ORACLE Platinum Partner

C3 Capture

C3 Capture Google enables you to quickly and easily notify C3 of Oracle / APEX issues or enhancements.

Key Benefits

♦ Takes screenshot of issue which includes url and browser details

♦ Automatically notifies C3 Helpdesk team of issue/enhancement

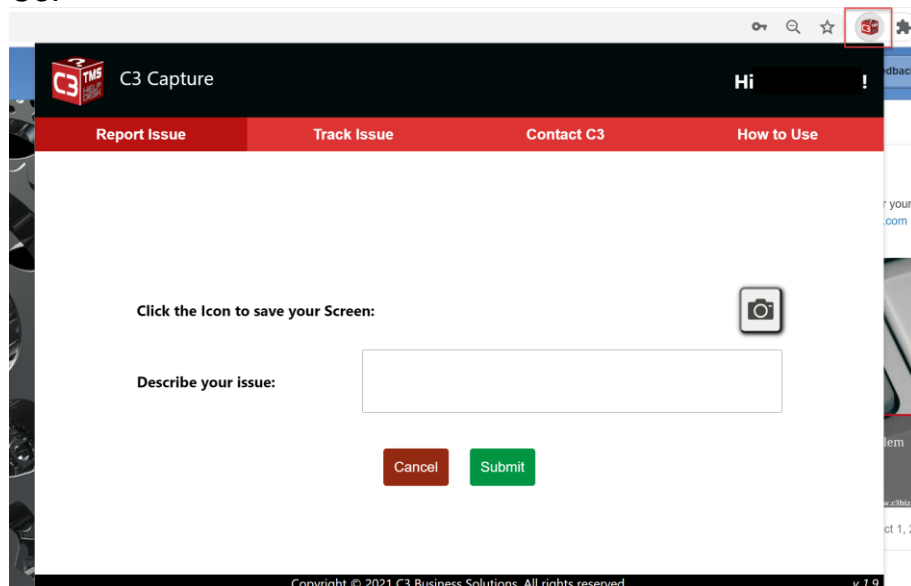♦ TMS Task created for request

Overview

C3 built Google extension that helps you quickly and easily notify C3 of Oracle issues or enhancement requests. Assuming that it is not against your company policy, once you install the Google extension, then you can use the tool to quickly capture a screenshot of the issue or enhancement request. These requests will then be routed to the C3 Helpdesk and TMS tasks will be created. The extension will make the C3 communication process easier and faster for you and expedite C3s ability to provide you support. The Google extension is free of charge and can be rolled out to others in our organization.

Link To Install the extension:

https://chrome.google.com/webstore/detail/c3connect/nofamhjadfdllaojjfpiebeofopccegd?hl=en&authuser=5

Once extension is installed and user account details are entered, click on the icon to access C3 Capture, take a picture and send request to C3.

Youtube Link with detailed instructions:
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Prerequisites:
  • Download C3 Capture Google Extension and pin it to your web browser
  • Request relates to Oracle Cloud, APEX / Business Intelligence, Oracle EBS Web Based Form --- Any web based page
  • Web application run with Google Chrome or Edge