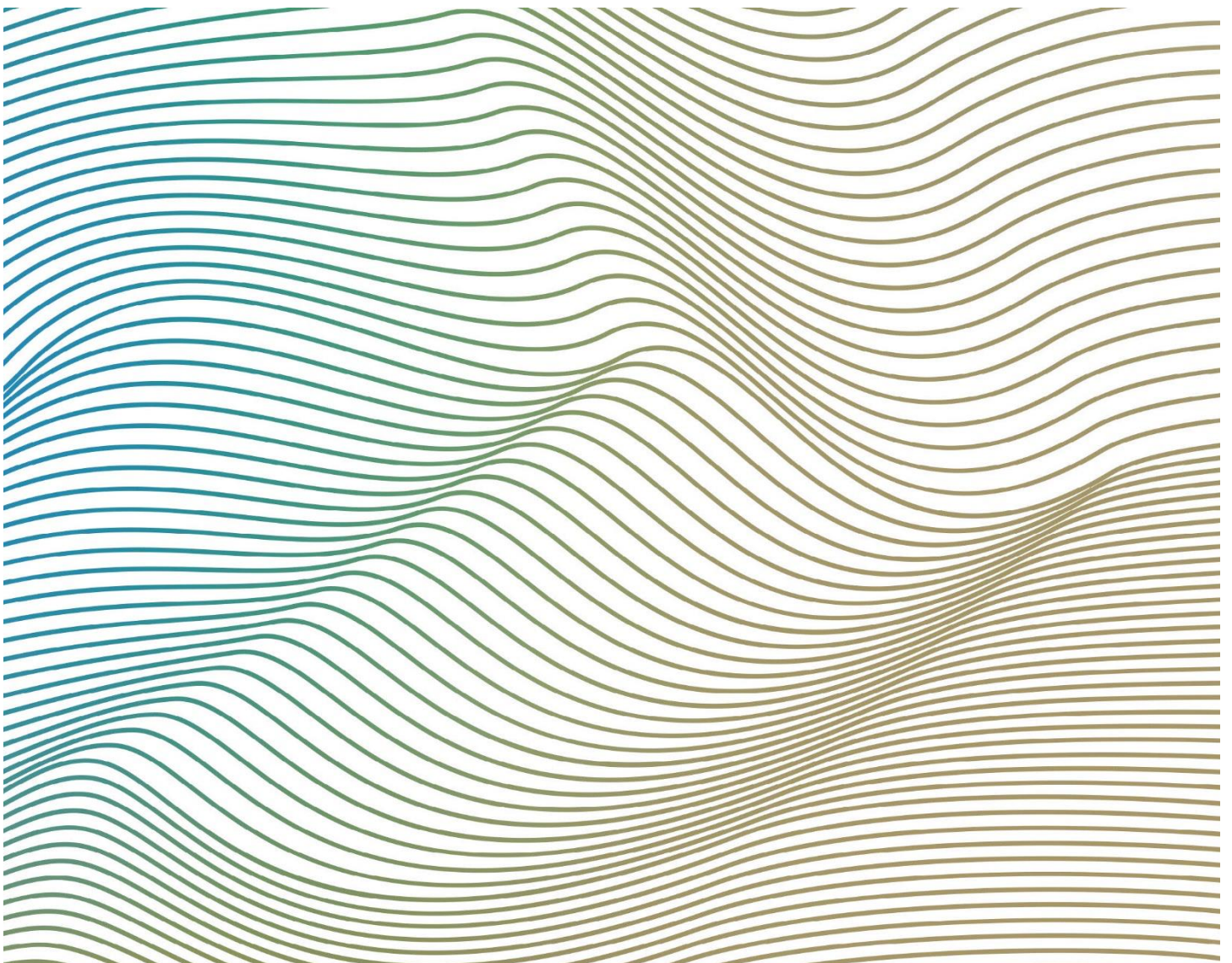


# Alteryx Support Policy & Guidelines



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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](#)"). These Support Guidelines apply only to supported versions of the Alteryx Products. Supported versions are identified in the Alteryx Version Support Policy, described next.

Unless otherwise stated, [Alteryx](#) and [Trifacta](#) products will adhere to their respective Support policies and guidelines.

### Alteryx Products

Alteryx Analytics Hub	Alteryx Machine Learning
Alteryx Connect	Alteryx Auto Insights
Alteryx Designer	Alteryx Promote
Alteryx Intelligence Suite	Alteryx Server
Alteryx License Server	

### Trifacta Products

[Jump to Trifacta Product Support](#)

Cloud Dataprep	Customer Managed
Trifacta Cloud	Designer Cloud powered by Trifacta

# 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/product-activation-and-licensing/version-support-policy>.

# Alteryx Customer Support Guidelines

## 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.

### Support Includes

In Scope
Diagnosis and resolution of product defects
Issues encountered during installation or upgrade
Errors arising from the Alteryx Product
Tool configuration questions
"How-to" questions
Resource guidance
Product update questions

How-to questions are limited to general inquiries about Alteryx products and tools. Workflow design, optimization, and best practices are considered outside of scope for Customer Support. If assistance is needed, we recommend leveraging Alteryx Community or Services.

