

如何有效地得到 **Oracle** 的支持服务



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Customer Support Manager



日程

- 支持术语
- OracleMetaLink
- 支持工具
- 有效地得到 Oracle 的支持服务
- Escalations – 管理层关注
- 总结
- Q&A

Oracle 支持服务的演化

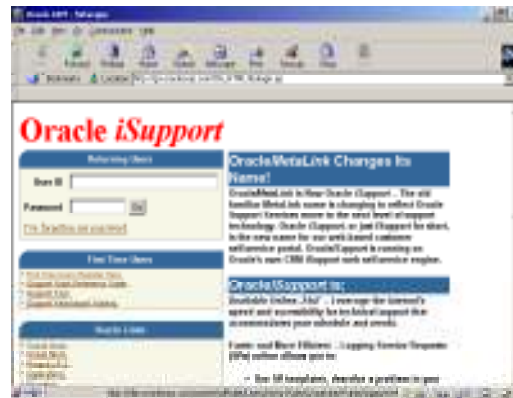
呼叫中心
(Call center)



被动(Reactive)

- 2M Calls
- <5% Online SRs

互联网内容中心(internet)



自我服务(SelfService)

- 225k Calls
- 90% Online SRs
- 30% Fewer SRs
- 80M Interactions
- Resolution time reduced 41%

以客户系统为中心
(Customer Focus)



主动(Proactive)

- Reduce SR backlog
 - 40% reduction
- Diagnose
- Alert
- Build better products



支持术语和工具

- 支持术语和缩写
 - CSI 号
 - SR 号和级别定义
 - SR 状态和代码
 - Oracle*MetaLink*
 - 诊断测试
 - Software Configuration Manager(SCM)
 - Oracle Collaborative Support (OCS)

