Month	54	270	270

- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
  - 60,000 Emails Sent per Year included with the initial purchase of Seat Months or Concurrent Seat Months
  - 5,000 Emails Sent per Month included with the initial purchase of Named Users or Concurrent Users
- Custom Objects: Maximum of 200 Custom Objects (including Menu-Only Custom Objects) per Instance
- Connect: Included with initial Enterprise Contact Center Desktop User purchase, API operation limits depend upon the type of seat purchased:
  - Named User: 2,727,500 API Operations per Named User per Year
  - Concurrent User: 4,927,500 API Operations per Concurrent User per Year
  - Seat Month: 228,125 API Operations per Seat Month per Year
  - Concurrent Seat Month: 410,625 API Operations per Concurrent Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)
- A maximum of 100 Cloud Monitor additions of type RSS

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Enterprise Contact Center Desktop

Applicable SKUs: ECC-NU-1106, ECC-CU-1106, ECC-SM-1106, ECC-CSM-1106

The RightNow Enterprise Contact Center Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

### Web Experience functionality includes

- **Chat** allowing a customer to chat live (online) with support
- Product Registration
- Email Response Management – Auto-acknowledgement, standard response template, web forms, outlook integration
- Web Designer - Customer Portal studio including development framework, widgets, and Dreamweaver extension

### Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces, guided assistance, agent scripting and desktop workflow

### Social Experience includes:

- **Cloud Monitor** (dynamic agent desktop including cloud monitor capabilities)

### Engage functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best –practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys, customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required)..
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud, one (1) application test site, custom domain SSL (for all interfaces), single sign on (for all interfaces), network VPN to hosting facility (for all connections), five (5) additional mailboxes, ODBC export (for one instance), and a dedicated outbound IP address (for all interfaces).
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** –Connect Web Services API, providing integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Enterprise Contact Center Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

ECC Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	216	1080	1080
Concurrent User	648	3240	3240
Seat Month	18	90	90
Concurrent Seat Month	54	270	270

- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
  - 60,000 Emails Sent per Year included with the initial purchase of Seat Months or Concurrent Seat Months
  - 5,000 Emails Sent per Month included with the initial purchase of Named Users or Concurrent Users
- Custom Objects: Maximum of 200 Custom Objects (including Menu-Only Custom Objects) per Instance
- Cloud Monitor: A maximum of 100 Cloud Monitor additions of type RSS
- Connect: Included with initial Enterprise Contact Center Desktop User purchase, API operation limits depend upon the type of seat purchased:
  - Named User: 2,727,500 API Operations per Named User per Year
  - Concurrent User: 4,927,500 API Operations per Concurrent User per Year
  - Seat Month: 228,125 API Operations per Seat Month per Year
  - Concurrent Seat Month: 410,625 API Operations per Concurrent Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations

written using the API frameworks.

- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

<b>Cloud Services Service Level Objectives</b>	Target: 99.5% (measured at the end of each calendar quarter)
<b>Hosting Availability Monitoring</b>	No Service Level Credits
	Internal site monitoring at 15 minute increments

## RightNow Enterprise Contact Center Desktop

**Applicable SKUs:** [ECC-NU-1201](#), [ECC-CU-1201](#), [ECC-SM-1201](#), [ECC-CSM-1201](#)

The RightNow Enterprise Contact Center Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

**Web Experience** functionality includes

- **Chat** allowing a customer to chat live (online) with support
- Product Registration
- Email Response Management – Auto-acknowledgement, standard response template, web forms, outlook integration
- Web Designer - Customer Portal studio including development framework, widgets, and Dreamweaver extension

**Contact Center Experience** includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces, guided assistance, agent scripting and desktop workflow

**Social Experience** includes:

- **Cloud Monitor** (dynamic agent desktop including cloud monitor capabilities)

**Engage** functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt- in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi- stage campaign design & execution with event triggering, and best –practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys, customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required)..
- **Analytics** - inline role-based reports, dashboards & homepages, report design center,



analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

**Platform** functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud, one (1) application test site, custom domain SSL (for all interfaces), single sign on (for all interfaces), network VPN to hosting facility (for all connections), five (5) additional mailboxes, and a dedicated outbound IP address (for all interfaces).
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** –Connect Web Services API, providing integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

**Usage Limits:** RightNow Enterprise Contact Center Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

ECC Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	216	1080	1080
Concurrent User	648	3240	3240
Seat Month	18	90	90
Concurrent Seat Month	54	270	270

- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
  - 60,000 Emails Sent per Year included with the initial purchase of Seat Months or Concurrent Seat Months
  - 5,000 Emails Sent per Month included with the initial purchase of Named Users or Concurrent Users
- Custom Objects: Maximum of 200 Custom Objects (including Menu-Only Custom Objects) per Instance
- Cloud Monitor: A maximum of 100 Cloud Monitor additions of type RSS
- Connect: Included with initial Enterprise Contact Center Desktop User purchase, API operation limits depend upon the type of seat purchased:
  - Named User: 2,727,500 API Operations per Named User per Year
  - Concurrent User: 4,927,500 API Operations per Concurrent User per Year
  - Seat Month: 228,125 API Operations per Seat Month per Year
  - Concurrent Seat Month: 410,625 API Operations per Concurrent Seat Month per Year
  - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the

customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## SFA Desktop

The RightNow SFA Desktop User includes access to all features from the RightNow Sales module.

**RightNow Sales** functionality includes contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required).

Usage Limits: RightNow SFA Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users

## Oracle RightNow Internal Interface Cloud Service

Applicable SKUs: [ISB-1203, B68309](#)

Interfaces enable Customer to provide an additional language or additional data segmentation for its employees or agents. Internal interfaces may not be accessed by Customer's customers or by the public.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Internal Interfaces

Applicable SKUs: [ISB](#)

Interfaces enable Customer to provide an additional language or additional data segmentation for its employees or agents. Internal interfaces may not be accessed by Customer's customers or by the public.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or

maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API

- ◆ frameworks.
- ◆ Telephone support Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Agent Scripting & Desktop Workflow Package

**Applicable SKUs:** ASCDWF-NU, ASCDWF -CU, ASCDWF -SM, ASCDWF -CSM

Agent Scripting provides the ability to enable agents with flexible call scripts, allowing them to consistently walk through customer interactions regardless of agent skill or experience. The Scripting Designer delivers a powerful, drag and drop environment for designers to build scripts. It provides complete control over script layout and formatting as well as the ability to drop any field (both standard and custom) into a script. Branching logic and contextual rules enable dynamic scripts, delivering the right content to the agent based on the context of the customer interaction. With Agent Scripting, customer interactions can be handled efficiently and effectively, reducing transfers and improving the overall customer experience. Desktop Workflow provides a powerful desktop workflow designer for defining sequences of workspaces, agent scripts, decisions, actions, and other nested workflows to guide staff members through complex business processes. Workflows can be selected in profiles in place of workspaces, extending the work environment provided to staff members and enabling them to perform a series of tasks using a flexible, decision-based interface. Four (4) predefined workflow templates are also included.

**Usage Limits:** Agent Scripting and Desktop Workflow Software is subject to usage limits based upon:

- ◆ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API
- ◆ frameworks.
- ◆ Telephone support Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
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<b>Cloud Services Service Level Objectives</b>	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
<b>Hosting Availability Monitoring</b>	Internal site monitoring at 15 minute increments

### RightNow Chat

Applicable SKUs: CHAT-NU, CHAT-CU, CHAT-SM, CHAT-CSM

RightNow Chat allows a customer to chat live (online) with support representatives and to utilize the Third Party Queue Integration API, allowing customers to route chat sessions through a third party universal queuing platform.

Usage Limits: RightNow Chat Software is subject to usage limits based upon:

- ◆ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- ◆ a maximum limit of 5,000 Chat API Operations per minute

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ◆ Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

<b>Cloud Services Service Level Objectives</b>	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
<b>Hosting Availability Monitoring</b>	Internal site monitoring at 15 minute increments

### RightNow Co-Browse

Applicable SKUs: COB-NU, COM-SM

RightNow Co-Browse enables a consumer to share his or her browser, or other application, while engaging in a live chat or phone conversation with a contact center agent. Co-Browse facilitates the transition from self- service to assisted-service seamlessly by establishing a virtual connection between agents and consumers. Usage Limits: RightNow Co-Browse Software is subject to usage limits based upon:

- ◆ a maximum number of Authorized Users or Seat Months

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ◆ Communication of major release

changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Co-Browse Remote Support

Applicable SKUs: COB-RS-NU, COM-RS-SM

RightNow Co-Browse Remote Support enables additional features to RightNow Co-Browse to allow the agent to remotely reboot and reconnect to a consumer's computer and for the consumer and agent to transfer files during a co-browse session.

Usage Limits: RightNow Co-Browse Remote Support Software is subject to usage limits based upon:

- ◆ a maximum number of Authorized Users or Seat Months

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Contextual Workspaces

Applicable SKUs: CTW-NU, CTW-CU, CTW-SM, CTW-CSM, B68293, B68290, B68291, B68292

Contextual Workspaces allow rules to be created to take specific actions with certain field values, thereby creating contextual workspaces. Actions include setting field values, setting required status of a field, setting the field to read-only or hidden and showing only select groups of menu items. Rules to create contextual workspaces can define when the rule is evaluated and fired, what conditions will apply before the action is performed, and what the action will be.

Usage Limits: Contextual Workspaces Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

#### Cloud Services Service Level Objectives

Target: 99.5% (measured at the end of each calendar quarter)  
No Service Level Credits

#### Hosting Availability Monitoring

Internal site monitoring at 15 minute increments

## Guided Assistance

Applicable SKUs: [GA-NU](#), [GA-CU](#), [GA-SM](#), [GA-CSM](#)

Guided Assistance provides a highly effective way for agents and consumers to troubleshoot questions and issues by leveraging decision trees that walk an agent through a series of questions – including branching logic

– to reach an appropriate answer. Answer searches will return both answers as well as decision trees and customer responses to questions are stored on the incident record for review.

Usage Limits: Guided Assistance Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support

- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Agent Scripting

**Applicable SKUs:** [ASC-NU](#), [ASC-CU](#), [ASC-SM](#), [ASC-CSM](#)

Agent Scripting provides the ability to enable agents with flexible call scripts, allowing them to consistently walk through customer interactions regardless of agent skill or experience. The Scripting Designer delivers a powerful, drag and drop environment for designers to build scripts. It provides complete control over script layout and formatting as well as the ability to drop any field (both standard and custom) into a script. Branching logic and contextual rules enable dynamic scripts, delivering the right content to the agent based on the context of the customer interaction. With Agent Scripting, customer interactions can be handled efficiently and effectively, reducing transfers and improving the overall customer experience.

**Usage Limits:** Agent Scripting Software is subject to usage limits based upon:

- ◆ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Desktop Workflow

**Applicable SKUs:** [DWF-NU](#), [DWF-CU](#), [DWF-SM](#), [DWF-CSM](#)

Desktop Workflow provides a powerful desktop workflow designer for defining sequences of workspaces, agent scripts, decisions, actions, and other nested workflows to guide staff members through complex business processes. Workflows can be selected in profiles in place of workspaces, extending the work

environment provided to staff members and enabling them to perform a series of tasks using a flexible, decision-based interface. Four (4) predefined workflow templates are also included.

Usage Limits: Desktop Workflow is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Agent Scripting & Desktop Workflow Package

Applicable SKUs: [ASCDWF-NU](#), [ASCDWF -CU](#), [ASCDWF -SM](#), [ASCDWF -CSM](#)

Agent Scripting provides the ability to enable agents with flexible call scripts, allowing them to consistently walk through customer interactions regardless of agent skill or experience. The Scripting Designer delivers a powerful, drag and drop environment for designers to build scripts. It provides complete control over script layout and formatting as well as the ability to drop any field (both standard and custom) into a script. Branching logic and contextual rules enable dynamic scripts, delivering the right content to the agent based on the context of the customer interaction. With Agent Scripting, customer interactions can be handled efficiently and effectively, reducing transfers and improving the overall customer experience. Desktop Workflow provides a powerful desktop workflow designer for defining sequences of workspaces, agent scripts, decisions, actions, and other nested workflows to guide staff members through complex business processes. Workflows can be selected in profiles in place of workspaces, extending the work environment provided to staff members and enabling them to perform a series of tasks using a flexible, decision-based interface. Four (4) predefined workflow templates are also included.

Usage Limits: Agent Scripting and Desktop Workflow Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:



- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Product Registration

**Applicable SKUs:** [PRDREG-NU](#), [PRDREG-CU](#), [PRDREG-SM](#), [PRDREG-CSM](#)

Product Registration provides the ability for customers to register their products within Customer Portal, as well as provide intuitive tools to help them locate content. The end-user interface includes the nudge widget, which will help remind customers to register their products. The reminder message inside the widget will change based upon whether the customer is logged in, and whether they have existing registrations. Once the customer has registered products, they will gain the ability to easily search for answers and open incidents against those registered products. Product Registration also gives agents the ability to see the customer's product registration history as a component of the RightNow desktop and allows them to add and delete registrations on behalf of

the customer. Product Registration implementation services are required for purchase

**Usage Limits:** Product Registration is subject to usage limits based upon

- ◆ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits

## Oracle RightNow Product Registration Cloud Service

**Applicable SKUs:** [PRDREG-NU-1203](#), [PRDREG-CU-1203](#), [PRDREG-SM-1203](#), [PRDREG-CSM-1203](#), [B68306](#), [B68307](#), [B68289](#), [B68552](#)

Oracle RightNow Product Registration Cloud Service provides the ability for customers to register their products within the Oracle RightNow Customer Portal Cloud Service as well as provide intuitive tools to help them locate content. The end-user interface includes the nudge widget, which will help remind customers to register their products. The reminder message inside the widget will change based upon whether the customer is logged in, and whether they have existing registrations. Once the customer has registered products, they will gain the ability to easily search for answers and open incidents against those registered products. Product Registration also gives agents the ability to see the customer's product registration history as a component of the Oracle RightNow desktop and allows them to add and delete registrations on behalf of the customer. Oracle RightNow Product Registration Cloud Service implementation services are required for purchase

**Usage Limits:** Oracle RightNow Product Registration Cloud Service is subject to usage limits based upon

- a maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Agent Knowledge Base

**Applicable SKUs:** [AKB-NU](#), [AKB-CU](#), [AKB-SM](#), [AKB-CSM](#)

The RightNow Agent Knowledge Base software package is an Internet-based eService software solution powered by a self-learning knowledge base. Agents access the knowledge base via the Web Portal pages of the application. Includes one Web Portal Interface for reporting and knowledge segmentation.

**Usage Limits:** Agent Knowledge Base Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

## Self-Service Support

### Cloud Services Service Level Objectives Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)  
No Service Level Credits  
Internal site monitoring at 15 minute increments

## Cloud Monitor

Applicable SKUs: CM-NU, CM-CU, CM-SM, CM-CSM

RightNow Cloud Monitor provides the ability for agents to search and retrieve data from certain external data sources (YouTube, Twitter, RightNow Community, Facebook Pages to which you have administrative privileges, and RSS 2.0 compliant endpoints), review results, and in certain cases respond via the consumer submitted medium within the RightNow Agent Desktop. In addition to a potential response, results can also be used to create an Incident within RightNow Service. Customer is responsible to review and comply with the terms of service for external data sources it uses. Cloud Monitor features that interoperate with external services (e.g. Twitter, YouTube, etc) depend on the continued availability of those external services. If external services cease to make their service, external API, or program available on reasonable terms, RightNow may modify or cease to provide Cloud Monitor features without entitling Customer to any refund, credit, or other compensation. While not required for searching other existing sources, this product does not include the purchase, installation or implementation of a RightNow Community Instance which is necessary for Cloud Monitor to search that source.

Usage Limits: RightNow Cloud Monitor is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- a maximum of 100 Cloud Monitor additions of type RSS

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- Telephone support
- Incident support

See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

## Self-Service Support

### Cloud Services Service Level Objectives Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)  
No Service Level Credits  
Internal site monitoring at 15 minute increments

## Web Portal – Monthly Capacity Block of Page Views

Applicable SKUs: WP-10K, WP-20K, WP-100K, WP-500K, WP-1M, WP-2M, WP-5M, WP-10M

Web Portal allows users to access self-service capabilities to search the knowledge base and receive relevant answers to their questions. Users may also submit questions and manage accounts via the Web Portal

Usage Limits: Web Portal Software is subject to usage limits based upon: a maximum number of RightNow Web Portal pages which may be served to end users per calendar month per Instance

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support

See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Oracle RightNow Tier 1 Sessions Monthly

Applicable SKUs: [WPSES-T1M-1203](#), [B68566](#)

Oracle RightNow Tier 1 Sessions Monthly allows consumers to access Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service and Oracle RightNow Customer Experience Cloud Service for Facebook capabilities delivered through a web page. Consumers also may access the Oracle RightNow Connect Knowledge Foundation API Cloud Service. End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook’s global social network. Consumers can also interact with the Knowledge interaction activity means user initiated activity through the Oracle RightNow Connect Knowledge Foundation API Cloud Service

Usage Limits: Oracle RightNow Tier 1 Sessions Monthly are subject to usage limits based upon:

- ◆ A maximum number of billable sessions per month (starting on first day of the term) per Instance
- ◆ Customer receives one (1) Oracle RightNow Web Portal External Interface Cloud Service with the first purchase of billable sessions.
- ◆ 1 Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with the first purchase of Billable Sessions
- ◆ Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- ◆ Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle RightNow Tier 2 Sessions Monthly

Applicable SKUs: [WPSES-T2M-1203, B68249](#)

Oracle RightNow Tier 2 Sessions Monthly allow consumers to access Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook capabilities and Oracle RightNow Intent Guide Cloud Service delivered through a web page. Consumers also may access the Oracle RightNow Connect Knowledge Foundation API Cloud Service. End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network. Oracle RightNow Intent Guide Cloud Service enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant.

Usage Limits: Oracle RightNow Tier 2 Sessions Monthly are subject to usage limits based upon:

- A maximum number of billable sessions per month (starting on first day of the term) per Instance (including Intent Guide Instance)
- Billable sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- One (1) Oracle RightNow Web Portal External Interface Cloud Service with the first purchase of billable sessions
- One (1) Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with the first purchase of Billable Sessions
- One (1) Oracle RightNow Intent Guide Instance Cloud Service
- One database per language on their Intent Guide Instance
- Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle RightNow Universal Tier 2 Sessions Monthly

Applicable SKUs:  
[B72231](#)

Oracle RightNow Universal Tier 2 Sessions Monthly allows consumers to access applications classified as "Universal Tier 2", which includes: Oracle RightNow Virtual Assistant Cloud Service delivered through a web page. Oracle RightNow Virtual Assistant Cloud Service enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes advanced natural language question and answer matching, form fill completion and contextual offers, and deliver online experiences that have the characteristics of chat (dialog, dialog threads, need expansion and elaboration) but with the cost profile of self-service.

Oracle RightNow Universal Tier 2 Sessions Service Monthly is available as a standalone purchase or as an add-on purchase. However, if only Oracle RightNow Universal Tier 2 Monthly is purchased, functionality bundled into Oracle RightNow Universal Tier 1 Sessions and/or Oracle RightNow Universal Tier 3 Sessions are not included, and must be purchased separately.