Out of Scope
Custom code development or debugging
Installation/migration walkthroughs
Workflow design or optimizations

Customers may submit a Support case for any encountered Alteryx Product issue. Still, cases involving an unsupported environment, configuration, or connection may significantly impact Alteryx's ability to respond and resolve such cases.

## Entitlements

Support entitlements are outlined in the signed contract(s) under which the Customer purchased an Alteryx Product license ("Contract(s)"). When submitting a Support case, the Customer must provide sufficient information (e.g., the Alteryx Product license key or Contract) to confirm the Customer's available Support entitlements. Absent such confirmation, the Customer Support Team may not support the Customer. Customers can view their entitlements in the applicable Contract(s) and available Customer Support channels when logged into <https://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. However, specific resources may be available in other languages from time to time. If the Customer informs the Customer Support Team of the desired language for a particular resource, the Customer Support Team will notify the Customer if the resource is available in the requested language.

### 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<sup>1</sup>:** 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.

**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 Technical Account Manager and prioritized case management.

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<sup>1</sup> Alteryx Promote 7x24 Support is an additional Support level equivalent to Advanced Support but limited to the Alteryx Promote product.

Access & Response <sup>2</sup>	Premium	Advanced	Standard
<b>Access</b>			
<b>Community Access</b>	✓	✓	✓
<b>Product Knowledgebase</b>	✓	✓	✓
<b>Case Portal</b>	✓	✓	✓
<b>Alteryx Academy</b>	✓	✓	✓
<b>Unlimited Case Allotment</b>	✓	✓	
<b>Technical Account Manager</b>	✓		
<b>Recurring Status Calls</b>	✓		
<b>Strategic Planning</b>	✓		
<b>Case Escalation &amp; Oversight</b>	✓		
<b>Target Response Times</b>			
<b>SEV1</b>	1 hour	1 hour	4 business hours
<b>SEV2</b>	2 business hours	2 business hours	8 business hours
<b>SEV3</b>	8 business hours	8 business hours	8 business hours
<b>SEV4</b>	2 business days	2 business days	2 business days
<b>Assisted Support<sup>3</sup></b>			
<b>12x5 Assisted Support</b>	✓	✓	✓
<b>SEV 1 24x7 Assisted Support</b>	✓	✓	

<sup>2</sup> \*Note: the targeted response times listed above are for initial response or guidance, not a guarantee for resolution. See section 6.1 for Severity Levels and Appendix A for definitions of the resources mentioned above.

<sup>3</sup> Assisted Support is defined as cases received through support channels where live agents are necessary to assist the customer in resolving the case.

## Case Allotment

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

## 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 is as follows:

Americas	EMEA (Europe, Middle East, and Africa)	APAC (Asia, Pacific)
8:00 AM – 8:00 PM EST/EDT	8:00 AM – 5:00 PM BST/BDT	8:00 AM – 7:00 PM AEST/AEDT

The applicable local business hours for Advanced Support and Premium Support include the above. In addition, they are extended as described in Section 2.1 and Appendix A.

## Contacting Alteryx Support

The Support channels available to the Customer may be accessed at <https://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 at Alteryx's sole discretion.

Solely to the extent the services enable Alteryx to access any Personal Data included in Licensee's Content, the obligations of the Alteryx Data Processing Agreement will apply, available at <https://www.alteryx.com/dpa>.



## Submitting a Case

For Support, utilizing the Case Portal (<https://www.alteryx.com/support>) is the easiest and most efficient way to open up a case. When submitting a 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 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 is 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?

## 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
- The complexity of the issue
- The ability of the Customer (in its sole discretion) to provide data and workflow samples to replicate the issue<sup>5</sup>
- The 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 promptly 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<sup>6</sup>
- If applicable, the need to consult with Alteryx Engineering, Product Management, Sales, and Fulfillment for further issue resolution
- Cooperation and maintenance of professional decorum in the mutual interest of case resolution

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<sup>5</sup> Provision of data and workflow samples is subject to confidentiality obligations between Alteryx and the Customer. A Customer may not provide personal data or other sensitive or highly regulated information to Alteryx. Customers are strongly encouraged to provide "dummy data."

<sup>6</sup> 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.

## Severity Levels

The following severity levels define cases:

Severity Level		Definition
<b>SEV 1</b>	Critical	<p>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.</p> <p>Once confirmed as a SEV 1 issue by the Customer Support Team, the Customer Support Team will provide status updates every 1 business day until the issue is resolved.</p>
<b>SEV 2</b>	Major	<p>Product defect causing major but intermittent loss of production service. Operation of the Alteryx Product can continue in a restricted manner.</p> <p>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.</p>
<b>SEV 3</b>	Minor	<p>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. However, the user can continue using the product.</p>
<b>SEV 4</b>	None	<p>No/low impact on the performance or function of the Alteryx Product. Includes enhancement or cosmetic suggestions.</p>

## Case Portal Status Codes

Case Status Codes indicate the case's progress and may be viewed in the Case Portal for each unique case submitted.