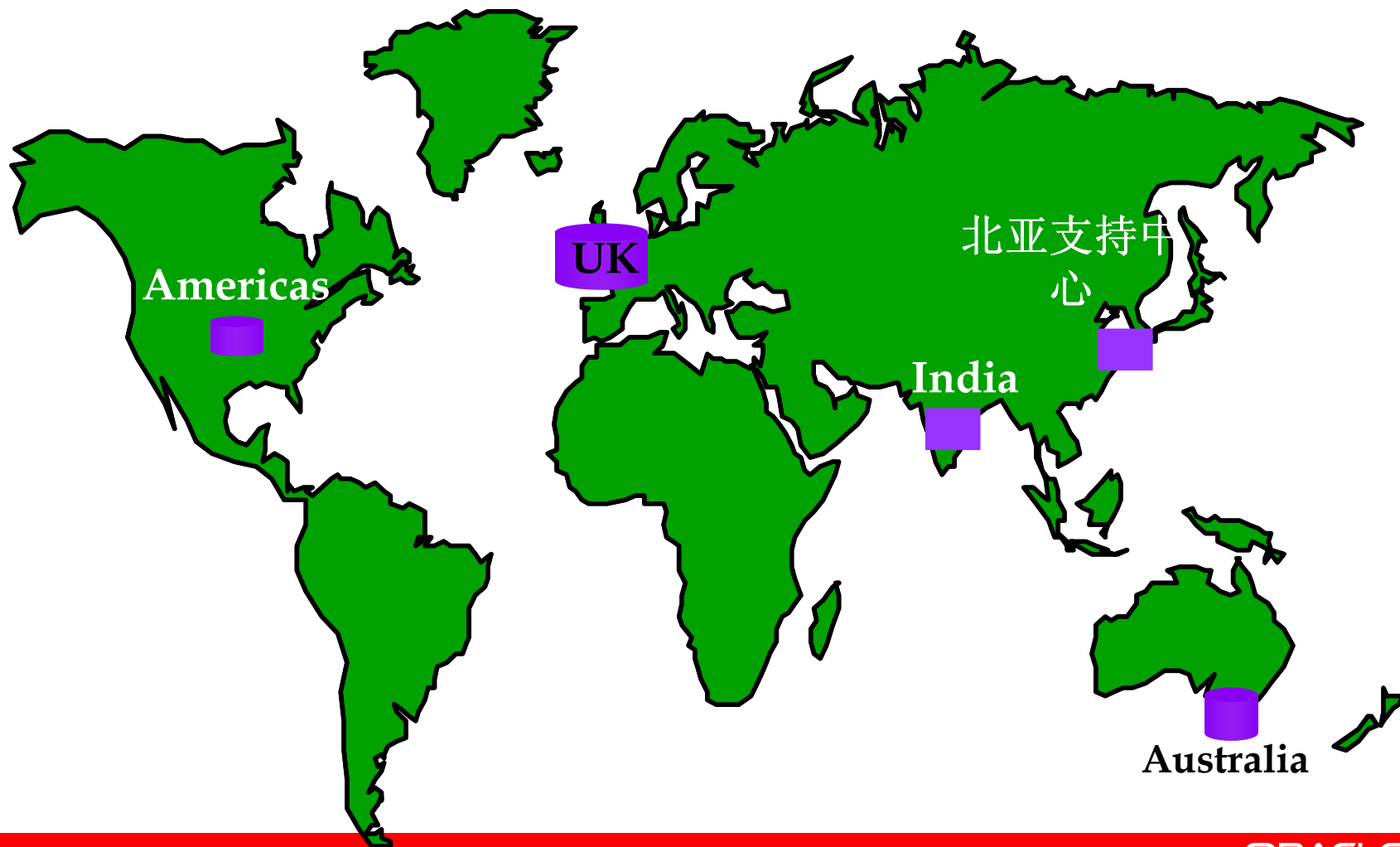


CSI 号

您得到Oracle支持的钥匙

- 什么是 CSI 号?
 - **Customer Support Identifier**
 - 用于证实服务请求的资格
 - 标识您购买的产品
 - 可用于访问 **MetaLink**
- **CSI / MetaLink 用户管理员 (UA)**
 - 客户有责任维护 **CSI**
 - 每个 **CSI** 至少有一个 **UA**
 - 建议分配多个**UA**
 - 提供对贵单位**Metalink**访问的完全控制
 - 增强安全性

Global Customer Support



ORACLE®



概述: GRID

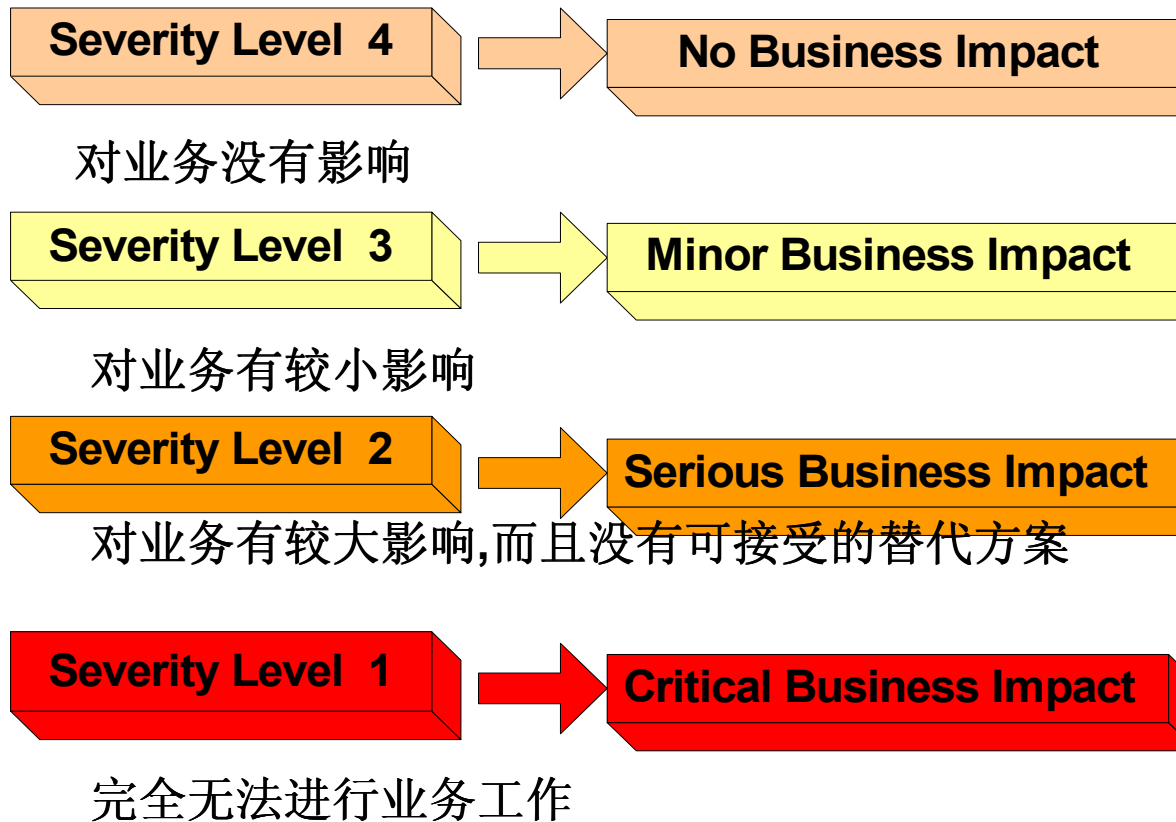
- GRID 解决客户的服务请求(SR).
- 通过 Skillsbank & Scheduler 自动分配
- GRID 全球体系设置
 - 全球一致性
 - 关注于专业化和专家化
 - 充分利用全球的技术资源
 - 相应的管理机制,与开发部的联系
 - 工作量和资源的均衡利用
 - 统一标准的工作流程



概述: HUB

- HUB 功能
 - 处理电话
 - 语言翻译
 - 监测SR
 - 例外处理

Service Request 级别定义



Service Request Severity

* Is this problem causing mission or business critical loss of service requiring immediate and continuous effort on your company's part to resolve ?

No

You have requested SEVERITY 1 status for this issue. SEVERITY 1 status is reserved for issues where either business or mission critical production systems are non-operational (production down). SEVERITY 1 status is not available for test or development systems. It is not appropriate to request SEVERITY 1 status for non-SEVERITY 1 issues as it decreases our ability to service all customers effectively. Oracle works SEVERITY 1 issues on a 24x7 continuous basis. Both you and your manager MUST commit to be available 24x7 to work this issue and 24x7 contact numbers MUST be provided in this SR. Thank you for your cooperation. Please click 'OK' to accept these terms to request SEVERITY 1 status or 'CANCEL' to proceed to file this as a non-SEVERITY 1 issue.