Usage Limits: Oracle RightNow Universal Tier 2 Sessions Monthly is subject to usage limits based upon:

- A maximum number of Oracle RightNow Universal Tier 2 Sessions per month (starting on first day of the term) per Instance.

- One (1) Oracle RightNow Intent Guide Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- One (1) Oracle RightNow Virtual Assistance Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- One database per language on their Intent Guide Instance.

**Compliance Implications:**

- Consumption of Oracle RightNow Universal Tier 2 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 2" as outlined above.

If during a particular session, the consumer utilizes applications classified as "Universal Tier 2", then the session will count as a "Universal Tier 2 Session" for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Web Portal – Monthly Capacity Block of Billable Sessions

Applicable SKUs: WPSES-5K, WPSES20K

Web Portal – Billable Sessions allows end users to access self-service capabilities to search the knowledge base and receive relevant answers to their questions. End users may also submit questions and manage accounts via the Web Portal.

Usage Limits: Web Portal - Sessions is subject to usage limits based upon:

- A maximum number of RightNow Web Portal Billable Sessions per calendar month per Instance
- Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session.
- Customer is entitled to 1GB of storage and 1GB of monthly bandwidth with each block of 5,000 Monthly Web Portal Billable Sessions purchased
- Customer receives one (1) Web Portal Interface with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal Access
- to the RightNow Community portal (<http://communities.rightnow.com>)
- Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Oracle RightNow Tier 1 Sessions Service Period Pool

Applicable SKUs: [WPSES-T1P-1203](#), [B68567](#)

Oracle RightNow Tier 1 Sessions Service Period Pool allows consumers to access Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service and Oracle RightNow Customer Experience Cloud Service for Facebook capabilities delivered through a web page. Consumers also may

access the Oracle RightNow Connect Knowledge Foundation API Cloud Service. End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network.

Usage Limits: Oracle RightNow Tier 1 Sessions Service Period Pool is subject to usage limits based upon:

- A maximum number of billable sessions per service period (starting on first day of the term) per Instance
- Billable sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- Customer receives one (1) Oracle RightNow Web Portal External Interface Cloud Service with the first purchase of billable sessions.
- 1 Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with the first purchase of Billable Sessions
- Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle RightNow Tier 2 Sessions Service Period Pool

Applicable SKUs: [WPSES-T2P-1203](#), [B68250](#)

Oracle RightNow Tier 2 Sessions Service Period Pool allow consumers to access Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook capabilities and Oracle RightNow Intent Guide Cloud Service delivered through a web page. Consumers also may access the Oracle RightNow Connect Knowledge Foundation API Cloud Service. End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network. Oracle RightNow Intent Guide Cloud Service enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant.

Usage Limits: Oracle RightNow Tier 2 Sessions Service Period Pool is subject to usage limits based upon:

- A maximum number of billable sessions per service period (starting on first day of the term) per Instance (including Intent Guide Instance)
- Billable sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- One (1) Oracle RightNow Web Portal External Interface Cloud Service with the first purchase of billable sessions.
- One (1) Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with

the first purchase of Billable Sessions

- ◆ One (1) Oracle RightNow Intent Guide Instance Cloud Service
- ◆ One database per language on their Intent Guide Instance
- ◆ Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- ◆ Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle RightNow Universal Tier 2 Sessions Service Period Pool**

### **Applicable SKUs: B72232**

Oracle RightNow Universal Tier 2 Sessions Service Period Pool allows Users to access applications classified as “Universal Tier 2”, which includes: Oracle RightNow Virtual Assistant Cloud Service delivered through a web page. Oracle RightNow Virtual Assistant Cloud Service enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes advanced natural language question and answer matching, form fill completion and contextual offers, and deliver online experiences that have the characteristics of chat (dialog, dialog threads, need expansion and elaboration) but with the cost profile of self-service.

Oracle RightNow Universal Tier 2 Sessions Service Period Pool is available as a standalone purchase or as an add-on purchase. However, if only Oracle RightNow Universal Tier 2 Sessions Service Period Pool is purchased, functionality bundled into Oracle RightNow Universal Tier 1 Sessions and/or Oracle RightNow Universal Tier 3 Sessions are not included, and must be purchased separately.

**Usage Limits:** Oracle RightNow Universal Tier 2 Sessions Service Period Pool is subject to usage limits based upon:

- ◆ A maximum number of Oracle RightNow Universal Tier 2 Sessions per service period (starting on first day of the term) per Instance.
- ◆ One (1) Oracle RightNow Intent Guide Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- ◆ One (1) Oracle RightNow Virtual Assistance Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- ◆ One database per language on their Intent Guide Instance.

#### **Compliance**

##### **Implications:**

- ◆ Consumption of Oracle RightNow Universal Tier 2 Sessions is based upon the consumer’s utilization of the applications classified as “Universal Tier 2” as outlined above.

If during a particular session, the consumer utilizes applications classified as “Universal Tier 2”, then the session will count as a “Universal Tier 2 Session” for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Billable Sessions – Tier 1 – Annual Pool**

### **Applicable SKUs: WPSES-ANPL, WPSES-TIER1-ANPL**



Tier 1 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile and CX for Facebook capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook’s global social network.

Usage Limits: Billable Sessions – Tier 1 are subject to usage limits based upon:

- ◆ A maximum number of Billable Sessions per year (starting on first day of the term) per Instance
- ◆ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ◆ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions.
- ◆ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions
- ◆ Customer is entitled to 1GB of storage and 1GB of monthly bandwidth with each block of 50,000 annual billable sessions purchased
- ◆ Customer is entitled to 250 Annual PHP API Operations for every 1 annual billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Billable Sessions - Tier 2 – Annual Pool

Applicable SKUs: WPSES-TIER2-ANPL

Tier 2 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile, CX for Facebook and Intent Guide capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook’s global social network. Intent Guide enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant. Usage Limits: Billable Sessions – Tier 2 are subject to usage limits based upon:

- ◆ A maximum number of Billable Sessions per year (starting on first day of the term) per Instance
- ◆ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ◆ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions.
- ◆ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions
- ◆

Customer is entitled to 1GB of storage and 1GB of monthly bandwidth with each block of 50,000 annual billable sessions purchased

- Customer is entitled to 250 Annual PHP API Operations for every 1 annual billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Billable Sessions – Tier 1 – Annual Pool

**Applicable SKUs:** [WPSES-ANPL-1103](#), [WPSES-TIER1-ANPL-1103](#)

Tier 1 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile and CX for Facebook capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook’s global social network.

**Usage Limits:** Billable Sessions – Tier 1 are subject to usage limits based upon:

- A maximum number of Billable Sessions per year (starting on first day of the term) per Instance
- Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- Customer receives one (1) Web Portal Interface with the first purchase of billable sessions.
- 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions
- Customer is entitled to 250 Annual PHP API Operations for every 1 annual billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the

customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Billable Sessions - Tier 2 – Annual Pool

**Applicable SKUs:** [WPSES-TIER2-ANPL-1103](#)

Tier 2 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile, CX for Facebook and Intent Guide capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook’s global social network. Intent Guide enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant. Usage Limits: Billable Sessions – Tier 2 are subject to usage limits based upon:

- ◆ A maximum number of Billable Sessions per year (starting on first day of the term) per Instance (including Intent Guide Instance)
- ◆ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ◆ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions. One (1) Intent Guide Instance
- ◆ One database per language on their Intent Guide Instance
- ◆ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions

Customer is entitled to 250 Annual PHP API Operations for every 1 annual billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support  
Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

## Self-Service Support

<b>Cloud Services Service Level Objectives</b>	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
<b>Hosting Availability Monitoring</b>	Internal site monitoring at 15 minute increments

## Stand-Alone Intent Guide Billable Sessions - Tier 2 – Annual Pool

### Applicable SKUs: IGSES-TIER2-ANPL

Stand-Alone Intent Guide Tier 2 Billable Sessions allow consumers to access Intent Guide capabilities delivered through a web page. Intent Guide enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant.

Usage Limits: Stand-Alone Intent Guide Billable Sessions – Tier 2 are subject to usage limits based upon:

- ◆ A maximum number of Billable Sessions per year (starting on first day of the term) per Intent Guide Instance
- ◆ One (1) Intent Guide Instance
- ◆ One database per language on their Intent Guide Instance
- ◆ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

## Self-Service Support

<b>Cloud Services Service Level Objectives</b>	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
<b>Hosting Availability Monitoring</b>	Internal site monitoring at 15 minute increments

## Stand-Alone Intent Guide User Questions

### Applicable SKUs: QGO-QA

Stand-Alone Intent Guide User Questions allow consumers to access Intent Guide capabilities delivered through a web page. Intent Guide enables organizations to engage with consumers online and uses natural language search and language-, industry-, and customer- specific Dictionaries to understand their intent and guide them to high value interactions. Intent Guide also includes form fill completion, contextual offers and virtual assistant. Usage Limits: User Questions are subject to usage limits based upon:

- ◆ A maximum number of User Questions per year (starting on first day of the term) per Intent Guide Instance
- ◆ One(1) Intent Guide Instance
- ◆ One database per language on their Intent Guide Instance
- ◆ “User Question” means the end-user input in the user interface, a key-word action, and the clicks of an end user on a FAQ, (contextual) Banner, Related Question or Browse FAQ which are processed by the Intent Guide.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Billable Sessions – Tier 1 Monthly

Applicable SKUs: [WPSES-TIER1-5K](#), [WPSES-TIER1-20K](#)

Tier 1 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile and CX for Facebook capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook’s global social network.

Usage Limits: Billable Sessions – Tier 1 Monthly are subject to usage limits based upon:

- ◆ A maximum number of Billable Sessions per month (starting on first day of the term) per Instance
- ◆ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ◆ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions.

- ◆ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions
- ◆ Customer is entitled to 250 Annual PHP API Operations for every 1 billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API

frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

#### Cloud Services Service Level Objectives

Target: 99.5% (measured at the end of each calendar quarter)  
No Service Level Credits

#### Hosting Availability Monitoring

Internal site monitoring at 15 minute increments

## Billable Sessions - Tier 2 Monthly

Applicable SKUs: WPSES-TIER2-5K, WPSES-TIER2-20K

Tier 2 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile, CX for Facebook and Intent Guide capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network. Intent Guide enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant. Usage Limits: Billable Sessions – Tier 2 Monthly are subject to usage limits based upon:

- ◆ A maximum number of Billable Sessions per month (starting on first day of the term) per Instance (including Intent Guide Instance)
- ◆ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ◆ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions. One (1) Intent Guide Instance
- ◆ One database per language on their Intent Guide Instance
- ◆ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions
- ◆ Customer is entitled to 250 Annual PHP API Operations for every 1 billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆

(<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

#### Cloud Services Service Level Objectives

Target: 99.5% (measured at the end of each calendar quarter)  
No Service Level Credits

#### Hosting Availability Monitoring

Internal site monitoring at 15 minute increments

## Web Portal Interfaces (add on to Web Portal)

### Applicable SKUs: WPI

Web Portal Interfaces allow Customer to provide unique groups of Web Portal users a tailored experience based on their needs or attributes such as language, brand experience, or status. Further, utilizing the Web Portal Interface, information for all user segments may be managed within a common knowledge base which reduces the effort to manage and improves the quality of the information delivered. These are external facing interfaces that may be accessed by Customer's customers and the public.

Also includes:

- ◆ Two (2) additional GB of storage per Web Portal Interface
- ◆ Two (2) Email boxes

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

## Self-Service Support

### Cloud Services Service Level Objectives Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)  
No Service Level Credits  
Internal site monitoring at 15 minute increments

## Oracle RightNow Web Portal External Interface Cloud Service

Applicable SKUs: WPI-1203, B68253

External Interface: is defined as a set of configuration files accessed via a unique URL, which is designed to give you an opportunity to permit certain users to view all or a discrete subset of your data. Oracle RightNow Web Portal External Interface Cloud Service allows the Customer to provide unique groups of web portal users a tailored experience based on their needs or attributes such as language, brand experience, or status. Further, utilizing the Oracle RightNow Web Portal External Interface Cloud Service, information for all user segments may be managed within a common knowledge base which reduces the effort to manage and improves the quality of the information delivered. These are external facing interfaces that may be accessed by Customer's customers and the public.

Also includes:

- Two (2) Oracle RightNow Mailboxes

## Web Portal Interfaces (add on to Web Portal)

Applicable SKUs: WPI-1103

Web Portal Interfaces allow Customer to provide unique groups of Web Portal users a tailored experience based on their needs or attributes such as language, brand experience, or status. Further, utilizing the Web

Portal Interface, information for all user segments may be managed within a common knowledge base which reduces the effort to manage and improves the quality of the information delivered. These are external facing interfaces that may be accessed by Customer's customers and the public.

Also includes:

- Two (2) Email boxes

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support  
Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>



## Self-Service Support

<b>Cloud Services Service Level Objectives</b>	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
<b>Hosting Availability Monitoring</b>	Internal site monitoring at 15 minute increments

## Web Site Search (add on to Web Portal)

### Applicable SKUs: WP-WS

Web Site Search allows customers accessing the search capability through the Web Portal to receive content from specified portions of a company's Internet site or intranet. These results are presented along with knowledge base Answers ordered by the degree of match with the search string. Results are presented with a short synopsis of the content to increase user understanding of the underlying document or knowledge base Answer. In addition, reporting available on those search terms and, as a hosted service, take on the administration that other, non-integrated search capabilities typically require.

Usage Limits: Web Self-Service Software is subject to usage limits based upon:

- ◆ a maximum number of searchable documents

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

## Self-Service Support

<b>Cloud Services Service Level Objectives</b>	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
<b>Hosting Availability Monitoring</b>	Internal site monitoring at 15 minute increments

## RightNow Marketing – Monthly Capacity Block of Transactions

### Applicable SKUs: RNM-20K, RNM-100K, RNM-500K, RNM-1MIL, RNM-2MIL, RNM-5MIL

RightNow Marketing provides marketing automation capabilities for organizations that want to grow their businesses using blended email and/or web marketing strategies. RightNow Marketing includes the Graphical Campaign Editor which simplifies and enhances campaign design and execution. Workflow and event triggers allow automation of specific activities or marketing processes. Marketing email and web forms capabilities allow push and pull driven marketing interactions with customers or prospects. In-line analytics and creation and management of test cells assist to optimize the effectiveness of marketing programs. Customers entitled to more than 65,000 emails sent or web forms presented per month receive a unique IP address.

Usage Limits: RightNow Marketing Software is subject to usage limits based upon:

- ◆ a maximum number of transactions (emails sent or web forms presented) per month

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support

- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Emails Sent – Annual Pool of Transactions

Applicable SKUs: [EMST--ANPL-BAND](#), [EMST-ANPL-BAND1](#), [EMST-ANPL--BAND2](#), [EMST-ANPL-BAND3](#), [EMST-ANPL- BAND4](#), [EMST-ANPL-BAND5](#), [EMST-ANPL-BAND6](#), [EMST-ANPL-BAND7](#), [EMST-ANPL-BAND8](#), [EMST-ANPL-BAND9](#), [EMST-ANPL-BAND10](#)

RightNow CX provides the capability to send emails through RightNow Marketing and RightNow Feedback. Both applications include the ability to send broadcast and transactional mailings. Broadcast mailings reach mass audiences quickly and cost-effectively. Transactional mailings are event-triggered communications that delivers relevant, personalized, time-critical messages based on rules and events. Customers in Bands 2-10 receive a unique IP address.

Usage Limits: Emails Sent are subject to usage limits based upon:

- ◆ a maximum number of emails sent per year (starting on first day of the term) per Instance

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support

- ◆ See definitions and further details at

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Emails Sent – Monthly Capacity Block of Transactions

**Applicable SKUs:** [EMST-20K](#), [EMST-100K](#), [EMST-500K](#), [EMST-1M](#), [EMST-2M](#), [EMST-5M](#)

RightNow CX provides the capability to send emails through RightNow Marketing and RightNow Feedback. Both applications include the ability to send broadcast and transactional mailings. Broadcast mailings reach mass audiences quickly and cost-effectively. Transactional mailings are event-triggered communications that delivers relevant, personalized, time-critical messages based on rules and events. Customers entitled to more than 65,000 emails sent per month receive a unique IP address.

**Usage Limits:** Emails Sent are subject to usage limits based upon:

- ◆ a maximum number of emails sent per month (starting on first day of the term) per Instance

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at

<http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Feedback - Monthly Capacity Block of Transactions

**Applicable SKUs:** [MSFC-500](#)

The Feedback module allows Customer to develop a deeper dialog with its customers to better understand their needs, perceptions of Customer’s company and its customer service. Customer may conduct transactional surveys on system activity (e.g. a closed incident), send out broadcast surveys via email or provide web link surveys via Customer’s website. Results are automatically tabulated and reported in real-time.

**Usage Limits:** Feedback Software is subject to usage limits based upon:

- ◆ a maximum number of on-demand surveys received per month

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Oracle RightNow Network VPN to Hosting Facility

Applicable SKUs: VPN-1203, B68255

The Oracle RightNow Network VPN to Hosting Facility solution provides for a secure (encrypted) connection between the Customer's network and the Oracle RightNow hosting facility, LAN to LAN, not offered for PC client use. The VPN solution uses a Cisco 3000 VPN concentrator with redundant subsystem and multiple chassis with fail-over to provide for maximum uptime. The VPN uses IPSEC protocol with 3DES (168 bit) encryption with at least a 1024 bit key.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Connect XML API

Applicable SKUs:  
API

The Connect XML Application Programming Interface Access (API) provides Customers with documentation on integration and access to the Connect XML API. The Connect XML API enables integration with 3<sup>rd</sup> party applications and provides access to RightNow data. Integrations or customizations are not included.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆

(<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Connect XML API

**Applicable SKUs: XML-API-1106**

The Connect XML Application Programming Interface Access (API) provides Customers with documentation on integration and access to the Connect XML API. The Connect XML API enables integration with 3<sup>rd</sup> party applications and provides access to RightNow data. Integrations or customizations are not included.

Usage Limits: Connect XML API Software is subject to usage limits based upon:

- ◆ a maximum number of API Operations per Year, XML API Operations are tracked and count against total API Operation allocation given in the RightNow Desktop purchase.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Oracle RightNow Connect XML API Cloud Service

Applicable SKUs: XML-API-1203, B68568

The Oracle RightNow Connect XML API Cloud Service provides Customers with documentation on integration and access to the Oracle RightNow Connect XML API Cloud Service. The Oracle RightNow Connect XML API Cloud Service enables integration with 3<sup>rd</sup> party applications and provides access to Oracle RightNow data.

Integrations or customizations are not included.

