

# Working with Splunk Support



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0101



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# Global Splunk Support

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# Global Splunk Support

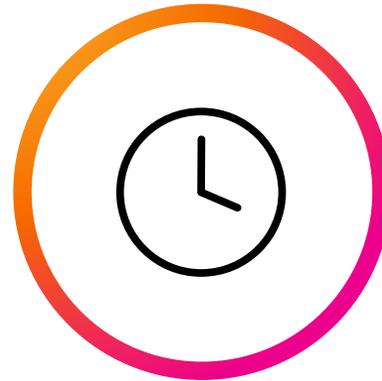
Splunk is a Global organization that provides support 24 hours a day, 7 days a week. During weekends and local holidays, only urgent high priority P1 & Premium P2 cases are handled.

## Global Support Team



Support Splunkers are located across the globe!

## Available 24x7



Operating & Assisting Globally in a 24x7 Model.

## Phone Support



1-855-SPLUNKS  
or  
[Number by Region](#)

# Support Team Functions

## Customer Service Agents

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- 24x7 Global Coverage
- Provide live customer support to assist in opening cases
- Direct access to Technical Support Engineers based on case priority
- Requests additional information (diags, issue clarification, impact, and more)
- Handle license reset keys and other license questions
- Customer communications as needed
- Works on primarily non-technical issues and requests

## Technical Support Engineers

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- 24x7 Global Coverage
  - Weekend & local holiday coverage for Standard P1 and Premium P1-P2 coverage
- Assist in resolving post sales, non configuration technical issues via:
  - Email Case Updates
  - Phone
  - Web Conferencing
- Engage with internal resources as needed to reach case resolution (*see resources beyond Support section*)
  - Bugs
  - Workarounds
- Primary contact for all case communications and will collaborate with account and other teams as needed



# Resources Beyond Support

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# What are the Other Roles Involved?

Outside of support who can you ask for assistance?

## Solution Engineer (SE)

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Can provide Customers with answers to questions around:

- How-to questions, questions about feature compatibilities
- Implementation Demo / Proof of concept (POC)
- Product Feature feasibility
- Enablement sessions

## Professional Services (PS)

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Any changes within the Customer's environment that require a statement of work (SOW) such as:

- Implementation
- App Customization
- Data Onboarding
- On-Prem & Cloud Health checks
- Time with PS Consultant available thru On Demand Service\*

\*Contact your account team for more information on these services.

# Onboarding Process

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# Customer Registration Process

- Sign up [here](#)
  - Validate primary business email. Cases submitted using group alias are not accepted.
- It is critical to on-board your staff correctly so that they can reach Splunk Support for technical issues in a timely manner. The process of onboarding includes:
  - Registering [here](#)
  - Next, they should check their email inbox for a Splunk validation message. They must acknowledge the link within 7 days otherwise their access will expire. Double check that the validation email did not get sent to the junk/spam folder.
  - Once they have validated the Splunk link, this will create an account.
- Accounts can take up to 24 hours to process.

GET STARTED

## Create Your Account



Operational Intelligence gives you a real-time understanding of what's happening across your IT systems and technology infrastructure so you can make informed decisions. It is enabled by the Splunk platform, the foundation for all of Splunk's products, premium solutions, apps and add-ons.



**Free Trials and Downloads**

Search, analyze and visualize the massive streams of machine data generated by your IT systems and technology infrastructure--physical, virtual and in the cloud.



**Splunkbase Apps and Add-Ons**

Apps from Splunk, our partners and our community enhance and extend the power of the Splunk platform.



**Help When You Need It**

Get answers to your questions from Splunk know-it-alls. We have tutorials, use cases, references, procedures, docs and more.

**Create Your Splunk Account**

Already Have a Splunk Account? [Login](#)

First Name

Last Name

Job Title

Email Address

Phone Number

Company

United States

Zip/Postal Code

Username

Password

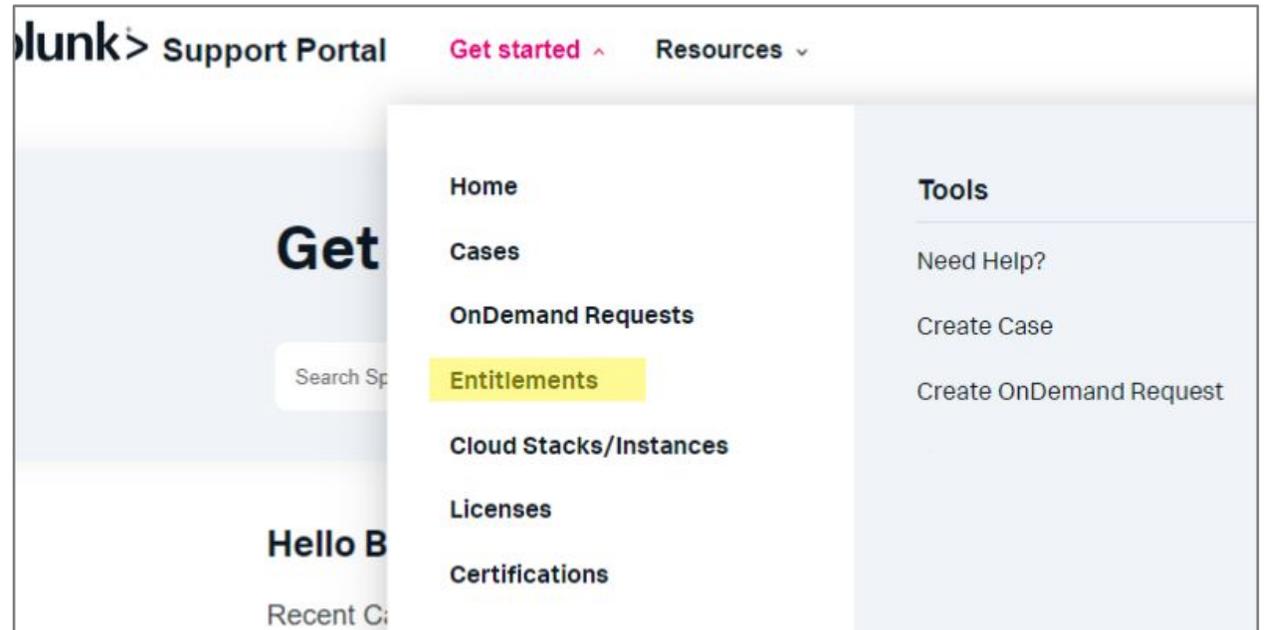


# Entitlements & Contacts/ Users

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# Viewing Your Entitlements

1. Log into Support Portal
2. Click on “Entitlements” from the Get Started top navigation menu
  - a. Valid & Active Entitlements
  - b. Entitlement ID numbers start with “E-” (or the legacy three-letter product code) followed by 8 digits.
3. Only entitlements on which you are an authorized user are listed.
4. Valid Entitlement Types:
  - a. E - All products
  - b. SPL - On-Prem Enterprise
  - c. SCL - Cloud Enterprise
  - d. PII - Phantom
  - e. CSA - User Behavior Analytics



*Note: Entitlements govern access to support while licenses govern access to the product. Users shall be added to each separately, depending on needs.*

# Contacts and Users

Who is entitled to Splunk Support? What can they do?

## Authorized contact

- Individual with primary business email, submit and update cases, must have valid and active entitlement. Also known as Support or Entitlement contact

## Portal Admin

- Add/delete contacts from entitlement, non-partner contact. Authoritative voice on entitlement and license modifications.

## Community User

- Cannot be added to an entitlement. No case submission via support portal, case visibility or case SLA.

## Operational Contact

- Individual who is notified when the Splunk Cloud environment undergoes maintenance or experiences a performance-impacting event

## Security Contact

- Individual or email alias within your organization who is responsible for managing cybersecurity-based “data breach” incidents and can respond as well as escalate to appropriate personnel within the company, including leadership.

# Operational VS Entitlement Contacts

## Entitlement Contacts

Entitlement Contacts can raise Support Cases in the Support Portal using their entitlement to request support for their products or help in managing their splunk.com account. Being an entitlement contact does not automatically assign someone as a license contact, unless specifically requested. Entitlement contacts can be added as a case collaborator per case so they can view case details and upload attachments.

