



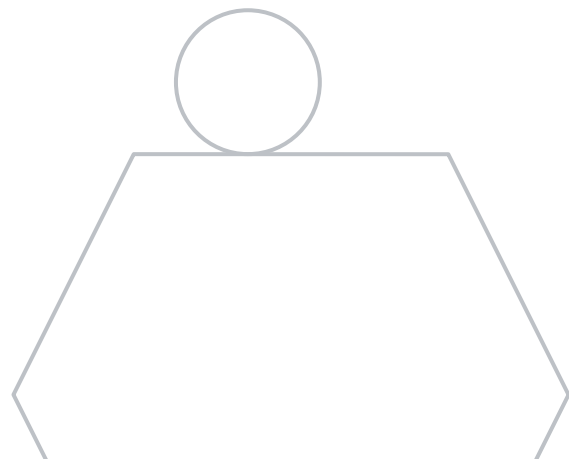
# Looker Essentials For Admins, Developers & BI Leads

Wednesday, Dec 21 2022

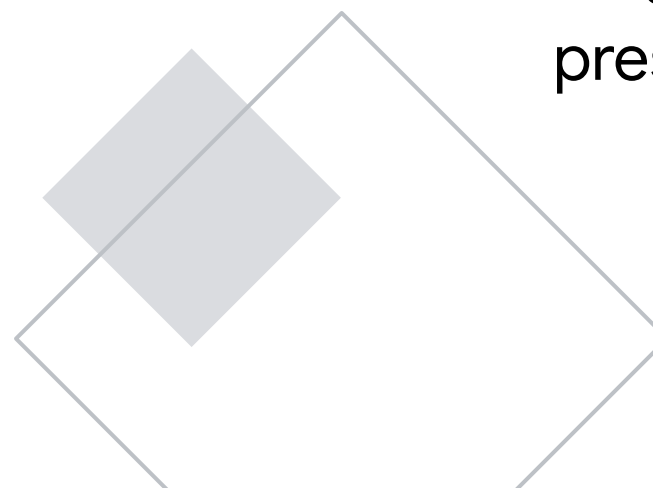
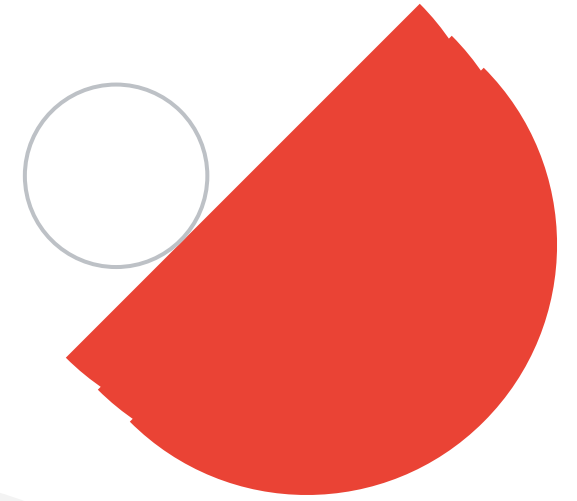
# Welcome

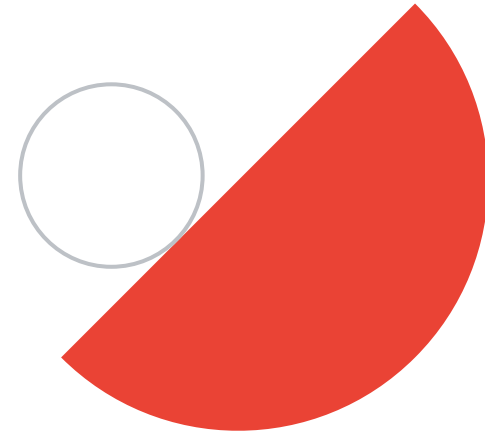
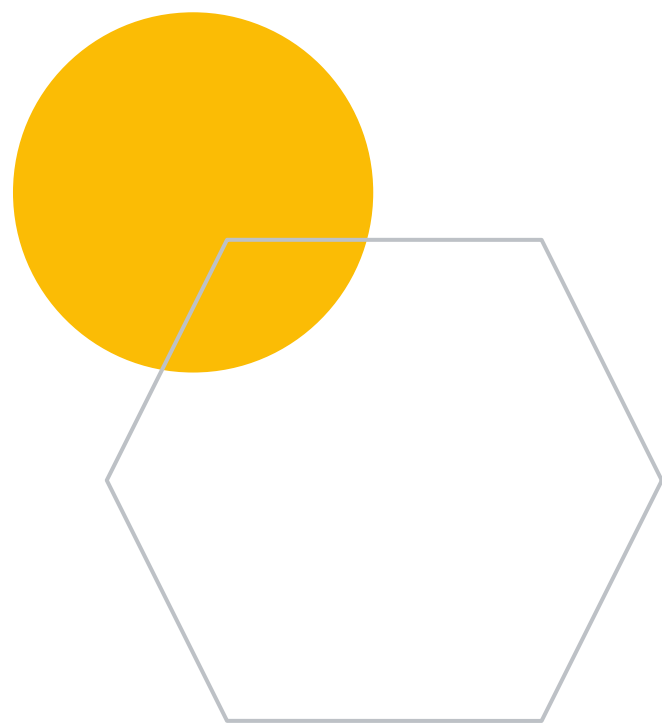


Please keep your microphone muted when you are not speaking.



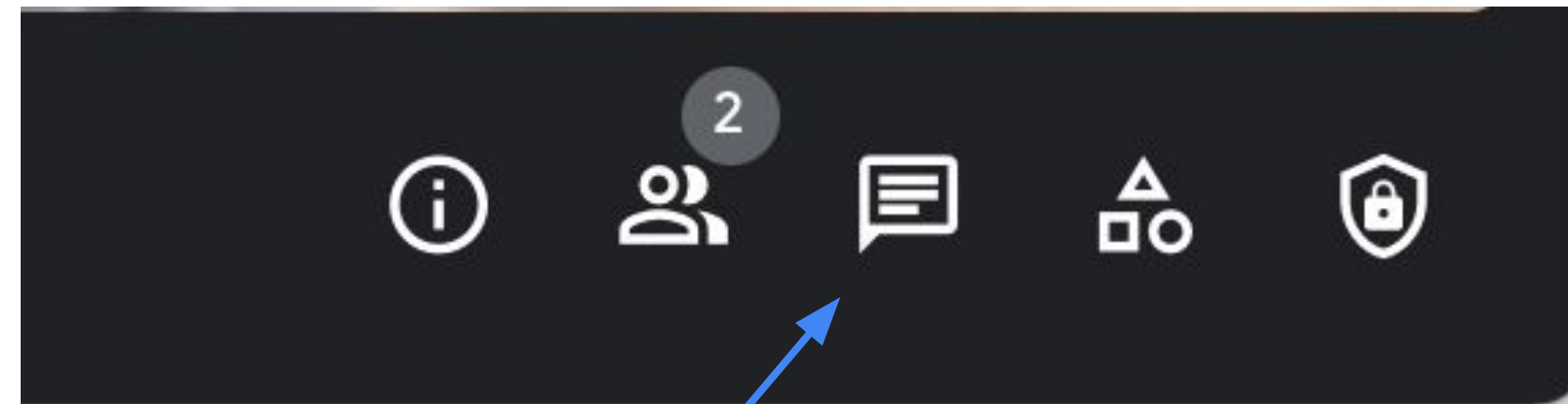
Ask questions interactively through the chat and when the presenter asks for verbal contributions





While we wait for everyone to join the, we'd love to hear from you..

Where are you joining from and your role?



Post your responses using the Google Meet chat functionality at this icon in the lower right corner of your screen.