OK Cancel

- * 8) Can you easily recover from, bypass or work around the problem?
-- Not Selected --
- * 9) Does your system or application continue normally after the problem occurs?
-- Not Selected --
- * 10) Are the standard features of the system or application still available; is the loss of service minor?
-- Not Selected --

SR的状态码

Support:	NEW	新问题
	ASG	已分配工程师
	WIP	在处理(Work In Progress)
	RVW	在检视中(Review)
	1CB	第一次回叫(1st Callback)
	2CB	第二次回叫(2nd Callback)
	IRR	请速回复
	INT	等候内部回应

Customer:	WCP	等客户打补丁
	CUS	客户回应
	SLP	休眠,等待客户再启动
	LMS	留话/讯息

关闭	SCL	暂时关闭(Soft Close)
	HCL	永久关闭(Hard Close)

Development:	DEV	等开发部门解决
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SCL vs. HCL

- **SCL - Soft Close**暂时关闭
 - 解决方案提供后的非活动状态
 - 客户可以更新并重打开
 - 并不意味着您已同意问题已解决
 - 在第十四天会自动变为 HCL
- **HCL - hard close**永久关闭
 - 最终状态 – SR 不能再更新
 - 如果您需要更多时间验证,可要求工程师延长**SCL**的自动改变到**HCL**的时间

OracleMetaLink

metalink.oracle.com

ORACLE

BookmarksAdminProfileFeedbackSign OutHelp

METALINK

HeadlinesKnowledgeService RequestConfiguration Support ManagerPatches & UpdatesForumsCertify

HeadlinesOracle News & EventsE-Business 11i

Quick FindKnowledge BaseGoSecure Enterprise SearchAdvancedSaved Searches

Technical ForumsKnowledge BaseBug DatabaseCertify & AvailabilityService Requests

Headlines for Metalink Demo Purposes OnlyEdit Page

News & NotesFull List

Article	Last Updated	Status
Important Changes Coming For Your MetaLink Login ID - Please Read	19-APR-2006	Updated
Attend the Advanced MetaLink Seminar: May 10, 2006	18-APR-2006	Updated
Attend the Introduction to MetaLink Seminar May 4, 2006	18-APR-2006	Updated

Technical ForumsTopFull ListEdit

Forum Name	Subject	Last Updated	Status
Oracle Human Resources	Re : Use of Audit Trail in Oracle HR 11.5.10	20-APR-2006	Updated
Oracle Human Resources	Re : Elements to collect hours and Elements to claim hours.	20-APR-2006	Updated
Oracle Human Resources	Re : Absence maintenance	20-APR-2006	Updated

Knowledge BaseTopFull ListEdit

Doc Id	Title	Platform	Product	Last Update Date	Status
365387.1	On Germany legislation, Statutory Information tab on Assignment form displays wrong fields when reopened	All Platforms	Oracle Human Resources	20-APR-2006	Updated

ORACLE

Quick References for MetaLink Basics

The screenshot illustrates the steps to access the Global Help page on the Oracle MetaLink website. The top navigation bar includes links for Bookmarks, Admin, Profile, Feedback, Sign Out, and Help. The Help link is circled in red. Below this, a secondary navigation bar contains links for Headlines, Knowledge, Service Request, Configuration Support Manager, Patches & Updates, Forums, and Certify. The Knowledge link is highlighted. A search bar is present with the text 'Quick Find Knowledge Base'. A yellow callout box with a red border states: 'In MetaLink, first click "Help"'. Below the search bar, the 'Help Page' is displayed, featuring a 'Global Help' link circled in red. A second yellow callout box with a red border states: 'Next click "Global Help"'. The 'Help Page' window shows the 'Online Help Table of Contents' with sections for General Information, Help on Help, Search, and My Headlines. The General Information section includes links for About MetaLink, Welcome Users, What's New in This Release, Navigating Through the Site, Main Navigation Bar, Search Title Bar, Feedback, Site Map, and File Formats for Downloading Documents. The Help on Help section includes links for About Help, What Do the Help Pages Provide?, Table of Contents, Context-Sensitive Help, Frequently Asked Questions, Site Map, Error Messages, and Navigating Through Help. The Search section includes a link for Basic Search. The My Headlines section includes a link for My Headlines.