## Managing Entitlement Contacts

In the Support Portal, Entitlement Contacts designated as a Portal Admin can add anyone from their same Account to the entitlement. This can be done under either the “My Entitlements” or “Portal Admin” section.

To add or remove Portal Admin status from any entitlement contact, reach out to your account team or Splunk support.

## Operational Contacts

Operational Contacts are a subset of Account Contacts who are notified when a Splunk Cloud environment undergoes maintenance or experiences a performance-impacting event. These contacts will receive notifications of planned and unplanned downtime, including scheduled maintenance window alerts and email updates related to incident-triggered cases.

## Managing Operational Contacts

In the Support Portal, any Splunk Cloud entitlement contact can manage Operational Contacts by navigating to the “My Operational Contacts” section and following the instructions there.

There is no limit to the number of Operational Contacts.



# Splunk Case Priorities

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# Splunk Case Priorities

- P1: A production installation of purchased Splunk software is completely inaccessible or the majority of its functionality is unusable.
- P2: One or more important features of purchased Splunk software has become unusable.
- P3: Any other case where a feature of purchased Splunk software is not operating as documented.
- P4: All general questions & enhancement requests are considered 'P4' & should be logged via the [Splunk Ideas Portal](#).
- Cloud P4: For Splunk Cloud cases only, P4 is utilized for app installs and proactive communication.
- [Splunk Support Program Page](#)

Support is offered to users with paid for support active Splunk entitlements. The entitlement ID will be asked for when calling support and is required for submitting a case via the portal.

When submitting a case, Customer will select the priority for initial response by logging the case online, in accordance with the priority guidelines. When the case is received, Splunk Support may change the priority if the issue does not conform to the criteria for the selected priority and will provide Customer with notice (electronic or otherwise) of such change.

		Base	Standard	Premium	
P1	A production installation of purchased Splunk software is completely inaccessible or the majority of its functionality is unusable. For P1 cases, please call us on one of our global support numbers <a href="#">found here</a>	Availability <sup>1</sup>	8-5 business days	24/7 x 365	24/7 x 365
		Response Time	4 Hours	2 hours	30 min
		Update Time	Weekly	Daily	1 hour
		Targeted Fix/Workaround Times <sup>2</sup>	N/A	1 business week	24 hours
P2	One or more important features of purchased Splunk software has become unusable	Availability <sup>1</sup>	8-5 business days	8-5 business days	24/7 x 365
		Response Time	2 business days	1 business day	1 hour
		Update Time	Weekly	Weekly	4 hours
		Targeted Fix/Workaround Times <sup>2</sup>	N/A	1 business week	1 business week
P3	Any other case where a feature of purchased Splunk software is not operating as documented	Availability <sup>1</sup>	8-5 business days	8-5 business days	8-5 business days
		Response Time	1 week	2 business days	4 hours
		Update Time	None	None	1 business day
		Targeted Fix/Workaround Times <sup>2</sup>	N/A	Next release	Next release
P4	All general questions. Enhancement requests should be logged via the <a href="#">Splunk Ideas Portal</a>	Availability <sup>1</sup>	8-5 business days	8-5 business days	8-5 business days
		Response Time	None	2 business days	1 business day
		Update Time	None	None	Weekly
		Targeted Fix/Workaround Times <sup>2</sup>	N/A	N/A	N/A

Image above found on the [Splunk Support Program Page](#)



# Submitting a Case via The Portal

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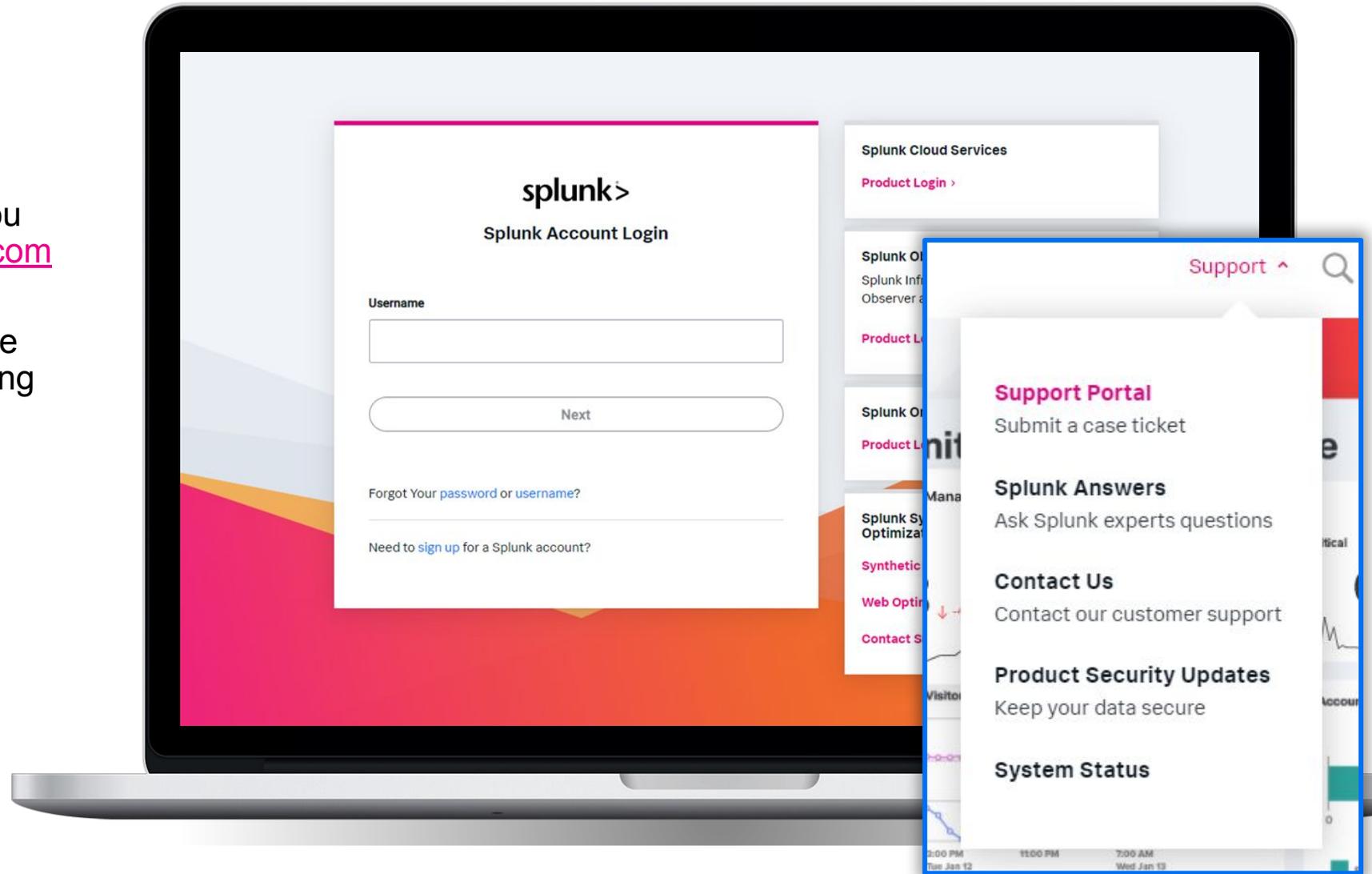
# Log In

## Things to note:

- To access the Support Portal, you must be registered with [Splunk.com](https://splunk.com)
- If you are registered with more than one login, be sure to use the **relevant username** when creating a Support Case.
- You can call in to Support with your case, but you must have your username & Entitlement number ready.

## Don't know how to access the Support Portal?

- Go to Splunk.com > Support > Support Portal.