*Note: You can always ask a question during the session using this button.*



# Today's agenda



- 01 Looker Technical Resources

---
- 02 Looker Connect Training

---
- 03 Looker Technical Support

---
- 04 Product Updates

---
- 05 Life Cycle Management

---
- 06 Q&A

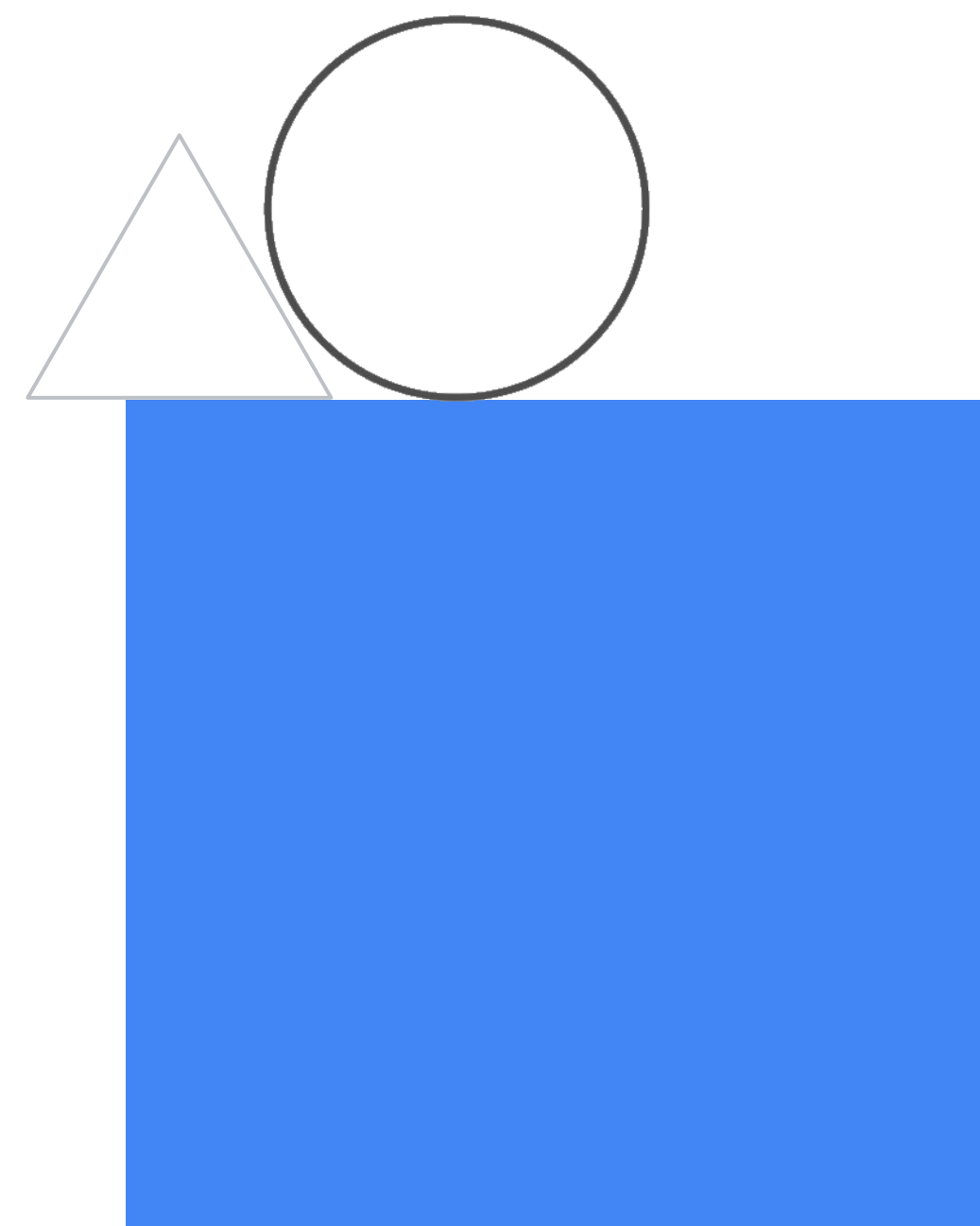
---
- 07 Closing Remarks

---



# Looker Technical Resources

# Looker Technical Contacts



# Looker Technical Contacts

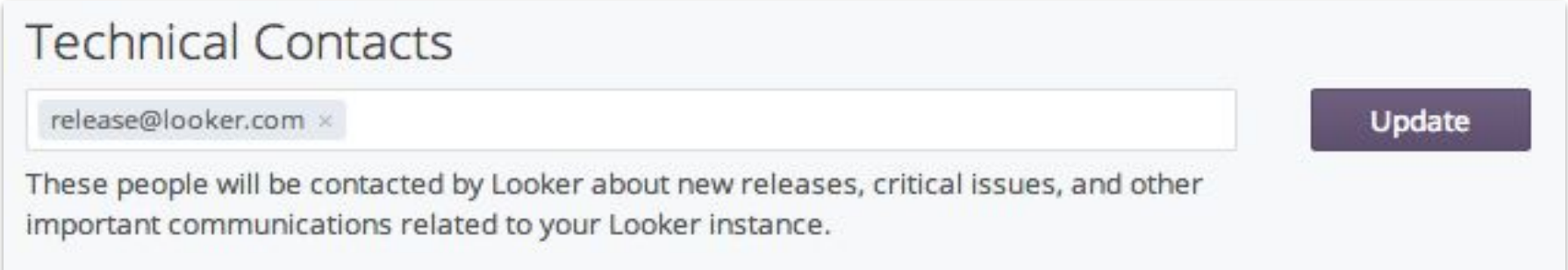
Looker technical contacts receive security notices and can access teammate's support requests in the customer portal.

Approval from a Technical Contact required for:

- Changes that require downtime
- Looker license updates
- Providing executable JAR files (self-hosted)

To set a user as a technical contact:

1. Navigate to General Settings > Admin
2. Under Technical Contacts section, add emails for those who should be contacts

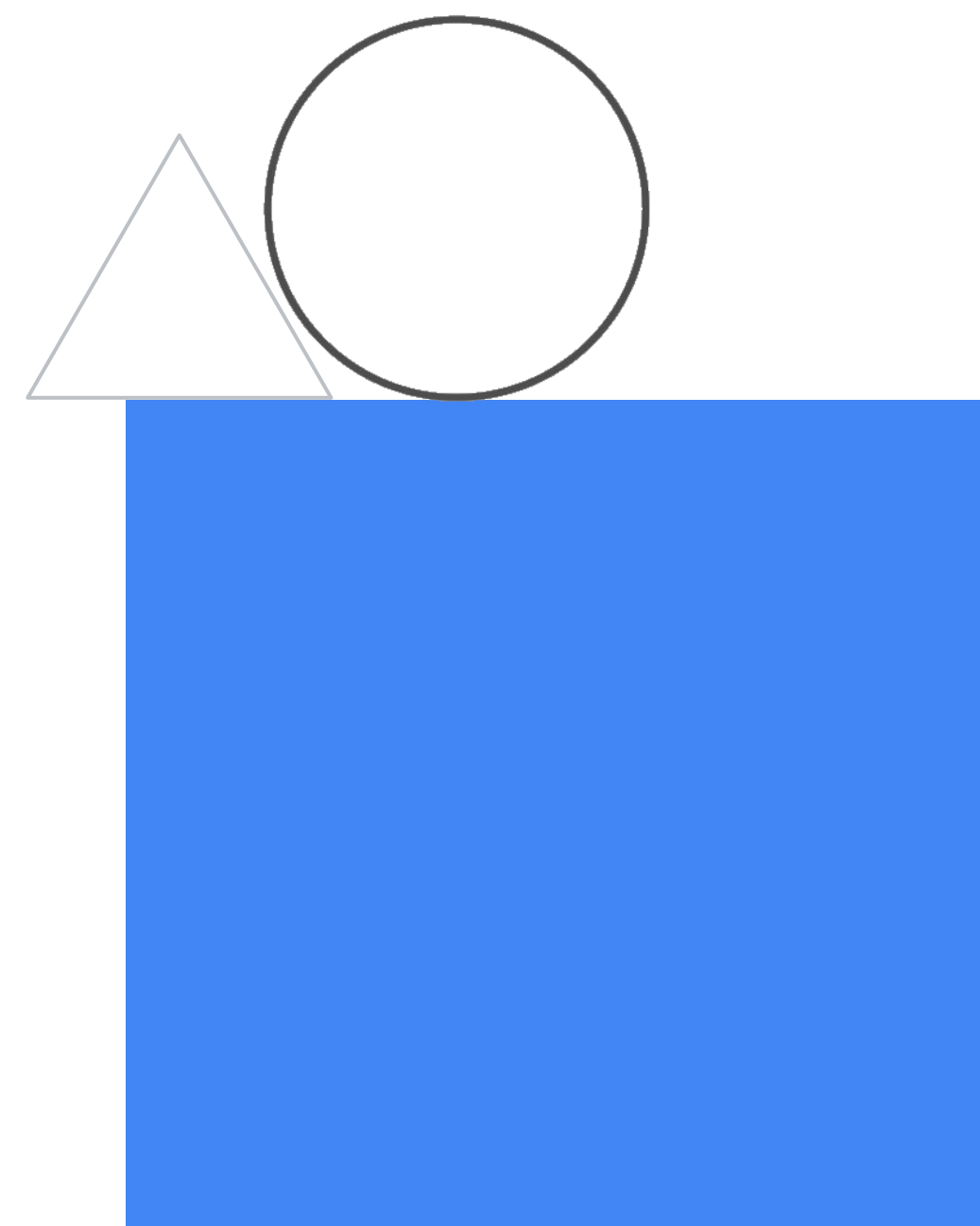


The screenshot shows a configuration panel titled "Technical Contacts". It features a text input field containing the email address "release@looker.com" with a small "x" icon to its right. To the right of the input field is a dark purple button labeled "Update". Below the input field, there is a descriptive text: "These people will be contacted by Looker about new releases, critical issues, and other important communications related to your Looker instance."