ORACLE[®] METALINK

Bookmarks Admin Profile Feedback Sign Out **Help**

Headlines Knowledge Service Request Configuration Support Manager Patches & Updates Forums Certify

Headlines Oracle News & Events E-Business 11i

Quick Find Knowledge Base Go Secure Enterprise Search Advanced Saved Searches

Help Page

Global Help Site Map Close

Help Page - Microsoft Internet Explorer

Help Page

Global Help Site Map Close

Online Help Table of Contents

General Information

- [About MetaLink](#)
 - [Welcome Users](#)
 - [What's New in This Release](#)
 - [Navigating Through the Site](#)
 - [Main Navigation Bar](#)
 - [Search Title Bar](#)
 - [Feedback](#)
 - [Site Map](#)
 - [File Formats for Downloading Documents](#)

Search

- [Basic Search](#)

Help on Help

- [About Help](#)
 - [What Do the Help Pages Provide?](#)
 - [Table of Contents](#)
 - [Context-Sensitive Help](#)
 - [Frequently Asked Questions](#)
 - [Site Map](#)
 - [Error Messages](#)
 - [Navigating Through Help](#)

My Headlines

- [My Headlines](#)



Oracle*MetaLink*

- 为您提供以下服务的网络应用:
 - 技术信息和方案
 - Patches
 - Bugs
 - 支持工程师
 - Oracle 社区的其他用户
- MetaLink的作用
 - 24 x 7 不间断
 - 技术文档的资料库
 - 诊断测试
 - 交互论坛
 - 访问SR
 - 个性化的页面设置



诊断测试

收集**Oracle**环境的详细信息

- **Server**
 - RDA: Remote Diagnostic Agent 远程诊断代理
 - Ora-600 检测工具
 - Portal诊断代理
 - 300+ DBA Scripts
 - 健康检查
- **Applications**
 - 诊断支持工具包
 - 对EBS的175+诊断测试
- 嵌入到软件的问题解决代理
 - 基于上下文的问题判定和分析
 - 访问方案数据库
 - 捕获引起问题的环境

诊断测试

Knowledge Browser

Product Categories

- [Collaboration Suite](#)
- [Communication Apps](#)
- [Database](#)
- [Developer Suite](#)
- [E-Business Suite](#)
- [Enterprise Manager](#)
- [Fusion Middleware](#)
- [Linux Operating System](#)
- [Networking](#)
- [Platform SysAdmin](#)

Tools and Training

- [Configuration Support Manager](#)
- **Diagnostic Tools**
- [Maintenance Wizard](#)
- [Training \(Web Seminars\)](#)

[Home > Tools and Training: Diagnostic Tools](#)
Diagnostic Tools
Diagnostic Tools - Database And Fusion Middleware

- [Getting Started With RDA 4](#)
- [Getting Started with RDA for Rdb](#)
- [Health Check/Validation Engine User Guide](#)
- [ORA-600/ORA-7445 Error Lookup by Argument](#)
- [Scripts - Database Scripts All Releases](#)
- [Training - RDA 4](#)

Diagnostic Tools - Database Performance and Tuning Scripts

- [Core / Stack Trace Extraction Tool \(Stackx\) User Guide](#)
- [HANGFG User Guide](#)
- [LTOM User Guide](#)
- [OSWatcher User Guide](#)
- [RACDDT 2.5 User Guide](#)

Diagnostic Tools - E-Business Suite

- [Diagnostic Catalog for Release 11.0 & 10.7](#)
- [Diagnostic Catalog for Release 11.5](#)
- [Diagnostic Catalog for Release 12](#)
- [Diagnostics Overview](#)
- [Installation Instructions](#)
- [Training - EBS Diagnostic Tools](#)