Usage Limits: Oracle RightNow Connect XML API Cloud Service is subject to usage limits based upon:

- A maximum number of API operations per service period. Operations are tracked and count against the total API operation allocation given in the Oracle RightNow Dynamic Agent Desktop Cloud Service purchase.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Single Sign-On

Applicable SKUs: PTA, SSO

Single Sign-On provides customers the tools and ability to perform proxy authentication into either the Customer Portal or the Agent Desktop from other third party systems. The implementation of Single Sign On may require modification to existing Agent Desktop settings or Customer Portal pages and settings. Applicable documentation is available. Single Sign-On provides the following authentication integration methods:

- For Customer Portal
  - Pass Through Authentication (PTA) – the basic and RightNow specific integration method
  - Encrypted Pass Through Authentication (ePTA) – the encrypted method and tooling of the RightNow specific integration method
  - OpenID – single sign-on capabilities supporting the Open ID protocol (<http://openid.net/>) (Licensed via Tier 1 Billable Sessions)
  - OAuth – single sign-on capabilities supporting the OAuth protocol (<http://oauth.net/>) (Licensed via Tier 1 Billable Sessions)
  - SAML 2.0 – single-sign on capabilities supported by the SAML 2.0 protocol (HTTP Post Binding/Identity Provider
- Initiated) For Agent Desktop
  - SAML 2.0 – single-sign on capabilities to the Agent Desktop supported by the SAML 2.0 protocol (HTTP Post Binding/Identity Provider Initiated)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API

frameworks will be supported to validate that they are working as expected, but not customizations

written using the API frameworks.

- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Premier Customization Access

### Applicable SKUs: PCA

RightNow's Premier Customization Access provides access to RightNow's Extended File Manager, enabling customization of the look and feel of the software in the event that specific web design requirements cannot be met through standard configuration changes. A separate charge will apply for any customization work performed by RightNow.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Oracle RightNow Application Test Site Cloud Service

### Applicable SKUs: TS-1203, B68308

The Oracle RightNow Application Test Site Cloud Service provides a copy of the Customer's live RightNow site to enable customization and testing prior to rolling out changes in a production environment. The Oracle RightNow Application Test Site Cloud Service may also be used as a training tool for new or existing staff members.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which

may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Application Test Site

### Applicable SKUs: TS

The Application Test Site service provides a copy of the Customer's live RightNow site to enable customization and testing prior to rolling out changes in a production environment. The test site may also be used as a training tool for new or existing staff members.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

### Self-Service Support

#### Cloud Services Service Level Objectives

Target: 99.5% (measured at the end of each calendar quarter)  
No Service Level Credits

#### Hosting Availability Monitoring

Internal site monitoring at 15 minute increments

## Oracle RightNow Support Community Cloud Service

### Applicable SKUs: SCOM-1203, B68252

The Oracle RightNow Support Community Cloud Service includes discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

Usage Limits: Oracle RightNow Support Community Cloud Service is subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
  - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
  - 1,500,000 Billable Sessions (for use in the Oracle RightNow Support Community Cloud Service) per year included with initial Oracle RightNow Support Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer



with the first purchase of billable sessions.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle RightNow Innovation Community Cloud Service

Applicable SKUs: [ICOM-1203](#), [B68549](#)

The Oracle RightNow Innovation Community Cloud Service includes discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

Usage Limits: Oracle RightNow Innovation Community Cloud Service is subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
  - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
  - 1,500,000 Billable Sessions (for use in the Oracle RightNow Innovation Community Cloud Service) per year included with initial Oracle RightNow Innovation Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle RightNow Support and Innovation Community Cloud Service

Applicable SKUs: [SICOM-1203](#), [B68557](#)

The Oracle RightNow Support and Innovation Community Cloud Service include applications for both Support and Innovation Communities:

- Applications related to Support: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links).
- Applications related to Innovation: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community).
- Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

**Usage Limits:** Oracle RightNow Support and Innovation Community Cloud Service are subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
  - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
  - 2,220,000 Billable Sessions (for use in the Oracle RightNow Support and Innovation Community Cloud Service) per year included with initial Oracle RightNow Support and Innovation Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle RightNow Support Starter Community Cloud Service

**Applicable SKUs:** [ST-SCOM-1203, B68563](#)

The Oracle RightNow Support Starter Community Cloud Service includes discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

**Usage Limits:** Oracle RightNow Support Starter Community Cloud Service is subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
  - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
  - 650,000 Billable Sessions (for use in the Oracle RightNow Support Starter Community Cloud Service) per year included with initial Oracle RightNow Support Starter Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle RightNow Innovation Starter Community Cloud Service

**Applicable SKUs:** [ST-ICOM-1203, B68561](#)

The Oracle RightNow Innovation Starter Community Cloud Service includes discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically

designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

**Usage Limits:** Oracle RightNow Innovation Starter Community Cloud Service is subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
  - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
  - 650,000 Billable Sessions (for use in the Oracle RightNow Innovation Starter Community Cloud Service) per year included with initial Oracle RightNow Innovation Starter Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle RightNow Support and Innovation Starter Community Cloud Service**

**Applicable SKUs:** [ST-SICOM-1203](#), [B68564](#)

The Oracle RightNow Support and Innovation Starter Community Cloud Service include applications for both Support and Innovation Communities:

- Applications related to Support: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links).
- Applications related to Innovation: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community).
- Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

**Usage Limits:** Oracle RightNow Support and Innovation Starter Community Cloud Service are subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
  - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
  - 930,000 Billable Sessions (for use in the Oracle RightNow Support and Innovation Starter Community Cloud Service) per year included with initial Oracle RightNow Support and Innovation Starter Community Cloud Service purchase

- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle RightNow Social Designer Cloud Service

Applicable SKUs: [COMPL-1203](#), [B68546](#)

One (1) Oracle RightNow Community Instance which will reside on platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Community.

Usage Limits: RightNow Social Designer is subject to usage limits based upon:

- Access to the social media platform
- If the Oracle RightNow Social Designer Cloud Service is sold standalone, a maximum number of RightNow Billable Sessions per year for use in the RightNow Community only (starting on contract start date) per Instance is included
  - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session.
  - 1,500,000 Billable Sessions (for use in the community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Oracle RightNow Community Instance Cloud Service
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## RightNow Support Community

Applicable SKUs: [SCOM](#)

A Support Community instance which includes: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Support Community.

Usage Limits: RightNow Support Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions per year (for use in the RightNow Community only) (starting on contract start date) per Instance
  - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session.
  - 1,500,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Support Community
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer

with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Innovation Community

### Applicable SKUs: ICOM

An Innovation Community Innovation instance which includes: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages);

and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by

RightNow to host the Support Community.

Usage Limits: RightNow Support Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions per year (for use in the RightNow Community only) (starting on contract start date) per Instance
  - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a session.
  - 1,500,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services.
- ◆ Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident

support

- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Support & Innovation Community

### Applicable SKUs: SICOM

A Support & Innovation Community instance which includes applications for both Support and Innovation Communities: Applications related to Support: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Applications related to Innovation: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside

on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Support & Innovation Community.

Usage Limits: RightNow Support & Innovation Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions per year for use in the RightNow Community only (starting on contract start date) per Instance
  - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session.
  - 2,220,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support & Innovation Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Support Community
- Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Starter Support Community

### Applicable SKUs: ST-SCOM

A Starter Support Community instance which includes: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Support Community.

**Usage Limits:** RightNow Support Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions for use in the RightNow Community only per year (starting on contract start date) per Instance
  - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session
  - 650,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Support Community
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Starter Innovation Community

### Applicable SKUs: ST-ICOM

An Starter Innovation Community Innovation instance which includes: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure

hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Support Community.

Usage Limits: RightNow Support Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions per year for use in the RightNow Community only (starting on contract start date) per Instance
  - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session
  - 650,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Innovation Community
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Starter Support & Innovation Community

Applicable SKUs: ST-SICOM

A Starter Support & Innovation Community instance which includes applications for both Support and Innovation Communities: Applications related to Support: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development);



announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Applications related to Innovation: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Support & Innovation Community.

**Usage Limits:** RightNow Support & Innovation Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions per year for use in the RightNow Community only (starting on contract start date) per Instance
  - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session
  - 930,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support & Innovation Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Support Community
- One (1) Innovation Community
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## RightNow Social Designer

**Applicable SKUs:** COMPL

One (1) Community instance which will reside on platform which is defined as all server and

infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Community.

**Usage Limits:** RightNow Social Designer is subject to usage limits based upon:

- Access to the social media platform
- A maximum number of RightNow Billable Sessions per year for use in the RightNow Community only (starting on contract start date) per Instance
  - o Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session.
  - o 1,500,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Community Instance
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Basic Customer Care Package

**Applicable SKUs:** BASIC-CCP

The RightNow Basic Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer.

Elements include:

- ◆ Access to the RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
- ◆ Limited email support – agent allocation based on pool
  - ✓ Unlimited Severity 1 Incidents
  - ✓ Up to 12 Severity 2,3 and 4 Incidents per year

- Customer Care Service Level Objectives and Hosting Availability based on table below
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Basic				
Customer Care Service Level Objectives	Severity Level 1	Target Response	5x24 BD*	24 Hours
		Target Resolve	5x24 BD*	48 Hours
	Severity Level 2	Target Response	5x24 BD*	48 Hours
		Target Resolve	5x24 BD*	96 Hours
	Severity Level 3	Target Response	5x24 BD	96 Hours
		Target Resolve	5x24 BD	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 BD	144 Hours
		Target Resolve	5x24 BD	Reasonable Commercial Effort
Customization Support	RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.			
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits			
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments			

The following limitations apply for Support for Enterprise Analytics:

- Business Day means: Monday through Friday between the hours of 8am to 8pm US Central Standard Time (CST) each day;
- Maintenance to be performed based on CST up to a maximum of 16 hours per month and 156 hours per year.
- Target Resolve time for Severity Level 1 Incidents reported outside Business Day is 12 noon CST the next Business Day.

## Self-Service Support

**Applicable SKUs: SS-SUP-1109**

This support package is for Customer who elects not to purchase a support package from RightNow and only utilize certain on-line support features provided by RightNow.

Elements include:

- Access to the RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- Customization support (RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- Telephone support
- Incident support

- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

## Preferred Customer Care Package

### Applicable SKUs: PREF-CCP

The RightNow Preferred Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- Access to the RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>)
- Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- Up to two (2) Tune-Ups per Year (Limit of one (1) interface per tune-up) - tune-ups are only available to customers currently on a version of the product that has been generally available for less than 24 months
- Unlimited email support – agent allocation based on pool
- Phone support
  - ✓ Severity 1&2: 24x7x365
  - ✓ Severity 3&4: 5x24 Business Days
- Customer Care Service Level Objectives and Hosting Availability based on table below
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Severity Level 1	Target Response	7x24X365*	1 Hour	
	Target Resolve	7x24X365*	4 Hours	
Severity Level 2	Target Response	7x24X365*	4 Hours	
	Target Resolve	7x24X365*	72 Hours	
Severity Level 3	Target Response	5x24		Business Days
			Target Resolve	5x24 Business Days
		Severity Level 4	Target Response	5x24 Business Days
				Days

24 Hours

Reasonable Commercial Effort  
72 Hours

	Target Resolve	5x24 Business Days	Reasonable Commercial Effort
<b>Customization Support</b>	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services		
	<ul style="list-style-type: none"> <li>• Upgrade of Customizations (Integrations, Extensions) written by PS</li> <li>• Requirements Document</li> <li>• Test Plan Document</li> <li>• Migration of Customizations</li> <li>• QA Testing of Customizations against Test Plan</li> </ul>		
<b>Cloud Services Service Level Objectives</b>	Target: 99.9% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.5% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold		
<b>Hosting Availability Monitoring</b>	Internal site monitoring at 5 minute increments		

\*The following limitations apply for Support for Enterprise Analytics:

- Business Day means: Monday through Friday between the hours of 8am to 8pm US Central Standard Time (CST) each day;
- Maintenance to be performed based on CST up to a maximum of 16 hours per month and 156 hours per year.
- Target Resolve time for Severity Level 1 Incidents reported outside Business Day is 12 noon CST the next Business Day.

## Preferred Customer Care Package

Applicable SKUs: PREF-CCP-1109

The RightNow Preferred Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- Access to the RightNow knowledge base via the support portal
- Access to the RightNow Community portal (<http://communities.rightnow.com>)
- Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>)
- Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- Unlimited email support – agent allocation based on pool
- Phone support
  - ✓ Severity 1&2: 24x7x365
  - ✓ Severity 3&4: 5x24 Business Days

- Customer Care Service Level Objectives and Hosting Availability based on table below
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Severity Level 1	Target Response	7x24X365*	1 Hour		
Severity Level 2	Target Resolve	7x24X365*	4 Hours		
	Target Response	7x24X365*	4 Hours		
Severity Level 3	Target Resolve	7x24X365*	72 Hours		
	Target Response	5x24	24 Hours		
Customization Support				Business Days	
			Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4		Target Response	5x24 Business Days	72 Hours
			Target Resolve	5x24 Business Days	Reasonable Commercial Effort
Cloud Services Service Level Objectives	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services				
	<ul style="list-style-type: none"> <li>Upgrade of Customizations (Integrations, Extensions) written by PS</li> <li>Requirements Document</li> <li>Test Plan Document</li> <li>Migration of Customizations</li> <li>QA Testing of Customizations against Test Plan</li> </ul>				
Hosting Availability Monitoring	Target: 99.9% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.5% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold				
	Internal site monitoring at 5 minute increments				

## Select Customer Care Package

### Applicable SKUs: SEL-CCP

The RightNow Select Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- Access to the RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Access to the RightNow Cloud Services
- Portal (<https://csp.rightnow.com/vcio/>) Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- Up to two (2) Tune-Ups per Year (Limit of one (1) interface per tune-up) - tune-ups are only available to customers currently on a version of the product that has been generally available for less than 24 months
- Unlimited email support – agent allocation based on pool

- Phone support
  - ✓ Severity 1&2: 24x7x365
  - ✓ Severity 3&4: 5x24 Business Days
- Customer Care Service Level Objectives and Hosting Availability based on table below
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Select					
Customer Care Service Level Objectives	Severity Level 1	Target Response	7x24X365*	1 Hour	
		Target Resolve	7x24X365*	4 Hours	
Customization Support	Severity Level 2	Target Response	7x24X365*	4 Hours	
		Target Resolve	7x24X365*	72 Hours	
	Severity Level 3	Target Response	5x24 Business Days	24 Hours	
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort	
	Severity Level 4	Target Response	5x24 Business Days	72 Hours	
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort	
	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> <li>• Upgrade of Customizations (Integrations, Extensions) written by PS</li> <li>• Requirements Document</li> <li>• Test Plan Document</li> <li>• Migration of Customizations</li> <li>• QA Testing of Customizations against Test Plan</li> </ul>				
	Cloud Services Service Level Objectives	Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold			
Hosting Availability Monitoring	Internal site monitoring at 5 minute increments				

\*The following limitations apply for Support for Enterprise Analytics:

- Business Day means: Monday through Friday between the hours of 8am to 8pm US Central Standard Time (CST) each day;
- Maintenance to be performed based on CST up to a maximum of 16 hours per month and 156 hours per year.
- Target Resolve time for Severity Level 1 Incidents reported outside Business Day is 12 noon CST the next Business Day.

## Select Customer Care Package

**Applicable SKUs:** [SEL-CCP-1109](#)

The RightNow Select Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- Access to the RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- <http://communities.rightnow.com> Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>) Provision of the following support for version upgrades:
  - ✓ Communication of major release changes

- ✓ General support of upgrade process questions via incident
- ✓ Kick off meeting to outline important upgrade topics
- ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
- ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
- ✓ 30-Day post-cutover support
- ◆ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ◆ Unlimited email support – agent allocation based on pool
- ◆ Phone support
  - ✓ Severity 1&2: 24x7x365
  - ✓ Severity 3&4: 5x24 Business Days
- ◆ Customer Care Service Level Objectives and Hosting Availability based on table below
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

	Select			
Customer Care Service Level Objectives	Severity Level 1	Target Response	7x24X365*	1 Hour
		Target Resolve	7x24X365*	4 Hours
	Severity Level 2	Target Response	7x24X365*	4 Hours
		Target Resolve	7x24X365*	72 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 Business Days	72 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
Customization Support	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> <li>• Upgrade of Customizations (Integrations, Extensions) written by PS</li> <li>• Requirements Document</li> <li>• Test Plan Document</li> <li>• Migration of Customizations</li> <li>• QA Testing of Customizations against Test Plan</li> </ul>			
Cloud Services Service Level Objectives	Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold			
Hosting Availability Monitoring	Internal site monitoring at 5 minute increments			

## Premier Customer Care Package

**Applicable SKUs:** [PREM-CCP](#), [PREM-FF-CCP](#)



The RightNow Premier Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. The Premier Customer Care Package is not available for Enterprise Analytics. Elements include:

- ◆ Access to the RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>)
- ◆ Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- ◆ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ◆ Up to three (3) Tune-Ups per Year (Limit of one (1) interface per tune-up) - tune-ups are only available to customers currently on a version of the product that has been generally available for less than 24 months
- ◆ Unlimited email support – agent allocation based on pool
- ◆ Assigned Customer Care Specialist
- ◆ Phone support
  - ✓ Severity 1&2: 24x7x365
  - ✓ Severity 3&4: 5x24 Business Days
- ◆ Customer Care Service Level Objectives and Hosting Availability based on table below
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Premier				
<b>Customer Care Service Level Objectives</b>	Severity Level 1	Target Response	7x24X365	15 Minutes
		Target Resolve	7x24X365	1 Hour
	Severity Level 2	Target Response	7x24X365	1 Hour
		Target Resolve	7x24X365	24 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 Business Days	72 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
<b>Customization Support</b>	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> <li>• Upgrade of Customizations (Integrations, Extensions) written by PS</li> <li>• Requirements Document</li> <li>• Test Plan Document</li> <li>• Migration of Customizations</li> <li>• QA Testing of Customizations against Test Plan</li> </ul>			
<b>Cloud Services Service Level Objectives</b>	Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold			

## Premier Customer Care Package

**Applicable SKUs:** PREM-CCP-1103

The RightNow Premier Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. The Premier Customer Care Package is not available for Enterprise Analytics. Elements include:

- ◆ Access to the RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ◆ Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>)
- ◆ Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- ◆ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ◆ Up to three (3) Tune-Ups per Year (Limit of one (1) interface per tune-up) - tune-ups are only available to customers currently on a version of the product that has been generally available for less than 24 months
- ◆ Unlimited email support – agent allocation based on pool
- ◆ Phone support
  - ✓ Severity 1&2: 24x7x365
  - ✓ Severity 3&4: 5x24 Business Days
- ◆ Customer Care Service Level Objectives and Hosting Availability based on table below
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Premier				
<b>Customer Care Service Level Objectives</b>	Severity Level 1	Target Response	7x24X365	15 Minutes
		Target Resolve	7x24X365	1 Hour
	Severity Level 2	Target Response	7x24X365	1 Hour
		Target Resolve	7x24X365	24 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 Business Days	72 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort

<b>Customization Support</b>	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> <li>• Upgrade of Customizations (Integrations, Extensions) written by PS</li> <li>• Requirements Document</li> <li>• Test Plan Document</li> <li>• Migration of Customizations</li> <li>• QA Testing of Customizations against Test Plan</li> </ul>
<b>Cloud Services Service Level Objectives</b>	Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold
<b>Hosting Availability Monitoring</b>	Internal site monitoring at 1 minute increments