For more information check out:

[cloud.google.com/looker/docs/admin-panel-general-settings](https://cloud.google.com/looker/docs/admin-panel-general-settings)

# Looker Enablement Resources





# Looker Resources and Learning

**01**

## Documentation

---

Definitions, Looker fundamentals, and examples

[cloud.google.com/looker/docs](https://cloud.google.com/looker/docs)

**02**

## Looker Events

---

Meetups, webinars, annual events like JOIN & Beacon

[cloud.google.com/events](https://cloud.google.com/events)

**03**

## Community

---

Engage with other Looker customers

[community.looker.com](https://community.looker.com)



# Looker Connect

# What is Looker Connect?

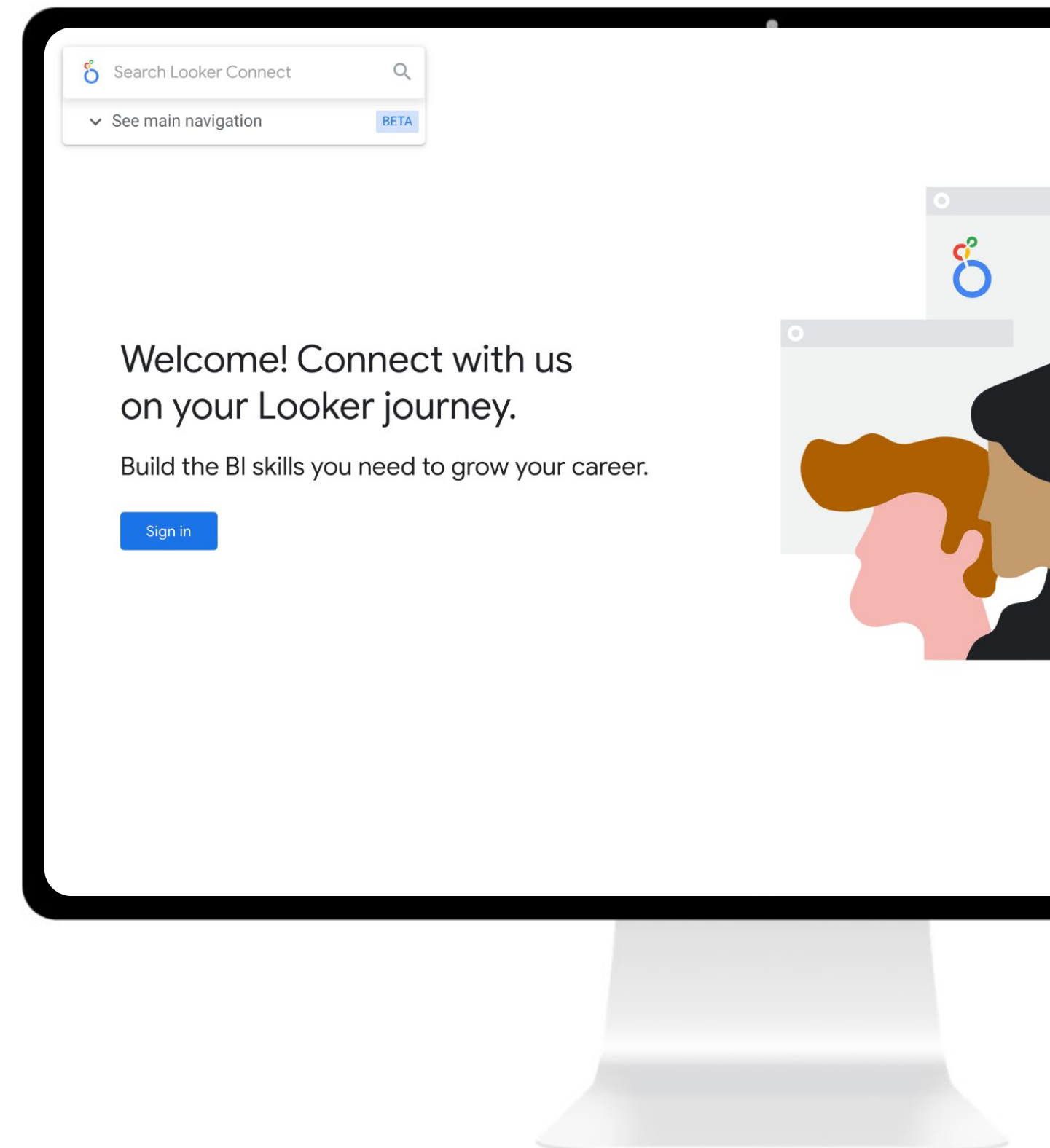
connect.looker.com

Looker is excited to reveal **a new learning platform that connects users to success faster.**

No two users are the same, so Looker partnered with Cloud Learning Services to create a flexible solution centered on the user with **tailored, socially connected learning.**

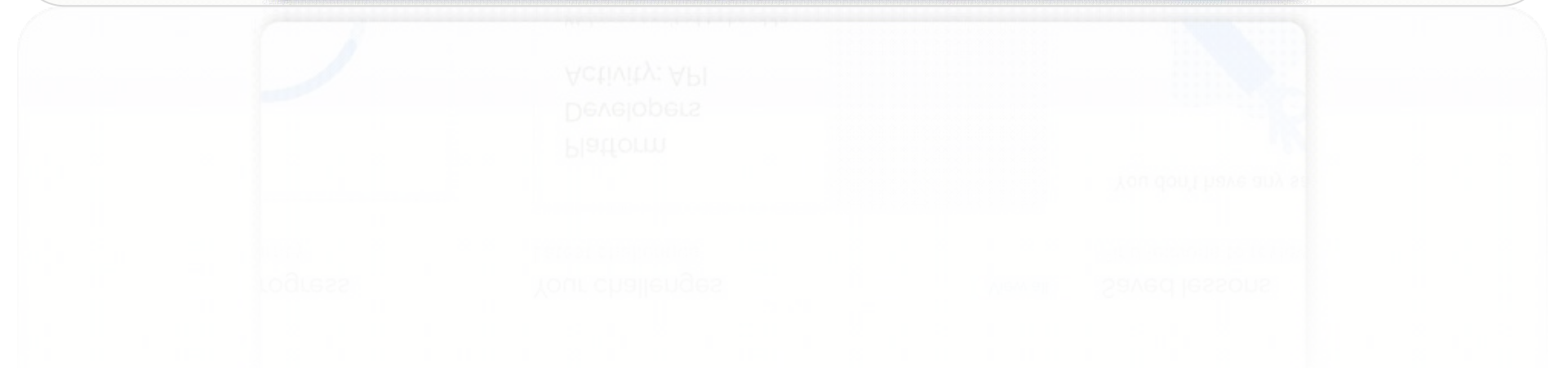
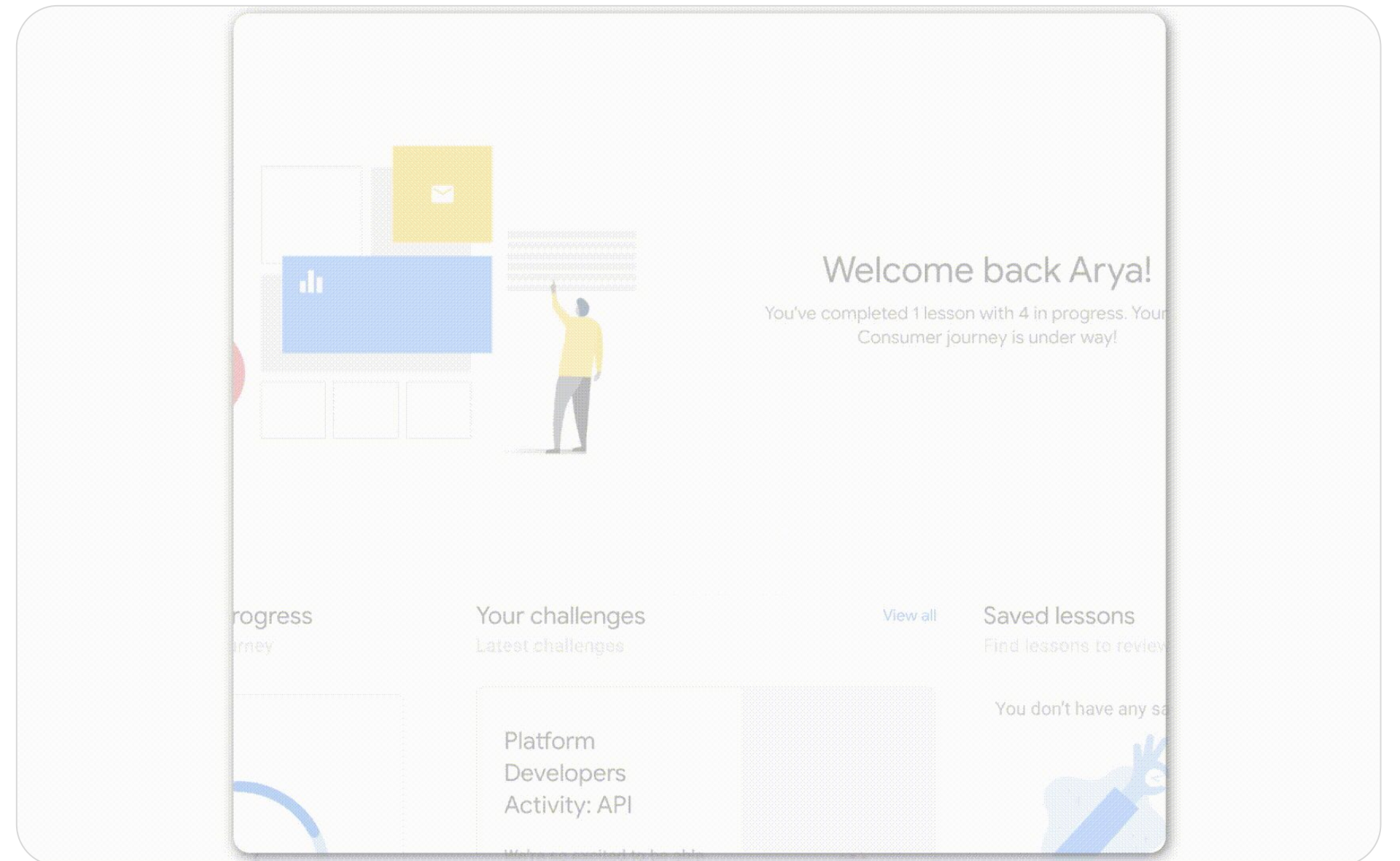
Whether a user is trying to perform a quick task, grow their careers, or just see what other users think, Looker Connect is their go-to source.

Visit **connect.looker.com** to register.



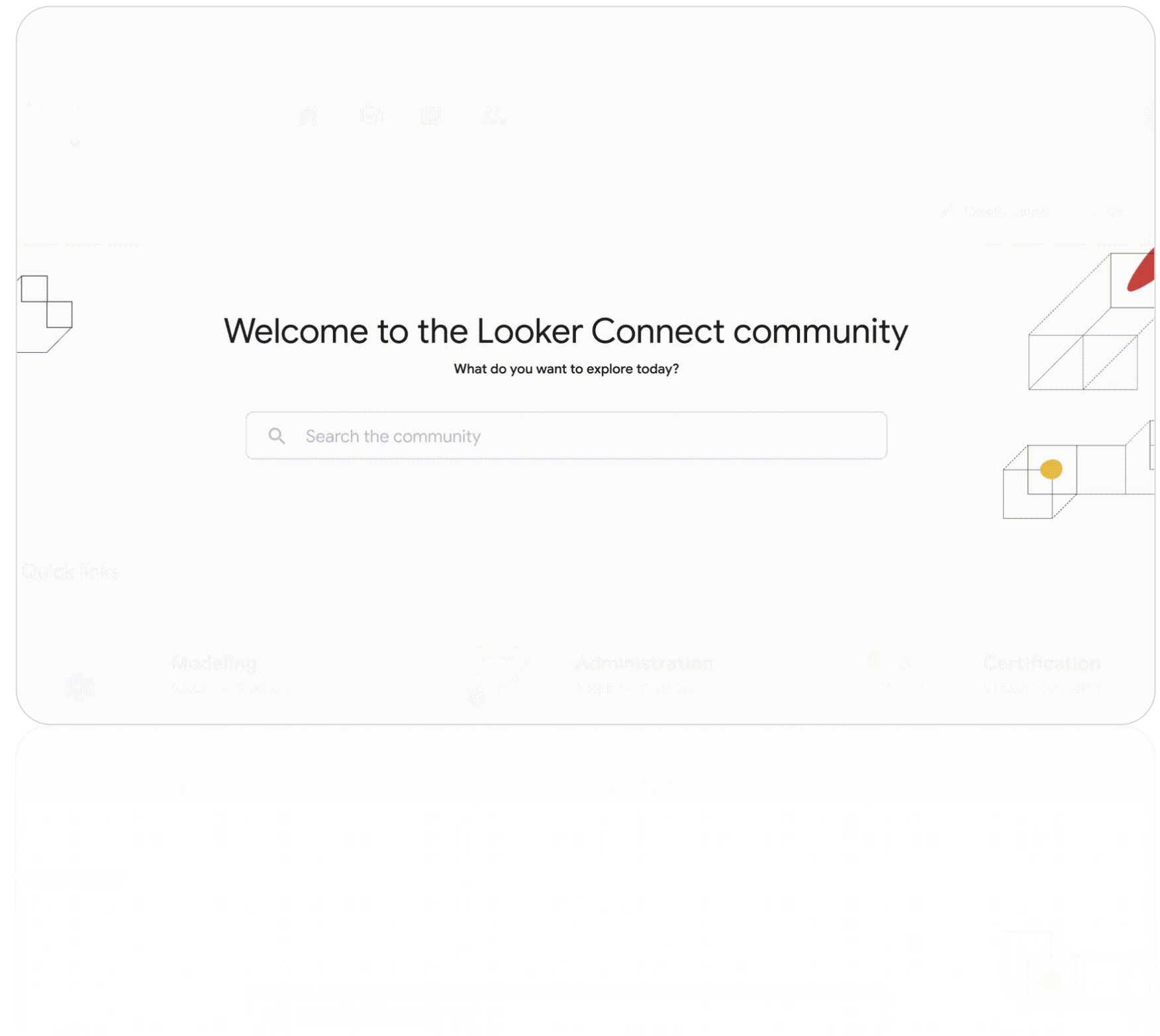
**Guided learning paths** teach Looker in a way that's specific to user goals and roles.

Whether you're a LookML developer, Data Consumer, or Looker Administrator, we've got your back all the way from introduction to certification.



