

# Splunk OnDemand Services Portal

## Introduction

OnDemand Services (ODS) is an advisory service that bridges the gap between Technical Support and project-based services delivered by Professional Services. ODS is a credit-based subscription service that allows direct access to Splunk Technical Consultants who will work with you to drive successful outcomes. Common technical adoption topics include:

- Planning, such as use cases, architecture, expansion, and upgrades
- Applying best practices when onboarding data, data management, searching, creating dashboards, and more
- Performing health checks, such as system assessments, recommendations, and remediation oversight
- Growing your knowledge, such as tailored technical guidance in a show/teach/coach setting

Access to OnDemand services is governed by a number of quarterly credits. Credits are decremented from your account based on the credit cost of the specific task. An exhaustive list of tasks available to request can be found in the [Service Catalog](#).

This guide will help you through the process of accessing and submitting OnDemand requests through our Service Portal. If you have questions or need help, review this [FAQ](#) for answers to common questions. You can also reach out to your Customer Success Manager (CSM) or account team or the OnDemand team directly at [ondemand@splunk.com](mailto:ondemand@splunk.com) with questions, to report an issue with the portal, or to escalate a request.

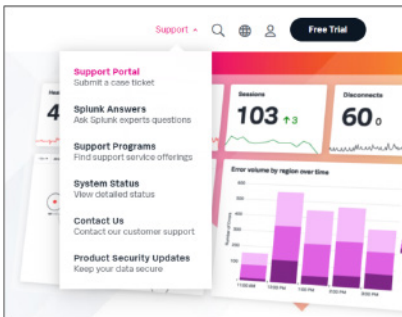
## Splunk OnDemand Portal

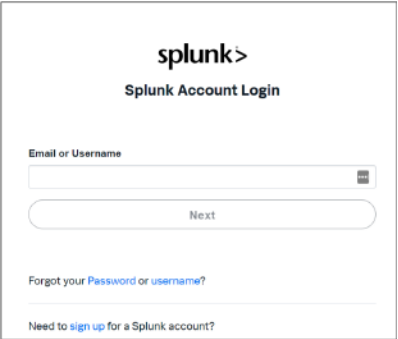
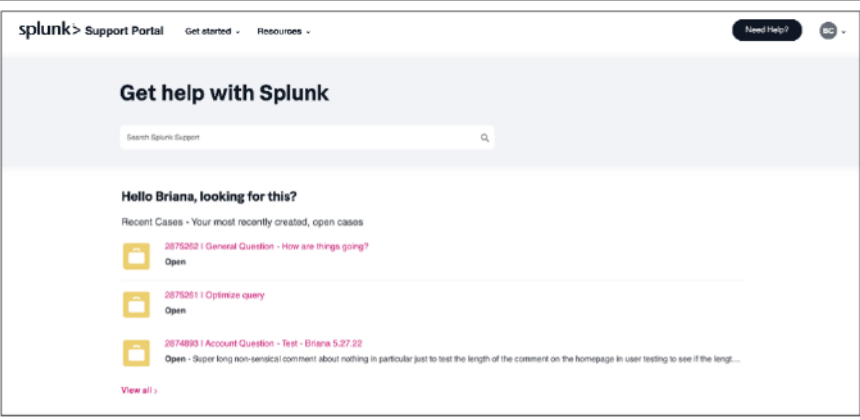
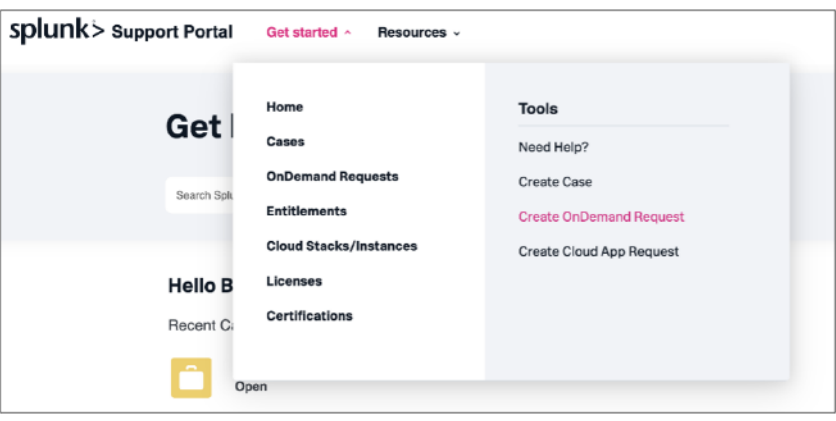
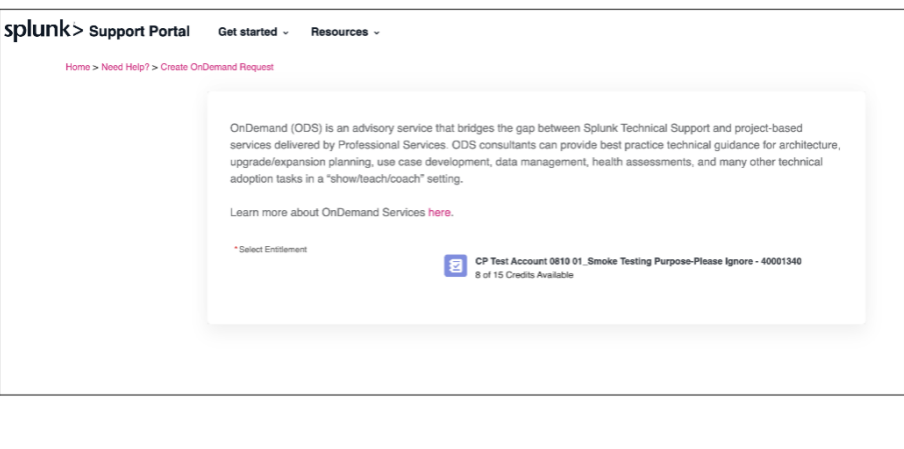
### Accessing the OnDemand Entitlement