# Case Creation - Portal

## How to Raise Cases

- The case creation form is broken down into areas pages to narrow the focus on certain questions.
- To begin, select **Support** for technical issues, Splunk Cloud changes, Apps and Add-on support, or account issues

The screenshot shows the Splunk Support Portal interface. At the top, the Splunk logo is followed by 'Support Portal', 'Get started', and 'Resources'. Below this is a breadcrumb trail: 'Home > Need Help? > Create a Case'. The main content area is titled '\* Select Case Type' and lists five options, each with a radio button:

- Support**: Technical Issues, Splunk Cloud Changes, Apps & Add-ons Support, Account Issues
- OnDemand Request**: Request an OnDemand Advisory Service.
- Certification**: Pearson VUE registration assistance, exam prerequisites, recertification, move certifications.
- Education**: Instructor-Led Training, IOD/eLearning, Registration Assistance and Training.
- Billing**: Billing related requests.

# Case Creation – Portal

## How to Raise Cases

- Start by choosing the product that is experiencing issues. Ensure the appropriate Cloud Stack name is selected if applicable.
- If it is believed there should be support for an unlisted product, click on the slider next to “Don’t see your product listed?”

\* Select Case Type

**Support**  
Technical Issues, Splunk Cloud Changes, Apps & Add-ons Support, Account Issues

If you have a P1 case, please contact Support via telephone using the region specific numbers found [here](#).

Please submit enhancement requests on the [Splunk Ideas portal](#). Enhancement requests submitted through this form will not be reviewed.

\* Select Product

Q Search...

Showing 1 to 15 of 19

**Splunk Cloud**  
Splunk Cloud • E-Standard

**Splunk Cloud**  
Splunk Cloud • E-Premium

Don't see your product listed?

# Case Creation – Portal

## How to Raise Cases

- Once the product has been chosen, choose the category that best fits what you need help with.

*Note: details on submitting Cloud Change Requests included in the next section.*

* Select Case Type	<input checked="" type="checkbox"/> <b>Support</b> Technical Issues, Splunk Cloud Changes, Apps & Add-ons Support, Account Issues
* Select Product	<input checked="" type="checkbox"/> <b>Splunk Cloud</b> Splunk Cloud • Standard
* I need help with... ⓘ	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Admin Services - Splunk Cloud</b> Technical Issues for Admin Services</li> <li><input type="checkbox"/> <b>Apps and Add-ons Support</b> Technical Issues for Splunk Supported Apps &amp; Add-ons</li> <li><input type="checkbox"/> <b>Cloud Change Request</b> App Installs/Upgrades, Configuration, Firewall, or Access Control Changes</li> <li><input type="checkbox"/> <b>General Issues - Splunk Cloud</b> Crash, Product Info, Upgrade, and Installation for Splunk Cloud</li> <li><input type="checkbox"/> <b>Getting Data In - Splunk Cloud</b> Ingesting Data into Splunk Cloud</li> <li><input type="checkbox"/> <b>Non-Technical Issue</b> Account, Contact, Licensing, or Entitlement Issues</li> <li><input type="checkbox"/> <b>Search/Index - Splunk Cloud</b> Post Ingestion Configuration, Indexing, and Search Issues</li> </ul>

# Case Creation – Portal

## How to Raise Cases

- The Subject field should be a one sentence summary of the issue.
- Based on the information provided in the Subject line, knowledge articles will be recommended in the right side panel.

* Select Case Type	<input checked="" type="checkbox"/> <b>Support</b> Technical Issues, Splunk Cloud Changes, Apps & Add-ons Support, Account Issues	
* Select Product	<input checked="" type="checkbox"/> <b>Splunk Cloud</b> Splunk Cloud • Standard	
* I need help with...	<input checked="" type="checkbox"/> <b>Admin Services - Splunk Cloud</b> Technical Issues for Admin Services	
* Subject ⓘ	Role can't access application	
* Description ⓘ		

**Recommended For You**  
based on the keywords you entered

[Knowledge Articles](#) [Additional Resources](#)

**Specific Roles Can't Access an Application**  
This article explains when a role can access certain apps and others can't  
Last Updated: 01/23/2023 👁 61

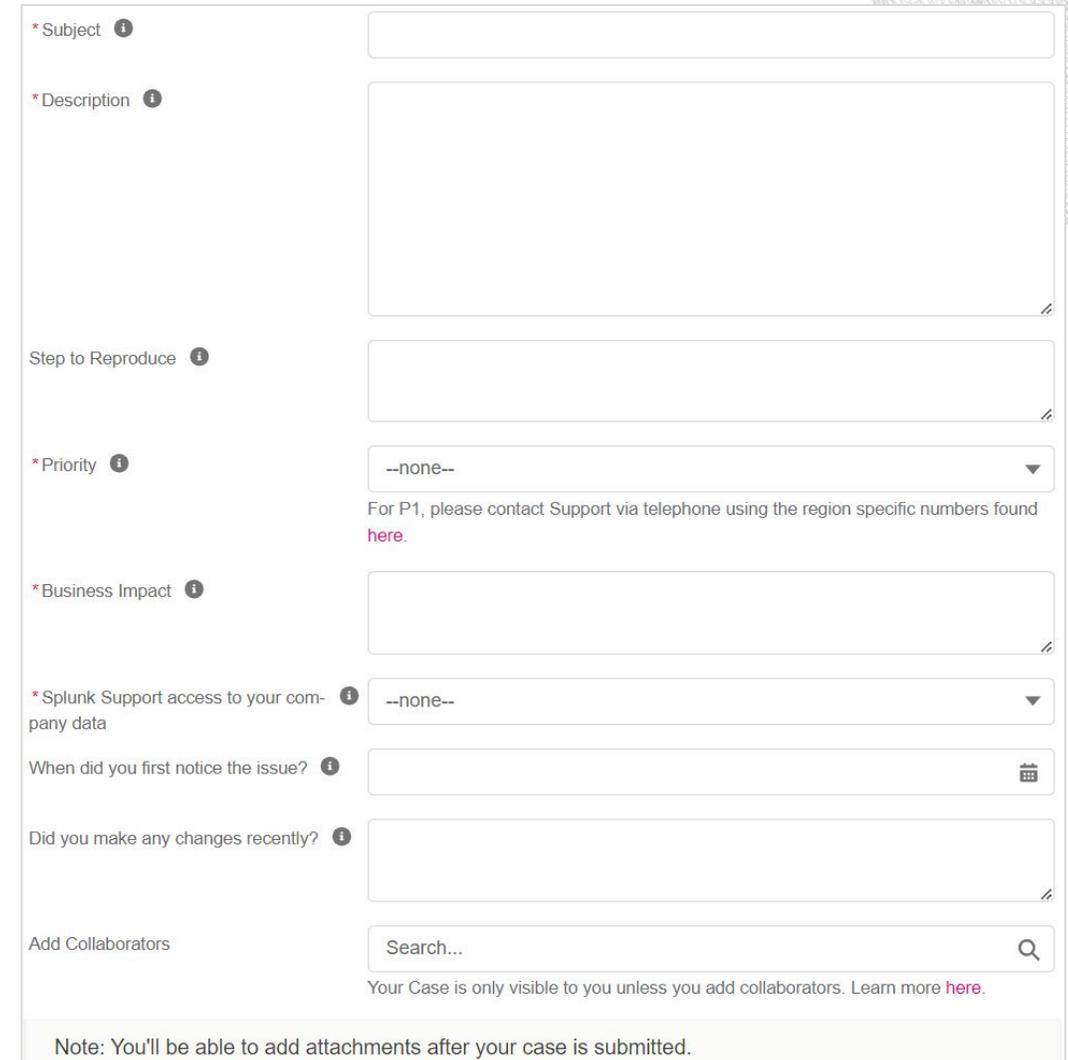
**ERROR: "saml response does not contain group information."**  
Customer Getting SAML Group Error while Logging in for Few Users.  
Last Updated: 11/02/2022 👁 1476

**User Group Cannot Access Dashboard**  
Group cannot access the Splunk dashboard even after several checks to ensure all proper steps have been executed. Customer believed its a fluke with Splunk.