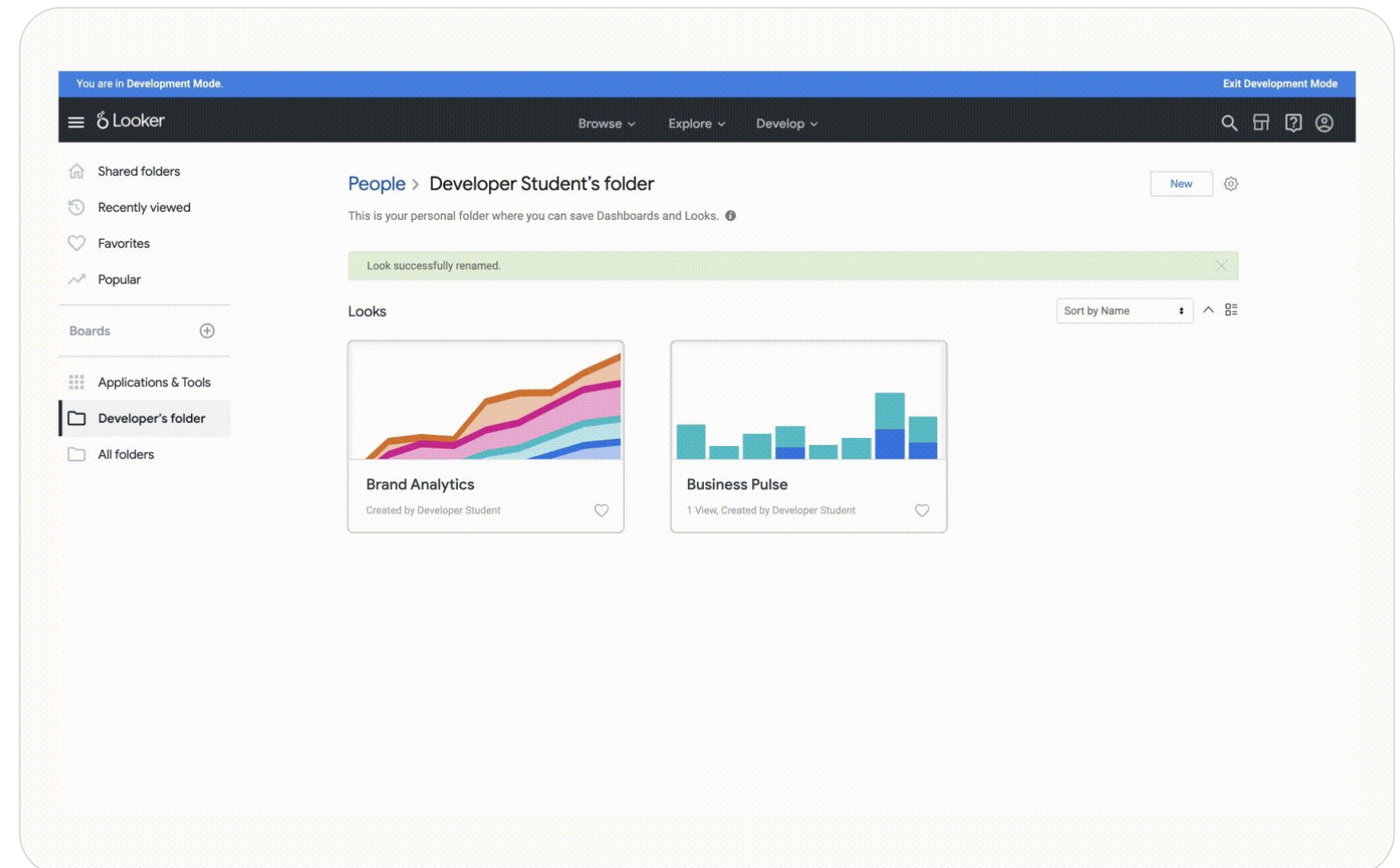
**Socially connected learning** bridges the gap between users.

In Looker Connect, users are able to add shareable notes and comments, engage in discussions, inspire each other, and celebrate successes together.



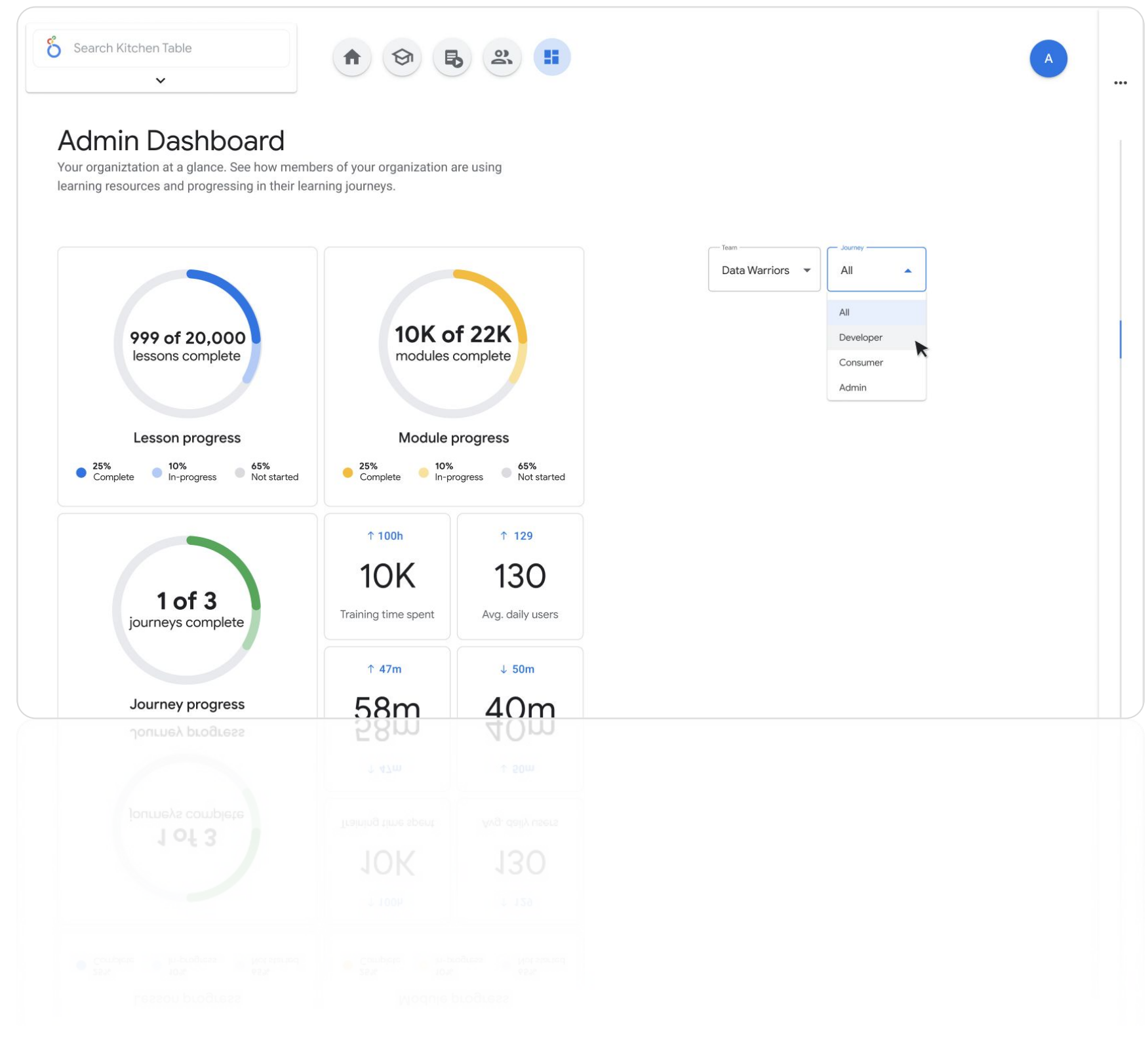
**The Looker Sandbox** provides a stress-free, hands-on platform.

Powered by Qwiklabs, the Sandbox lets users experiment with Looker without actually affecting their company's data.



**An organizational health dashboard** updates admins on their team's progress.

With a finger on the pulse of their users' training activities, owners and admins can identify heroes and mentors early while also identifying teams that need more support.