To access the OnDemand portal and submit requests, you will first need to be added to the OnDemand entitlement assigned to your account. To do that follow these steps:

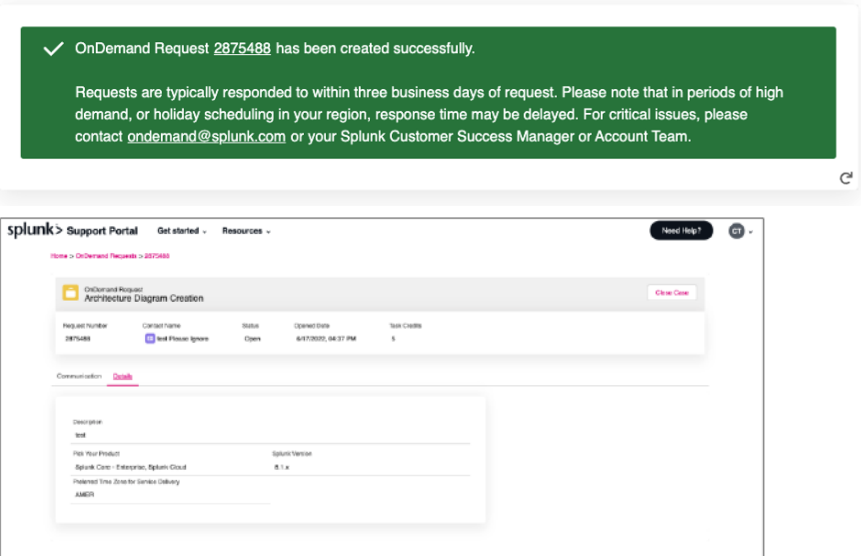
- Create an account on Splunk.com with your proper contact information. If you already have an active Splunk.com account, you don't need to repeat this.
- Have your Portal Admin, or your Splunk Account Team add you to the OnDemand entitlement. If you are having issues contacting your admin or the Splunk team, please email [ondemand@splunk.com](mailto:ondemand@splunk.com) and we will be happy to assist.
- Once you are added to the entitlement, you are clear to proceed with the below.