# Case Creation – Portal

## How to Raise Cases

- The Subject should be a one sentence summary of the issue.
- The Description should include as much relevant information as possible. The more details provided at the start, the less back and forth communication will need to occur between you and support.
- In Steps to Reproduce, include details like commands and other actions plus a description of the configuration.
- The Business Impact should detail the impact the issue is having on your business operations.
- If applicable, set Data Access Request to indicate whether Splunk is allowed or denied to accessing the Cloud Stack selected for this case.
- Case Collaborators can be added. They will be explained in detail later.
- Any important notices and banners appear such as the PubSec banner or the attachments reminder.
- You will be able to add attachments after the case is created.



The screenshot shows a web form for creating a case. It includes the following fields and sections:

- \* Subject**: A text input field.
- \* Description**: A large text area for detailed information.
- Step to Reproduce**: A text area for instructions on how to reproduce the issue.
- \* Priority**: A dropdown menu currently set to "--none--". Below it, a note states: "For P1, please contact Support via telephone using the region specific numbers found [here](#)."
- \* Business Impact**: A text area for describing the impact on business operations.
- \* Splunk Support access to your company data**: A dropdown menu currently set to "--none--".
- When did you first notice the issue?**: A date picker field.
- Did you make any changes recently?**: A text area.
- Add Collaborators**: A search input field with a magnifying glass icon.

Below the form, there is a note: "Your Case is only visible to you unless you add collaborators. [Learn more here](#)."

At the bottom of the form, a note states: "Note: You'll be able to add attachments after your case is submitted."

# What information should be in the Case?

Key details a case should include to help Support narrow down the issue/behavior.

- Steps on how to reproduce, if applicable
- The symptoms of the issue
- If an upgrade has occurred
- When the problem started
- What you have already investigated
- What were the findings and observations
- Screenshots
- Sample events
- Relevant logs or error messages
- Any environment information such as recent OS updates, hardware, or configuration changes
- Splunk diag file

*Note: You will be able to add attachments after the case is created.*

# Case Collaborators

## Customer-managed Case Visibility

- Clicking the search option in the Collaborators field brings up a dialog box that lists all of the Entitlement Contacts on the Entitlement for the Product chosen.
- Opening the search dialog presents the option to Select All or Remove All contacts as collaborators.
- Any collaborator can add or remove other case collaborators.
- If a Contact is not listed, the Portal Admin can confirm and add an authorized user as necessary for the listed Entitlement.
  - By default, only the case creator can view a case unless case collaborators are added. The list of case collaborators is managed upon case creation and on existing cases in the Support Portal. Case Collaborators can edit the case details and upload file attachments but are not copied on case communications.

Search

Case Collaborators

Search... 🔍

E A
C
Ei
Jé
4 selected

Entitlement contacts can be added as Collaborators before or after case submission to view and update a case. If you do not see a contact on the list, please reach out to your portal administrator for entitlement E- .

A list of matching records appears when you start typing in the search box. Enter three or more characters to start the search...

---

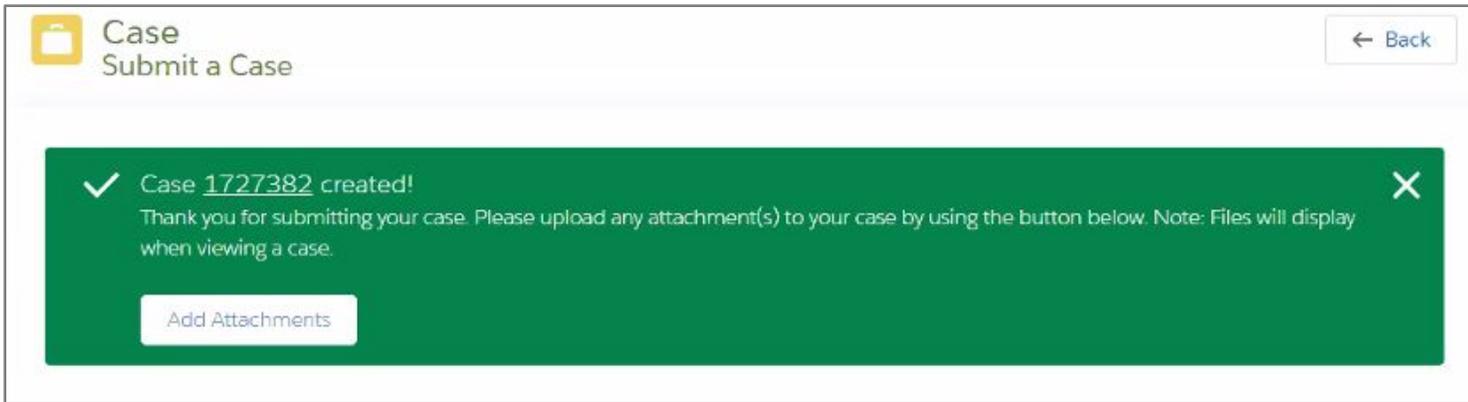
6 Results returned (select all/remove all)

Name
<span style="border: 1px solid gray; padding: 2px 5px; margin-right: 5px;">E D</span>
<span style="border: 1px solid gray; padding: 2px 5px; margin-right: 5px;">E J</span>
<span style="border: 1px solid gray; padding: 2px 5px; margin-right: 5px;">E Jr</span>
<span style="border: 1px solid gray; padding: 2px 5px; margin-right: 5px;">E N</span>
<span style="border: 1px solid gray; padding: 2px 5px; margin-right: 5px;">E P</span>
<span style="border: 1px solid gray; padding: 2px 5px; margin-right: 5px;">E SI</span>

Cancel
Save

# Case Created

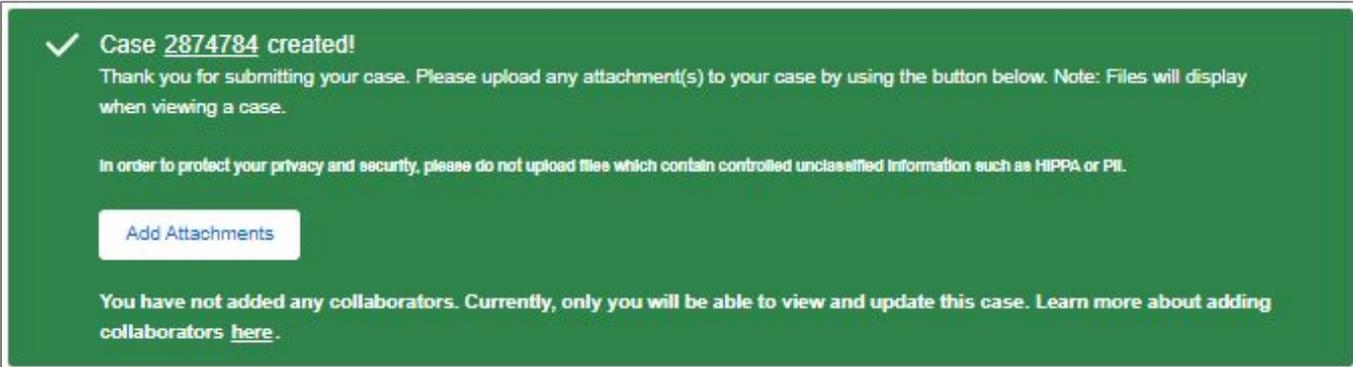
## Success Messages



The screenshot shows the top of a web page titled "Case Submit a Case" with a "Back" button. A green success message box contains the text: "Case 1727382 created! Thank you for submitting your case. Please upload any attachment(s) to your case by using the button below. Note: Files will display when viewing a case." Below the message is an "Add Attachments" button.

← If collaborators were added on the case when submitted, this is indicated by a green message with the Case Number.

If collaborators were **not** added on the case when submitted, this is indicated by a bolded message under the add attachments button. →



The screenshot shows a green success message box for case 2874784. It includes the text: "Thank you for submitting your case. Please upload any attachment(s) to your case by using the button below. Note: Files will display when viewing a case." Below this is a warning: "In order to protect your privacy and security, please do not upload files which contain controlled unclassified information such as HIPPA or PII." An "Add Attachments" button is present. At the bottom, a bolded message states: "You have **not** added any collaborators. Currently, only you will be able to view and update this case. Learn more about adding collaborators [here](#)."

# What Is a Splunk diag?

Generating a diag file is necessary in understanding and getting a snapshot of your configuration in your Splunk environment.

