

First Line Support Enablement Workshop

A two-day, on site training program to train customer personnel to provide first line support to customer's users of the Sisense Software.

IMPROVE END-USER EXPERIENCE

- Enable Customer's front-line team to:
- Maintain SLAs
- Answer low severity issues with common causes
- Remove barriers to adoption
- Improve end user engagement.

TRAINED BY SISENSE TSC

- Sisense Technical Support Consultant on-site
- In person knowledge transfer and training in best practices

WORKSHOP SCOPE

- System architecture, internal services and logs
- Basic troubleshooting overview & tools
- Handle common issues in the Sisense environment
- Case study demo and/or Exercise

What is it in one sentence:	Self-support on basic & common issues
Duration	2 day training session held on site at customer's location Also includes up to 1 day of prep and administrative services.
Service type	On site training for up to 20 participants
Best fit for	<ul style="list-style-type: none">• New (OEM) & Existing Customers (OEM/Direct)• OEM teams who need to maintain their own SLAs• OEM with many low severity tickets• Direct customer who don't want to be dependant on Sisense support• Any customer with Sisense as a critical system
Price	Fixed price plus travel time and expenses

MORE DETAILS:

Objective

The Sisense First Line Support Enablement Workshop provides participants with the skills required to support customer's Sisense Software users and troubleshoot basic and common issues in the Sisense environment.

By the end of this hands-on workshop, participants will:

- Be familiar with their Sisense deployment: components, services, logs.
- Troubleshoot issues within the Sisense environment using dedicated tools, such as: Windows tools, developers tools, Sisense server console and the monitoring tool and more.
- Troubleshoot three types of issues by applying the knowledge you acquired.

Requirements

All participants should have:

- Understanding of the Sisense Software and its terminology (Advanced users)
- Familiarity with Windows OS
- Basic IT concepts (such as network, RAM, CPU, etc.)

Customer shall supply:

- Dedicated room for the onsite training days to accommodate the participants.
- Computers with Sisense installation and access to relevant data sources
- Board & Erasable Marker.
- Screen or projector

Workshop Content:

Section	Topics
Architecture Overview	<ul style="list-style-type: none">• System architecture internals• Services and logs
Intro to troubleshooting and tools	<ul style="list-style-type: none">• Best practices for maintaining a healthy environment• Troubleshooting process and leading questions overview• Troubleshooting Tools – General tools: Task Manager, Devtools Sisense tools: Monitoring tool, JAQLine, Health-checker
Troubleshooting case studies	Troubleshooting block diagram + how to diagnose using the above tools: <ul style="list-style-type: none">• Build failure• Console properties – overview (best practices)
	<ul style="list-style-type: none">• Dashboard loading performance issues
	<ul style="list-style-type: none">• Email/ Export to PDF
	<ul style="list-style-type: none">• Installation, upgrade and licensing issues
Hands-On Practice	Practice on fixing errors and issues related to the following: <ul style="list-style-type: none">• General architecture, troubleshooting tools and logs, build failures• Dashboard performance errors, installation/upgrade errors, Email/PDF issues• Customer’s most frequent issues and errors
Support Process	<ul style="list-style-type: none">• Internal support process• Escalating to Sisense Support