## Premier Customer Care Package

**Applicable SKUs:** PREM-CCP-1109

The RightNow Premier Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>) Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- ♦ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Phone support
  - ✓ Severity 1&2: 24x7x365
  - ✓ Severity 3&4: 5x24 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Premier				
<b>Customer Care Service Level Objectives</b>	Severity Level 1	Target Response	7x24X365	15 Minutes
		Target Resolve	7x24X365	1 Hour
	Severity Level 2	Target Response	7x24X365	1 Hour
		Target Resolve	7x24X365	24 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 Business Days	72 Hours

	Target Resolve	5x24 Business Days	Reasonable Commercial Effort
<b>Customization Support</b>	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> <li>• Upgrade of Customizations (Integrations, Extensions) written by PS</li> <li>• Requirements Document</li> <li>• Test Plan Document</li> <li>• Migration of Customizations</li> <li>• QA Testing of Customizations against Test Plan</li> </ul>		
<b>Cloud Services Service Level Objectives</b>	Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold		
<b>Hosting Availability Monitoring</b>	Internal site monitoring at 1 minute increments		

## MSP Partner Customer Care Package

### Applicable SKUs: MSP-CCP

Available in North America only

The MSP Partner Customer Care Package includes the following elements. This package does not include support for customizations performed by Partner or Partner's clients. Elements include:

- ◆ Access to the RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ◆ Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ "Like for like" functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- ◆ Unlimited email support – agent allocation based on pool
- ◆ Phone support
  - ✓ Severity 1: 24x7x365
  - ✓ Severity 2,3 and 4: 8-5 Business Days
- ◆ Customer Care Service Level Objectives and Hosting Availability based on table below
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

MSP Partner Customer Care Package				
<b>Customer Care Service Level Objectives</b>	Severity Level 1	Target Response	7x24X365*	1 Hour
		Target Resolve	7x24X365*	4 Hours
	Severity Level 2	Target Response	7x24X365*	4 Hours
		Target Resolve	7x24X365*	72 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort

Cloud Services Service Level Objectives	Severity Level 4	Target Response	5x24 Business Days	72 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
Hosting Availability Monitoring	Target: 99.9% (measured at the end of each calendar quarter)			
	Internal site monitoring at 5 minute increments			

## DISA Customer Care Package

### Applicable SKUs: DISA-CCP

The DISA Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- ◆ Access to the RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ◆ Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- ◆ Cleared Personnel
- ◆ Unlimited email support – agent allocation based on pool
- ◆ Assigned Premium Care Account Specialist Overlay (SKU “A-PCAS”)
  - ✓ Assigned Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
  - ✓ Assigned PCAS will support up to 5 Customers
  - ✓ Support for up to eight (8) Customer contacts and six (6) Customer Instances
  - ✓ Weekly status calls
  - ✓ Annual upgrade lifecycle oversight
  - ✓ Up to bi-annual tune-ups (limit of one (1) interface per tune-up)
  - ✓ Bi-annual service reviews
  - ✓ Voice of the Customer (VOC) for product enhancements and resource requests
  - ✓ Two (2) RightNow Summit Passes
  - ✓ For Customers on the PCI Cloud:
    - Oversight of initial migration to the PCI Certified Cloud
    - Annual PCI certification audit oversight
- ◆ Phone support
  - ✓ Severity 1: 24x7x365
  - ✓ Severity 2,3 and 4: 5x24 Business Days
- ◆ Customer Care Service Level Objectives based on table below
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Severity Level 1                      Target Response                      7x24X365                      15 Minutes

	Target Resolve	7x24X365	1 Hour		
	Target Refer	7x24X365	1 Hour		
Severity Level 2	Target Response Hours	7x24X365	4 Hours	Target Resolve	7x24X365
	Target Refer	7x24X365	24 Hours		24
		Severity Level 3		Target Response	5x24 Business Days
				Target Resolve	5x24 Business Days
				Target Refer	5x24 Business Days
		Severity Level 4		Target Response	5x24 Business Days
				Target Resolve	5x24 Business Days
				Target Refer	5x24 Business Days
					48 Hours

Reasonable Commercial Effort Reasonable Commercial Effort  
72 Hours

Reasonable Commercial Effort Reasonable Commercial Effort  
Support of Customizations (Integrations, Extensions) written by RightNow Professional Services

- Upgrade of Customizations (Integrations, Extensions) written by PS
  - Requirements Document
  - Test Plan Document
  - Migration of Customizations
- QA Testing of Customizations against Test Plan

Product Availability Target: 99.5% (measured at the end of each calendar quarter) based on application availability. Events that impact the application's ability to provide services as a result of events within the DISA enclave that impact the hardware solution, are not eligible to be applied

<b>Hosting Availability</b>	toward the Product Availability Target. Coordination of application issues that are determined to be linked to events within the DISA enclave are detailed out in the communication section of the CONOPS between RNT and DISA OST.
	No Service Level Credits are applicable within this contract.
	Hosting availability subject to DISA deliverables around the Mission Assurance Category (MAC) level three (III) system and exclusively between the Customer and DISA.

## PCI Premium Care Account Specialist Overlay

**Applicable SKUs:** [PCI-PCAS](#)

The PCI Premium Care Account Specialist Overlay package is only available for Customers in the PCI Cloud. It includes the following elements:

- ◆ Designated Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
- ◆ Designated PCAS will support up to 10 Customers
- ◆ Support for up to eight (8) Customer contacts and four (4) Customer Instances
- ◆ Monthly status calls
- ◆ Oversight of initial migration to the PCI Certified Cloud
- ◆ Annual upgrade lifecycle oversight
- ◆ Annual PCI certification audit oversight
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests

See definitions and further details at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

## Assigned Premium Care Account Specialist Overlay

**Applicable SKUs: A-PCAS-1201**

The Assigned Premium Care Account Specialist Overlay package includes the following elements:

- ◆ Assigned Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
- ◆ Assigned PCAS will support up to 5 Customers
- ◆ Support for up to eight (8) Customer contacts and six (6) Customer Instances
- ◆ Weekly status calls
- ◆ Annual upgrade lifecycle oversight
- ◆ Up to bi-annual tune-ups (limit of one (1) interface per tune-up)
- ◆ Bi-annual service reviews
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ For Customers on the PCI Cloud:
  - ✓ Oversight of initial migration to the PCI Certified Cloud
  - ✓ Annual PCI certification audit oversight

See definitions and further details at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

## Assigned Premium Care Account Specialist Overlay

**Applicable SKUs: A-PCAS**

The Assigned Premium Care Account Specialist Overlay package includes the following elements:

- ◆ Assigned Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
- ◆ Assigned PCAS will support up to 5 Customers
- ◆ Support for up to eight (8) Customer contacts and six (6) Customer Instances
- ◆ Weekly status calls
- ◆ Annual upgrade lifecycle oversight
- ◆ Up to bi-annual tune-ups (limit of one (1) interface per tune-up)
- ◆ Bi-annual service reviews
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ Two (2) RightNow Summit Passes
- ◆ For Customers on the PCI Cloud:
  - ✓ Oversight of initial migration to the PCI Certified Cloud
  - ✓ Annual PCI certification audit oversight

See definitions and further details at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

## Dedicated Premium Care Account Specialist Overlay – 20 Hours per Week

**Applicable SKUs: D20-PCAS-1201**

The Dedicated Premium Care Account Specialist Overlay – 20 Hours per Week package includes the following elements:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation all incidents\* for up to 20 hours per week
- ◆ Half-time extension of Customer's staff - support for up to twelve (12) Customer contacts and eight (8) Customer Instances
- ◆ Dedicated PCAS will support up to 2 Customers
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Weekly status calls
- ◆ Bi-annual upgrade lifecycle oversight
- ◆ Up to quarterly tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly service reviews
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Delivery support
- ◆ Assistance with report development
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ For Customers on the PCI Cloud:
  - ✓ Oversight of initial migration to the PCI Certified Cloud
  - ✓ Annual PCI Certification Audit Oversight

See definitions and further details at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

\*Incidents submitted outside of the 20 hours will still receive the SLO associated with the purchased Customer Care Package and worked by the agent pool.

## **Dedicated Premium Care Account Specialist Overlay – 20 Hours per Week**

[Applicable SKUs: D20-PCAS](#)

The Dedicated Premium Care Account Specialist Overlay – 20 Hours per Week package includes the following elements:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation all incidents\* for up to 20 hours per week
- ◆ Half-time extension of Customer's staff - support for up to twelve (12) Customer contacts and eight (8) Customer Instances
- ◆ Dedicated PCAS will support up to 2 Customers
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Weekly status calls
- ◆ Bi-annual upgrade lifecycle oversight
- ◆ Up to quarterly tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly service reviews
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Delivery support
- ◆ Assistance with report development
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ Five (5) RightNow Summit Passes
- ◆ For Customers on the PCI Cloud:
  - ✓ Oversight of initial migration to the PCI Certified Cloud
  - ✓ Annual PCI Certification Audit Oversight

See definitions and further details at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

\*Incidents submitted outside of the 20 hours will still receive the SLO associated with the purchased Customer Care Package and worked by the agent pool.

## **Dedicated Premium Care Account Specialist Overlay – 40 Hours per Week**



**Applicable SKUs: D40-PCAS-1201**

The Dedicated Premium Care Account Specialist Overlay – 40 Hours per Week package includes the following elements:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation all incidents\* for up to 40 hours per week
- ◆ Full-time extension of Customer's staff - support for up to twelve (12) Customer contacts and ten (10) Customer Instances
- ◆ Dedicated PCAS will support only a single Customer
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Hosted RightNow corporate visit (Travel and Expenses are not included)
- ◆ Weekly status calls
- ◆ Unlimited upgrade lifecycle oversight
- ◆ Up to monthly tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly service reviews (will include members of the RightNow Executive Team)
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Product knowledge transfer
- ◆ Delivery support
- ◆ Assistance with report development
- ◆ Project coordination
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ For Customers on the PCI Cloud:
  - ✓ Oversight of initial migration to the PCI Certified Cloud
  - ✓ Annual PCI Certification Audit Oversight

See definitions and further details at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

\*Incidents submitted outside of the 40 hours will still receive the SLO associated with the purchased Customer Care Package and worked by the agent pool.

## **Dedicated Premium Care Account Specialist Overlay – 40 Hours per Week**

**Applicable SKUs: D40-PCAS**

The Dedicated Premium Care Account Specialist Overlay – 40 Hours per Week package includes the following elements:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation all incidents\* for up to 40 hours per week
- ◆ Full-time extension of Customer's staff - support for up to twelve (12) Customer contacts and ten (10) Customer Instances
- ◆ Dedicated PCAS will support only a single Customer
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Hosted RightNow corporate visit (Travel and Expenses are not included)
- ◆ Weekly status calls
- ◆ Unlimited upgrade lifecycle oversight
- ◆ Up to monthly tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly service reviews (will include members of the RightNow Executive Team)
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Product knowledge transfer
- ◆ Delivery support
- ◆ Assistance with report development
- ◆ Project coordination
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ Ten (10) RightNow Summit Passes
- ◆ For Customers on the PCI Cloud:
  - ✓ Oversight of initial migration to the PCI Certified Cloud
  - ✓ Annual PCI Certification Audit Oversight

See definitions and further details at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

\*Incidents submitted outside of the 40 hours will still receive the SLO associated with the purchased Customer Care Package and worked by the agent pool.

## TELUS Silver Support Services

Applicable SKUs: TELUS-SSUP

Please reference the “TELUS Frontline Customer Care Guide” located at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php).

## TELUS Gold Support Services

Applicable SKUs: TELUS-GSUP

Please reference the “TELUS Frontline Customer Care Guide” located at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

## RightNow Basic Support Package

Applicable SKUs: BASIC

This package does not include support for customizations performed by Customer.

Elements include:

- ◆ Questions submitted by up to two (2) designated contacts are answered by RightNow Technologies support representatives via email from 7am-6pm, MDT, Monday-Friday
- ◆ Access to site status Web page for site information and problem notification
- ◆ Free software upgrades
- ◆ Annual Tune Ups

## Preferred Support Package

Applicable SKUs: PREF

This package does not include support for customizations performed by Customer.

Elements include:

- ◆ Access to the RightNow knowledge base via the support portal
- ◆ Live 24x7 phone support via toll-free number
- ◆ Incidents handled on priority basis
- ◆ Customer may assign up to a total of six (6) of its staff members for all support issue communications
- ◆ Access to site status Web page for site information and problem notification
- ◆ Free software upgrades
- ◆ Biannual Tune Ups and annual success scorecard review

## Premier Support Package (PREM)

Applicable SKUs: PREM

The RightNow Premier Support includes the elements contained in the Preferred Support Package enhanced as follows. This package does not apply for RightNow Voice Software and does not include support customizations performed by Customer. The Premier Support Package is not available for Enterprise Analytics.

Elements include:

- ◆ Designated RightNow support contact and management escalation
- ◆ Customer may assign up to a total of eight (8) of its staff members for all support issue communications

- ◆ Free software upgrades
- ◆ Biannual business review of service levels, metrics results, release visibility and success criteria
- ◆ Log monitoring for hosted Customers
- ◆ Biannual Tune Ups and success scorecard review

## RightNow On-Premise Support Package

### Applicable SKUs: OP-SP

This package does not include support for customizations performed by Customer.

Elements include:

- ◆ Access to the RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ Nov '07 on-premise release available for download from RightNow's support portal (no other on-premise release available)
- ◆ RightNow will not support old versions indefinitely.
- ◆ RightNow has policy that sets out what happens when old versions reach end-of-life to view the current policy, click on this link: <http://community.rightnow.com/customer/library/release/supportpolicy.php>.)

## RightNow PCI Certified Cloud

### Applicable SKUs: PCI

This offering is designed as an option for customers with enhanced security requirements. The PCI DSS (Payment Card Industry Data Security Standards), a set of comprehensive requirements for enhancing payment account data security, was developed by the founding payment brands of the PCI Security Standards Council, including American Express, Discover Financial Services, JCB International, MasterCard Worldwide and Visa Inc., to help facilitate the broad adoption of consistent data security measures on a global basis. PCI Certified Hosting meets the standards set out by PCI for Service Provider Level 1 Certification. The purchase of PCI Premium Care Account Specialist Overlay (PCI PCAS) is required. However, the purchase of PCI PCAS may be waived if Customer is PCI certified and elects to perform the initial and annual certification audits as required by RightNow. The initial certification audit must be completed and results of such audit provided to RightNow no later than five (5) business days prior to Customer's use of the Subscription Services in the PCI Certified Cloud. Continued annual certification audits must be completed and results of such audit must be provided to RightNow no later than fifteen (15) days after Customer's subsequent Service Period begins.

Elements include:

- ◆ Customer PCI DSS Service Provider Level 1 Certified Hosting Services
- ◆ Initial migration to the PCI Certified Cloud
- ◆ Initial certification audit (*not applicable if Customer waives purchase of PCI PCAS as described above*)
- ◆ Continued annual certification audits (*not applicable if Customer waives purchase of PCI PCAS as described above*)
- ◆ Immediate notification to Customer of any known loss of Customer's cardholder data ("cardholder data" as defined by the PCI Standards)

The following terms apply:

- ◆ During the Hosting Term, Customer's use of the Hosting Services shall comply with the PCI Standards outlined in the following location: [https://www.pcisecuritystandards.org/security\\_standards/pci\\_dss.shtml](https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml)
- ◆ Customer shall be on version August '09, or later
- ◆ ODBC Data Export access is not available for customers with PCI Certified Hosting
- ◆ Customer shall have SSL (Secure Socket Layer) enabled for all sites hosted by RightNow
- ◆ All existing customizations shall follow PCI Standards and shall be reviewed and approved by RightNow prior to Customer's use of PCI Certified Hosting services. If customizations are not approved to be PCI compliant, the customer must re-write them or sign a statement of work with RightNow to have them re-written. This cost is not included within the scope of this package or covered by Customization Support.

- ◆ All future customizations shall follow PCI Standards and shall be reviewed and approved by RightNow prior to implementation
- ◆ All RightNow determined site security settings shall be accepted by Customer

RightNow reserves the right to immediately suspend Customer's PCI Certified Hosting services in the event of Customer's violations or alleged violations of the PCI Standards or the terms outlined in this description. Upgrade services are not included within the scope of this package.

## TELUS Hosting Services for RightNow Customers

Applicable SKUs: TELUS-RC

This offering is designed as option for customers requiring hosting services in Canada.

## TELUS Hosting Services for Internal TELUS Business Units

Applicable SKUs: TELUS-TB

This offering is designed as an option for customers requiring hosting services in Canada.

## Custom Domain Secure Socket Layer Hosting

Applicable SKUs: SSL-CD

Offers the ability for RightNow to host a Customer's Comodo or VeriSign certificates on a custom domain in custom, wildcard or Subject Alternative Name configurations. Please note: the Customer must purchase the Secure Socket Layer Certificate from a vendor such as Comodo or VeriSign for an additional fee.

Usage Limits: Custom Domain Secure Socket Layer Hosting:

- ◆ Hosting of one (1) Certificate

## Network VPN to Hosting Facility

**Applicable SKUs:**  
VPN

Provided as an added value option to our standard Application Hosting. The Network VPN solution provides for a secure (encrypted) connection between the Customer's network and the RightNow hosting facility, LAN to LAN, not offered for PC client use. The VPN solution uses a Cisco 3000 VPN concentrator with redundant subsystem and multiple chassis with fail-over to provide for maximum uptime. The VPN uses IPSEC protocol with 3DES (168 bit) encryption with at least a 1024 bit key.

## Mailboxes

Applicable SKUs:  
MB

Allows Customer to use RightNow servers to host email addresses. RightNow provides the infrastructure and management of mailboxes, reducing Customer's maintenance and infrastructure costs. Provided as an added value option.

## Additional Bandwidth

**Applicable SKUs: BW-5GB**

Entitles Customer to consume five (5) GB of additional bandwidth (amount of data transferred from the client and the RightNow servers) per month through any of the following mediums:

- ◆ Web Portal
- ◆ Administrative
- ◆ Pages XML API
- ◆ RightNow Connect

## Additional Storage

**Applicable SKUs: DS**

Entitles Customer to consume additional disk storage through any of the following:

- ◆ File Attachments
- ◆ Archived Incidents
- ◆ RightNow Product (e.g. Binaries, Programs, PHP Files, Assets, Code)
- ◆ All dynamic data (e.g. Incidents, Answers, Contacts, Rules, Reports, Customizable Menus)

## Additional Database Storage

**Applicable SKUs: DBDS-1GB-1103**

Entitles Customer to consume 1 GB of additional disk storage through any of the following:

- ◆ All dynamic data (e.g. Incidents, Answers, Contacts, Rules, Reports, Customizable Menus)

## Additional File Storage

**Applicable SKUs: FDS-1GB-1103**

Entitles Customer to consume 1 GB of additional disk storage above through any of the following (note – the RightNow Product (e.g. Binaries, Programs, PHP Files, Assets, Code) are not counted against File Storage allocation):

- ◆ File Attachments
- ◆ Customized
- ◆ Files Archived Data

## Oracle RightNow ODBC Export

**Applicable SKUs: ODBC-1203, B68256**

Provides Customer with an ODBC connection to a copy of its Oracle RightNow Service database. Database replication will be setup to provide up to the second updates from Customer's production database to its ODBC copy on a separate server. The copy of the database can be used to report on information contained in the Oracle RightNow Service applications. The copy of the database is READ-ONLY; data within it may not be modified. Includes the documentation on how to connect to the database. Customer is responsible for creating the connection and the corresponding reports. A separate charge will apply for consulting work performed. Oracle RightNow will make a best effort to keep database replication continually operating between the sites; however, there may be occasions where replication has stopped and may not be restarted for up to 72 hours.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may

be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Perpetual Maintenance & Support

**Applicable SKUs:**  
0120

Perpetual Maintenance Support is provided for the term specified in the Order Form or Order Confirmation. This package does not apply for RightNow Voice Software and does not include support for your customizations.

