

## ORACLE RIGHTNOW CX CLOUD SERVICE PREMIUM CARE ACCOUNT SPECIALIST

### SUPPORT PACKAGES CUSTOMIZED

#### KEY FEATURES

- Designated support agents working with you up to 40 hours a week
- Incident management and rapid escalation
- Support for up to 10 contacts and 12 customer sites
- Regular status calls and service reviews
- Oversight of regular upgrades and tune-ups
- Assistance with reports, projects, and delivery

#### KEY BENEFITS

- Resolve technical needs and critical incidents quickly and easily
- Enable targeted staff to develop in-depth knowledge of the solution
- Optimize your system and get regular maintenance
- Get hands-on, proactive customer communication with higher tiers
- Relieve onsite technical staff by depending on dedicated offsite agent
- Develop tight rapport with corporate offices at the highest levels of support

*Three tiers of premium care account specialist (PCAS) service offer the flexibility and choice you need to tailor the customer support package that you have purchased for Oracle RightNow CX Cloud Service perfectly to your needs. Empower select staff members with knowledge and know-how and extend your technical staff with a designated agent—a single point of contact—who can resolve issues, get answers, and protect your investment.*

### The Perfect Complement to Customer Care

The perfect solution to achieving maximum efficiency and minimum risk is to have someone on your team who has as much understanding of your business operations and goals as of the technology that supports them.

When you complement your Oracle RightNow CX Cloud Service customer care package with personalized, world-class support from a PCAS, you have access to a designated specialist who is assigned to your account and becomes:

- Your single point of contact and key advocate for incident and escalation management, ensuring your technical questions or issues are being handled with the appropriate level of attention and care
- Your trusted advisor and an extension of your staff with direct access to the engineers who are experts on the product, the cloud operations team that hosts the product, and a team of customer care engineers who are available to provide 24/7 coverage
- Your manager of weekly status calls, regular service reviews, product tuning, and proactive communications regarding Oracle RightNow CX Cloud Service

### Comparing Service Tiers

With three options, finding the right PCAS for your needs is easy. See the following table for the features included with each tier of service.

Oracle RightNow Premium Care Account Specialist Overlay: Features of the Service Tiers			
Support Category	Assigned PCAS	Dedicated 20 PCAS	Dedicated 40 PCAS
PCAS commitment	Assigned PCAS for incident management and escalation (Severity 1 and 2)*	Dedicated PCAS committed to 20 hours per week: half-time extension of customer's staff	Dedicated PCAS committed to 40 hours per week: full-time extension of customer's staff
Number of contacts and sites supported	Support for up to 8 customer contacts and 6 customer sites	Support for up to 12 customer contacts and 8 customer sites	Support for up to 12 customer contacts and 10 customer sites
Frequency of status calls	Weekly status calls	Weekly status calls	Weekly status calls
Upgrade oversight	Oversight of upgrade lifecycle (one per year)	Oversight of upgrade lifecycle (two per year)	Oversight of upgrade lifecycle (unlimited)
Regular tune-ups	Proactive coordination and delivery of bi-annual tune-ups	Proactive coordination and delivery of quarterly tune-ups	Proactive coordination and delivery of monthly tune-ups
Service reviews	Bi-annual service reviews	Quarterly service reviews	Quarterly service reviews to include one or more members of the Oracle RightNow executive team
Voice of Customer (VOC)	Product enhancements and special resources	Product enhancements and special resources	Product enhancements and special resources
Customer site kick-off		Kick-off meeting at customer site to meet team and review team deliverables	Kick-off meeting at customer site to meet team and review team deliverables
Incident management and escalation		Incident management and escalation (all severities)*	Incident management and escalation (all severities)*
Proactive communication		Proactive communication regarding product, infrastructure, maintenance, and upgrades	Proactive communication regarding product, infrastructure, maintenance, and upgrades
Delivery support		Delivery support	Delivery support
Report development		Assistance with report development	Assistance with report development
Projects			Project coordination
Project knowledge			Product knowledge transfer
Corporate visit			Hosted Oracle corporate visit**

\* Incidents submitted outside of dedicated time still receive the service-level objective (SLO) associated with purchased support package and worked by agent pool.

\*\*Does not include customer travel expenses.

## Contact Us

For more information about Oracle RightNow CX Cloud Service, visit [oracle.com/rightnowcx](http://oracle.com/rightnowcx) or call +1.800.ORACLE1 to speak to an Oracle representative.



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**Hardware and Software, Engineered to Work Together**