Uploading a diag with your case submission will reduce the amount of time required to identify the root cause of your issue.

- Use Cases where a diag is critical:
  - Forwarder is not working or reaching the indexer
  - Data is missing
  - Splunk crash
- How to generate a diag:
  - Command is “Splunk diag”
  - Produces diag <server name><data>.tar.gz (or .zip)
- Attach to a case through the support portal
  - For existing cases, log into the Splunk Support Portal and select the case you would like to upload diags to. In new cases, the diag can be uploaded when the case is created. This is the preferred method as it is a secure server.

\*Please be aware that a diag does not collect your indexed data.

# Apps and Add-Ons:

- [Splunkbase](#)

 SPLUNK SUPPORTED APP

Apps and add-ons published by Splunk Inc. that are supported and maintained by Splunk. Splunk will provide customers with active support subscriptions an initial response and acknowledgement to any support request for these apps or add-ons in accordance with Splunk Support terms. . All app/add-on support is P3 only.

 DEVELOPER SUPPORTED APP

Apps and add-ons published by parties other than Splunk Inc. Any support or maintenance for these apps and add-ons is provided by the developer, whose contact information can be found on the download page.

 NOT SUPPORTED

Apps and add-ons published either by Splunk or third-party developers. Indicates that no support or maintenance are provided by the publisher. Information from the user community might be available from sources such as Splunk Answers.

Click [here](#) to learn more about Apps and Add-Ons.

# Apps and Add-ons

## How to Raise Cases

- For technical support on a Splunk supported Apps or Add-ons, select the appropriate app or add-on from the lookup field.

\* Select Case Type

**Support**  
Technical Issues, Splunk Cloud Changes, Apps & Add-ons Support, Account Issues

\* Select Product

**Splunk Cloud**  
Splunk Cloud • mlhs • E-0014966 • Standard

\* I need help with...

**Apps and Add-ons Support**  
Technical Issues for Splunk Supported Apps & Add-ons

\* Select Apps or Add-ons ⓘ

Q Search... >

Showing 1 to 5 of 170

-  **Bullet Graph - Custom Visualization**  
3144
-  **Calendar Heat Map - Custom Visualization**  
3162
-  **Cloud Migration Assessment App for Splunk (SCMA)**  
4974
-  **Eventgen**  
1924
-  **FileLink for Splunk**  
6529