Elements  
include:

- ◆ Access to the RightNow Knowledgebase via the support portal
- ◆ Live 24x7 phone support via toll-free number
- ◆ Incidents handled on priority basis
- ◆ You assign up to a total of six (6) of your staff members for all support issue communications
- ◆ Access to site status web page for site information and problem notification
- ◆ All upgrades are available on a hosted-only basis
- ◆ Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ Support in the creation of upgrade test site
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management incidents submitted during upgrade test site stage (pre and post cutover)
- ◆ Support of Customizations (Integrations, Extensions) written by RightNow Professional Services
  - ✓ Upgrade of Customizations (Integrations, Extensions) written by PS
  - ✓ Requirements Document
  - ✓ Test Plan Document
  - ✓ Migration of Customizations
  - ✓ QA Testing of Customizations against Test Plan
- ◆ Biannual tune ups and success scorecard review
- ◆ Hosting, secured by SSL (Secure Socket Layer) is provided by RightNow Technologies (a storage limit of 5GB per Web Portal Interface applies)
- ◆ In the event Customer terminates Hosting Services, the Nov '07 on-premise release is available for download from RightNow's support portal (no other on-premise release available). RightNow will not support old versions indefinitely.

RightNow has policy that sets out what happens when old versions reach end-of-life (to view the current policy, click on this link: <http://community.rightnow.com/customer/library/release/supportpolicy.php>.)

## CX Solution Implementation Services

**Applicable SKUs:** CXIMP, CXIMP-KMSC, CXIMP-KM, CXIMP-FINT, CXIMP-AINT, CXIMP-CP, CXIMP-TC-CP, CXIMP-CPBS1, CXIMP-CPBS2, CXIMP-FDBK, CXIMP-FDBK-INT, CXIMP-CHAT, CXIMP-CHAT-INT, CXIMP-COB, CXIMP-COB-INT, CXIMP-CM, CXIMP-CM-INT, CXIMP-DAW, CXIMP-DAW-INT, CXIMP-GA, CXIMP-GA-INT, CXIMP-AS, CXIMP-AS-INT, CXIMP-COM1, CXIMP-COM2, CXIMP-MKT, CXIMP-SALES, CXIMP-DIWC, CXIMP-CO, CXIMP-WI, CXIMP-BSP, CXIMP-TC-API, CXIMP-TC-SSO, CXIMP-CX4FB, CXIMP-CX4FB-COM, CXIMP-KS, CXIMP-IF, CXIMP-FT Available Globally

The CX Solution Implementation Services are fully described in the Statement of Work attached to the Order Form

## Product Registration Implementation Services

**Applicable SKUs:**  
PRI

RightNow Product Registration Implementation Services will be managed remotely and configured to a single RightNow English interface. Customer is responsible for designating a project manager who will assist with analysis, configuration and deployment activities. Services must be used within 12 months of purchase or will expire. See the RightNow Product Registration Implementation Appendix at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php) for further details.

Elements

include:

- ◆ Project Management
- ◆ Nudge widget installed on home page
- ◆ Configured ability to end users to add and review existing registrations
- ◆ Configured ability for agents to add, review and delete registrations
- ◆ Implementation of campaign execution per registration (customer must have Marketing implemented prior to Product Registration configuration)
- ◆ Configured product exclusion list
- ◆ Application of customer specific product registration labels
- ◆ Product Registration Technical documentation
- ◆ Product Registration Overview upon completion of configuration

## Product Registration Localization Services

**Applicable SKUs: PRI-L**

RightNow Product Registration Localization Services will be managed remotely and will provide the customer with translation services to translate product registration labels to a language other than English. Customer is responsible for designating a project manager who will assist with analysis, configuration and deployment activities. Services must be used within 12 months of purchase or will expire.

Elements include:

- ◆ Project Management
- ◆ Translation and application of customer defined product registration labels

## Computer Telephony Integration (CTI) Discovery Services

**Applicable SKUS: CTI-DSC**

Computer Telephony Integration (CTI) Discovery is a two-day onsite engagement providing customers with a technical survey to determine the best integrated telephony option for their environment. This survey includes a detailed review of high-level customer requirements and the available and/or planned telephony and network infrastructures. The results of the technical survey are then mapped against the available CTI options and capabilities, resulting in a recommended solution for the customer. Customer is responsible for RightNow's travel and expenses for the onsite visit.

Elements include:

- ◆ Summary Report, including the following:
  - Business Requirements
  - Available and Planned Infrastructure (both Telephony and Network)
  - CTI Recommendation
    - Documentation and sample code (if applicable)
    - Identified software requirements
    - Scope of work and quote (if applicable)
  - Dependencies
  - Assumptions
  - Exclusions

## CX Cloud Managed Services - Annual Pool with Development and T&M Overage

Applicable SKUs: CXMS-ANPL Available Globally

CX Cloud Managed Services – Annual Pool is designed for Customers that would like to use RightNow resources to manage, monitor, administer and further develop their RightNow deployment. Named RightNow Professional Services resources will be assigned to implement functional and technical requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the RightNow resources will proactively suggest ways to improve your RightNow deployment and customer experience. A single unit equals 1 hour of managed services. A minimum of 50 units must be purchased.

Hours must be consumed at a minimum rate per month of 1/24<sup>th</sup> of total unit purchase. No more than 200 units per month can be utilized. All units must be utilized within a customer's then current Service Period, Hosting Term or maintenance support period (co-term) or will expire. If the Customer utilizes units beyond the allotted annual allocation, the Customer will be responsible for any overages at our then current standard consulting rates. CX Cloud Managed Services do not cover the RightNow Voice or Intent Guide applications. Each 1 hour of development services will utilize 20% Project Management and 20% Quality Assurance time from within the Managed Services block of purchased hours. Managed services are limited to the items listed in the CX Cloud

Managed Services Appendix located at the following location: [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php). Customer is responsible for RightNow's travel and expenses in the event of an onsite visit.

## CX Cloud Managed Services – Monthly with T&M Overage

Applicable SKUs: CXMS-M16-TIER1, CXMS-M16-TIER2, CXMS-M16-TIER3, CXMS-M16-TIER4, OSAOD-TIER1, OSAOD-TIER2, OSAOD-TIER3, OSAOD-TIER4 Available Globally

CX Cloud Managed Services is designed for Customers that would like to use RightNow resources to manage, monitor, administer and further develop their RightNow deployment. Named RightNow Professional Services resources will be assigned to implement functional and technical requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the RightNow resources will proactively suggest ways to improve your RightNow deployment and customer experience. A single unit of this package includes up to 16 hours of managed services per month for a set term. Up to 10 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Each 1 hour of development services will utilize 20% Project Management and 20% Quality Assurance time from within the Managed Services block of purchased hours. CX Cloud Managed Services are limited to the items listed in the CX Cloud Managed Services Appendix located at the following location: [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php). Customer is responsible for RightNow's travel and expenses in the event of an onsite visit.

## Oracle RightNow Cloud Managed Service 16 Hour Monthly Block

Applicable SKUs: CXMS-T1M16-1203, CXMS-T2M16-1203, CXMS-T3M16-1203, CXMS-T4M16-1203, B69003, B69004, B69005, B69006 Available Globally

The Oracle RightNow Cloud Managed Service 16 Hour Monthly Block is designed for Customers that would like to use RightNow resources to manage, monitor, administer and further develop their RightNow deployment. Named RightNow Professional Services resources will be assigned to implement functional and technical requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the RightNow resources will proactively suggest ways to improve your RightNow deployment and customer experience. A single unit of this package includes up to 16 hours of managed services per month for a set term. Up to 10 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer



utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Each 1 hour of development services will utilize 20% Project Management and 20% Quality Assurance time from within the Managed Services block of purchased hours. Oracle RightNow Cloud Managed Service 16 Hour Monthly Block are limited to the items listed in the Oracle RightNow Cloud Managed Services Appendix located at the following location: [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php). Customer is responsible for Oracle RightNow's travel and expenses in the event of an onsite visit.

## Oracle RightNow Cloud Managed Service 4 Hour Monthly Block

**Applicable SKUs: CXMS-M4-1203, B69002**

Available  
Globally

Oracle RightNow Cloud Managed Service 4 Hour Monthly Block is designed for Customers that would like to use Oracle RightNow resources to manage, monitor and administer their Oracle RightNow deployment. Named Oracle RightNow Professional Services resources will be assigned to implement functional requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the Oracle RightNow resources will proactively suggest ways to improve your Oracle RightNow deployment and customer experience. A single unit of this package includes up to 4 hours of managed services per month for a set term. Up to 3 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Oracle RightNow Cloud Managed Service 4 Hour Monthly Block is limited to the items listed in the Oracle RightNow Cloud Managed Services Appendix located at the following location: [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php). Customer is responsible for RightNow's travel and expenses in the event of an onsite visit. Development services are not included and must be purchased separately.

## CX Cloud Managed Services – Monthly with T&M Overage

**Applicable SKUs: CXMS-M4**

Available  
Globally

CX Cloud Managed Services is designed for Customers that would like to use RightNow resources to manage, monitor and administer their RightNow deployment. Named RightNow Professional Services resources will be assigned to implement functional requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the RightNow resources will proactively suggest ways to improve your RightNow deployment and customer experience. A single unit of this package includes up to 4 hours of managed services per month for a set term. Up to 3 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. CX Cloud Managed Services are limited to the items listed in the CX Cloud Managed Services Appendix located at the following location: [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php). Customer is responsible for RightNow's travel and expenses in the event of an onsite visit. Development services are not included and must be purchased separately.

## Outsourced Solution Administration (OSA) – Monthly with T&M Overage

**Applicable SKUs: OSAO-TIER1, OSAO-TIER2, OSAO-TIER3, OSAO-TIER4**

Available in EMEA Only

Outsourced Solution Administration (OSA) is designed for Customers that would like to use a RightNow resource to outsource the administration of their RightNow deployment. A named RightNow Professional Services resource will be assigned to help administer the Customer's application with specifics to be determined based on

the Customer's business needs. A single unit of this package includes up to 16 hours of OSA services per month for a set term. Up to 10 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. OSA services are limited to the configuration items listed in the Outsourced Solution Administration Appendix for EMEA located at the following location: [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php). Customer is responsible for RightNow's travel and expenses in the event of an onsite visit.

## Voice Managed Services – Monthly with T&M Overage

**Applicable SKUs:** [VMSO-TIER1](#), [VMSO-TIER2](#), [VMSO-TIER3](#), [VMSO-TIER4](#), [VMSO-TIER5](#)

A RightNow Voice Managed Services Consultant will remotely provide service tuning (including call recording analysis, speech recognition analysis, agent transfer analysis and assessment modifications), Service Maintenance (including application changes, prompt re-wording, agent transfer numbers, business hours), Change Management (project management for projects issued out of managed services, quarterly occurring meeting to review status of change management engagements, Business Review (support of business review of voice services to discuss current and future direction). All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Managed services are limited to the items listed above. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit.

## RightNow Voice Discovery Services

**Applicable SKUs:** [VSS-DSC](#)

A RightNow Professional Services Consultant will come onsite to review the high level business objectives of the customer as they apply to voice applications. They will visit the customer's call center and will listen to actual calls, review available data, meet with the call center supervisors, review routing strategies, analyze the data collected to identify the reasons people are calling, review agent training documentation, and assess VSS KB Application capability. They will document the call center study findings and business requirements. They will also provide a go-forward plan positioning packaged and/or customized voice application service offerings to implement those requirements – including documentation any issues with using packaged RNT Voice Applications and services, customizations that may be required, assumptions and exclusions. See Voice Implementation Appendix at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php) for further details.

Elements include:

- ◆ Requirements Document
- ◆ Go-Forward Plan

## Customer Service Administration Regional Training

**Applicable SKUs:** [CSADMIN-RT](#)

Length: 3 Days  
Pre-requisites: None  
Location: Regional

The Customer Service Administration course is our most popular course and covers key administration topics within the latest generally available version of RightNow CX. You will get the core knowledge you need to configure and manage RightNow CX applications including the Web Experience, Contact Center Experience and aspects of the Engage Experience such as Feedback and Analytics.

Customer is responsible for Customer's own travel and expenses to attend the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your

order. Pricing for services is subject to change and you will be charged the list price at the time of your enrollment. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Enrollment confirmation is subject to student capacity availability in regionally scheduled courses. Courses with fewer than 5 (five) students enrolled are subject to cancellation by RightNow. No refunds will be given to attendees who cancel or reschedule less than 7 (seven) business days in advance of the course start date and payment cannot be applied towards future courses. Customer's request to cancel Customer's registration in a course must be submitted via email with the word Cancellation in the subject line. Course registration cancellation requests must be sent to [training@rightnow.com](mailto:training@rightnow.com). Course registration cancellation requests are effective when received by RightNow. Cancellations are not accepted by telephone. RightNow is not responsible for non-refundable tickets purchased or airfare/hotel/other reservations reasonably related to attending the training made by Customer should Customer cancel registration in a course or if course is cancelled for any reason.

Deliverables Include:

- Instructor Led Training
- Student Guide

## Customer Portal Designer and Contact Center Experience Designer Administration Regional Training

Applicable SKUs: CPD-CCED-RT

Length: 2 Days

Pre-requisites: RightNow Customer Service Administration Regional or Onsite Training

Location: Regional

The Contact Center Experience Designer and Customer Portal Designer Administration course covers key administration topics within the latest generally available version of RightNow CX. You will get the core knowledge you need to configure using the Contact Center Experience Designer and Customer Portal Designer. You'll learn how to utilize the Customer Portal framework to build and deliver online customer service web pages. You will leverage the reference implementation and learn how to utilize the robust library of widgets that can be used to further customize your customers' experience.

Customer is responsible for Customer's own travel and expenses to attend the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your enrollment. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Enrollment confirmation is subject to student capacity availability in regionally scheduled courses. Courses with fewer than 5 (five) students enrolled are subject to cancellation by RightNow. No refunds will be given to attendees who cancel or reschedule less than 7 (seven) business days in advance of the course start date and payment cannot be applied towards future courses. Customer's request to cancel Customer's registration in a course must be submitted via email with the word Cancellation in the subject line. Course registration cancellation requests must be sent to [training@rightnow.com](mailto:training@rightnow.com). Course registration cancellation requests are effective when received by RightNow. Cancellations are not accepted by telephone. RightNow is not responsible for non-refundable tickets purchased or airfare/hotel/other reservations reasonably related to attending the training made by Customer should Customer cancel registration in a course or if course is cancelled for any reason.

Deliverables Include:

- Instructor Led Training
- Student Guide

## RightNow Analytics Regional Training

Applicable SKUs: RNANL-RT

Length: 2 Days

Pre-requisites: RightNow Customer Service Administration Regional or Onsite Training

Location: Regional

The RightNow Analytics course is designed to allow analysts to extract key information related to all CX components so that you can develop performance strategies based on collected data. It covers key analytics administration topics within the latest generally available version of RightNow CX. You will learn how to modify standard reports as well as create custom reports utilizing analytics features for creating, formatting, administering and managing reports. You will get the core knowledge you need to leverage the capabilities of RightNow Analytics.

Customer is responsible for Customer's own travel and expenses to attend the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your enrollment. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Enrollment confirmation is subject to student capacity availability in regionally scheduled courses. Courses with fewer than 5 (five) students enrolled are subject to cancellation by RightNow. No refunds will be given to attendees who cancel or reschedule less than 7 (seven) business days in advance of the course start date and payment cannot be applied towards future courses. Customer's request to cancel Customer's registration in a course must be submitted via email with the word Cancellation in the subject line. Course registration cancellation requests must be sent to [training@rightnow.com](mailto:training@rightnow.com). Course registration cancellation requests are effective when received by RightNow. Cancellations are not accepted by telephone. RightNow is not responsible for non-refundable tickets purchased or airfare/hotel/other reservations reasonably related to attending the training made by Customer should Customer cancel registration in a course or if course is cancelled for any reason.

Deliverables Include:

- Instructor Led Training
- Student Guide

## Customer Service Administration Onsite Training

Applicable SKUs: CSADMIN-OT

Length: 3 Days

Pre-requisites: None

Location: Onsite

Students Included: Up to 8 Students

Maximum # of Add-On Students (must be purchased separately): Up to 6 Additional Students

The Customer Service Administration course is our most popular course and covers key administration topics within the latest generally available version of RightNow CX. You will get the core knowledge you need to configure and manage RightNow CX applications including the Web Experience, Contact Center Experience and aspects of the Engage Experience such as Feedback and Analytics.

Customer is responsible for RightNow instructor travel and expenses to deliver the training. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your scheduling confirmation. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Services must be used within 12 (twelve) months of purchase or will expire. Course content is based upon the most current version of RightNow, and is subject to change at any time. No refunds will be given to the Customer who cancels or reschedules less than 14 (fourteen) business days in advance of the agreed course start date and payment cannot be applied towards future courses. Customer will also be charged for the cost of any non-refundable business expenses, including but not limited to: airline ticket, hotel room, car rental and printing costs. Customer's request to cancel or reschedule Customer's onsite course must be submitted via email with the word Cancellation or Reschedule in the subject line. Onsite course cancellation or reschedule requests must be sent to [training@rightnow.com](mailto:training@rightnow.com). Onsite course cancellation or reschedule requests are effective when received by RightNow. Onsite course cancellations and reschedules are not accepted by telephone. Customer is responsible for providing a training facility that meets RightNow's requirements, properly configured computers for each attending student and instructor, IT support,

and any other requirements specified in RightNow's onsite client requirements specifications (available to Customer by request).

Deliverables Include:

- Instructor Led Training
- Student Handbook

## Customer Portal Designer and Contact Center Experience Designer Administration Onsite Training

[Applicable SKUs: CPD-CCED-OT](#)

Length: 2 Days

Pre-requisites: RightNow Customer Service Administration Regional or Onsite Training

Location: Onsite

Students Included: Up to 8 Students

Maximum # of Add-On Students (must be purchased separately): Up to 6 Additional Students

The Contact Center Experience Designer and Customer Portal Designer Administration course covers key administration topics within the latest generally available version of RightNow CX. You will get the core knowledge you need to configure using the Contact Center Experience Designer and Customer Portal Designer. You'll learn how to utilize the Customer Portal framework to build and deliver online customer service web pages. You will leverage the reference implementation and learn how to utilize the robust library of widgets that can be used to further customize your customers' experience.

