Sisense Contacts

Delivering top notch service

On top of the ongoing communication and collaboration with your dedicated partner success manager, here are guidelines outlining additional Sisense resources at your disposal, when and how to communicate with them.

Support

Submit a ticket to support when encountering:

1. Unexpected behavior of the product
2. Installation issues
3. CloudOps related issues (for managed service customers).
4. Configuration challenges such as with connectors, SSO, system configuration
5. Performance issues - unless the root cause is known and related to under spec hardware, modeling bad practices, inefficient dashboards and queries, etc.
6. Troubleshooting API calls and embedding related items

For a complete guide on how to create a ticket and track it, click here.

Partner Technology Advisor

Reach out via email to Divyank Jain (DJ) and your **Partner Success Manager** when encountering:

1. Knowledge gaps, edge cases
2. Modeling related items
3. Sizing, scaling, load testing
4. Advise on dashboard design, UX and other best practices
5. Advise on customization
6. Advise on embedding via Sisense.JS
7. Performance issues - in case the root cause is known as spec hardware, modeling bad practices, inefficient dashboards and queries, etc.

Partner Training Specialist

Reach out via email to Iyyar Schwartz Gabay and your partner success manager when encountering:

1. Litmos content - questions during the certification process, exams, content errors
2. Sisense tech enablement - questions about Bi bootcamp, product & features, Data consultant
3. Enablement of any sort

Customer Success Manager (CSM)

Reach out to the customer's designated CSM when you encounter:

1. Licensing and user related items
2. Escalations - any type of risk (should be communicated to the PSM as well)
3. Expansion and upsell opportunities
4. Migration requests (Windows to Linux / On-prem to manage service) are handled by sisense PS; Customers should be referred to the CSM.
5. Product related matters (feature requests, product overview etc.)
6. Ticket escalation
-   If you are not sure who the CSM is, reach out to your Partner Success Manager (PSM).
-   **For resellers only:** For indirect customers, the items detailed under CSM should be referred to your PSM.