

# Premium Support for Tableau Online



## COMPLETE ACCOUNT CARE YOU CAN RELY ON

When data insight is mission-critical, you need support from trusted experts that know your online environment as well as they know Tableau. Premium Support provides your organization with an assigned expert who will provide expert guidance on best practices and oversee issues. Premium Support lets you take comfort knowing you have 24x7 support, faster response times, and access to the Tableau Development team.

## PROACTIVE ACCOUNT CARE

### Service Level Agreement

Tableau is first and foremost about trust. With an SLA that guarantees service monthly availability of 99.9%, you can count on Tableau to deliver data insights at the level you expect and deserve. While we strive to provide this level of service to all of our customers, in the event availability falls short, Premium Support customers are uniquely eligible for a service credit on their account.

### Technical Account Manager (TAM)

From configuration of Tableau Bridge across different data sources to performance, security, and best practices, TAMs understand the needs of your business. Your TAM works directly with your organization to identify and resolve blocking issues as quickly as possible. TAMs also have access to all the internal resources within Tableau – including the development teams – to help get you answers quickly. They are your trusted and cross-functional advocate who will guide you to success.

Recurring Status Calls and Service Reports Schedule a weekly call to review issues, strategy, projects, and goals. Access real-time services updates, recommendation details and completed casework and deliverables.

### Online Update Guidance

Your TAM will proactively guide you through upcoming updates to Tableau Online, known issues, direction, and road map discussions so you are well prepared BEFORE changes occur.

### Strategic Planning

Based on their deep knowledge of your account, your TAM will offer long-term strategic planning. They will analyze existing usage trends and provide recommended best practices.

### Special Programs and Exclusive Community Group Access

Receive access to upcoming product news and features, including opportunities to participate in the Tableau Online Pre-Release Beta Program.

## SUPPORT CARE

### Senior Support Team

Support cases are routed to our Senior Online Technical Support Engineers who work closely with your TAM so they know your online setup and can quickly resolve any critical issues.

### 24x7 Mission Critical Phone Support

In the event your Tableau Bridge goes down or severely impacts your business, you can call our designated phone number any time of day or night. With a targeted response of 30 minutes for P1 issues, we will get you back up and running in no time.

### Case Escalation and Oversight

Your TAM and the Senior Technical Support team will work with you on your cases. The TAM ensures Targeted Response Times are met for Priority 1 & 2 issues and appropriate action plans are in place. For mission-critical issues that require immediate attention, your TAM escalates the issue for rapid response.

## PRODUCT CARE

### Tableau Roadmap participation

Stay informed on the newest releases, schedules, and any other product highlights by joining exclusive webinars hosted by the Tableau Development team.

### Prioritized Feature Request Review

Tableau's Development team regularly reviews and provides feedback on your feature requests.

### Product Feedback Sessions

Meet with the Product Manager responsible for feature development and discuss your needs and possible solutions with the Tableau team.

## SUPPORT AND CARE OFFERING COMPARISON

PLAN BENEFITS	Standard Support	Extended Support (Online)	Premium Support (Online)
Contact Options	Web support	Web support	Web+Phone Support
Communities and Knowledge Base	✓	✓	✓
Coverage	Business Hours	Business Hours + 24X7 (P1 only)	Business Hours + 24X7 (P1 & P2)
P1, P2 Issue Response Time*	P1 - 8Hr; P2 - 24Hr	P1 - 2Hr; P2 - 8Hr	P1- 30Min; P2-2Hr
P1, P2 Issue Update Frequency*	P1 - 24Hr; P2 - 72Hr	P1 - 24Hr; P2 - 48Hr	P1 - 2X Daily; P2 - 24Hr
Named Contacts	3	5	5
Technical Account Manager			✓
Service Level Agreement			✓
Recurring Status Calls and Service Reports			✓
Online Update Guidance			✓
Strategic Planning			✓
Special Programs and Forum Access			✓
Senior Support Team			✓
24X7 Mission Critical Phone Support			✓
Case Escalation and Oversight			✓
Product Roadmap Participation			✓
Prioritized Feature Request Reviews			✓
Product Feedback Sessions			✓

\*P1 and P2 Issues are Priority 1 and Priority 2 Issues as defined in the [Tableau Online Technical Support Policy](#).

### GET STARTED

Reduce risk or downtime and get the help you need, when you need it most. To learn more or get started with Premium Support, contact your Sales Account Representative.



1621 N 34th St, Seattle, WA 98103  
(206) 633-3400

[tableau.com](https://tableau.com)