

# Customer Success Grant FAQs

## [Frequently Asked Questions]

Welcome to the Customer Success Grant Pilot program. We are excited to bring to you a flavor of an exciting engagement model where we partner closely in support of shared success! Please view these frequently asked questions to answer any that may be top of mind, and always feel free to reach out with any additional questions you may have about the program.

### **1. Who can apply for a Tableau Grant?**

Anyone can apply for a Customer Success Grant. Eligibility may vary depending on the type of grant you are applying for. Do not hesitate to submit an application, if your need would be better suited for another grant, a specialist with the team will reach out with additional information.

### **2. How do I know if I am Eligible?**

Each grant lists their own eligibility requirements. Most require an active CSM relationship, and for the pilot program, we are only approving grants from select pilot accounts.

### **3. What type of attachments may be added to an application form?**

Any formal proposal or presentation materials are encouraged to be attached to applications. You may submit office files (e.g., .ppt, .pdf, .xls, .doc) and any video, image or audio as necessary. Please use any forms or

If you are adding a video (e.g., .mpeg,.mov), image (e.g., tif, jpg, .png), or audio (e.g., .wav, .aif, .au, etc.) be sure to compress these files for web usage. There are different types of applications and compression methods, so please be sure to check the agency instructions for guidance on quality, resolution, and bit rate standards they allow for submission.

### **4. How many grants can I apply for?**

There is no limit to the number of grants you want to apply for. Your applications are a key component of the overall success plans for your organization. The more grants you apply for, the better we can support the goals and objectives of the organization.

### **5. Can I have multiple programs running at the same time?**

Yes, as long as you are compliant with your programs and have executive sponsorship, you are encouraged to have multiple programs operating concurrently.

### **6. Can I fill out the grant application for someone else?**

Yes. A great model is having a central grant writer with an executive sponsor ready to assign leadership for the program internally.

### **7. What does the grant approval life-cycle look like?**

The grant process follows a linear life-cycle that includes creating the funding opportunity, applying, making award decisions, and successfully implementing the award.

## **8. How is approval determined?**

Each team will evaluate each application to ensure value is driven through the program that is aligned to the Blueprint Pillars. The program ensures that execution incorporate learned lessons are quickly incorporated into the approval process and application adjustments can be made quickly.

## **9. How is funding determined?**

Each team is given an overall budget for the pilot program and each program has a number of times it will be approved for the entire program across all accounts. Any programs that run out of funding will pause their approval process until additional approval & funding will be made available.

## **10. Are you actually giving me funding?**

In some cases we are giving you a budget to purchase swag. In other cases we are awarding time with experts in the analytics field. We may also provide you with materials and consultative reviews. We will very much be awarding you the right level of resources to support your programs.

## **11. What do I have to do to receive funding?**

Each grant outlines what needs to be executed on in order to receive funding for the grant program. There may even be a requirement of submissions to the Tableau team as a control to ensure funds are supporting business value and are not used in an unintended manner. This also helps us prevent the perception of improper influence, by documenting and establishing value of the program.

## **12. Where do we submit applications?**

[https://ggani-tableau.github.io/BlueprintGrant/BlueprintGrant\\_Application.html](https://ggani-tableau.github.io/BlueprintGrant/BlueprintGrant_Application.html)

## **13. What if I have a question not answered here?**

You can reach out to [ggani@tableau.com](mailto:ggani@tableau.com) with additional questions. We will be happy to answer them and add them here.