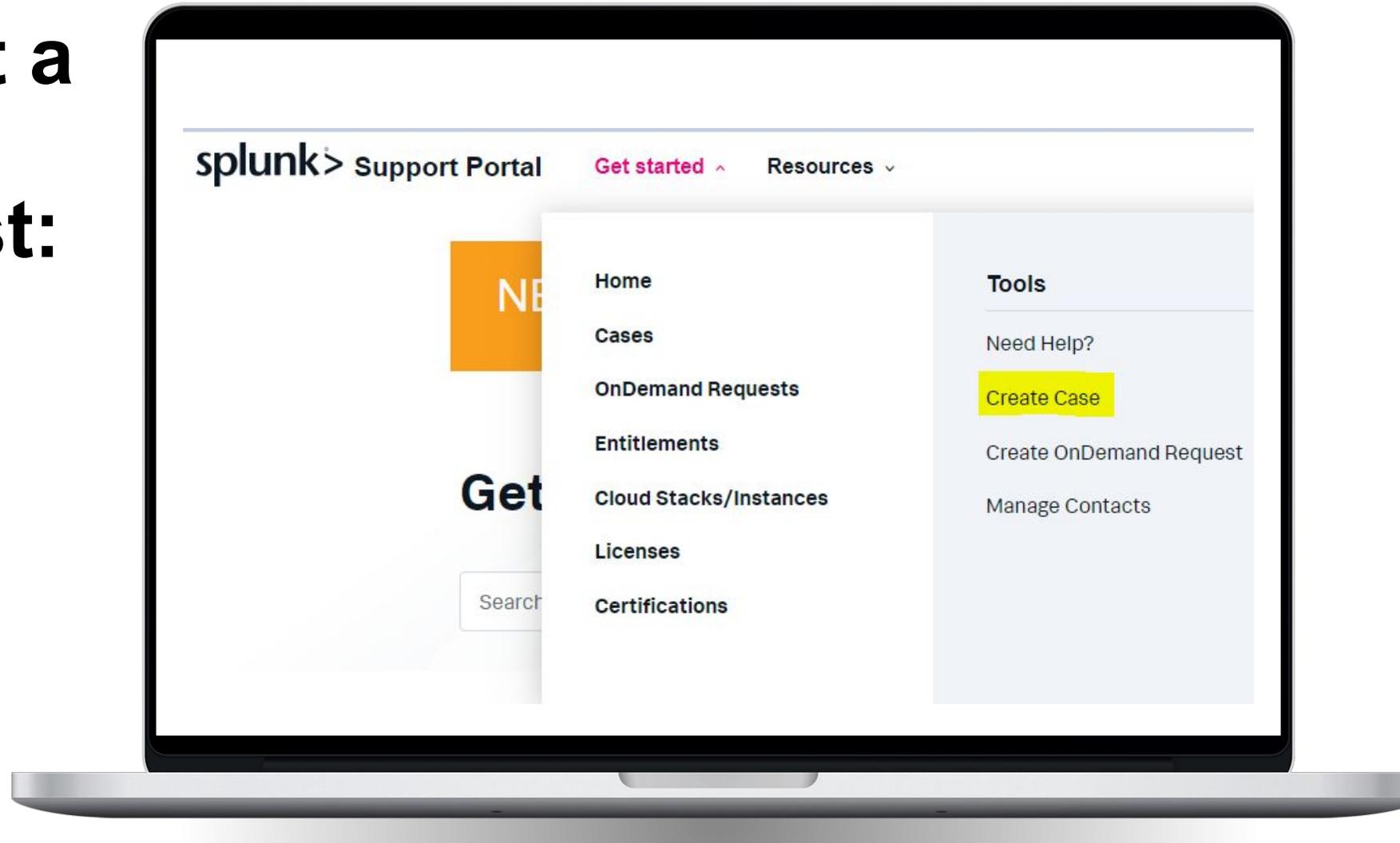
# Splunk Cloud Change Requests



# How to Request a Splunk Cloud Change Request:

## Pro Tips

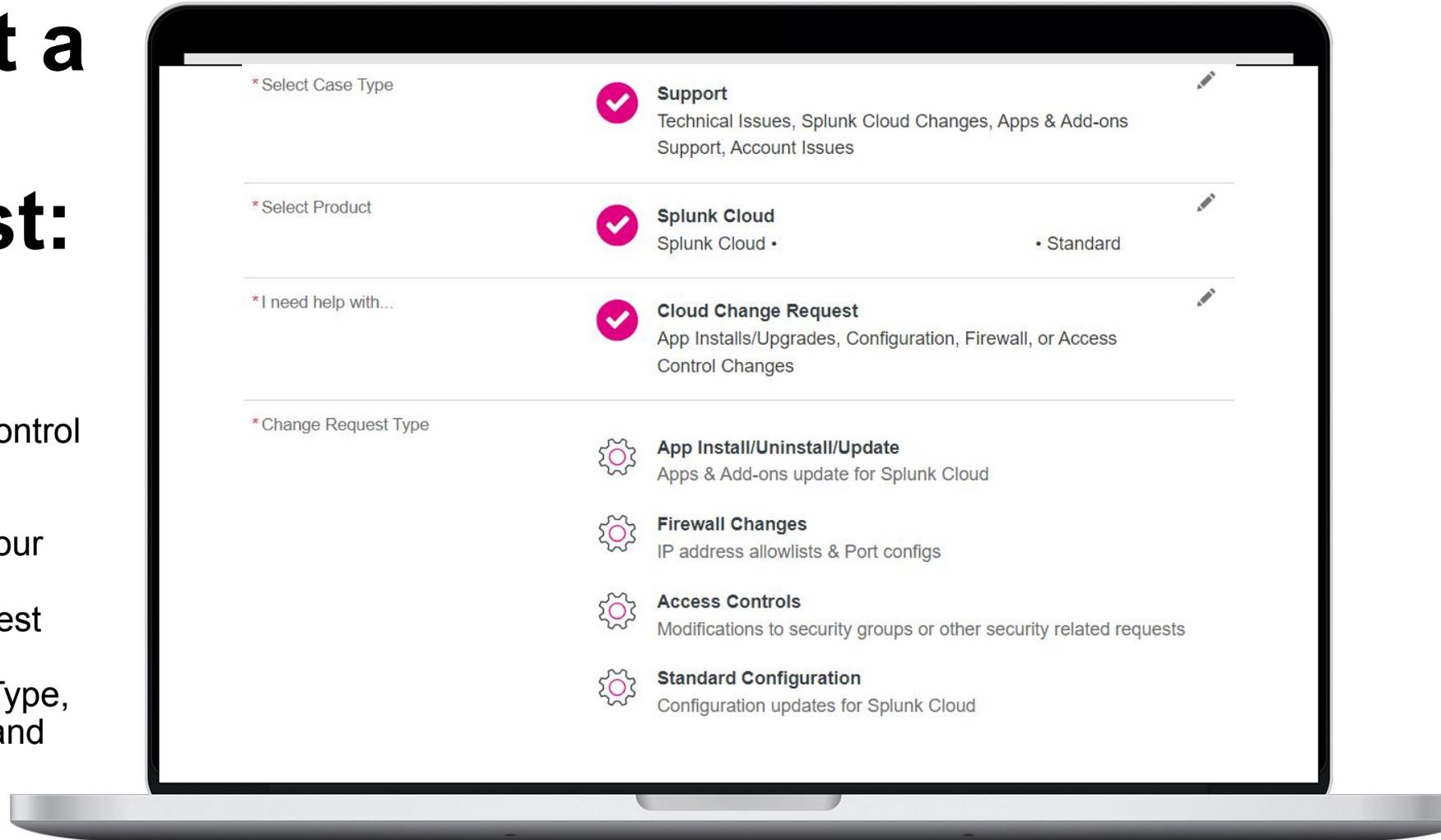
- Using the details described earlier, log in to the Splunk.com [Support Portal](#).
- Select **'Create Case'** as highlighted here on the laptop.



# How to Request a Splunk Cloud Change Request:

## Pro Tips

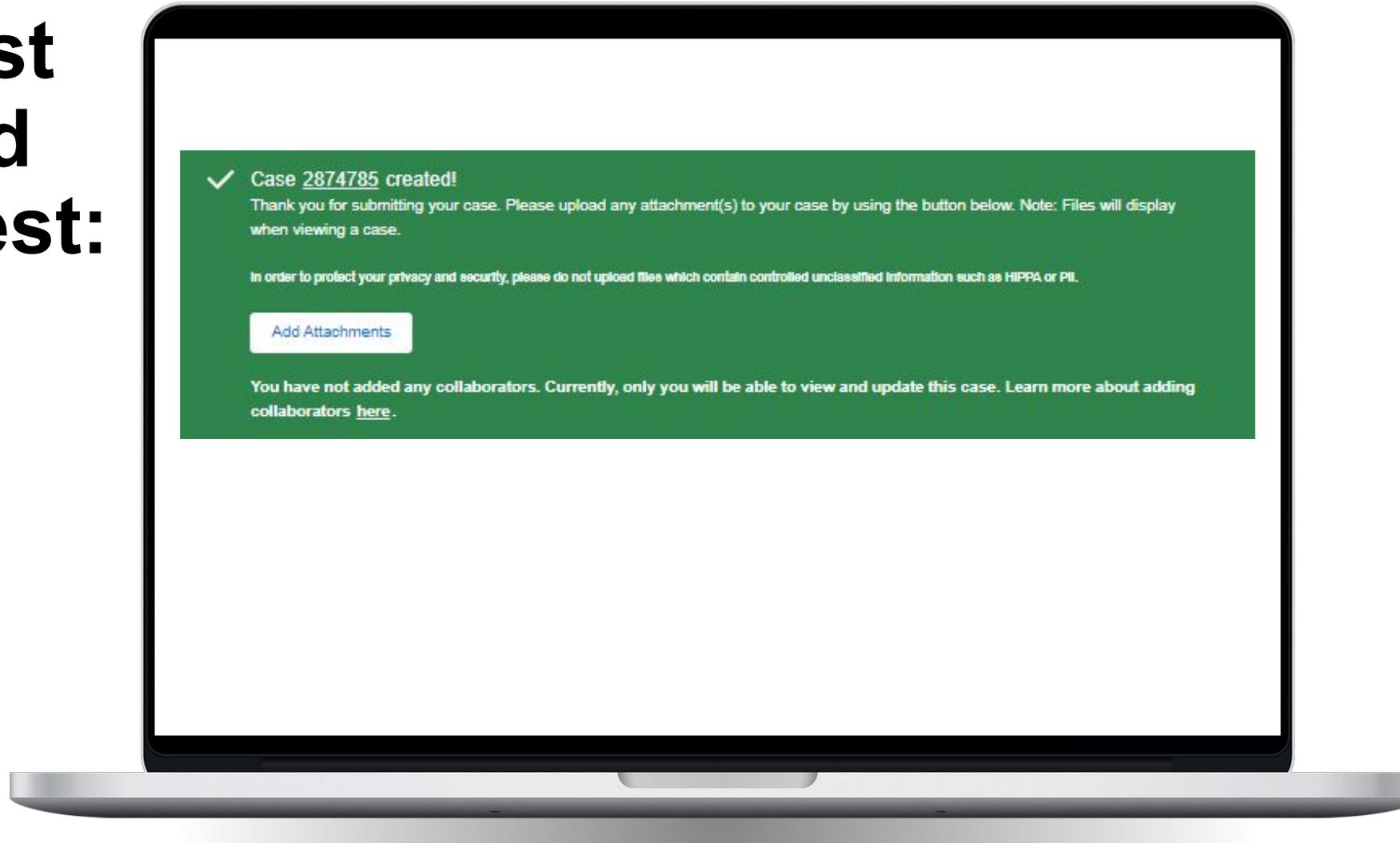
- To request app installs/upgrades, configuration, firewall, or access control changes to your Splunk Cloud environment follow these steps:
  - Choose Splunk Cloud from your product list
  - Choose Cloud Change Request under 'I need help'
  - Select the Change Request Type, complete the required fields and click submit



