

Customer Quick Reference Guide

The Escalation Process for Global Customer Support (GCS)

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 if the

- critical nature of an issue has intensified
- upgrade or implementation is in jeopardy
- GCS has not responded in a timely manner
- issue requires the urgent attention of management
- target resolution date does not meet requirements

Global Customer Support provides follow-the-sun support for mission-critical issues. Anywhere or any time, GCS support specialists around the world are available to help resolve critical technical issues.

In situations where a heightened level of support is essential, Oracle has designed a phased escalation process. The process is the same regardless of the Oracle product family. If an escalation is required, customers should not hesitate to act quickly. Start the process by reporting the issue to the GCS and contacting the support analyst assigned to the Case/Service Request (SR).

Note: Oracle and Siebel issues are referred to as Service Requests (SRs) and are classified by a Severity Level. PeopleSoft and JD Edwards issues are referred to as Cases and are classified by a Priority Level.

Initiating an Escalation

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 issue.

- Start the escalation process by updating the Case/SR. Provide a thorough explanation about why you are escalating. Take a moment to prepare a business impact statement to help convey the critical nature and sense of urgency surrounding the Case/SR. The business case should include

- key project milestones
- impact to business
- volume of transactions affected
- frequency of the issue
- number of users impacted
- availability of a workaround

- Call the Global Customer Support number and enter in the Case/SR number. Inform the answering support engineer that you would like to speak with an escalation manager. (Please note that this may not be the support engineer who is working on your Case/SR).

- 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 GCS to ensure that an escalation manager is paged. Updating the Case/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 Case/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 Case/SR can be escalated to a Senior Director followed by the Oracle Support Vice President if necessary. As issues are escalated within Oracle's management a Director/VP from your company may be asked to be available for discussions.)

Working Effectively with Support

Priority/Severity levels describe the impact a Case/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 Case/SR.

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

Global Customer Support Phone Numbers

Oracle	1.800.223.1711	PeopleSoft ...	1.800.477.5738
JD Edwards	1.800.289.2999	Siebel	1.800.214.0400
Hyperion	1.877.901.4975		

Useful Oracle Websites

Oracle	www.oracle.com/support
PeopleSoft	www.peoplesoft.com
JD Edwards	www.peoplesoft.com
Siebel	www.oracle.com/siebel/support.html
Hyperion	http://esupport.hyperion.com

Additional Resources and Documentation

Review the Customer Quick Reference Guides for Oracle, PeopleSoft, JD Edwards, and Siebel located under Guides at <http://www.oracle.com/support/library/index.html>.

See Solution ID 201007520 on CustomerConnection at www.peoplesoft.com - Requesting Contact with an Oracle Support Manager and the Global Support Escalation Guide.

See OracleMetaLink Doc ID 199389.1 - Escalating SRs with Global Customer Support at www.metalink.oracle.com.

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