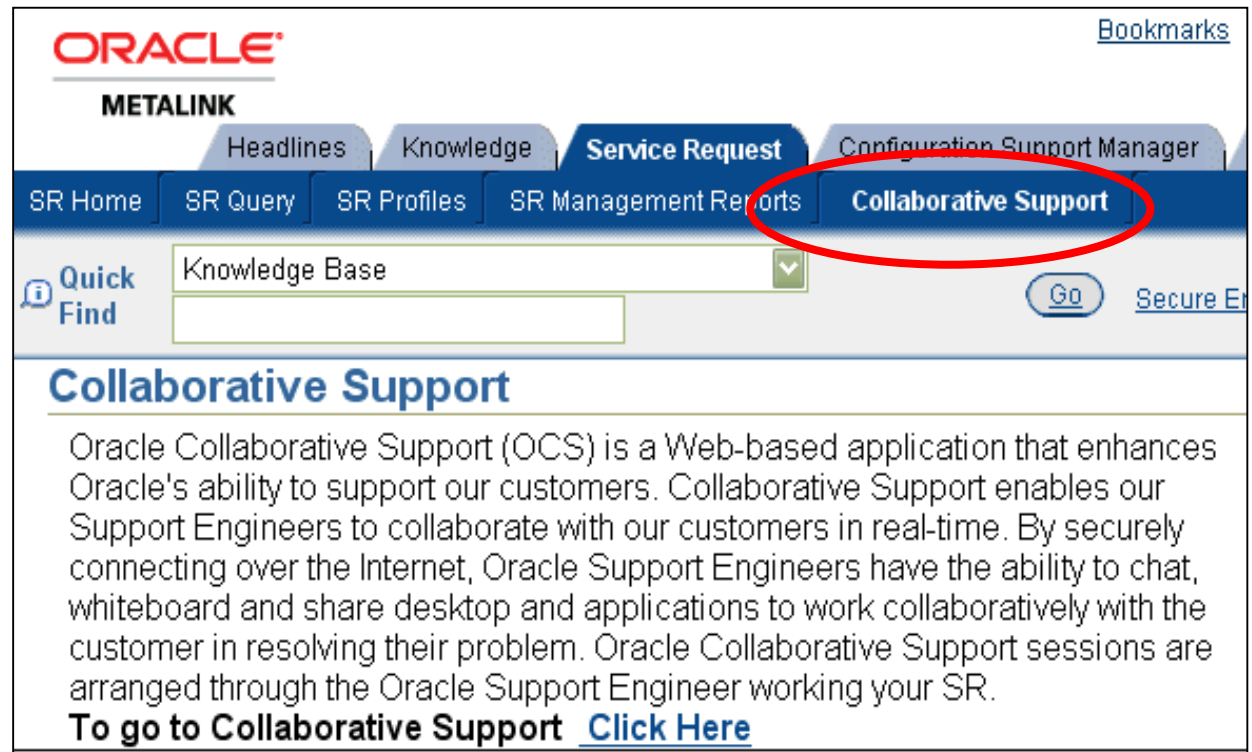


Oracle 协同支持 – OCS/OWC

- 快速解决时间
 - 必要时连接
 - 实时在线协助
 - 客户可得到脚本,工具和指令
 - 通过 **MetaLink** 加入
- 期望
 - 20分钟以内
 - 用于观察,验证和问题确认
 - 不用于安装,培训,产品功能演示

Oracle 协同支持

- 从Oracle MetaLink进来
- 直接与Oracle 工程师沟通
- 加密的安全通道连接您的系统
- Chat / 桌面共享 / 文件传送



Oracle 协同支持

ORACLE Collaboration Suite
Web Conferencing- Oracle Collaborative Support

LoginContact UsHelp

WelcomeArchive

Public ConferencesNew User

Welcome to Oracle Web Conferencing

Oracle Web Conferencing provides a real-time collaboration environment for your conferences.

New User Click the New User button to check your system compatibility, download the Oracle Web Conferencing client, and confirm that Oracle Web Conferencing is ready to use.

Login

Upcoming Public Conferences

Conferences published and available to all users, including nonregistered users.

Full List

Conference Title	Host Name	Date and Time	Time Zone	Conference Status	Join or Enroll for Conference
<u>4141245.994</u>	LE HERVE RICHARD, LAURENCE	02-Mar-2005 9:00 AM	(-08:00) US Pacific Time	In progress	
<u>15049202.6</u>	Munsey, Christopher	02-Mar-2005 9:07 AM	(-08:00) US Pacific Time	In progress	
<u>4324957.999</u>	Nemavarkar, Sarang	02-Mar-2005 9:08 AM	(-08:00) US Pacific Time	Not Started	
<u>4175245.994</u>	Jones, Karen	02-Mar-2005 9:10 AM	(-08:00) US Pacific Time	Not Started	
<u>4325475.995</u>	Lee, Walter	02-Mar-2005 9:10 AM	(-08:00) US Pacific Time	Not Started	

Join Conference

* Indicates required field

* Conference ID:

Conference Key:

* Your Name:

Join Conference

Quicklinks

- Quick Tutorial
- Contact Us
- Troubleshooting Guide
- FAQ
- Security Overview

Oracle 协同支持

- 为安全保密:您的 CSI# 用作会议密码
- 需要提供您的名字/邮件/公司, 就可以加入会议

Join Conference

ORACLE Collaboration Suite
Web Conferencing- Oracle Collaborative Support

Public Conferences [New User](#)

Conference Details: 3694302.994

Enter the conference key and click View Conference Details.
* Indicates required field

* Conference Key	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email Address	<input type="text"/>
Company Name	<input type="text"/>
Conference ID	10138241
Conference Title	3694302.994
Start Time	27-Apr-2004 3
Time Zone	(+01:00) Paris
Duration	60 Minutes
Host	CHARPENTIE
Conference Type	Public



软件配置管理

是什么？

强大的工具用于用户和**Oracle**进行信息交换,加快问题的解决时间和主动检测客户系统可能存在的问题:

- 可以设置项目和安排配置
- 可以查看配置的详细内容和改变
- 改善服务请求的提交过程和跟踪处理
- 通过健康检查来避免问题的发生
- 提供产品和安全方面的警示文档

有效得到**Oracle**支持服务





工程师的职责

- 解决队列中当前客户的问题
- 对客户的问题提供解决方法或替代解决方法
- 对新进来的问题进行响应
- 作为客户与开发部的桥梁
- 为Metalink的知识库贡献文档
- 不取代培训或顾问咨询



每个环境都是唯一的

- 在将解决方法放到生产系统前一定要测试解决方法.
- 对每个客户而言,用户数据,软件/硬件的配置,补丁的配合,应用等都不一样
- 您要管理好您的环境并帮助我们了解它



最佳化实务(**Best Practices**)

- 从客户学到的经验....
 - 共同承担解决问题之责任
 - 沟通的数量和质量 -- 有效的沟通
 - 共同合作来计划问题的解决



问题的沟通

- 清晰的描述问题: 对象/问题
 - 问题是否可再现?
 - 测试环境和生产环境全部可再现该问题?
 - 最近是否对系统进行了更改
- 根据模板收集所需的的所有的问题
- 可以使用中文描述问题
- 查询metalink知识库
 - Forums
 - Knowledge Base
- 联系Oracle Support – SR
- 清晰描述问题对业务的影响
 - 系统日志本来记录系统的任何改变,管理补丁和测试补丁