# How to Request a Splunk Cloud Change Request:

## Pro Tips

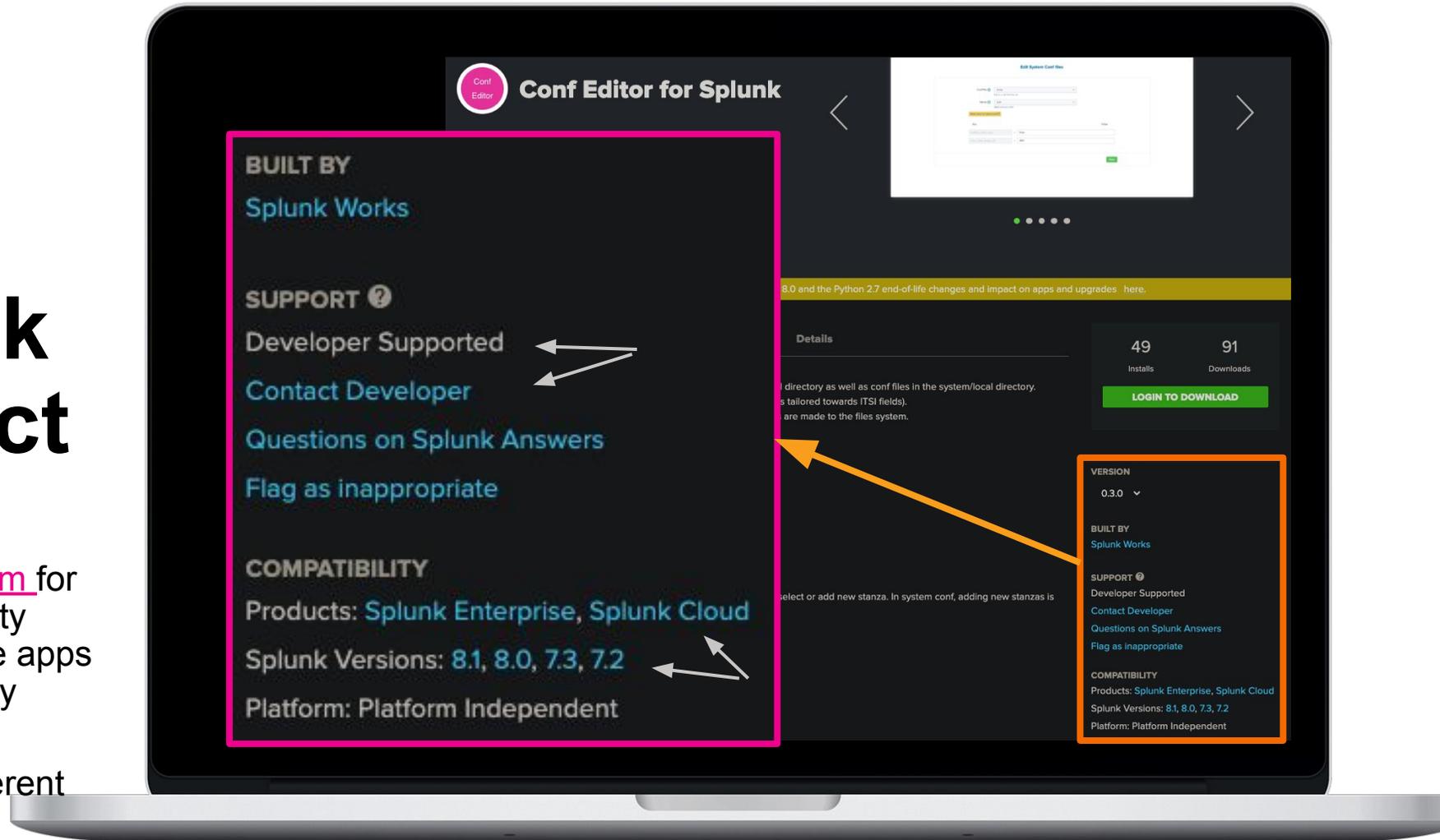
- Your request is now submitted!



# How to Request an App Install: Within Splunk Cloud Product

## Pro Tips

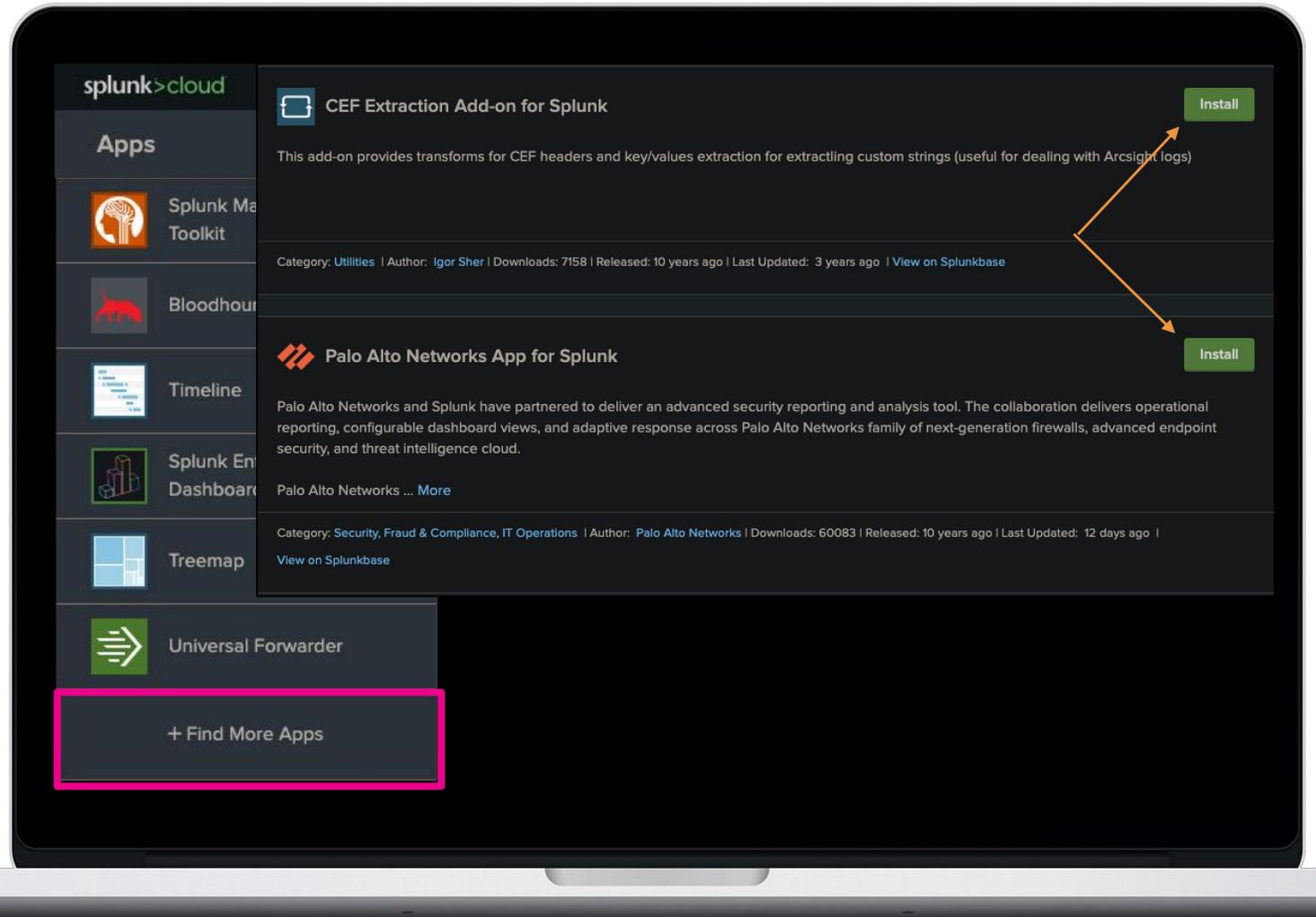
- Be sure to check [Splunkbase.com](https://splunkbase.com) for compatibility and support eligibility before requesting the app. Some apps are not eligible for support or only supported by 3rd parties.
- For more information on the different types of support, [click here](#).



