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Global Splunk Support
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

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Support Team Functions

**Customer Service Agents**
- 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**
- 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
What are the Other Roles Involved?
Outside of support who can you ask for assistance?

Sales Engineer (SE)
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)
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.
Customer Registration Process

• Sign up at https://www.splunk.com/page/sign_up
  – 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 at https://www.splunk.com/page/sign_up
  – 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.*
Entitlements
Entitlement Contacts and Users
Who is entitled to Splunk Support? What can they do?

**Authorized Contact**
- Individual contact with primary business email, submit and update cases, must have valid and active entitlement.

**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.
Viewing Your Entitlements

1. Log into Support Portal
2. Click on “My Entitlements”
   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. Legacy Types
   c. SPL - On-Prem Enterprise
   d. SLT - Splunk Light
   e. SLC - Splunk Light Cloud
   f. SCL - Cloud Enterprise
   g. PII - Phantom
   h. CSA - User Behavior Analytics
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
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 Cloud cases only, P4 is utilized for app installs and proactive communication.

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 set forth in Section 2.6.2. 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.
Submitting a Case via The Portal
Log In

Things to note:

- To access the Support Portal, you must be registered with 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 4 pages to narrow the focus on certain questions.
• Although the entitlement number is shown, it is no longer the primary focus. Start by choosing the product that is experiencing issues.
• For each Core Enterprise or Cloud product listed, the associated “Splunk Apps and Add-ons” product will also be listed.
• If it is believed they there should be support for an unlisted product, select the box next to “Don’t see your product listed?”
Case Creation – Portal

Page 2: Area & FCA

• Once the product has been chosen, fill out the Area, Feature / Component / App and OS details.

• If “Don’t see your product listed?” was chosen on the previous screen, the Entitlement and Deployment Type are required to be selected.
Case Creation – Portal

Page 3: Deflection

- Based on the fields chosen on the previous screen, the third page will populate with results for Knowledge, Docs and Answers.
- The search can be refined for topical help.
- The text entered in the search box will carry over to the Case Subject field on the next screen.
Case Creation – Portal
Page 4: Priority, Severity, Visibility

• The Subject field will have carried over from the previous page if text was entered. This should be a one sentence summary of the issue.

• Provide as much relevant information as possible in the Problem Description. The more details provided at the start, the less back and forth communication will need to occur between you and support. It is also important to include business impact in the description to help Splunk understand the impact further.

• In Steps to Reproduce, include details like commands and other actions plus a description of the configuration.

• 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.
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 (more information on diags later)
Case Creation – Portal

Page 4: Cloud App/Add-on Install

- If you selected “I need help with…” = “Installation” and “F/C/A” = “Install Add-on” or “Install App”, the Maintenance Window page is presented. Instead of Priority, Severity, etc., the existing form for app installs/upgrades is displayed.

- Case Collaborators can be added. They will be explained in detail later.

- A notice about Operational Contacts remains at the bottom of the page.
  - See the “Splunk Cloud Requests For Apps and Add-ons Resources” section in this document for more information.
  - Operational Contacts are specific to the Cloud Stack. They are notified when their Splunk Cloud environment undergoes maintenance or experiences an event that affects performance.
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.

- During case creation only, 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.
Case Created
Success Messages

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 an orange message with the Case Number.
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 a case through the support portal

*Please be aware that a diag does not collect your indexed data.
The Splunk Support team accepts cases and responds to issues for only the apps and add-ons that display a “Splunk Supported” label on Splunkbase. All app/add-on support is P3 only.

Some developers support their own apps and add-ons. These apps and add-ons display a “Developer Supported” label on Splunkbase.

The Splunk developer community supports apps and add-ons which display a “Not Supported” label on Splunkbase.

Apps and Add-Ons:

- https://splunkbase.splunk.com/
- https://dev.splunk.com/enterprise/docs/releaseapps/splunkbase/appsupporttypes/

The Splunk developer community supports apps and add-ons which display a “Not Supported” label on Splunkbase.
Splunk Cloud Requests for Apps and Add-ons Resources
How to Request an App Install: In Cloud

Pro Tips

- Be sure to check 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: In Cloud

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: In Cloud

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.
How to Request an App Install: Splunk Cloud
Pro Tips

• Submitting an App Install/ Upgrade/ Uninstall can be done as easily as a support case!

• Using the details described earlier, log in to the splunk.com support portal, also linked here. This will take you to the Support Portal.

• Select the ‘Submit a New Case’ button as highlighted here on the laptop.
How to Request an App Install: Splunk Cloud

Pro Tips

• Once on the ‘Submit a Case’ screen, look under Select Product for Splunk Apps and Add-ons.

• If you have multiple stacks, you will notice beside the Splunk Cloud category highlighted that there will be a cloud instance name listed.

• Be sure to select the correct cloud instance name for where you would like the work done.
Once selected, you will be on the Request Screen. This is where you will fill out the following:

- **Manage Maintenance Request**
  - Install, Upgrade, Uninstall
- **App or Add-on**
  - This information would be found on splunkbase.com
- **Cloud Stack**
  - Should be filled out based on your selection, but validate that this is the correct name
- **Expected Install Location**
  - Select all that apply
- **Maintenance Window**
  - Please provide multiple windows to ensure we have ample opportunity to complete the work
- **Description**
  - This is where you can include any extra information we should know for the install
How to Request an App Install: Splunk Cloud

Pro Tips

• Once completed, your form should look something like this.

• Note: If you are requesting a custom app, where it states App or Add-on, type in Custom. You’ll notice there is a note at the bottom of the form with instructions on how to upload your app.

• Once everything is filled out, select Next to submit your request.
How to Request an App Install: Splunk Cloud

Pro Tips

• Your request is now submitted!
• For details on support of Apps and Add-ons, please visit the Support Types website
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
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.

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

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.
Manage Your Case
You can view all of your cases in “Manage Cases”. 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 green buttons:

- Add File
- Close Case
- Add Comment
  - Communicate with the support engineers.

Below the case details case collaborators can be added or removed individually. Comments can viewed and added at the bottom of the page.
Escalating A Case
Escalating a Case
Please contact Splunk Customer Support

How to Escalate

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

The Escalation Management process works to identify, escalate, and drive resolution with customers experiencing persistent issues resulting in lower customer success and product adoption.

An Escalation Manager will intervene to ensure customers receive focus and attention, creating a single nexus of ownership and accountability for major issues.
Additional Resources
Resources

Community Support

Splunk Answers

Knowledge Base

Splunk Docs


Located in the Support Portal, accessible by Entitlement

https://docs.splunk.com/Documentation
Sales

Sales Contact Info: [https://www.splunk.com/en_us/about-splunk/contact-us.html#tabs/tabparsystabsSales0](https://www.splunk.com/en_us/about-splunk/contact-us.html#tabs/tabparsystabsSales0)

Customer Support

Toll Free Numbers: 1.855.775.8657 (855-SPLUNKS)

Additional: [Additional Support Contact Phone Numbers](https://www.splunk.com/index.php/submit_issue)


Education

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Asia-Pacific
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Website
[https://www.splunk.com/view/education/SP-CAAAAHH9](https://www.splunk.com/view/education/SP-CAAAAHH9)
Thank You!