

Meet Oracle Support!

Look out for the dedicated 'Support Room' at this year's conference. For the first time, we will be running various quick, focussed brown bag training sessions throughout the week – specifically for Oracle Support users.

*****In Executive Room 9*****

MONDAY

9.15am - 9.35am	Support Diagnostics
12.20pm - 12.40pm	Hints & Tricks for working with Support
12.45pm - 1.05pm	Maximising the Value of Your Investment in Oracle
1.10pm - 1.30pm	Advanced Customer Services - Making the most of your Oracle estate in the economic downturn
1.35pm - 2pm	Working Effectively with Support and live demo of My Oracle Support (formerly ML3) for Hyperion users
4.30pm - 4.50pm	Oracle configuration manager

TUESDAY

9am - 9.20am	Experience the next generation of MetaLink – Introduction to <i>My Oracle Support</i>
1.15pm - 1.35pm	Demo It To Oracle (DITO)
1.40pm - 2.05pm	Advanced Customer Services - Making the most of your Oracle estate in the economic downturn
2.10pm - 2.30pm	Maximising the Value of Your Investment in Oracle
4pm - 4.20pm	Working Effectively with Support and live demo of My Oracle Support (formerly ML3) for Siebel users

WEDNESDAY

8.45am - 9.05am	Hints & Tricks for working with Support
12.40pm - 1pm	Oracle configuration manager
1.05pm - 1.25pm	Advanced Customer Services - Making the most of your Oracle estate in the economic downturn
1.30pm - 1.50pm	Maximising the Value of Your Investment in Oracle

THURSDAY

8.45am - 9.05am	Experience the next generation of MetaLink – Introduction to <i>My Oracle Support</i>
12.50pm - 1.15pm	Advanced Customer Services - Making the most of your Oracle estate in the economic downturn
1.20pm - 1.40pm	Maximising the Value of Your Investment in Oracle
1.45pm - 2pm	Demo It To Oracle (DITO)
2.05pm - 2.30pm	Working Effectively with Support and live demo of My Oracle Support (formerly ML)
4pm - 4.25pm	Working Effectively with Support and live demo of My Oracle Support (formerly ML3) for Peoplesoft users

*****Hints & Tricks for working with Support *****

Want to learn how to resolve service requests faster or avoid raising some all together? We will show you what to search, where and how within My Oracle Support, Oracle Diagnostic Methodology and Oracle Collaboration (OWC).

***** Maximising the Value of Your Investment in Oracle *****

Gain valuable new insight into Oracle's services strategy, learn how to identify areas for improvement and hear how other customers have maximised their investment

***** Advanced Customer Services - Making the most of your Oracle estate in the economic downturn *****

We will show you how ACS can help make the most of your existing Oracle asset and reduce downtime in the current economic conditions.

***** Working Effectively with Support and live demo of My Oracle Support (formerly ML3) *****

Learn how to save time and work effectively with Support. Obtain details on leveraging your support investment and customer best practices. Understand support terminology, tools and the escalation process. Discover how you can proactively avoid problems by being aware of the set of support tools available...

***** Support Diagnostics for E-Business Suite *****

Support Diagnostics are a set of powerful tests to analyse your EBS environment and setup. They provide detailed information on how to proactively solve potential issues in your installation before they occur. This session will give you an opportunity to learn all the details about Support Diagnostics for E-Business Suite, including a live demo using real examples.

***** Demo It To Oracle (DITO) *****

DITO allows you to demonstrate your issue for Oracle Support - just like you would on an Oracle Web Conference. With DITO you can do this offline at your convenience without having to arrange for the presence of a support engineer. You can make the recordings available to Oracle Support by uploading them to your SR in MetaLink. Find out how!

***** Oracle configuration manager *****

The configuration manager centralizes configuration information based on your Oracle technology stack. Oracle uses secure access to your configuration information to help you achieve problem avoidance, faster problem resolution, better system stability, and easier management of your Oracle systems. Find out how!

***** Experience the next generation of MetaLink – Introduction to My Oracle Support *****

During this session you will be introduced to the new user-friendly, easy to navigate web portal based on Adobe Flash 9 technology. This live web seminar will cover Oracle's improved Service Request management, along with improved Knowledge Management and Guided search capabilities. Oracle's new user interface, called 'My Oracle Support' will provide additional personalised support capabilities for you in terms of faster problem resolution, preventative and proactive support, increased personalisation and a simplified user experience.