# How to Request an App Install: Within Splunk Cloud Product

## Pro Tips

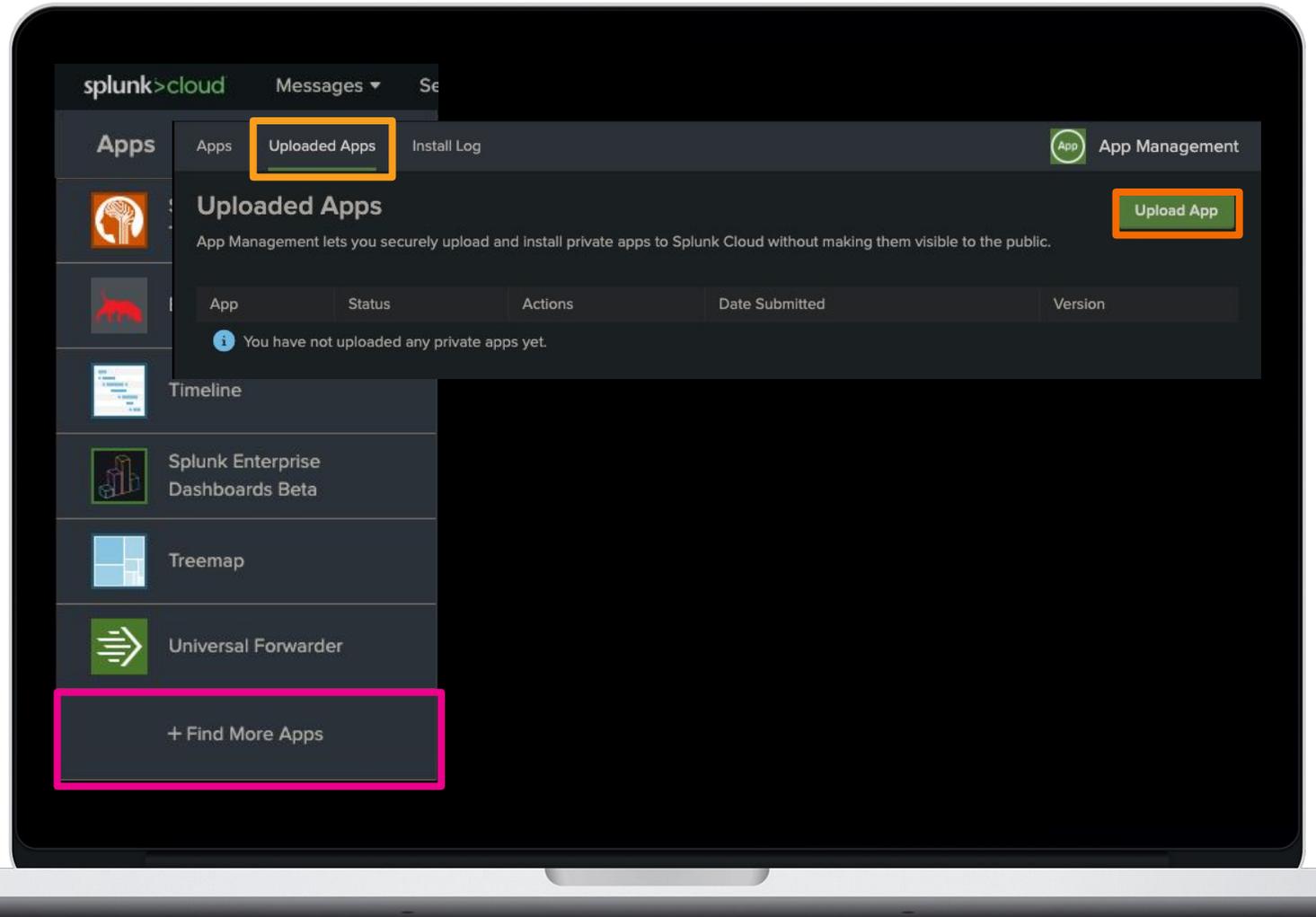
- Splunk has been working hard to make more apps and add-ons self serviceable in Splunk Cloud. Before submitting a request through our support portal, be sure to log in to your Splunk Cloud instance and click on **Find More Apps**. Check to see if your app or add-on is available for self **install**.



# How to Request an App Install: Within Splunk Cloud Product

## Pro Tips

- Splunk Cloud now supports private/custom app vetting in the cloud! Log into your Splunk Cloud instance go to **Find More Apps**, **select Uploaded Apps**, and **upload your private/custom app**. If the app passes vetting, it will allow you to install it on the spot, saving you time in waiting for support to do it.





## Other Cloud and Self-Service Features

Splunk is constantly evolving and adding new services and features for our customers. Check out these great resources to learn more about Self Service options:

- [Splunk Cloud Platform Services](#)
- [Splunk Cloud Version Release Notes](#)
- [Splunk Cloud Experiences](#)
- [Splunk Support Policy](#)



# Splunk Customer Validation Policies

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# Splunk Validation Policy

Splunk takes customer data security very seriously. Splunk Support will require all customers to validate that they are authorized to both submit a case and request information on a case when calling in through the support line.

## Calling in to Support

For customers looking to submit or retrieve information via phone, please be prepared to provide the following information:

1. Your Name
2. Your Email
3. Your Company Name
4. Your Splunk Entitlement Number
  - Support Call Center can help walk you through how to find your entitlement number.

If your company has multiple entitlements, it is the responsibility of the Portal Admin to decide for each entitlement who is authorized to be on other entitlements. Splunk will not grant you access to any other entitlements if you are not already a part of them.

## Submitting a Support Case via the Portal

Submitting support cases and requesting updates through the portal do not require that you authenticate through any other method than logging into the support portal.

Only P2-P4 cases should be submitted via the portal.

For P1 Support, please contact:

[Splunk Support via telephone](#)  turn data into doing



# Manage Your Case

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# Managing your Case

You can view all of your cases when you click on “Cases” from the Get Started top navigation. To view details of a particular case, click the case number.

Within a case record detail, various options are available to manage a case using the buttons:

- Add File
- Close Case
- Add Comment
  - Communicate with the support engineers.
- Create case
  - Used if you need to create another case

In the detail tab within a case, case collaborators can be added or removed individually or all at once. Comments can be viewed and added in the communication tab.

Home > Cases

Cases  
Open Cases ▾ Create Case

Showing 31 items • Sorted by Opened Date

Case #	Subject	Product	Type	Contact	Pri...	Status	Opened Date ↓
2875481	Cloud App Requests	Splunk Cloud	Support	E	P3	New	8/15/2022
2875259	test	Splunk Cloud	Support	Bi	P2	New	8/8/2022
2875217	Test	Splunk Cloud	Support	B	P2	Customer Update	8/7/2022
2875218	Cloud App Requests	Splunk Cloud	Support	B	P3	New	8/7/2022
2875207	Cloud App Requests	Splunk Cloud	Support	Bi	P3	New	8/7/2022
2875077	Cloud App Requests	Splunk Cloud	Support	Bi	P3	New	8/3/2022
2875076	Cloud App Requests	Splunk Cloud	Support	Bi	P3	New	8/3/2022
2875073	Test	Splunk Enterprise	Support	B	P1	New	8/3/2022



# Escalating A Case

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# Escalating a Case

Please contact Splunk Customer Support

## How to Escalate

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If your case needs to be escalated for any reason, please call the support line so we can have it addressed immediately.

Splunk [Customer Support](#) 1-855-775-8657

Please provide the following info:

- Current state of your instance
- Components in need of immediate attention
- Current business impact
- Entitlement information

## What to Expect

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The Support Manager on duty will identify, escalate, and drive resolution with customers experiencing persistent issues resulting in lower customer success and product adoption.

Support Managers will also intervene to ensure customers receive focus and attention, creating a single nexus of ownership and accountability for major issues.

# Additional Resources

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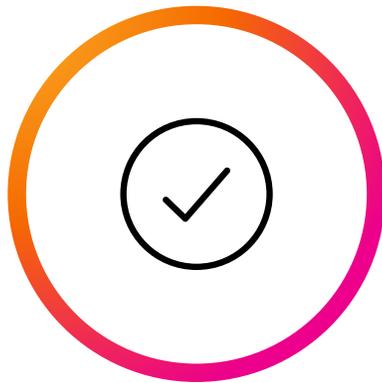
# Resources

## Community Support



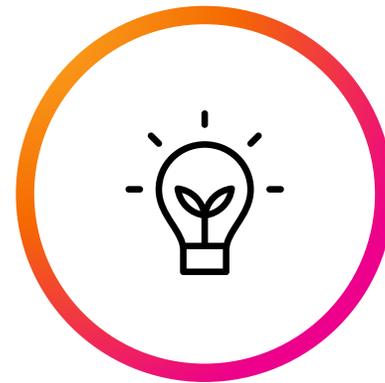
[Community Login](#)

## Splunk Answers



[Splunk Answers](#)

## Knowledge Base



Located in the  
Support Portal

## Splunk Docs



[Splunk Docs](#)

# Contact Information

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## Sales

Sales Contact Info: [https://www.splunk.com/en\\_us/about-splunk/contact-us.html#sales](https://www.splunk.com/en_us/about-splunk/contact-us.html#sales)

## Customer Support

Toll Free Numbers: 1.855.775.8657 (855-SPLUNKS)

Additional: [Additional Support Contact Phone Numbers](#)

Support Portal: <https://splunk.my.site.com/customer/s/>

## Education

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Europe Education\_EMEA@splunk.com

Asia-Pacific Education\_APAC@splunk.com

Website [https://www.splunk.com/en\\_us/training.html](https://www.splunk.com/en_us/training.html)

# Thank You!