有效的沟通

- 减少SR的“踢皮球”
- 回答所有的问题
- 获得action plan 并指定执行下一步计划的责任人
- 跟踪SR的状态并执行所要求的动作(action)
- 使用SR的Escalation流程进行问题的升级
- 监控severity的改变



客户满意度



客户满意度调查

- 当SR关闭时,您将收到从SatMetrix 发来的调查函.
- 请尽快填写,两周后失效.
- 我们非常希望得当您对于问题解决的反馈建议.
- 经理们将收到反馈,并对负面结果进行跟踪.
- 反馈结果将用于改善服务计划.
- 如果您没有收到调查函,您也可以致电服务热线要求发送一个调查函给您.

Escalations

将您的服务请求(SR)提升到管理层的关注





提高问题级别(**Severity**) 和 管理层关注(**Escalation**)

客户相信一级**SR**或提高问题级别就是**Escalation**,这是不对的.
Escalate 一个问题意味着将您的服务请求(SR)提升到管理层的关注并在适当情况下能得到更多的资源.

如果**SR**的级别(**severity**)不对应于对业务的影响,可以通过**SR**的直接与工程师沟通来提高.



Escalations

- 遇到严重的障碍
- 需要与Oracle支持服务经理对该重要的问题进行紧急的沟通
- 对SR的处理结果或响应不满意
- 及时对问题进行Escalate处理
- 重要的是提供及时及正确的信息:
 - 你的升级标准?
 - 项目的最终期限?
 - 客户收入的损失?
 - 政府报告?
 - 应用系统的用户抱怨?

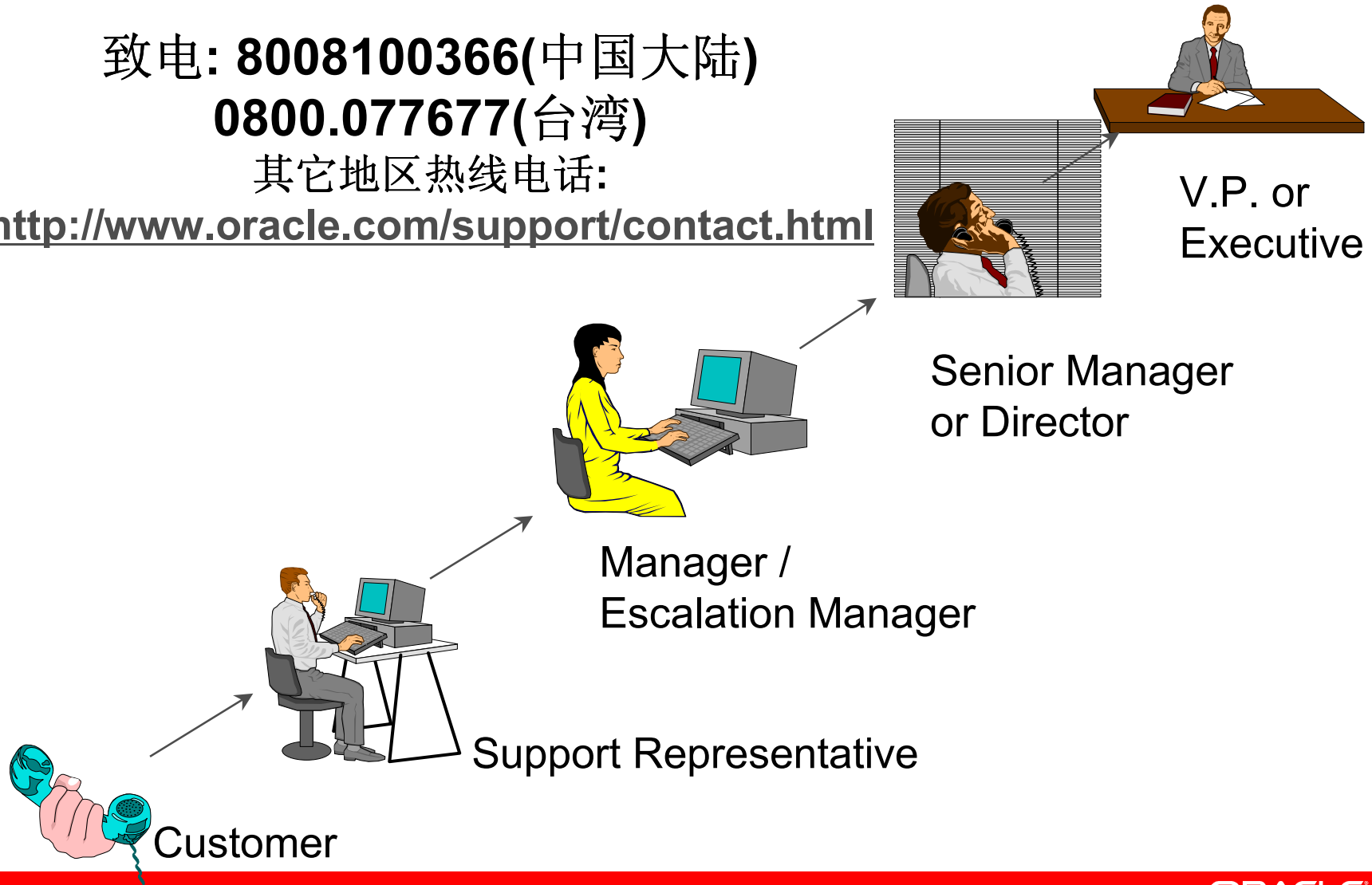
Escalation Process

致电: 8008100366(中国大陆)

