



# Support Services

## SUPPORT DESK & CENTRE OF EXCELLENCE

OVERVIEW

### Our support desk

Our support desk is there to give you access to the support you need to make the most out of Tableau and Alteryx. All free of charge.

### Centre of Excellence

Our internal community is exclusive for our customers & consultants and is a good place to ask or post anything data-related here!

POLICY

CENTRE OF EXCELLENCE

# OVERVIEW

Three licensed users in your company will have direct access to our support desk, there they will receive all the help needed to make the most out of Tableau and Alteryx. Through the portal you, as a customer of The Information Lab, have access to our team of Tableau and Alteryx consultants who can help support your day to day usage of the software. There is no extra cost for this service, it is covered by your software licence. This document details everything you need to know about accessing the portal and getting the most from it.

## The issues we can provide support on

Whether you're a new user having problems using basic features, an advanced user with a niche question or IT based with a technical server question / issue our consultants are here to help. It can be a simple "How do I?" question, or a complex bug report; from formatting to blending, from predictive modelling to load balancing, etc.

Recent tickets examples:

- My tableau blend isn't working as I wanted...
- I want to migrate my server to another machine, how can I do this?

## Scope of support services

Our support services consist of the following:

*Web and email based submission of tickets*

*Guidance and troubleshooting in connection with questions and issues arising from the following customer activities:*

- **Installation and Downloads**
- **Basic Configuration Issues**  
(troubleshooting customer's configuration settings for existing installations on supported hardware)
- **Usage Issues:** i.e. "how to" questions related to standard and intended Software usage.

# POLICY

## Supported Software:

- Tableau Desktop
- Tableau Online
- Tableau Server
- Tableau Prep
- Alteryx Designer
- Alteryx Server

## Coverage Hours:

9 am to 5 pm - CET

Monday to Friday excluding Dutch public holidays

## Supported Channels:

Email & Online Portal

## Supported Contacts:

Any licensed Tableau Desktop and Alteryx Designer user, and three named Tableau Server and Alteryx Server users

## Priority times:

- Priority 1 = 1 day, max 24h  
Mon/Fri
- Priority 2 = 2 days, max 48h  
Mon/Fri
- Priority 3 = 3 days, max 72h  
Mon/Fri
- Priority 4 = 5 days, max 120 h  
Mon/Fri

*You can always rely on our  
fast response time*

## Our reaction time:

Within 4 hours from the moment The Information Lab receives a support ticket, we will react via email by an appropriately qualified Tableau or Alteryx consultant. This reaction is NOT an automated email, but could be a question to supply the support desk more information, samples, Tableau workbook etc, or already the answer to the problem. In case of a Priority 1 incident we will respond within 1 hour.

# CENTRE OF EXCELLENCE

## What is the Centre of Excellence

The Centre of Excellence is an online support and community platform reserved to our clients. Here, anybody can ask any Tableau, Tableau Prep or Alteryx questions. The Centre of Excellence gathers more than 200 qualified trainers and consultants, Tableau Ambassadors, 8 Zen Masters and Alteryx ACEs through our 8 European offices.

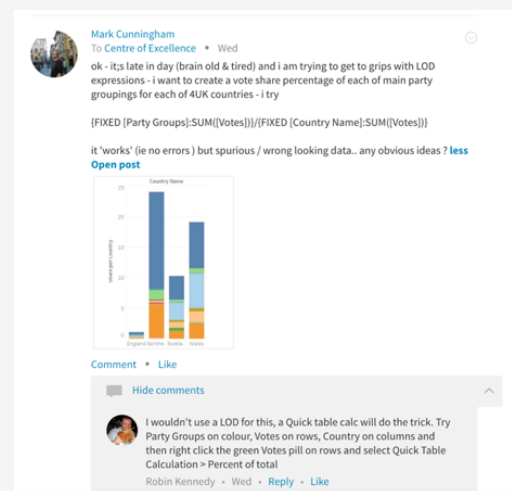
## What does this mean?

- Anybody who has access can count on short time and high quality answers.
- All our consultants can see your questions - so you'll have all of us ready to give you answers!
- Did you know that the 8 Zen Masters in our community represent 1/3 of the Zen Masters worldwide?

## How to have access:

Send us an email at [info@theinformationlab.nl](mailto:info@theinformationlab.nl) requesting access to the Centre of Excellence

## What you can expect from the Centre of Excellence:



Issues related questions

### The GBCOE Christmas Quiz - Question 1

Good morning! Yesterday we posted that over the next 5 working days between now and Christmas we are going to be hosting a Christmas Quiz ([The Great British COE Christmas Quiz](#)). So lets start with question 1:

Answers should be submitted here: <https://til.bi/GBCOEQUIZ>

Question Part 'Christmas':

According to the Guinness Book of Records, what was the weight of the world's largest gingerbread man?

Answer Options: a) 651kg b) 951kg c) 1251kg

Question Part 'Analytics':

How many people need to be in the same room together in order for it to be more likely than not that 2 people, in said room, share the same birthday?

Extra resources, challenges, knowledge are always shared in the Centre of Excellence