

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 organisation with an assigned expert who will provide expert guidance on best practices and oversee issues. Premium Support lets you take comfort knowing you have 24/7 support, faster response times and access to the Tableau development team.

PROACTIVE ACCOUNT CARE

Technical account manager (TAM)

From configuring 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 organisation 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 advocates 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 service 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 analyse existing usage trends and provide recommended best practices.

Special programmes and exclusive community group access

Receive access to upcoming product news and features, including opportunities to participate in the Tableau Online pre-release beta programme.

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.

24/7 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 the day or night. With a targeted response time 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.

Prioritised 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 + 24/7 (P1 only)	Business hours + 24/7 (P1 & P2)
P1, P2 issue response time*	P1 – 8 hrs; P2 – 24 hrs	P1 – 2 hrs; P2 – 8 hrs	P1 – 30 mins; P2 – 2 hrs
P1, P2 issue update frequency*	P1 – 24 hrs; P2 – 72 hrs	P1 – 24 hrs; P2 – 48 hrs	P1 – 2x daily; P2 – 24 hrs
Named contacts	3	5	5
Technical account manager			✓
Recurring status calls and service reports			✓
Online update guidance			✓
Strategic planning			✓
Special programmes and forum access			✓
Senior support team			✓
24/7 mission-critical phone support			✓
Case escalation and oversight			✓
Product roadmap participation			✓
Prioritised 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.



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