Case Status Code	Definition
<b>Submitted</b>	A case has been created and assigned a Case Number.
<b>In Progress</b>	A Customer Support Engineer is currently working to resolve the case.
<b>Pending Customer</b>	A Customer Support Engineer has responded to the customer and is waiting for further customer input to proceed.
<b>Internal Review</b>	The Customer Support Engineer is seeking input from an internal resource to proceed.
<b>Solution Offered</b>	A potential solution has been provided to the Customer. However, the Customer Support Engineer is awaiting confirmation that the case may be closed.
<b>On Hold</b>	The customer cannot provide the information requested by the Customer Support Engineer until further notice. The case will remain on hold until the Customer provides the required information.
<b>Closed</b>	A case has been resolved or closed due to inactivity.
<b>Accepted Defect</b>	A case has been accepted as a defect by Alteryx Engineering. However, the issue may be resolved in a future release of the applicable Alteryx product.

# Trifacta Support Policy & Guidelines

## Contacting Support

Phone	Customer and Community Portal	Email
7:00 AM IST – 6:00 PM PST <sup>7</sup>	24x7x365 – <a href="#">Community Portal</a>	<a href="mailto:support@trifacta.com">support@trifacta.com</a>

Region	Phone Number
<b>U.S.A.</b>	+1 (415) 548-7108
<b>India (Inside)</b>	+918000402883
<b>India (Outside)</b>	0008000402883
<b>Germany</b>	+49 221 68943009

## Support Service Level Guidelines & Agreements

Upon Case creation, a Priority will be assigned to reflect the business Impact. This allows for proper resource alignment to ensure faster time to resolution.

Priority	Impact	
<b>P1</b>	Critical Business Impact	The production environment is inoperative with no available workaround.
<b>P2</b>	Major Business Impact	The productivity and usage are significantly impaired, e.g., periodic work stoppages and feature crashes occur.
<b>P3</b>	Minor Business Impact	The productivity and usage are slightly impaired.
<b>P4</b>	No Business Impact	No measurable impact to productivity and enhancement requests.

<sup>7</sup> Excluding local holidays

Trifacta targets the initial response times based on the Success Packages and Priority

Initial Target Response time								
Success Package	Edition	Portal Access	Community Access	Academy Access	P1	P2	P3	P4
<i>Mission Critical Continuing Success</i>	Enterprise	✓	✓	✓	4 h	6 h	12 h	12 h
<i>Premium Continuing Success</i>	Enterprise	✓	✓	✓	8 h	12 h	24 h	24 h
<i>Core Continuing Success</i>	Enterprise	✓	✓	✓	12 h	24 h	48 h	48 h
<i>Standard Success</i>	Professional	✓	✓	✓	24 h	48 h	48 h	48 h
<i>Community Success</i>	Starter		✓	✓	N/A			

## Case Closure

Trifacta will close a case if:

- We have provided a solution or temporary solution
- You have expressed that you no longer require assistance
- Both parties agree on case closure
- Trifacta Software or services are working in a documented manner within certified environments
- We repeatedly (3x) tried to contact you without a response

Trifacta will consider an issue resolved if:

- We have provided a release update, hotfix, or temporary solution that will address the issue
- A reference Enhancement Request has been provided
- Trifacta Software does not cause the issue, or Trifacta provided Services

# Support Lifecycle

## **Support Services Terms and Conditions**

Support and Maintenance services consist of (a) Error Correction and Support provided to a single technical support contact concerning the installation and use of the current release of the Trifacta Software and the Previous Sequential Release, (b) Email Support, (c) Web Support, and (d) Trifacta Software updates and Trifacta in its discretion makes generally available to its support and maintenance customers without additional charge.

Trifacta shall exercise commercially reasonable efforts to correct any error reported by the Customer in the current unmodified release of Trifacta Software in accordance with the priority level reasonable assigned to such Error by Trifacta.

Trifacta Enterprise releases are supported 16 months after the General Availability (GA) date of the initial major release 16 months after their GA date, releases are considered End Of Life (EOL)

NOTE: For detailed outlines of the SUPPORT AND MAINTENANCE SERVICES TERMS AND CONDITIONS, please consult your contract or <https://www.trifacta.com/supportpolicy/>

# Appendix A

## Support Level Table (Section 2.1) Definitions

**Technical Account Manager** – This designated Customer Support resource will analyze the customer's support usage and become familiar with their environment. In addition, the TAM will hold bi-weekly syncs with Customer to review outstanding support issues and provide strategic guidance for Alteryx product deployment and use.

**24x7 Self Support** – 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>.

**24x7 Assisted Support (SEV 1 cases only)** – Access to the Customer Support team 24 hours a day, seven days a week for critical cases involving production down situations as defined in Section 6.1.

**12x5 Assisted Support** – Access to the Customer Support team five days a week, 12 hours a day for cases of all severity levels, excluding applicable holidays.