Customer Quick Reference Guide
Escalation Process for Oracle Premier Support

Oracle resolves problems according to the priority or severity of an issue. The ability to assess the severity of an issue and assign a rating that drives the appropriate response is the cornerstone of the problem resolution process. Customers should escalate an issue when they:

- encounter a critical roadblock or showstopper to implementation or upgrade plans
- urgently need to communicate important business issues to managers in Oracle Support
- are dissatisfied with the resolution or response to a Service Request

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

Escalating an issue brings a heightened level of awareness to management and, when appropriate, more resources. It does not automatically change the severity rating of an issue. Therefore, clear communication is essential to bringing about a successful and timely resolution. If the business impact has changed, or was incorrectly set, customers should request a change of severity rather than escalation of the Service Request (SR). If heightened attention is required for a product defect, customers should request a bug escalation through the support engineer assigned to the Service Request.

In situations where a heightened level of support for a Service Request is essential, Oracle has designed a phased escalation process. This process is the same regardless of the Oracle product family.

Initiating an Escalation

• Step 1: Start the escalation process by updating the SR. Provide a thorough explanation about why you are escalating. Take a moment to complete the following template and enter it in the SR:

****************Escalation Request **************

Reason for escalation, including business impact of the problem that requires escalation

Business or implementation milestone, critical date(s) (milestone date or resolve by date), along with the type of business or implementation milestone

Name of the person requesting the escalation, contact information: phone number, pager, email address

****************Escalation Request**************

• Step 2: Call the Oracle Premier Support number and select the menu option for an existing SR. After entering your SR number, follow the phone menu to the option to escalate your SR. Inform the answering support engineer that you would like to escalate your SR and speak with an escalation manager.

• The engineer will page the appropriate escalation manager, who will call you within approximately 30 minutes of the request. (It is important that you telephone us to ensure that an escalation manager is paged. Updating the SR via the web alone does not guarantee that you will receive a call from the escalation manager within approximately 30 minutes.)

• The manager will work with you to create an acceptable action plan.

• The manager will document the conversation and the action plan in the SR.

• The manager will follow up to ensure that the action plan is followed or reset expectations if necessary.

• The escalation manager owns the escalation until the issue is resolved or escalated to a higher management level. If a customer is dissatisfied with the progress made by the escalation manager, the SR can be escalated to a Senior Director followed by the Oracle Support Vice President, if necessary. As issues are escalated within Oracle's support management, a Director or VP from your company may be asked to be available for the discussions.

Working Effectively with Support

Severity levels describe the impact a SR has on the customer's business and defines the resources to be engaged by both parties, as well as the rules of engagement for the resolution of the SR.

- **Severity 1**: Problem or product defect causes complete loss of service, regardless of the customer environment, and/or work cannot reasonably continue.
- **Severity 2**: Severe loss of service; no acceptable workaround; however, operations can continue in a restricted fashion.
- **Severity 3**: Minor loss of service; impact is an inconvenience that may require a workaround to restore functionality.
- **Severity 4**: No loss of service; minor error that does not impede operations or an enhancement request.

Oracle Premier Support Phone Numbers

Oracle...…1.800.223.1711   CRM On Demand….1.866.853.8521

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

Useful Oracle Websites

My Oracle Support (MOS):
https://support.oracle.com/CSP/ui/flash.html#

Acquired Product Support:
http://www.oracle.com/support/support-integration.html

Additional Resources and Documentation

For complete definitions of severity levels, download the PDF titled *Oracle's Technical Support Policies* at:
http://www.oracle.com/support/policies.html.

Link to My Oracle Support (MOS) - Escalation Process Speed Training: Recorded Training ID 603505.1