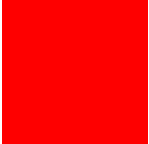
0800.077677(台湾)

其它地区热线电话:

<http://www.oracle.com/support/contact.html>



ORACLE®



快速引用

- **MetaLink** - <http://metalink.oracle.com/>
 - [RDA Info](#) – Doc ID: 314422.1
 - [Diagnostic Tools Catalog](#) - 232116.1
 - [Escalation Process](#) – Doc ID: 199389.1
- **Oracle 技术支持政策:**
 - <http://www.oracle.com/support/policies.html>
 - 下载 PDF 文件,关于支持内容,支持级别和严重程度定义
- **OCS Website:** conference.oracle.com
 - [Quick Tutorial](#) – located in the Quicklinks box on the right



全球客户关怀(Global Customer Care)

致电: 8008100366(中国大陆)

0800.077677(台湾)

其它地区热线电话:

<http://www.oracle.com/support/contact.html>

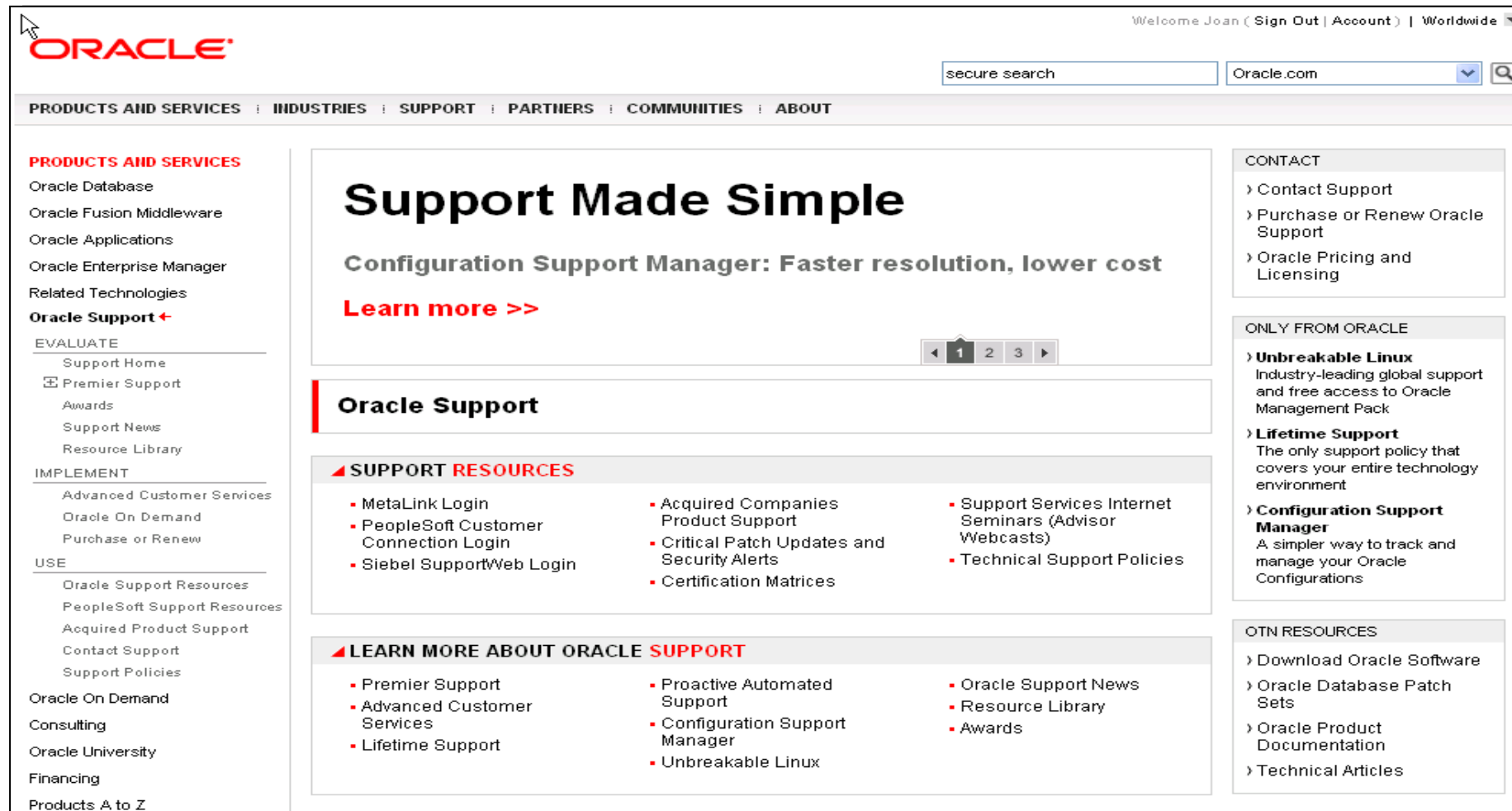
Global Customer Care 是一个专家团队,帮助解决客户的与业务相关的非技术问题,听取客户反馈来提高与客户的关系.

