



Contact your account representative to get Oracle UCM Customization Support or visit fishbowlsolutions.com for more info.

Customization Support For Oracle UCM

Fishbowl can provide you the support you need, when you need it, to keep your system up and running.

Customizations Covered Under Support

- Idoc Script, HTML, JavaScript, CSS, Java, SQL, etc.
- Customizations created by Fishbowl, internal resources, or a third party
- Oracle "Sample" Components

Program Prerequisites

- Your organization must have current Oracle UCM product support coverage.
- Your organization agrees to notify Fishbowl Solutions prior to loading any new or updated components, including patches, onto their Oracle UCM platform.

Contact Information

For more information on Fishbowl Solutions or to schedule a Solution Briefing Call +1.952.465-3400, visit www.fishbowlsolutions.com or send an email to 11g@fishbowlsolutions.com



Specialized
Oracle Enterprise Content Management

Specialized
Oracle WebCenter

Our program allows you to be proactive instead of reactive. No more vendor approvals or internal purchasing approvals every time you need support. When problems arise, you are routed to a live, experienced Support Engineer familiar with your environment. We will get your system back up and running in no time.

Customization Support Includes:

- A designated Fishbowl Solutions Support Engineer backed by an experienced team of Support Engineers that will understand your environment, including the customizations to your system, and be able to manage the resolution process for your issue.
- Prompt, dedicated and consistent handling of customization-related issues by a real person, who has the knowledge necessary to provide a quick turnaround.
- A high level of responsiveness through our support escalation policy that will keep you informed of the expected turnaround time of your solution.
- A knowledgeable and experienced team who is available to answer questions and have conversations with you about solution options or where your issue is in the support process.

Customization Support Process

Our Customization Support Program is designed to quickly resolve all of your customization issues. The first step is to set up a Customization Support Agreement and to assign you a dedicated Support Engineer. The Support Engineer will work with you to understand your environment and determine the most effective method of resolving your issues. When an issue does arise, you simply contact Fishbowl, via phone or email, and receive immediate support.

Escalation Summary

Severity	Maximum Response Time	Time Since Call Opened	Escalate Call To
Critical	30 minutes	1 hour	Support Manager
		2 hours	Director of Support/Director of Software
		4 hours	President/Account Manager
High	1 hour	4 hours	Support Manager
		8 hours	Director of Support/Director of Software
		16 hours	President/Account Manager
Medium	1 hour	8 hours	Support Manager
		16 hours	Director of Support
Low	1 hour	24 hours	Support Manager