**Best Practices in Asking for Support**

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**Introduction**

With this document we intend to guide you to get the **best possible answer** from our Support Desk within the **shortest possible time**. These tips may not always be relevant, they are designed to best fit tickets about Tableau Desktop workbook questions. Still, just getting familiar with this structure will benefit you with any ticket.

**Information to best facilitate our support**

We can offer you the highest quality service and tackle your issue right away, sparing a few rounds of correspondence if you include the following **items in the body of your e-mail**:

