Alteryx Support Policy & Guidelines

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Alteryx Support Policy & Guidelines Overview

This Alteryx Support Policy & Guidelines ("Support Guidelines") describes the guidelines and procedures of Alteryx, Inc. or its applicable affiliate ("Alteryx") when providing customer support services ("Support") for Alteryx's proprietary software products ("Alteryx Product") to its customers who have an active, paid license to the Alteryx Product (each, a "Customer").

Alteryx Version Support Policy

Alteryx provides technical product support on each version of the Alteryx Product for a period of eighteen (18) months from the general availability release date. During this period, Alteryx will use commercially reasonable efforts to provide a Customer with assistance to address technical product issues with an Alteryx Product.

Any fixes for an Alteryx Product will be released in the latest version or upcoming future version. For additional information, please refer to the Alteryx Version Support Policy located at https://help.alteryx.com/current/designer/version-support-policy.

Alteryx Customer Support Guidelines

1. Support Overview

The Alteryx Global Customer Support Team ("Customer Support Team") is available to provide Customers with Support assistance and guidance on various issues and questions regarding supported versions of Alteryx Products. Examples of such issues and questions include:

- Issues encountered during installation
- Tool configuration questions
- "How-to" questions
- Unexpected product behavior
- Resource guidance
- Product update questions

Customers may submit a Support case regardless of the Alteryx Product version but cases involving an unsupported version may significantly impact Alteryx's ability to respond and resolve such cases.

2. Entitlements

Support entitlements are set forth in the signed contract(s) under which Customer purchased an Alteryx Product license ("Contract(s)"). When submitting a Support case, Customer must provide sufficient information (e.g., the Alteryx Product license key or Contract) for the Customer Support Team to confirm the Customer's available Support entitlements. Absent such confirmation, the Customer Support Team may not be able to provide Customer with Support. Customers can view their entitlements in the applicable Contract(s) and available Customer Support channels when logged into http://www.alteryx.com/support using the email address associated with the applicable Alteryx Product license.

All available Support resources are provided in the English language, but certain resources may be available in other languages from time to time. If the Customer informs the Customer Support Team of a desired language for a specific resource, the Customer Support Team will inform the Customer if the resource is available in the requested language.

2.1 Support Level

Standard Support: The purchase of an Alteryx Product license includes full access to the Alteryx Community, which may contain support-oriented resources, such as the Alteryx Knowledge Base, Live & On-Demand Training, and the Case Portal, as well as product documentation. Customers utilizing Standard Support may submit cases by email or through the Case Portal.

Advanced Support*: The purchase of Advanced Support entitles a Customer to all the Standard Support resources and channels, as well as advanced resources, such as 7x24 Support for SEV 1 cases and all available Support channels. For specific details, refer to the table below.

* Alteryx Promote 7x24 Support is an additional Support level equivalent to Advanced Support but limited to the Alteryx Promote product.

Premium Support: The purchase of Premium Support entitles a Customer to all the Advanced Support resources and channels, as well as premium resources, such as a Premium Support Advisor and prioritized case management.

ACCESS & RESPONSE*	Standard	Advanced	Premium
7x24 eSupport Access Online Community Product Knowledge Base Online Case Portal Licensed Product Downloads Alteryx Academy	x	x	x
Targeted Response – SEV 1	4 business hours	1 hour	1 hour
Targeted Response – SEV 2	8 business hours	2 business hours	2 business hours
Targeted Response – SEV 3	8 business hours	8 business hours	3 business hours
Targeted Response – SEV 4	2 business days	2 business days	2 business days
5x12 Live Support Access – All Severities		x	x
7x24 Live Support Access – SEV 1 only		x	x
Chat/Phone Case Submission		x	x
Unlimited Case Allotment		x	x
Priority Response Team – Faster response time on all cases			x
Premium Support Advisor			x

Note: the targeted response times listed above are for initial response or guidance, not a guarantee for resolution. See section 6.1 for definition of Severity Levels and Appendix A for definitions of the resources mentioned above.