职责包括但不限于:

- 协助访问Oracle 支持网站(包括 Metalink)
- 协助软件订单
- 协助咨询CSI 问题
- 查找和提供公共信息
- 建立软件升级订单

Oracle Support Services

oracle.com/support



The screenshot displays the Oracle Support Services website. At the top, the Oracle logo is on the left, and a user greeting 'Welcome Joan (Sign Out | Account) | Worldwide' is on the right. Below the logo is a search bar with the text 'secure search' and a dropdown menu showing 'Oracle.com'. A navigation bar contains links for 'PRODUCTS AND SERVICES', 'INDUSTRIES', 'SUPPORT', 'PARTNERS', 'COMMUNITIES', and 'ABOUT'. The left sidebar is divided into sections: 'PRODUCTS AND SERVICES' (listing Oracle Database, Oracle Fusion Middleware, Oracle Applications, Oracle Enterprise Manager, and Related Technologies), 'Oracle Support' (with a left arrow), 'EVALUATE' (with links to Support Home, Premier Support, Awards, Support News, and Resource Library), 'IMPLEMENT' (with links to Advanced Customer Services, Oracle On Demand, and Purchase or Renew), and 'USE' (with links to Oracle Support Resources, PeopleSoft Support Resources, Acquired Product Support, Contact Support, and Support Policies). The main content area features a large heading 'Support Made Simple' with the subtext 'Configuration Support Manager: Faster resolution, lower cost' and a 'Learn more >>' link. Below this is a section titled 'Oracle Support' followed by 'SUPPORT RESOURCES' which lists links for MetaLink Login, PeopleSoft Customer Connection Login, Siebel Support/Web Login, Acquired Companies Product Support, Critical Patch Updates and Security Alerts, Certification Matrices, Support Services Internet Seminars (Advisor Webcasts), and Technical Support Policies. The 'LEARN MORE ABOUT ORACLE SUPPORT' section lists Premier Support, Advanced Customer Services, Lifetime Support, Proactive Automated Support, Configuration Support Manager, Unbreakable Linux, Oracle Support News, Resource Library, and Awards. The right sidebar contains 'CONTACT' (with links to Contact Support, Purchase or Renew Oracle Support, and Oracle Pricing and Licensing), 'ONLY FROM ORACLE' (with links to Unbreakable Linux, Lifetime Support, and Configuration Support Manager), and 'OTN RESOURCES' (with links to Download Oracle Software, Oracle Database Patch Sets, Oracle Product Documentation, and Technical Articles).

ORACLE

Welcome Joan (Sign Out | Account) | Worldwide

secure search Oracle.com

PRODUCTS AND SERVICES | INDUSTRIES | SUPPORT | PARTNERS | COMMUNITIES | ABOUT

PRODUCTS AND SERVICES

- Oracle Database
- Oracle Fusion Middleware
- Oracle Applications
- Oracle Enterprise Manager
- Related Technologies
- Oracle Support** ←

EVALUATE

- Support Home
- Premier Support
- Awards
- Support News
- Resource Library

IMPLEMENT

- Advanced Customer Services
- Oracle On Demand
- Purchase or Renew

USE

- Oracle Support Resources
- PeopleSoft Support Resources
- Acquired Product Support
- Contact Support
- Support Policies

Oracle On Demand

Consulting

Oracle University

Financing

Products A to Z

Support Made Simple

Configuration Support Manager: Faster resolution, lower cost

[Learn more >>](#)

Oracle Support

SUPPORT RESOURCES

- MetaLink Login
- PeopleSoft Customer Connection Login
- Siebel Support/Web Login
- Acquired Companies Product Support
- Critical Patch Updates and Security Alerts
- Certification Matrices
- Support Services Internet Seminars (Advisor Webcasts)
- Technical Support Policies

LEARN MORE ABOUT ORACLE SUPPORT

- Premier Support
- Advanced Customer Services
- Lifetime Support
- Proactive Automated Support
- Configuration Support Manager
- Unbreakable Linux
- Oracle Support News
- Resource Library
- Awards

CONTACT

- Contact Support
- Purchase or Renew Oracle Support
- Oracle Pricing and Licensing

ONLY FROM ORACLE

- Unbreakable Linux**
Industry-leading global support and free access to Oracle Management Pack
- Lifetime Support**
The only support policy that covers your entire technology environment
- Configuration Support Manager**
A simpler way to track and manage your Oracle Configurations

OTN RESOURCES

- Download Oracle Software
- Oracle Database Patch Sets
- Oracle Product Documentation
- Technical Articles

ORACLE



总结

- Oracle 支持术语
- SR级别的定义
- 访问MetaLink!!
- 运行诊断测试
- 使用Oracle协同支持工具(OCS/OWC)
- Set up Software Configuration Manager (SCM)
- 有效的沟通
- 必要时使用Escalations – 管理层关注



Q & A