03



# Looker Technical Support



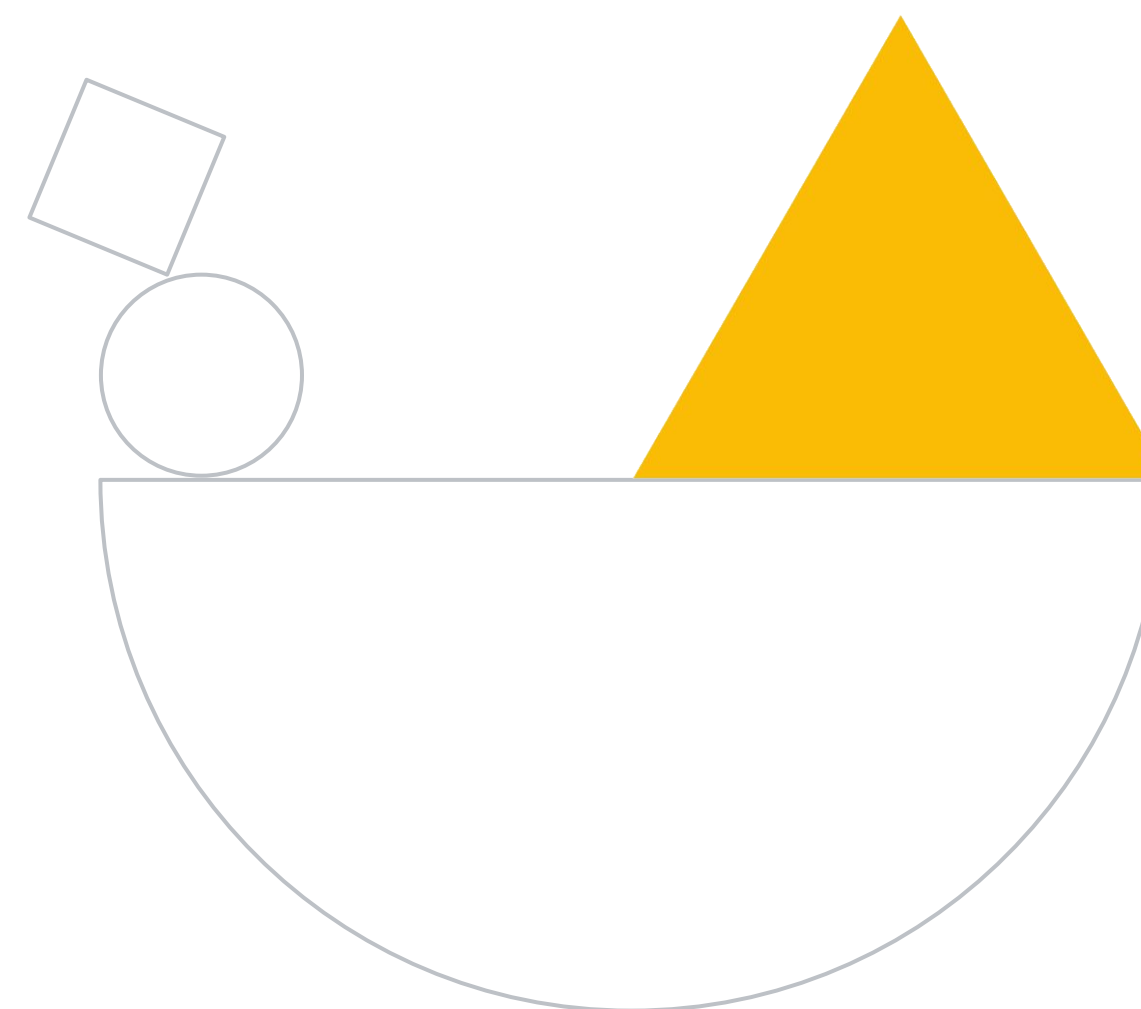


# Looker Cloud Support

**Mission:** Drive Google Cloud's success by solving hard problems at scale for our customers

When you get stuck in Looker, we provide 24/5 access to a diverse group of empathetic and technical problem solvers to empower and enable you.

# Chatting with Support



# Chat Support

## English Language Support available 24 hours a day, 5 days a week

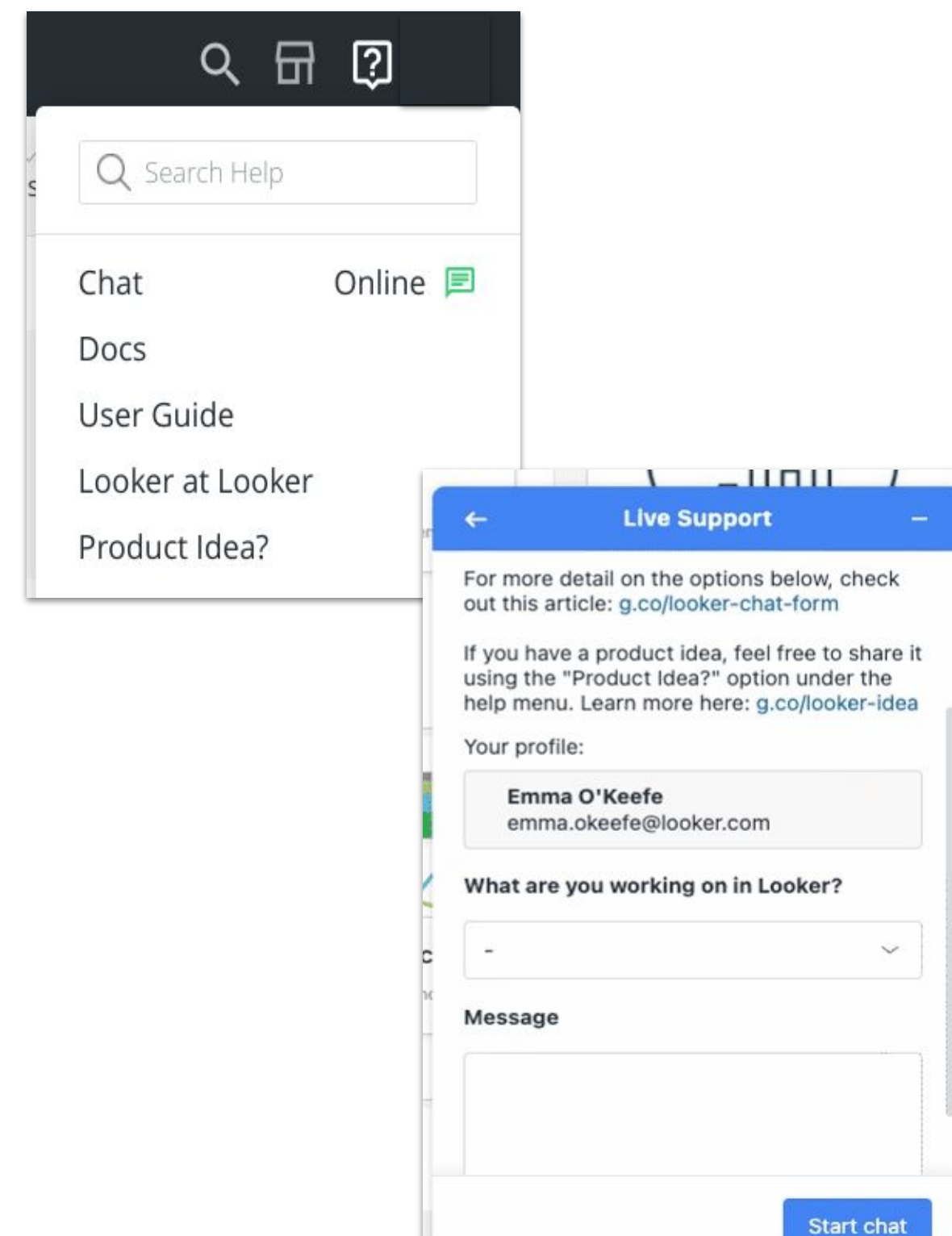
Available to administrators and developers on your Looker instance

### Hours:

- Sunday, 5:00 pm PST - Friday, 6:00 pm PST
- Sunday, 8:00 pm EST - Friday, 9:00 pm EST
- Monday, 12:00 am GMT - Friday, 2:00 am GMT
- Monday, 9:00 am JST - Saturday, 9:00 am JST