2.2 Case Allotment

Customers are entitled to the number of Support cases set forth in their Contract(s), based on the Alteryx Product license(s) purchased.

3. Support Hours

Standard Support is offered Monday through Friday (excluding recognized US and local holidays, as applicable). Standard Support is available in the geographical area of the licensed user who submits the

case or the Customer's primary contact for the submitted case. The applicable local business hours for Standard Support are as follows:

- Americas: 8am – 8pm EST/EDT
- EMEA (Europe, Middle East, Africa): 8am – 5pm BST/BDT
- APAC (Asia, Pacific): 8am – 7pm AEST/AEDT

For Advanced Support and Premium Support, the applicable local business hours include the above and are extended as described in Section 2.1 and Appendix A.

4. Contacting Alteryx Support

The Support channels available to the Customer may be accessed at http://www.alteryx.com/support using the email address associated with the applicable Alteryx Product license. The Support channels made available to Customers may be updated from time to time in Alteryx's sole discretion.

5. Response and Resolution Times

Targeted response times are specified in Section 2 but actual response times will depend on various factors, including:

- Support level
- Severity level
- Complexity of the issue
- Ability of the Customer (in its sole discretion) to provide data and workflow samples to replicate the issue*
- Ability of the Customer's designated technical contacts to provide detailed information promptly and accurately as requested
- The ability of the Customer's designated technical contacts to perform any required diagnostic tests in a timely manner as requested
- In the event the case cannot be resolved through typical channels and procedures, the ability of the Customer (in its sole discretion) to provide the Customer Support Team with supervised remote access to the Customer's machine on which the Alteryx Product at issue is deployed for diagnosis**
- If applicable, the need to consult with Alteryx Engineering, Product Management, Sales, and/or Fulfillment for further issue resolution
- Cooperation and maintenance of professional decorum in the mutual interest of case resolution

* Provision of data and workflow samples is subject to confidentiality obligations between Alteryx and the Customer. No personal data or other sensitive and/or highly regulated information may be provided by a Customer to Alteryx. Customers are strongly encouraged to provide "dummy data".

** In the event the Customer does not, in its sole discretion (whether due to internal policy or otherwise), provide the Customer Support Team with remote access to diagnose an open case, the Customer Support Team may be required to close a case unresolved.

6. Case Management

Each unique inquiry submitted to the Customer Support Team will be assigned a Case Number and a Customer Support Engineer.

6.1 Severity Levels

Cases are defined by the following severity levels:

Severity Level	Definition
SEV 1 (Critical Cases)	Critical Issues caused by product code failure where the production environment of the Alteryx Product is either completely inoperable or inaccessible to all of Customer's users in one of the following ways: System Crash, Data Loss, or Security Vulnerability. Once confirmed as a **SEV 1** issue by the Customer Support Team, the Customer Support Team and will provide status updates every 1 business day until the issue is resolved.
SEV 2 (Critical Cases)	Product defect causing major but intermittent loss of production service. Operation of the Alteryx Product can continue in a restricted manner. Once confirmed as a **SEV 2** issue by the Customer Support Team, the Customer Support Team will provide status updates every 2 business days until the issue is resolved.
SEV 3 (Standard Cases)	Product defect or issue not causing loss of production service or user has product questions. The Alteryx Product operates as designed but may not perform as expected. User is able to continue using the product.
SEV 4	No/low impact on the performance or function of the Alteryx Product. Includes enhancement or cosmetic suggestions.

6.2. Submitting a Critical Issue

For Standard Support, utilize the Case Portal (https://www.alteryx.com/support) to open a critical case. For other Support levels, please reference the information provided upon purchase for additional ways to submit a critical case outside of normal business hours.

When submitting a critical case, Customers should provide at least the following seven items:

1. User identification information
2. Identify whether experiencing a system crash, data loss, or security vulnerability
3. Description of the business impact on the organization

4. Full description of the issue and expected results
5. Outline of the steps to reproduce the issue or error
6. Exact wording or screenshot of all issue-related error messages, a screenshot of available storage space on the drive Alteryx is installed, and any applicable log files
7. Answers to the following questions:

- What Alteryx Product version is being utilized?
- Is this an issue with a database? If so, what database and database version, connection (ODBC, OCI, OLEDB, etc.), driver and driver version are utilized?
- Was this issue a result of an Alteryx Product update?
- Is this issue isolated to one user or one machine?
- Is the issue on the server or the desktop?

6.3. Case Status Codes

Case Status Codes are used to indicate the progress of the case and may be viewed in the Case Portal for each unique case submitted.

Case Status Code	Definition
Submitted	Case has been created and assigned a Case Number.
In Progress	A Customer Support Engineer is currently working to resolve the case.
Pending Customer	A Customer Support Engineer has responded to the customer and is waiting for further customer input to proceed.
Internal Review	The Customer Support Engineer is seeking input from an internal resource in order to proceed.
Solution Offered	A potential solution has been provided to the Customer and the Customer Support Engineer is awaiting confirmation that the case may be closed.
On Hold	Customer is unable to provide information requested by the Customer Support Engineer until further notice. Case will remain on hold until required information is provided by Customer.
Closed	Case has been resolved or closed due to inactivity.
Accepted Defect	Case has been accepted as a defect by Alteryx Engineering. The issue may be resolved in a future release of the applicable Alteryx product.

7. Initial Support Assessment & Resolution

Cases are automatically classified with a status of "Submitted" when opened (or reopened, for previously closed cases). Typically, the Customer Support Engineer will perform an initial assessment of the case and will subsequently take one of the following next steps:

- Determine that more information is needed to analyze the problem. The Customer Support Engineer will notify the customer to provide additional information. This action may also change the case status to "**Pending Customer**" or "**On Hold**" until the customer provides more information.
- Determine that all the information necessary to attempt to reproduce the problem is available. If sufficient information is available, the status of the case will change from "**Submitted**" to "**In Progress**."
- Determine that the case requires consultation with additional departments within Alteryx. The Customer Support Engineer will route the case to the appropriate internal department and change the status to **"Internal Review".**
- When a solution has been identified by the Customer Support Engineer and provided to the customer/submitter within the case, the status will change to **"Solution Offered".**
- If a case becomes tied to an accepted defect, it will be marked **"Accepted Defect".** In the event an "Accepted Defect" case is resolved in a future release of the applicable Alteryx product within a reasonable time following the identification of the defect, the case submitter will be notified.
- Provide the resolution to the case and update the status to "**Closed**".

8. Case Closure

Once a resolution to a case has been reached, the case will be closed. In certain instances, when a customer is unable to respond or provide necessary information, a case will be closed before resolution. In these instances, the customer will be notified, within 3 business days of inactivity, of a pending closure. After 5 business days of inactivity or lack of progression due to customer constraint, a case may be closed.

Appendix A

Support Level Table (Section 2.1) Definitions

Premium Support Advisor – This designated Customer Support resource will analyze the Customer's Alteryx Support Usage and provide insights on areas of growth to better utilize the capabilities of the Alteryx platform. Quarterly strategic reviews will include dedicated time for the Customer's users to discuss open issues or ask new questions.

7x24 eSupport Access – All customers have access to the Alteryx Community and other online resources. This includes access to Product Knowledgebase, Alteryx Academy, online Case Portal, use-cases, whitepapers, and product downloads. The online Case Portal allows customers to submit, review, and update Support cases. License key management is available through https://licenses.alteryx.com.

7x24 Live Support (SEV 1 cases only) – Access to the Customer Support team 24 hours a day, 7 days a week for critical cases involving production down situations as defined in Section 6.1.

5x12 Live Support – Access to the Customer Support team 5 days a week, 12 hours a day for cases of all severity levels, excluding applicable holidays.

Priority Response Team – Premium Support customer cases have prioritized visibility and response over cases from other Support levels.