Support Center Customer FAQ

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General Statement

The following FAQ are general statements that apply to the Support Services that you acquire from Tanium. If your agreement with Tanium conflicts with any statement in the FAQ, the terms of your agreement with Tanium will apply.

Where do I find my existing support cases?

- Visit **https://community.tanium.com/s/support-home**
- Login to the Community site by clicking on "log in here" in the middle of the page.

Will I get the same level of support I currently get with my TAM?

The current TAM will be working with the Support Center behind the scenes during the transition to ensure correct case prioritization, background, and understanding of the customer environment. Tanium's goal is to deliver the same level of high quality support our customers expect .

It sounds like you're taking my TAM away. They have been instrumental in our success, why would you change your model?

We're evolving our approach to make sure we can continue to support your success. Our product range is broadening and we need to shift to a team approach so we can have both a broad and deep set of resources ready to assist in a timely manner.

Can I still talk to my TAM?

We are available via the Community Support, if you have any questions, please reach out to the Support Team via Community Site and open a case and a Support TAM will be able to assist you. Once the TAM-Support Center transition is complete, your TAM will be redirecting you to the Support Center.

Do I get 7 x 24 support?

Tanium will be providing Standard Business Support: 7am -7pm Pacific Standard Time Monday - Friday per your Tanium agreement. If your organization has purchased Premium Support, Tanium will deliver Support consistent with those requirements.

What if there is an extremely urgent issue? I'm used to being able to call or text my TAM directly.

We are here to help and will respond to urgent issues with the appropriate level of urgency and resources. In order to get assistance you will need to initiate a case via the community site, and our team will coordinate the right resources at the right time to ensure rapid resolution of our customers' technical issues.

First steps you should take:

1. Log into the support portal and create a support case.
2. Please provide as much detail as possible with regards to the case: product version, error messages and upload appropriate logs gathered.
3. Customer contact information for the person Tanium should contact to engage on the issue including availability and timezone.

How do I escalate an existing case through the support portal?

Contact your Support TAM on the case and raise their awareness to the urgency of the existing issue and that your team needs a higher priority on this issue.

The Support TAM is empowered to reach into the Tanium management and technical teams to get any additional resources required.

Is there an option for me to pay for a Designated/dedicated TAM?

Tanium offers customers the ability to purchase Enterprise Services Engineers to help with day-to-day Tanium activities and deployment of upgrades and new module deployments. In 2021, Tanium will also offer our customers to purchase a designated TAM to handle your Support needs.

Will I still have a sales person assigned to my account?

Yes, you will continue to have a sales person as an assigned point of contact as well as multiple avenues to interact with others at Tanium and provide us with your input and feedback.

Our company has 3 or 4 employees who open cases and request assistance. Will they still be able to open cases going forward?

The Tanium Support Center limits the number of power users to two people. There are benefits for your company from a security standpoint and ensures your team has clear visibility to any open requests. If your business needs require additional power users, Tanium offers a Premium Support offering that provides five power users.

Why does everything now have to go through Community?

Tanium's Community is available to customers 24 hours/day 365 days/year. Customers have told Tanium that they want the ability to solve more problems on their own. Based on this feedback, investments have been made in the portal to improve our self-help capability with additional Knowledge articles and improved documentation searching. Power users will also have immediate access to any open cases there to ensure the issue has not already been reported. With improved visibility, the Tanium community provides the best tool for managing your questions and issues.

Will all the cases (Created/Open/Pending/Hold/Closed) move to the Support portal?

Yes, Tanium's Support Center will manage all of your issues. We will work closely with your current TAM to ensure a smooth handover of any open cases.

You can view these cases via Community:

1. Visit https://community.tanium.com
2. Login to Tanium Community site by clicking "Login" in the top right.
3   Click the Support drop down box and select My Support Cases.

How do I upload attachments?

Attachments can be added at the time of case creation via the Add Attachment button on the bottom of the case submission form.

Files to include with your case:

- Screenshots of how the issue appears

- Log files (HAR files, local error logs, TPAN)

- If related to a module, please include the Troubleshooting support bundle for that module

Click here for a few videos showing how to gather support-relevant information.