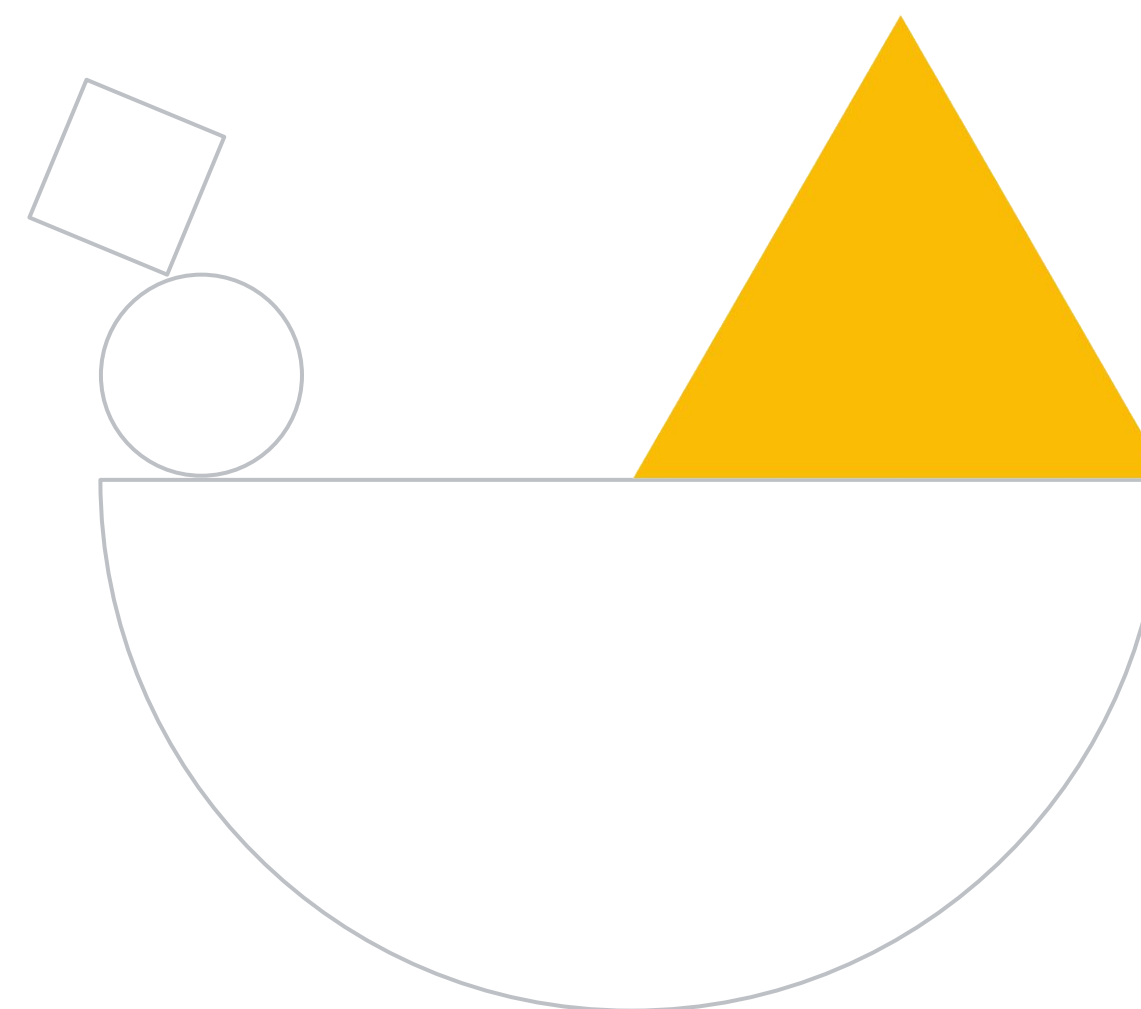
### Japanese Language Looker Support:

- 9:00 am JST to 5:00 pm JST, Monday-Friday



Click **Chat** option from the help menu

# Customer Support Portal



# The Customer Portal

Track support requests in the Looker Help Center. This can be found at [help.looker.com](https://help.looker.com).

All users may submit support request and see status of their tickets

Technical contact can see tickets across their users

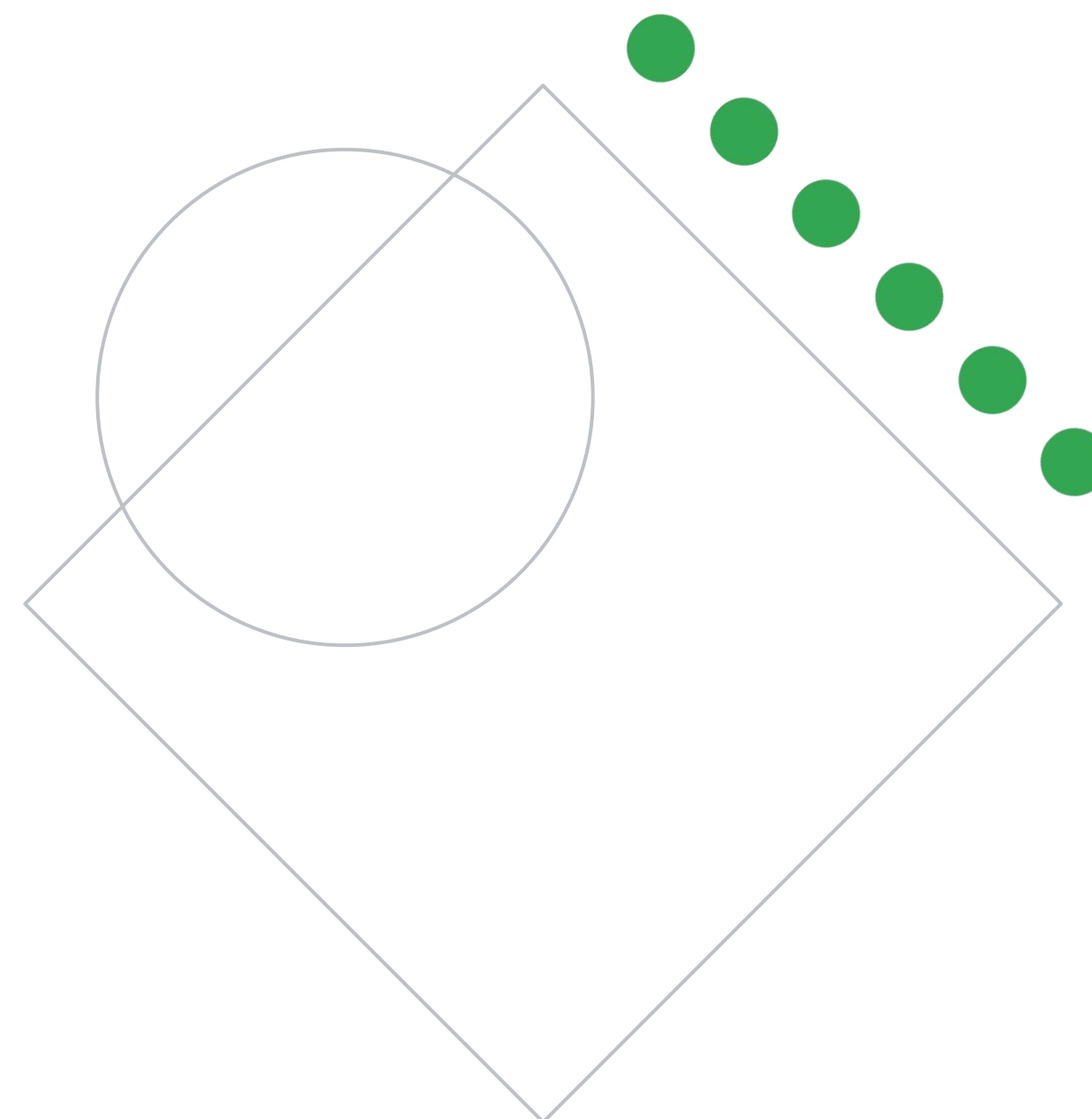
The screenshot displays the 'My requests' page in the Looker Help Center. The page features a search bar and a status filter set to 'Any'. Below these, a table lists support requests with columns for Subject, Id, Created, Last activity, and Status. The table contains five rows of data, with the first three rows showing 'open' status and the last two rows showing 'solved' status.