Customer is responsible for RightNow instructor travel and expenses to deliver the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your scheduling confirmation. Course content is based upon the most current version of RightNow, and is subject to change at any time. No refunds will be given to the Customer who cancels or reschedules less than 14 (fourteen) business days in advance of the agreed course start date and payment cannot be applied towards future courses. Customer will also be charged for the cost of any non-refundable business expenses, including but not limited to: airline ticket, hotel room, car rental and printing costs. Customer's request to cancel or

reschedule Customer's onsite course must be submitted via email with the word Cancellation or Reschedule in the subject line. Onsite course cancellation or reschedule requests must be sent to [training@rightnow.com](mailto:training@rightnow.com). Onsite course cancellation or reschedule requests are effective when received by RightNow. Onsite course cancellations and reschedules are not accepted by telephone. Customer is responsible for providing a training facility that meets RightNow's requirements, properly configured computers for each attending student and instructor, IT support, and any other requirements specified in RightNow's onsite client requirements specifications (available to Customer by request).

Deliverables Include:

- Instructor Led Training
- Student Handbook

## RightNow Analytics Onsite Training

[Applicable SKUs: RNANL-OT](#)

Length: 2 Days

Pre-requisites: RightNow Customer Service Administration Regional or Onsite Training

Location: Onsite

Students Included: Up to 8 Students

Maximum # of Add-On Students (must be purchased separately): Up to 6 Additional Students

The RightNow Analytics course is designed to allow analysts to extract key information related to all CX components so that you can develop performance strategies based on collected data. It covers key analytics

administration topics within the latest generally available version of RightNow CX. You will learn how to modify standard reports as well as create custom reports utilizing analytics features for creating, formatting, administering and managing reports. You will get the core knowledge you need to leverage the capabilities of RightNow Analytics.

Customer is responsible for RightNow instructor travel and expenses to deliver the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your scheduling confirmation. Course content is based upon the most current version of RightNow, and is subject to change at any time. No refunds will be given to the Customer who cancels or reschedules less than 14 (fourteen) business days in advance of the agreed course start date and payment cannot be applied towards future courses. Customer will also be charged for the cost of any non-refundable business expenses, including but not limited to: airline ticket, hotel room, car rental and printing costs. Customer's request to cancel or reschedule Customer's onsite course must be submitted via email with the word Cancellation or Reschedule in the subject line. Onsite course cancellation or reschedule requests must be sent to [training@rightnow.com](mailto:training@rightnow.com). Onsite course cancellation or reschedule requests are effective when received by RightNow. Onsite course cancellations and reschedules are not accepted by telephone. Customer is responsible for providing a training facility that meets RightNow's requirements, properly configured computers for each attending student and instructor, IT support, and any other requirements specified in RightNow's onsite client requirements specifications (available to Customer by request).

Deliverables            Include:

- ◆ Instructor Led Training
- ◆ Student Guide

## RightNow Marketing & Feedback Regional Training

[Applicable SKUs: MRW-UK](#)

Length: 3 Days  
Pre-requisites: None  
Location: Regional

The RightNow Marketing & Feedback Regional Training will teach you the administration and functionality of RightNow Marketing and RightNow Feedback. You will learn how to configure target audiences, create and enable powerful personalized email campaigns in an easy to understand workflow format, and integrate campaign elements using practical business examples and evaluate results to ensure the best delivery and response rates. We will show you how to create surveys to find out what your customers really think of their experience through our powerful Feedback and Survey Tool. You will be empowered with the knowledge to begin proactively communicating with your customers!

Customer is responsible for Customer's own travel and expenses to attend the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your enrollment. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Enrollment confirmation is subject to student capacity availability in regionally scheduled courses. Courses with fewer than 5 (five) students enrolled are subject to cancellation by RightNow. No refunds will be given to attendees who cancel or reschedule less than 7 (seven) business days in advance of the course start date and payment cannot be applied towards future courses. Customer's request to cancel Customer's registration in a course must be submitted via email with the word Cancellation in the subject line. Course registration cancellation requests must be sent to [training@rightnow.com](mailto:training@rightnow.com). Course registration cancellation requests are effective when received by RightNow. Cancellations are not accepted by telephone. RightNow is not responsible for non-refundable tickets purchased or airfare/hotel/other reservations reasonably related to attending the training made by Customer should Customer cancel registration in a course or if course is cancelled for any reason.

Deliverables            Include:

- ◆ Instructor Led Training

## RightNow Marketing & Feedback Onsite Training

Applicable SKUs: MWOS-UK

Length: 3 Days

Pre-requisites: None

Location: Onsite

Students Included: Up to 8 Students

Maximum # of Add-On Students (must be purchased separately): Up to 6 Additional Students

The RightNow Marketing & Feedback Regional Training will teach you the administration and functionality of RightNow Marketing and RightNow Feedback. You will learn how to configure target audiences, create and enable powerful personalized email campaigns in an easy to understand workflow format, and integrate campaign elements using practical business examples and evaluate results to ensure the best delivery and response rates. We will show you how to create surveys to find out what your customers really think of their experience through our powerful Feedback and Survey Tool. You will be empowered with the knowledge to begin proactively communicating with your customers!

Customer is responsible for RightNow instructor travel and expenses to deliver the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your scheduling confirmation. Course content is based upon the most current version of RightNow, and is subject to change at any time. No refunds will be given to the Customer who cancels or reschedules less than 14 (fourteen) business days in advance of the agreed course start date and payment cannot be applied towards future courses. Customer will also be charged for the cost of any non-refundable business expenses, including but not limited to: airline ticket, hotel room, car rental and printing costs. Customer's request to cancel or reschedule Customer's onsite course must be submitted via email with the word Cancellation or Reschedule in the subject line. Onsite course cancellation or reschedule requests must be sent to [training@rightnow.com](mailto:training@rightnow.com). Onsite course cancellation or reschedule requests are effective when received by RightNow. Onsite course cancellations and reschedules are not accepted by telephone. Customer is responsible for providing a training facility that meets RightNow's requirements, properly configured computers for each attending student and

instructor, IT support, and any other requirements specified in RightNow's onsite client requirements specifications (available to Customer by request).

Deliverables Include:

- Instructor Led Training

## RightNow Integration and Customization Regional Training

Applicable SKUs: IGD-RT

Length: 5 Days

Pre-requisite Knowledge / Skills:

- Required: Object-Orientated Programming, .NET Application Development
- Desirable: Relational Database Concepts, SQL

Location: Regional

RightNow Integration and Customization Regional Training is an introduction to integration and customization for developers working with RightNow CX, including the Agent Desktop and the Knowledge Base. It covers key customization topics within the latest generally available version of RightNow CX, and introduces the core knowledge which developers need to begin integrating RightNow CX with other systems. It shows students how to customize RightNow CX for particular business needs, and offers an introduction to add-in development in the RightNow Framework.

Customer is responsible for Customer's own travel and expenses to attend the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your enrollment. Course content is based upon the most current version of RightNow CX, and is subject to change at any time.

Enrollment confirmation is subject to student capacity availability in regionally scheduled courses. Courses with fewer than 5 (five) students enrolled are subject to cancellation by RightNow. No refunds will be given to attendees who cancel or reschedule less than 7 (seven) business days in advance of the course start date and payment cannot be applied towards future courses. Customer's request to cancel Customer's registration in a course must be submitted via email with the word Cancellation in the subject line. Course registration cancellation requests must be sent to [training@rightnow.com](mailto:training@rightnow.com). Course registration cancellation requests are effective when received by RightNow. Cancellations are not accepted by telephone. RightNow is not responsible for non-refundable tickets purchased or airfare/hotel/other reservations reasonably related to attending the training made by Customer should Customer cancel registration in a course or if course is cancelled for any reason.

Deliverables            Include:

- ◆ Instructor Led Training
- ◆ Student Guide

## RightNow Integration and Customization Onsite Training

Applicable SKUs: IGD-OT

Length: 5 Days

Pre-requisite Knowledge / Skills:

- ◆ Required: Object-Orientated Programming, .NET Application Development
- ◆ Desirable: Relational Database Concepts, SQL

Location: Onsite

Students Included: Up to 8 Students

Maximum # of Add-On Students (must be purchased separately): Up to 6 Additional Students

RightNow Integration and Customization Onsite Training is an introduction to integration and customization for developers working with RightNow CX, including the Agent Desktop and the Knowledge Base. It covers key customization topics within the latest generally available version of RightNow CX, and introduces the core knowledge which developers need to begin integrating RightNow CX with other systems. It shows students how to customize RightNow CX for particular business needs, and offers an introduction to add-in development in the RightNow Framework.

Customer is responsible for RightNow instructor travel and expenses to deliver the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your scheduling confirmation. Course content is based upon the most current version of RightNow, and is subject to change at any time. No refunds will be given to the Customer who cancels or reschedules less than 14 (fourteen) business days in advance of the agreed course start date and payment cannot be applied towards future courses. Customer will also be charged for the cost of any non-refundable business expenses, including but not limited to: airline ticket, hotel room, car rental and printing costs. Customer's request to cancel or reschedule Customer's onsite course must be submitted via email with the word Cancellation or Reschedule in the subject line. Onsite course cancellation or reschedule requests must be sent to [training@rightnow.com](mailto:training@rightnow.com). Onsite course cancellation or reschedule requests are effective when received by RightNow. Onsite course cancellations and reschedules are not accepted by telephone. Customer is responsible for providing a training facility that meets RightNow's requirements, properly configured computers for each attending student and instructor, IT support, and any other requirements specified in RightNow's onsite client requirements specifications (available to Customer by request).

Deliverables            Include:

- ◆ Instructor Led Training
- ◆ Student Guide

## Database Export Services

Applicable SKUs: DE-OTE, DE-Q, DE-Q, DE-M, DE-W



RightNow will work with hosted customers interested in storing or using their data outside of the RightNow hosting environment. Data will be exported using the products 'kexport' format, which includes a CSV file for each table within the RightNow database instance, as well as an 'IMP' file for each table, specifying the column information. Data can be retrieved by the Customer in two ways (numbered below) – one of the following methods must be selected before implementation. Each export will be provided in the 'tarball' format (tar/gzip), with a naming convention of [databasename]\_yymmdd. Files that RightNow are storing are removed after three (3) weeks.

1. FTP – Data will be transmitted to the client using FTP. Client must provide FTP location, as well as username & password for RightNow authentication to the FTP server. Alternatively, RightNow can place in an open directory on our FTP server for the client to retrieve. RightNow recommends the client provide a public GPG key so RightNow can encrypt the file before placing it on the FTP server.
2. WebDAV – Data will be accessible to the client via the WebDAV protocol. A username & password will be provided to the client for access to their data. RightNow recommends the client communicate over SSL using this method.

Customer is responsible for data cleansing, file formatting or data transformation. For FTP option, SFTP is not available. Services must be used within 12 months of purchase or will expire. Renewals are invoiced on an annual basis for quarterly, monthly, and weekly exports.

## Knowledge Base Optimization Engagement – Option 1

[Applicable SKUs: KB-1](#)

A RightNow consultant will work with the customer's Knowledge Base Manager to evaluate the customer's Knowledge Base for one (1) interface; perform an analysis of the Knowledge Base content and configurations; provide the customer a Knowledge Base Assessment Report; review recommendations for configuration updates; and apply agreed-to configuration changes to the Knowledge Base. Customer is responsible for designating a project manager who will assist with analysis, configuration and deployment activities. This service is sold per interface. Services must be used within 12 months of purchase or will expire.

Elements  
include:

- ◆ Knowledge Base Optimization Report (per interface).
- ◆ Updates to Knowledge Base configuration
- ◆ Remote post-configuration 30 day Knowledge Base follow up

## Knowledge Base Optimization Engagement – Option 2

[Applicable SKUs: KB-2](#)

A RightNow consultant will work with the customer's Knowledge Base Manager to evaluate the current site content and settings of the customer's Knowledge Base for up to five (5) interfaces; The consultant will perform an analysis of the Knowledge Base content and configurations; provide the customer a Knowledge Base Assessment Report; provide cross-interface answer analysis; provide recommendations for configuration updates; and apply agreed-to configuration changes to the Knowledge Base. Customer is responsible for designating a project manager who will assist with analysis, configuration and deployment activities and will provide a plan for ongoing management of Knowledge Base. Services must be used within 12 months of purchase or will expire.

Elements  
include:

- ◆ Knowledge Base Optimization Report (per interface)
- ◆ Cross Interface Analysis
- ◆ Updates to Knowledge Base configuration
- ◆ Knowledge Base Management Plan
- ◆ Remote post-configuration 30 day Knowledge Base follow up

## Optimization Engagement – Remote

**Applicable SKUs:**  
**OE1**

Through remote consulting, RightNow will review Customer's initial implementation project goals, evaluate current and future goals, and determine if the Customer is in line with RightNow Best practices. RightNow will take into consideration the following areas to ensure Customer is using RightNow in the most efficient and effective way possible: technology, business process, user adoption & effectiveness and provide suggestions to optimize the capabilities of Customer's implementation. RightNow will review Customer's original implementation goals and objectives, solution effectiveness, the system environment (hosted), configuration variables, knowledge base status, site performance, reporting interpretation and approach, and best practice scores with actionable recommendations. RightNow will also evaluate business processes and associated workflow to identify inefficiencies and misalignments between the solution and processes and observe agents in action to assess their current skill with the solution and suggest methods for increasing their effectiveness. This engagement is limited to the optimization of one RightNow module. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit. Services must be used within 12 months of purchase or will expire.

Elements  
include:

- Optimization Report, including documentation of initial interview with Customer Administrator to compare installation settings with current settings to determine a real, current state of the system – document differences, possible inefficiencies and recommendations for improvement; and observation of appropriate users (by product) in their work state, to determine work-flow efficiencies – make note of inefficiencies and make recommendations for improvement.

## **Optimization Engagement – Onsite**

**Applicable SKUs: OE2**

Through onsite consulting, RightNow will review Customer's initial implementation project goals, evaluate current and future goals, and determine if the Customer is in line with RightNow Best practices. RightNow will take into consideration the following areas to ensure Customer is using RightNow in the most efficient and effective way possible: technology, business process, user adoption & effectiveness and provide suggestions to optimize the capabilities of Customer's implementation. RightNow will review Customer's original implementation goals and objectives, solution effectiveness, the system environment (hosted), configuration variables, knowledge base status, site performance, reporting interpretation and approach, and best practice scores with actionable recommendations. RightNow will also evaluate business processes and associated workflow to identify inefficiencies and misalignments between the solution and processes and observe agents in action to assess their current skill with the solution and suggest methods for increasing their effectiveness. This engagement is limited to the optimization of one RightNow module. Customer is responsible for RightNow's travel and expenses for the onsite visit. Services must be used within 12 months of purchase or will expire. Elements include:

- Optimization Report, including documentation of initial interview with Customer Administrator to compare installation settings with current settings to determine a real, current state of the system – document differences, possible inefficiencies and recommendations for improvement; and observation of appropriate users (by product) in their work state, to determine work-flow efficiencies – make note of inefficiencies and make recommendations for improvement.

## **Analytics Optimization Engagement – Remote**

**Applicable SKUs: OE-AN**

A RightNow Analytics Expert will work with the client's Administrator and business sponsor to review and understand current business processes and primary reporting goals. Based on this review RightNow and the client will define reporting gaps and define the new criteria to develop and build new analytics reports to provide the data required by the client. RightNow will work with the customer to review existing reports and ensure the customer understands what reports best pertain to their business and how the numbers to those reports are defined. RightNow will work with the client to review and clean up the analytics console to ensure any

previously created custom reports and standard reports are providing the information the customer is expecting. For any existing custom reports not being utilized or that are not providing expected results can be removed to ensure the best analytics are being utilized while also improving ease of use for upgrades and analytics management. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit. Services must be used within 12 months of purchase or will expire.

Elements  
include:

- ◆ Review of current business processes to determine in-depth reporting requirements
- ◆ Review of existing standard reports specific to your business process, creation of new custom analytics reports to provide further business insight (top 5 used)
- ◆ Analytics review and clean up of unused reports
- ◆ Coaching session on advanced analytics- how did we create the new reports in your system

## Remote Product Coaching

Applicable SKUs:  
RPC

RightNow will provide a consultant to deliver eight (8) hours of remote product coaching focusing on understanding or optimizing a specific product feature (new or existing) or to solve a specific business problem or need. Two (2) hours of project management time are also included. The RightNow resource will work with the customer to create a detailed agenda, schedule and deliver coaching based on the agenda, and schedule a follow up Q&A session with documented results, recommendations and next steps within the time block purchased. The method which the coaching hours are to be consumed will be determined based on customer need. Hours must be consumed within one (1) month or will expire. Maximum of eight (8) units can be purchased.

Elements include:

- ◆ Detailed agenda
- ◆ Product coaching
- ◆ Engagement summary document with recommendations/next steps

## RightNow Community Discovery Services

Applicable SKUs: COM-DSC

RightNow Professional Services will go onsite to engage in a customer community discovery session to define business goals, member goals and key interactions. Deliverables for this engagement will include a community schematic as well as a project timeline and estimate (Statement of Work). Customer is responsible for RightNow's travel and expenses in the event of an onsite visit.

## Universal Credits (UNCR)

Applicable SKUs: UNCR-E1-1201

The purchase of Universal Credits allows Customers the flexibility to pre-pay an amount to be applied toward future purchases of RightNow Professional Services. Customers can subsequently determine the type of Professional Services that will be most useful to them. Customers can apply Universal Credits toward the purchase of packaged Professional Services offerings, custom Fixed Fee or Time and Material engagements and can be used to fund RightNow's travel and related expenses in conjunction with the delivery of the Professional Services. At the point of consumption, each Universal Credit purchased will be discounted 10%. The discount will be deducted from the price of the packaged Professional Services offerings, Fixed Fee or Time and Material engagements. The 10% discount is not applicable: (i) If Customer has negotiated Professional Services rates; and (ii) does not apply to RightNow travel and expenses. Universal Credits must be used within 12 months of purchase or will expire.

## Universal Service Credits

### Applicable SKUs: USC

The purchase of Universal Service Credits allows the Customer the flexibility to pre-pay an amount to be applied toward RightNow Technologies' Professional Services based on the hourly rate specified in this Order Form. The Customer can then determine the type of consulting, training, or technical services (i.e., customization/integration/data imports) that will be of most use to them at a future date. USCs may also be applied toward education services (i.e., workshops, onsite training) at the list price at the time such education services are used. Universal Service Credits must be used within 12 months of purchase or will expire. The following highlights the number of USCs required for some of our service offerings:

- ◆ One Hour of Consulting – 1 USC
- ◆ One Regional Workshop Day for one person\* - 2.5
- ◆ One day Onsite Training for up to five people – 12.5
- ◆ One Day Custom Training for up to five people – 12.5
- ◆ Each person above five for onsite/custom training – 2.5
- ◆ => Note: As an example, if a regional workshop is four days long, the Customer can use 10 USCs to attend

## Travel & Expense Estimate (Available for US Public Sector Only)

### Applicable SKUs: GOV-TE

Available North America only

The Travel & Expense Estimate provides our public sector Customers and resellers the ability to include an estimated budget amount to fund travel and related expenses associated with RightNow's delivery of services. RightNow will invoice actual travel and expenses on a monthly basis. If Customer is a United States Federal Government agency, RightNow will invoice travel and expenses according to the Federal Travel Regulation ("FTR") for Federal Civilian agencies and the Joint Federal Travel Regulation ("JFTR") for Department of Defense organizations. If RightNow's actual travel and related expenses exceed the Travel & Expense Estimate, RightNow will secure approval from Customer or reseller prior to incurring additional expenses.

## Additional 20 GB Peak Total Storage

### Applicable SKUs: DS-1203, B58547

A block of Additional Peak Storage consists of 20 GB. Each block of additional peak storage purchased under the ordering document applies for the duration of the Service Period of the Oracle RightNow Service under the ordering document. Entitles Customer to consume twenty (20) GB of additional total storage through any of the following:

- ◆ File Attachments
- ◆ Archived Incidents
- ◆ Oracle RightNow product (e.g. Binaries, Programs, PHP Files, Assets, Code)
- ◆ All dynamic data (e.g. Incidents, Answers, Contacts, Rules, Reports, Customizable Menus)

## Oracle RightNow Preferred Customer Care Package

### Applicable SKUs: PREF-CCP-1203, B69324

The Oracle RightNow Preferred Customer Care Package includes the following elements (this package does not include support for customizations performed by Customer):

- ◆ Access to the Oracle RightNow knowledgebase via the support portal
- ◆ Access to the Oracle RightNow Community portal (<http://communities.rightnow.com>)
- ◆ Access to the Oracle RightNow Virtual CIO Cloud Service (<https://csp.rightnow.com/vcio/>)
- ◆ Provision of the following support for version upgrades:
  - ✓ Communication of major release changes

- ✓ General support of upgrade process questions via incident
- ✓ Kick off meeting to outline important upgrade topics
- ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
- ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
- ✓ 30-Day post-cutover support
- ◆ Linguistic Support for Oracle RightNow Intent Guide Cloud Service (only applicable if Customer has purchased Tier 2 Sessions)
- ◆ Unlimited email support – agent allocation based on pool
- ◆ Phone support
  - ✓ Severity 1&2: 24x7x365
  - ✓ Severity 3&4: 5x24 Business Days
- ◆ Customer Care Service Level Objectives and Hosting Availability based on table below
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

	Preferred			
Customer Care Service Level Objectives				

Severity Level 1	Target Response	7x24X365*	1 Hour		
	Target Resolve	7x24X365*	4 Hours		
Severity Level 2	Target Response	7x24X365*	4 Hours		
	Target Resolve	7x24X365*	72 Hours		
		Severity Level 3		Target Response	5x24 Business Days
				Target Resolve	5x24 Business Days
		Severity Level 4		Target Response	5x24 Business Days
				Target Resolve	5x24 Business Days

24 Hours

Reasonable Commercial Effort  
72 Hours

Reasonable Commercial Effort

Support of Customizations (Integrations, Extensions) written by RightNow Professional Services

- Upgrade of Customizations (Integrations, Extensions) written by PS
- Requirements Document
- Test Plan Document
- Migration of Customizations
- QA Testing of Customizations against Test Plan

Target: 99.9% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.5% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold

Internal site monitoring at 5 minute increments

## Oracle RightNow Premier Customer Care Package

Applicable SKUs: PREM-CCP-1203, B69325

The Oracle RightNow Premier Customer Care Package includes the following elements (this package does not include support for customizations performed by Customer):

- Access to the Oracle RightNow knowledge base via the support portal
- Access to the Oracle RightNow Community portal (<http://communities.rightnow.com>)
- Access to the Oracle RightNow Virtual CIO Cloud Service (<https://csp.rightnow.com/vcio/>)
- Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- Linguistic Support for Oracle RightNow Intent Guide Cloud Service (only applicable if Customer has purchased Tier 2 Sessions)
- Unlimited email support – agent allocation based on pool
- Phone support
  - ✓ Severity 1&2: 24x7x365
  - ✓ Severity 3&4: 5x24 Business Days
- Customer Care Service Level Objectives and Hosting Availability based on table below
- See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

	Premier			
<b>Customer Care Service Level Objectives</b>				



Severity Level 1	Target Response	7x24X365	15 Minutes		
	Target Resolve	7x24X365	1 Hour		
Severity Level 2	Target Response	7x24X365	1 Hour		
	Target Resolve	7x24X365	24 Hours		
		Severity Level 3		Target Response	5x24 Business Days
				Target Resolve	5x24 Business Days
		Severity Level 4		Target Response	5x24 Business Days
				Target Resolve	5x24 Business Days

24 Hours

Reasonable Commercial Effort  
72 Hours

Reasonable Commercial Effort  
**Customization Support**

Support of Customizations (Integrations, Extensions) written by RightNow Professional Services

- Upgrade of Customizations (Integrations, Extensions) written by PS
- Requirements Document
- Test Plan Document
- Migration of Customizations
- QA Testing of Customizations against Test Plan

**Cloud Services Service Level Objectives**

Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold

**Hosting Availability Monitoring** Internal site monitoring at 1 minute increments

## Oracle RightNow Defense Information Systems Agency Customer Care Package

Applicable SKUs: DISA-CCP-1203, B69326

The Oracle RightNow Defense Information Systems Agency Customer Care Package includes the following elements (this package does not include support for customizations performed by Customer):

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the Oracle RightNow Community portal (<http://communities.rightnow.com>)
- ◆ Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- ◆ Cleared personnel
- ◆ Unlimited email support – agent allocation based on pool
- ◆ One (1) unit of the Oracle RightNow Premium Care Account Specialist Overlay (SKU: PCAS-1203)
- ◆ Phone support
  - ✓ Severity 1: 24x7x365
  - ✓ Severity 2,3 and 4: 5x24 Business Days
- ◆ Customer Care Service Level Objectives based on table below
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Oracle RightNow Defense Information Systems Agency Customer Care Package					
Severity Level 1	Target Response	7x24X365	15 Minutes		
	Target Resolve	7x24X365	1 Hour		
	Target Refer	7x24X365	1 Hour		
Severity Level 2	Target Response	7x24X365	4 Hours Target Resolve	7x24X365	24
	Hours Target Refer	7x24X365	24 Hours		
Severity Level 3			Target Response	5x24	
			Target Resolve	Business Days 5x24	
			Target Refer	Business Days 5x24	
			Target Response	Business Days 5x24	
Severity Level 4			Target Response	Business Days 5x24	
			Target Resolve	Business Days 5x24	
			Target Refer	Business Days 5x24	
				Business Days	

48 Hours

Reasonable Commercial Effort Reasonable Commercial Effort  
72 Hours

Reasonable Commercial Effort Reasonable Commercial Effort

Support of Customizations (Integrations, Extensions) written by RightNow Professional Services

- Upgrade of Customizations (Integrations, Extensions) written by PS

<b>Product Availability</b>	<ul style="list-style-type: none"><li>• Requirements Document</li><li>• Test Plan Document</li><li>• Migration of Customizations</li><li>• QA Testing of Customizations against Test Plan</li></ul> <p>Product Availability Target: 99.5% (measured at the end of each calendar quarter) based on application availability. Events that impact the application's ability to provide services as a result of events within the DISA enclave that impact the hardware solution, are not eligible to be applied toward the Product Availability Target. Coordination of application issues that are determined to be linked to events within the DISA enclave are detailed out in the communication section of the CONOPS between RNT and DISA OST.</p> <p>No Service Level Credits are applicable within this contract.</p>
<b>Hosting Availability</b>	Hosting availability subject to DISA deliverables around the Mission Assurance Category (MAC) level three (III) system and exclusively between the Customer and DISA.

## Oracle RightNow Managed Service Provider Customer Care Package

**Applicable SKUs:** [MSP-CCP-1203](#), [B69327](#)

Available in North America only

The Oracle RightNow Managed Service Provider Customer Care Package includes the following elements (this package does not include support for customizations performed by Partner or Partner's clients):

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the Oracle RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Provision of the following support for version upgrades:
  - ✓ Communication of major release changes
  - ✓ General support of upgrade process questions via incident
  - ✓ Kick off meeting to outline important upgrade topics
  - ✓ Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
  - ✓ "Like for like" functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
  - ✓ 30-Day post-cutover support
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Phone support
  - ✓ Severity 1: 24x7x365
  - ✓ Severity 2,3 and 4: 8-5 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

## Oracle RightNow PCI Premium Account Specialist Overlay

[Applicable SKUs: PCI-PCAS-1203, B69330](#)

The Oracle RightNow PCI Premium Account Specialist Overlay is only available for Customers in the PCI Cloud. It includes the following elements:

- ◆ Designated Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
- ◆ Designated PCAS will support up to 10 Customers
- ◆ Support for up to eight (8) Customer contacts and four (4) Customer Instances
- ◆ Monthly status calls
- ◆ Oversight of initial migration to the PCI Certified Cloud
- ◆ Annual upgrade lifecycle oversight
- ◆ Annual PCI certification audit oversight
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests

See definitions and further details at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

## Oracle RightNow Premium Care Account Specialist Overlay

[Applicable SKUs: PCAS-1203, B69331](#)

If a single (1) unit of the Oracle RightNow Premium Care Account Specialist (PCAS) Overlay package is purchased, the following deliverables are provided:

- ◆ Assigned Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
- ◆ PCAS will support up to 5 Customers
- ◆ Support for up to eight (8) Customer contacts and six (6) Customer Instances
- ◆ Weekly status calls
- ◆ Annual upgrade lifecycle oversight
- ◆ Up to bi-annual (calendar year) tune-ups (limit of one (1) interface per tune-up)
- ◆ Bi-annual (calendar year) service reviews
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ For Customers on the PCI Cloud:
  - ✓ Oversight of initial migration to the PCI Certified Cloud
  - ✓ Annual PCI certification audit oversight

If two (2) units of the Oracle RightNow Premium Care Account Specialist Overlay package are purchased, the following deliverables are provided:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation on all incidents\*
- ◆ Dedicated PCAS will support up to 2 Customers
- ◆ Half-time extension of Customer's staff - support for up to twelve (12) Customer contacts and eight (8) Customer Instances
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Weekly status calls
- ◆ Bi-annual upgrade lifecycle oversight
- ◆ Up to quarterly (calendar year) tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly (calendar year) service reviews
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Delivery support
- ◆ Assistance with report development

- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ For Customers on the PCI Cloud:
  - ✓ Oversight of initial migration to the PCI Certified Cloud
  - ✓ Annual PCI Certification Audit Oversight

If three (3) units of the Oracle RightNow Premium Care Account Specialist Overlay package are purchased, the following deliverables are provided:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation on all incidents\*
- ◆ Dedicated PCAS will support only a single Customer
- ◆ Full-time extension of Customer's staff - support for up to twelve (12) Customer contacts and ten (10) Customer Instances
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Hosted RightNow corporate visit (Travel and Expenses are not included)
- ◆ Weekly status calls
- ◆ Unlimited upgrade lifecycle oversight
- ◆ Up to monthly tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly (calendar year) service reviews (will include members of the RightNow Executive Team)
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Product knowledge transfer
- ◆ Delivery support
- ◆ Assistance with report development
- ◆ Project coordination
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ For Customers on the PCI Cloud:
  - ✓ Oversight of initial migration to the PCI Certified Cloud
  - ✓ Annual PCI Certification Audit Oversight

See definitions and further details at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

\*Incidents submitted outside of the Business Day (8-5) for the region in which the PCAS works will still receive the SLA associated with the purchased Customer Care Package and worked by the agent pool.

## Oracle RightNow Cobrowse Remote Support Cloud Service

**Applicable SKUs: COB-RS-NU-1203, COB-RS-SM-1203, B68544, B68545**

Oracle RightNow Cobrowse Remote Support Cloud Service enables a consumer to share his or her browser, or other application, while engaging in a live chat or phone conversation with a contact center agent, helping to facilitate the transition from self-service to assisted-service seamlessly by establishing a virtual connection between agents and consumers. Oracle RightNow Cobrowse Remote Support Cloud Service also allows the agent to remotely reboot and reconnect to a consumer's computer and for the consumer and agent to transfer files during a co-browse session.

Usage Limits Oracle RightNow Cobrowse Remote Support Cloud Service is subject to usage limits based upon:

- ◆ a maximum number of Authorized Users (Hosted Named Users or Hosted Seat Months)

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle Cloud Priority Service

**Applicable Part # B70519, B77074**

Oracle Cloud Priority Service consists of the following:

1. Support Delivery Management: An Oracle Technical Account Manager (“TAM”) ([B76702](#), [B76703](#)) will be assigned to you for the duration of the service period set forth in the ordering document. The TAM will serve as your primary contact for the administration of the services and will communicate with you in a local language (except as noted below).
  - a. Your TAM shall provide the following support services:
    1. Prepare and maintain quarterly service delivery progress reports;
    2. Document the contact details for key Oracle and your appropriate technical contacts (“Customer Contacts”) and Oracle’s escalation procedures (“Joint Contacts and Escalation Guide”); and Provide access to a customer-specific web portal.
  - b. Your TAM will also assist with the following:
    1. Conduct an orientation for your Customer Contacts;
    2. Conduct a delivery planning session;
    3. Maintain the service delivery plan;
    4. Perform quarterly service delivery plan reviews;
    5. Maintain the Joint Contacts and Escalation Guide;
    6. Review all Oracle Support Services activity, including service request (“SR”) activity in connection with individual SRs logged by you or your Customer Contacts. The review may consist of status reports, next steps, if any, and review of your SR priorities;
    7. Serve as your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, “Critical SRs”) and Oracle Cloud services incidents (“Incidents”). The TAM will provide assistance in managing Critical SRs and Incidents as follows:
      - i. SR and Incident management, prioritization and escalation;
      - ii. Communicate the status of your priority SRs and Incidents to your Customer Contact(s);  
and
      - iii. Facilitate communications between Oracle and your Customer Contacts.
    8. Facilitate your access to monthly web conference sessions delivered in English featuring Oracle products.
2. Prioritization
  - a. Oracle will give you priority access to change windows related to your Oracle Cloud services;
  - b. Oracle will prioritize your SRs and Incidents above SRs and Incidents of the same severity level submitted by other Oracle Cloud services customers. Oracle will respond to your SRs and Incidents per the following guidelines (“Service Request Response Guidelines”):
    1. 90% of Severity 1 SRs and Incidents within one (1) hour (24x7);
    2. 90% of Severity 2 SRs and Incidents within two and one half (2.5) local business hours;
    3. 90% of Severity 3 SRs and Incidents within the next local business day; and
    4. 90% of Severity 4 SRs and Incidents within the next local business day
  - c. Oracle will initiate internal escalations for Severity 1 and Severity 2 SRs and Severity 1 and Severity 2 Incidents according to the Service Request Response Guidelines; and
  - d. Oracle will communicate SRs and Incidents to Oracle Product Development, as appropriate



3. Other
  - a. For those customers who are subscribed to Oracle RightNow PCI Certified Cloud Platform Cloud Service ([B69332](#)) or Oracle RightNow Cloud Platform for United States Government Cloud Service ([B69333](#)), the following enhancements will be provided as part of the support for PCI Certification services:
    1. PCI Migration Planning Process
    2. Pre-Migration, Security plan & Test migration
    3. Support and Annual Audits
  - b. If you renew Oracle Cloud Priority Service, your renewal fee for such services will be based on the Oracle Cloud Priority Service pricing policies in effect at the time of renewal
  - c. Oracle Cloud Priority Service may not be available for all programs

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

**Oracle RightNow Standard Dynamic Agent Desktop Cloud Service**

**Applicable Part:** [ST-NU-1203](#), [ST-CU-1203](#), [ST-SM-1203](#), [ST-CSM-1203](#), [B68652](#), [B68560](#), [B68565](#), [B68559](#)

Users of Oracle RightNow Standard Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Standard Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

**Oracle RightNow Web Customer Service**

- ◆ Oracle RightNow Email Management Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
  - Customer Portal Studio

**Oracle RightNow Cross Channel Contact Center**

- ◆ Case Management
  - Core Agent Desktop
  - Incident (Case) and SLA Management
  - Business Rules, Escalations and Routing
- ◆ Interaction Management
  - Oracle RightNow Basic Screen Pop Cloud Service
  - Oracle RightNow Offer Advisor Cloud Service
- ◆ Oracle RightNow Mobile Agent App Cloud Service
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
  - Configuration Capabilities
  - Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
  - Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Analytics Cloud Service
- ◆ One (1) Oracle RightNow Instance Cloud Service
- ◆ ([B68550](#)) Oracle RightNow Connect Cloud Service
  - Oracle RightNow Connect Web Service API Operations

- Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
  - Oracle RightNow Cloud Platform Cloud Service

**Oracle RightNow Knowledge Management**

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

**Usage Limits:** Oracle RightNow Standard Dynamic Agent Desktop Cloud Service is subject to usage

- ◆ limits based on: A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
<b>Peak Database Storage</b>	24 MB per User <sup>1</sup>	72 MB per User <sup>1</sup>	2 MB per User <sup>1</sup>	6 MB per User <sup>1</sup>
<b>Peak File</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	10 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>
<b>Monthly Bandwidth</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	10 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>
<b>Oracle RightNow Emails Sent Cloud Service</b>	1,000 Emails Sent per Month <sup>2</sup>	1,000 Emails Sent per Month <sup>2</sup>	1,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>	1,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>
<b>Oracle RightNow Connect Cloud Service</b>	15,000 API Operations per User per Month <sup>4</sup>	45,000 API Operations per User per Month <sup>4</sup>	15,000 API Operations per User per Service Period	45,000 API Operations per User per Service Period <sup>5</sup>
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users)			
<b>Oracle RightNow App Builder Custom Objects Cloud Service</b>	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
<b>Incident Archiving</b>	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days <sup>6,7</sup> .			