### How to Submit an OnDemand Ticket (End User)

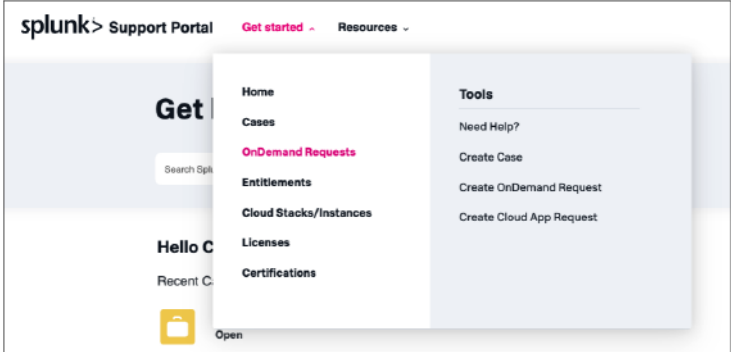
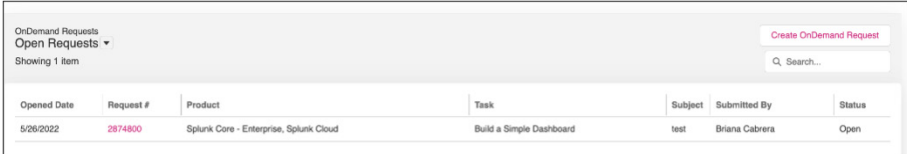
#	Instructions	Sample Picture
1	From the <a href="http://www.splunk.com">www.splunk.com</a> homepage, click on the <b>Support</b> drop down in the top- right corner. Then, select the <b>Support Portal</b> link.	

<p>2</p>	<p>Log in using your Splunk Support credentials.</p>	
<p>3</p>	<p>In the top navigation bar, select <b>Get Started</b>.</p>	
<p>4</p>	<p>Under <b>Tools</b>, select <b>Create OnDemand Request</b>.</p>	
<p>5</p>	<p>Select an <b>Entitlement</b>. You may have multiple entitlements listed.</p> <p>Make sure to select an entitlement with available credits remaining.</p> <p>Credits reset on the 1st of each calendar quarter (January 1, April 1, July 1, October 1 respectively), and any unused credits for the previous quarter do not rollover.</p>	

<p>6 Select which Splunk product family you need assistance with under the <b>Pick Your Product</b> field.</p> <p>If you are not sure which selection to choose, ask your Splunk account team for clarification, email <a href="mailto:ondemand@splunk.com">ondemand@splunk.com</a> for guidance, or select one option to see the tasks available under each product category.</p>	
<p>7 Next, select the <b>Task</b> that you need assistance with.</p> <p>If you are not sure which task to choose, ask your Splunk account team for clarification, email <a href="mailto:ondemand@splunk.com">ondemand@splunk.com</a> for guidance, or select one option to see the task description.</p>	
<p>8 Following this, you'll be asked to define a <b>subject</b>, select the <b>Splunk version</b> you are running (if known), the <b>preferred time zone for service delivery</b>, and the <b>deployment type</b> of the Splunk installation you have.</p> <p>Next, please include a detailed <b>description</b> of your request, paying mind to the required information presented for each task type. The more details you can provide upfront, the quicker we can assist you!</p> <p>Once sufficient information has been provided, click <b>Submit Request</b>.</p>	

<p>9</p>	<p>You will receive confirmation that the request was created successfully. Typical response time is within 72 hours. Email <a href="mailto:ondemand@splunk.com">ondemand@splunk.com</a> if the target response objective is missed or for any critical issues or concerns you may have.</p> <p>You can click on the case link to navigate to the case details page.</p>	
----------	--	--

## How to Manage OnDemand Cases (End User)

#	Instructions	Sample Picture
<p>1</p>	<p>In the top navigation bar, select <b>Get Started</b>. Then on the left side, click <b>OnDemand Requests</b>.</p>	
<p>2</p>	<p>View a list of all your OnDemand requests. Click on each <b>request number</b> to review your case details. If you have an open case you wish to be closed, you can update with a comment and your consultant will proceed with closure.</p>	

### Escalating Your OnDemand Case:

Can't get a hold of your consultant? Would you like to discuss your case with an escalation manager? Contact [ondemand@splunk.com](mailto:ondemand@splunk.com) for any additional questions or items you may have.

Thank you and happy Splunking!



Learn more: [www.splunk.com/asksales](http://www.splunk.com/asksales)

[www.splunk.com](http://www.splunk.com)