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

<sup>2</sup>Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

<sup>3</sup>Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

<sup>4</sup>Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

<sup>5</sup>Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

<sup>6</sup>Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

<sup>7</sup>Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service**

**Applicable SKUs:** [ENT-NU-1203](#), [ENT-CU-1203](#), [ENT-SM-1203](#), [ENT-CSM-1203](#), [B68242](#), [B68243](#), [B68314](#), [B68275](#)

Users of Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

### **Oracle RightNow Web Customer Service**

- ◆ Oracle RightNow Email Management Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
  - Customer Portal Studio

### **Oracle RightNow Cross Channel Contact Center**

- ◆ Case Management
  - Core Agent Desktop
  - Incident (Case) and SLA Management
  - Business Rules, Escalations and Routing
- ◆ Interaction Management
  - Oracle RightNow Basic Screen Pop Cloud Service
  - Oracle RightNow Offer Advisor Cloud Service
- ◆ Oracle RightNow Incident Collaboration Cloud Service (for customers NOT in the PCI Certified Cloud, Department of Defense Cloud or Government Cloud in the United Kingdom or North America)
- ◆ Oracle RightNow Mobile Agent App Cloud Service
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
  - Configuration Capabilities
  - Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
  - Oracle RightNow Guided Assistance Cloud Service
  - Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Outreach Cloud Service
- ◆ Oracle RightNow Feedback Cloud Service Oracle RightNow Analytics Cloud Service
- ◆ Oracle RightNow Social Monitor Cloud Service ([B68247](#), [B68248](#), [B68279](#), [B68280](#))
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ◆ Oracle RightNow Connect Cloud Service
  - Oracle RightNow Connect Web Service API Operations
  - Oracle RightNow Desktop App Builder Add-Ins Cloud Service
  - Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud

Service

- o Oracle RightNow Cloud Platform Cloud Service
- ♦ Oracle RightNow Incident Thread Masking Cloud Service

**Oracle RightNow Knowledge Management**

- ♦ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

**Usage Limits:** Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service is subject to usage

- ♦ limits based on: A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ♦ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ♦ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
<b>Peak Database Storage</b>	72 MB per User <sup>1</sup>	216 MB per User <sup>1</sup>	6 MB per User <sup>1</sup>	18 MB per User <sup>1</sup>
<b>Peak File Storage</b>	360 MB per User <sup>1</sup>	1080 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>	90 MB per User <sup>1</sup>
<b>Monthly Bandwidth</b>	360 MB per User <sup>1</sup>	1080 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>	90 MB per User <sup>1</sup>
<b>Oracle RightNow Emails Sent Cloud Service</b>	6,000 Emails Sent per Month	6,000 Emails Sent per Month	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>
<b>Oracle RightNow Connect Cloud Service</b>	50,000 API Operations per User per Month <sup>4</sup>	150,000 API Operations per User per Month <sup>4</sup>	50,000 API Operations per User per Service Period <sup>5</sup>	50,000 API Operations per User per Service Period <sup>5</sup>
Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users)				
<b>Oracle RightNow App Builder Custom Objects Cloud Service</b>	Maximum of 50 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
<b>Oracle RightNow Additional Mailbox</b>	One (1) Oracle RightNow Additional Mailboxes (B68311) with the first purchase of an Authorized User. This mailbox will be provided for use with Oracle RightNow Outreach Cloud Service and/or Oracle RightNow Feedback Cloud Service.			
<b>Incident Archiving (Default)</b>	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days <sup>6,7</sup> .			

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

<sup>2</sup>Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

<sup>3</sup>Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

<sup>4</sup>Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

<sup>5</sup>Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

<sup>6</sup>Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

<sup>7</sup>Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service**

**Applicable SKUs: B76485, B76486, B76487, B76488**

Note: Oracle RightNow Co-browse Cloud Service is being end-of-lifed will no longer be a feature of this service after December 31, 2023.

Users of Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

### **Oracle RightNow Web Customer Service**

- ◆ Oracle RightNow Chat Cloud Service ([B68258](#), [B68259](#), [B68281](#), [B68262](#))

Oracle RightNow Email Management Cloud Service

- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
  - Customer Portal Studio

### **Oracle RightNow Cross Channel Contact Center**

- ◆ Case Management
  - Core Agent Desktop
  - Incident (Case) and SLA Management
  - Business Rules, Escalations and Routing
- ◆ Interaction Management
  - Oracle RightNow Basic Screen Pop Cloud Service
  - Oracle RightNow Offer Advisor Cloud Service
- ◆ Oracle RightNow Incident Collaboration Cloud Service (for customers NOT in the PCI Certified Cloud, Department of Defense Cloud or Government Cloud in the United Kingdom or North America)
- ◆ Oracle RightNow Mobile Agent App Cloud Service
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service

- Configuration Capabilities
- Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
- Oracle RightNow Guided Assistance Cloud Service ([B68300](#), [B68301](#), [B68283](#), [B68284](#))
- Oracle RightNow Agent Scripting Cloud Service ([B68302](#), [B68303](#), [B68285](#), [B68286](#))
- Oracle RightNow Desktop Workflow Cloud Service ([B68304](#), [B68305](#), [B68287](#), [B68288](#))
- Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Outreach Cloud Service
- ◆ Oracle RightNow Feedback Cloud Service
- ◆ Oracle RightNow Analytics Cloud Service
- ◆ Oracle RightNow Social Monitor Cloud Service ([B68247](#), [B68248](#), [B68279](#), [B68280](#))
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ◆ Oracle RightNow Connect Cloud Service
  - Oracle RightNow Connect Web Service API Operations
  - Oracle RightNow Desktop App Builder Add-Ins Cloud Service
  - Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
  - Oracle RightNow Cloud Platform Cloud Service
  - One (1) Oracle Additional Test Environment for Oracle RightNow Cloud Service ([B70790](#))
  - Oracle RightNow Single Sign-On Cloud Service ([B68558](#))
  - Oracle Virtual Private Network for Oracle RightNow Cloud Service ([B70797](#))
  - Oracle RightNow Dedicated Outbound IP Address Cloud Service ([B68551](#))
  - Oracle RightNow Custom Domain SSL Application Hosting
- ◆ ([B68310](#)) Oracle RightNow Incident Thread Masking Cloud Service

**Oracle RightNow Knowledge Management**

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

**Usage Limits:** Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service is subject to usage limits based on:

- ◆ A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
<b>Peak Database Storage</b>	216 MB per User <sup>1</sup>	648 MB per User <sup>1</sup>	18 MB per User <sup>1</sup>	54 MB per User <sup>1</sup>
<b>Peak File Storage</b>	1080 MB per User <sup>1</sup>	3240 MB per User <sup>1</sup>	90 MB per User <sup>1</sup>	270 MB per User <sup>1</sup>
<b>Monthly Bandwidth</b>	1080 MB per User <sup>1</sup>	3240 MB per User <sup>1</sup>	90 MB per User <sup>1</sup>	270 MB per User <sup>1</sup>

<b>Oracle RightNow Emails Sent Cloud Service</b>	6,000 Emails Sent per Month	6,000 Emails Sent per Month	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>
<b>Oracle RightNow Connect Cloud Service</b>	250,000 API Operations per User per Month <sup>4</sup>	750,000 API Operations per User per Month <sup>4</sup>	250,000 API Operations per User per Service	750,000 API Operations per User per Service
Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users)				
<b>Oracle RightNow App Builder Custom Objects Cloud Service</b>	Maximum of 200 Custom Objects per Instance.			
<b>Oracle RightNow Additional Mailbox</b>	Six (6) Oracle RightNow Additional Mailboxes (B68311) with the first purchase of an Authorized User. One (1) mailbox will be for use with Oracle RightNow Outreach Cloud Service and/or Oracle RightNow Feedback Cloud Service and five (5) additional mailboxes will be for general use.			
<b>Incident Archiving (Default)</b>	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days <sup>6,7</sup> .			

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

<sup>2</sup>Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

<sup>3</sup>Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

<sup>4</sup>Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

<sup>5</sup>Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

<sup>6</sup>Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

<sup>7</sup>Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service

**Applicable SKUs: SACHAT-NU-1203, SACHAT-CU-1203, SACHAT-SM-1203, SACHAT-CSM-1203, B68553, B68554, B68555, B68556**

Users of Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

### Oracle RightNow Web Customer Service

- ◆ Oracle RightNow Chat Cloud Service ([B68258](#), [B68259](#), [B68281](#), [B68262](#))
- ◆ Oracle RightNow App Builder Experience Designer Cloud

Service

- o Customer Portal Studio

**Oracle RightNow Cross Channel Contact Center**

- ◆ Case Management
  - o Core Agent Desktop
  - o Incident (Case) and SLA Management (Limited)
  - o Business Rules, Escalations and Routing
- ◆ (Limited) Interaction Management
  - o Oracle RightNow Basic Screen Pop Cloud Service
  - o Oracle RightNow Offer Advisor Cloud Service
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
  - o Configuration Capabilities
- ◆ Oracle RightNow Feedback Cloud Service (Chat Surveys Only)
- ◆ Oracle RightNow Analytics Cloud Service
- ◆ One (1) Oracle RightNow Instance Cloud Service
- ◆ ([B68550](#)) Oracle RightNow Connect Cloud Service
  - o Oracle RightNow Connect Web Service API Operations
  - o Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
  - o Oracle RightNow Cloud Platform Cloud Service

**Oracle RightNow Knowledge Management**

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

**Usage Limits:** Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service is subject to usage

- ◆ limits based on: A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
<b>Peak Database Storage</b>	24 MB per User <sup>1</sup>	72 MB per User <sup>1</sup>	2 MB per User <sup>1</sup>	6 MB per User <sup>1</sup>
<b>Peak File Storage</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	10 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>
<b>Monthly Bandwidth</b>	120 MB per User <sup>1</sup>	360 MB per User <sup>1</sup>	10 MB per User <sup>1</sup>	30 MB per User <sup>1</sup>
<b>Oracle RightNow Emails Sent Cloud Service</b>	1,500 per Month <sup>2</sup>	1,500 per Month <sup>2</sup>	1,500 *# of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>	1,500 *# of Months in the Committed Service Period Emails Sent for Service Period <sup>3</sup>
<b>Oracle RightNow</b>	10,000 API Operations per User per Month <sup>4</sup>	30,000 API Operations per User per Month <sup>4</sup>	10,000 API Operations per User per Service Period <sup>4</sup>	30,000 API Operations per User per Service Period <sup>4</sup>



<b>Connect Cloud Service</b>	Absolute limit of 7,500,000 Operations per day (regardless of the number of Authorized Users purchased).
<b>Oracle RightNow App Builder Custom Objects Cloud Service</b>	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.
<b>Incident Archiving (Default)</b>	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days <sup>6,7</sup> .

<sup>1</sup>Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

<sup>2</sup>Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

<sup>3</sup>Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

<sup>4</sup>Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

<sup>5</sup>Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

<sup>6</sup>Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

<sup>7</sup>Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle RightNow Social Monitor Cloud Service**

**Applicable SKUs:** CM-NU-1203, CM-CU-1203, CM-SM-1203, CM-CS-1203, B68247, B68248, B68279, B68280

Users of Oracle RightNow Social Monitor Cloud Service are authorized to access the following

- module(s): Oracle RightNow Social Monitor Cloud Service

**Usage Limits:** Oracle RightNow Social Monitor Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle RightNow Foundation Website Search Cloud Service**

**Applicable SKUs:** WP-WS-1203, B68254

Users of Oracle RightNow Foundation Website Search Cloud Service are authorized to access the following

- module(s): Oracle RightNow Foundation Website Search Cloud Service

**Usage Limits:** Oracle RightNow Foundation Website Search Cloud Service is subject to usage limits based upon:

- ♦ 20,000 Documents Indexed

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **TELUS Silver Support Service for Oracle RightNow Customers**

**Applicable SKUs: TELUS-SSUP-1203, B69328**

Please reference the “TELUS Frontline Customer Care Guide” located at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

## **TELUS Gold Support Service for Oracle RightNow Customers**

**Applicable SKUs: TELUS-GSUP-1203, B69329**

Please reference the “TELUS Frontline Customer Care Guide” located at [http://www.rightnow.com/services\\_descriptions.php](http://www.rightnow.com/services_descriptions.php)

## **TELUS Hosting Service for Oracle RightNow Customers**

**Applicable SKUs: TELUS-RC-1203, B69335**

This offering is designed as an option for customers requiring hosting services in Canada

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **TELUS Hosting Service for Internal TELUS Business Units**

**Applicable SKUs: TELUS-TB-1203, B69336**

This offering is designed as an option for customers requiring hosting services in Canada

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## **Oracle Policy Automation Embeddable Models Cloud Service**

**Applicable SKUs: B89462**

Users of Oracle Policy Automation Embeddable Models Cloud Service are authorized to access the following modules:

- Oracle Policy Automation Embeddable Models Cloud Service

**Usage Limits:** Oracle Policy Automation Embeddable Models Cloud Service is subject to usage limits based upon:

- Execution of a maximum number of Hosted Embeddable Models, as defined in your order, on any number of devices
- One (1) Oracle RightNow Instance Cloud Service ([B68550](#)), for Oracle Policy Automation only, with the first purchase of Oracle Policy Automation Embeddable Models Cloud Service
- An additional 1024 MB of monthly bandwidth per purchased embeddable model

**Embeddable Model Support:** The Oracle Policy Automation Embeddable Models Cloud Service includes the right to distribute Oracle Policy Automation software, provided it is unmodified from the executable JavaScript form obtained from Oracle Policy Automation Embeddable Models Cloud Service and is executed via a supported JavaScript engine. This right ceases when the subscription terminates for Oracle Policy Automation Embeddable Models Cloud Service. Updates to policies in this form can only be made via and obtained from Oracle Policy Automation Embeddable Models Cloud Service. Updates to Oracle Policy Automation Embeddable Models Cloud Service may include changes to the executable JavaScript form it provides. The Customer is solely responsible for managing and distributing the executable JavaScript model, including the implementation, operation, security and maintenance outside the Services Environment.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts)

## Customer Data Management Cloud Service-Hosted Named User

Applicable Part # B91434

Users of the Oracle Customer Data Management Cloud Service are authorized to access the following modules:

- Customer Data Management dashboard
- Data Quality – Matching
- Data Quality – Standardization
- Data Steward productivity tools
- Data import & file import
- Survivorship and agreement rules
- Manual merge and auto merge
- Linking
- Audit reporting
- Fusion Data Quality Records

**Usage Limits:** The Oracle Customer Data Management Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database (Records)	Storage	Fusion Data Quality Records	Data	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	50,000		50,000 customer	per	200	N/A

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle SaaS Public Cloud Services Pillar Document*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## ORACLE ADVANCED CUSTOMER SUPPORT

### Oracle Cloud Priority Support for SaaS

**Applicable Part # B86668, B86669**

If your order contains Oracle Cloud Priority Support for SaaS, Oracle will provide the services described at [oracle.com/contracts](https://www.oracle.com/contracts). Specific link is <https://www.oracle.com/assets/technical-cloud-prof-services-desc-4010028.pdf>

### Oracle Technical Account Management for PCI Services

**Applicable Parts: B76702, B76703**

Oracle Technical Account Management for PCI Services provides the following:

- ♦ Migration and assessment services for RightNow customers seeking to have their site hosted through Oracle RightNow PCI Cloud Platform Cloud Service ([B69332](#)) or Oracle RightNow Cloud Platform for United States Government Cloud Service ([B69333](#)).
- ♦ Technical Account Manager who coordinates with Oracle Consulting Services and/or Partners, and Oracle's Cloud Operations team
- ♦ Migration Planning Process
- ♦ Pre migration, Security plan & Test migration
- ♦ Support and Annual Audits
- ♦ This service is delivered remotely

The following terms apply:

- ♦ Customer must purchase and maintain Subscription to one of the following:
  - 1) Oracle RightNow PCI Cloud Platform Cloud Service ([B69332](#))
  - 2) Oracle RightNow Cloud Platform for United States Government Cloud Service ([B69333](#))
  - 3) Oracle Cloud Priority Service ([B70519](#), [B77074](#))
  - 4) Oracle Cloud Priority Support for SaaS ([B86668](#), [B86669](#))
- ♦ Oracle Technical Account Management for PCI Services will not replace any existing services
- ♦ This service and its elements are delivered remotely

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](https://www.oracle.com/contracts)

## APPENDIX 1 (UPGRADE SUPPORT)

### Oracle RightNow Upgrade Support

This offering includes ‘like for like upgrade support’ for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site in order to achieve functional parity, although the code itself may be modified in order to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Deliverable	Assumptions	Exclusions
Ongoing Support	<ul style="list-style-type: none"> <li>Oracle will make commercially reasonable efforts to ensure that these Oracle Cloud Services are available for no less than ten years from the date of this document</li> </ul>	
Communication of major release changes	<ul style="list-style-type: none"> <li>The Technical Migration Manager (TMM) will direct the Customer to the Upgrade Guide, Release Notes, Workstation / System Requirements</li> </ul>	<ul style="list-style-type: none"> <li>Consultation, coaching or training around new features and functionality</li> <li>Configuration of new features or functionality</li> </ul>
General support of upgrade process questions via incident	<ul style="list-style-type: none"> <li>The Customer can submit incidents to Customer Care and they will be routed to the TMM accordingly.</li> <li>Examples of incidents would be: <u>timeline UAT cutover next steps etc</u></li> </ul>	<ul style="list-style-type: none"> <li>Product related questions such as “how to configure a new feature”.</li> </ul>
Kick off meeting to outline important upgrade topics	<ul style="list-style-type: none"> <li>The TMM will present a kick off PowerPoint presentation to discuss <u>the upgrade process and next steps.</u></li> </ul>	
Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering	<ul style="list-style-type: none"> <li>Support package service level targets apply, as outlined in the Oracle Cloud Support Policy within the Oracle Cloud- SaaS Enterprise Hosting and Delivery Policies and/or Service Description for Oracle Cloud Priority Support or legacy Oracle RightNow Customer Care Packages.</li> <li>Post-cutover incidents are to be <u>submitted to the TMM</u></li> </ul>	<ul style="list-style-type: none"> <li>Management of non-upgrade related issues.</li> <li>Management of incidents submitted more than 30 days after upgrade.</li> </ul>
“Like for like” functionality migration and/or testing. This may include migrating customizations written by Oracle Professional Services from unmanaged to managed frameworks	<ul style="list-style-type: none"> <li>Oracle may choose not to migrate a customer to a managed framework.</li> <li>If Oracle chooses to migrate customizations as part of the upgrade, Oracle will migrate customizations <u>written only by Oracle Professional</u></li> </ul>	<ul style="list-style-type: none"> <li>Duplication of look and feel when moving from one framework to another.</li> <li>Set up or configuration of new features or functionality.</li> <li>Core functionality testing.</li> <li><u>Formal requirements or test</u></li> </ul>

	<p>obtain a 'like for like' functionality in the new version.</p> <ul style="list-style-type: none"> <li>• "Like for like" does not mean "exact" look and feel, but will have similar functionality. Look and feel migration may not have the same look and feel if moving from one end-user framework to another.</li> <li>• Oracle will build test cases for all customizations written by RightNow</li> </ul>	<ul style="list-style-type: none"> <li>• Updates to managed framework customizations.</li> <li>• Customizations on unsupported platforms.</li> </ul>
30-Day post-cutover support	<ul style="list-style-type: none"> <li>• Oracle will address custom code incidents reported by the client within 30 days of upgrade; Oracle will only address custom code incidents for code written by Oracle.</li> <li>• All support will be provided remotely.</li> <li>• Post upgrade incidents must be reported through Oracle's support channel.</li> <li>• Incidents regarding custom code reported more than 30</li> </ul>	<ul style="list-style-type: none"> <li>• Support for code written by Oracle clients or third parties.</li> <li>• Incidents regarding custom code reported more than 30 days after upgrade.</li> <li>• Response and resolution times above the service level targets defined by the Service Description and incident severity.</li> </ul>

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Enterprise Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **PROFESSIONAL SERVICES**

**SEE THE ORACLE RIGHTNOW SERVICES DESCRIPTIONS FOR  
PROFESSIONAL SERVICES ON [WWW.ORACLE.COM/CONTRACTS](http://WWW.ORACLE.COM/CONTRACTS)**