Subject	Id	Created	Last activity	Status
Chat with Brecht Vermeire	#310549	13 days ago	13 days ago	open
Chat with Brecht Vermeire	#310163	14 days ago	14 days ago	open
Chat with Brecht Vermeire	#310161	14 days ago	14 days ago	open
Missed Chat with Brecht Vermeire	#301005	2 months ago	16 days ago	solved
Chat with Brecht Vermeire	#288300	3 months ago	1 month ago	solved



# Product Updates

# Release Notes



# Release Cycle

Release overview and details

[cloud.google.com/looker/docs/looker-releases](https://cloud.google.com/looker/docs/looker-releases)

## Release numbers

Our release numbering scheme uses a three-number sequence: X.Y.Z

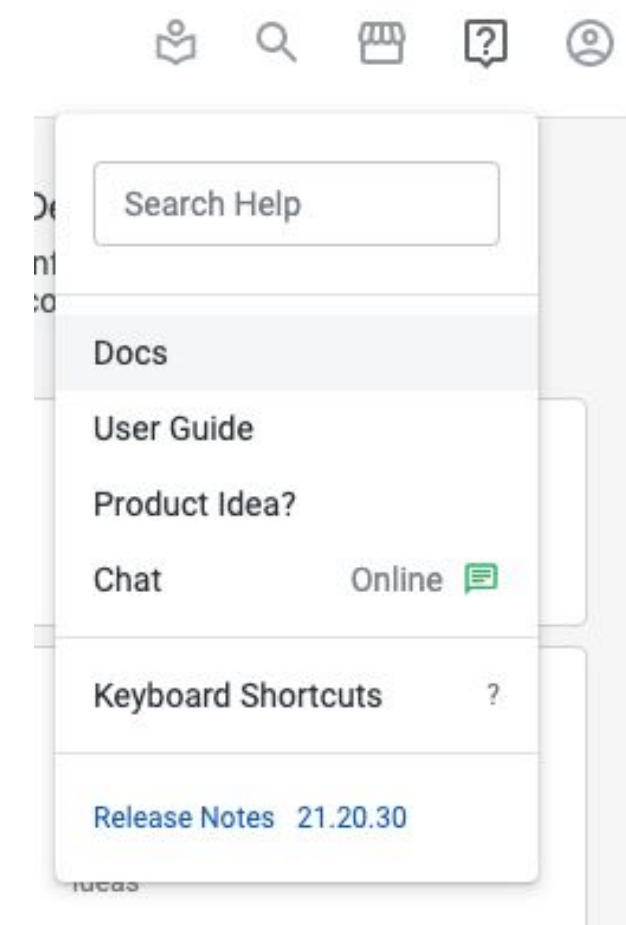
- X = major version (# reflects calendar year)
- Y = minor version
- Z = patch version

Example: Looker 22.1.1

## Update process

Ownership of the update deployment process varies according to how you host your Looker instance.

Most common scenario are instances are Looker-hosted and minor updates are applied monthly





# Release Notes Homepage

Release notes, feature highlights, related blogs and webinars

[cloud.google.com/looker/docs/looker-releases](https://cloud.google.com/looker/docs/looker-releases)

## Looker 21 Changes

Find the latest on Looker 21 changes on these pages:

- See highlights for each 21.x release on our [Looker Release Highlights](#) page.
- A more complete list of changes can be found on the [Looker Changelog](#) page.
- Are you a part of the Extended Support Release Program? Find more details on the [Extended Support Release Notes](#) page.

## Release Documentation

Have a question about a release or a release-related process? Check out these pages:

- [Release Overview](#)
- [Extended Support Release \(ESR\) Program](#)
- [Looker-Hosted Maintenance Hours](#)
- [Release Deployment Emails](#)
- [Officially Supported Releases](#)
- [Legacy Feature Deprecation Schedule](#)

## What's New: Blogs and Webinars

Interested in some Looker blogs and webinars? Check them out!

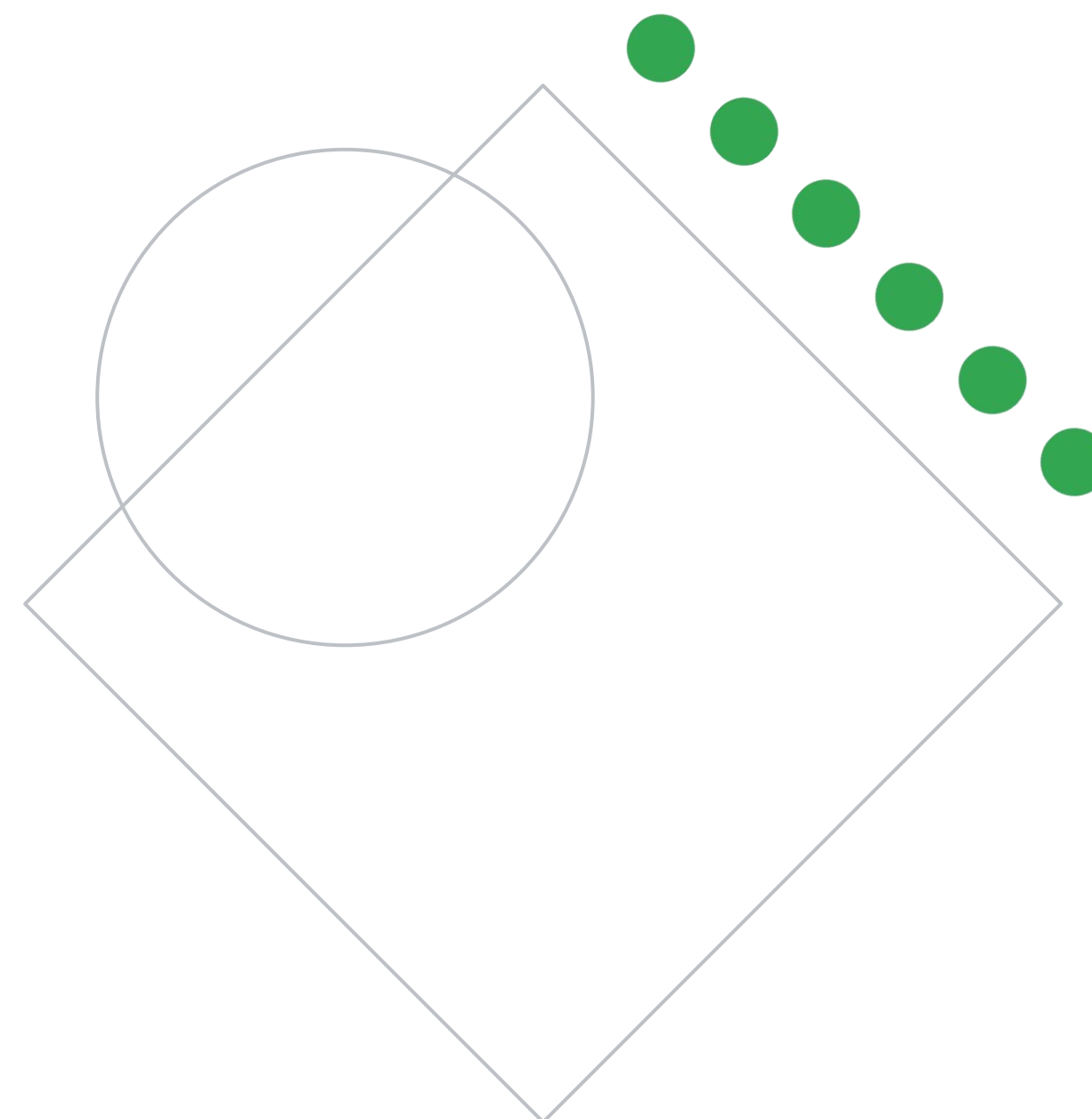
- **What's New in Looker?** webinar [November Edition - Americas](#) on November 5th, 2020 at 6PM GMT / 11AM PT / 2PM ET
- **What's New in Looker?** webinar [November Edition - EMEA](#) on November 5th, 2020 at 11AM GMT / 4AM PT / 7AM ET
- **What's New in Looker?** [July 2020 Edition](#)
- **What's New in Looker?** [April 2020 Edition](#)
- **What's New in Looker?** [January 2020 Edition](#)
- **New Looker Features** [Blog](#)

## Historical Release Notes

See our historical release notes on these pages:

- [7.x Release Notes](#)
- [6.x Release Notes](#)

# Feature Requests



# Feature Requests

Your feedback is important

- Submit your feedback directly
- Add your vote to ideas others have submitted
- See what's been released recently and what's coming soon.

Submit a Request for Looker

Make a Suggestion

What's New

Ability to increase color contrast of selected dimensions in Explore

Powered by Looker Minimize Filters by default

All releases 17 unread

My Priorities

Once you've [submitted an idea](#), or voted for other ideas, they'll appear here and you'll see what you want the most.

Suggested by Others

Vote	Title	Status
	I want to be able to add to PDTs incrementally	<input type="radio"/> Building
	Improve the way you build dashboards	<input type="radio"/> Awaiting Feed
	Make totals clearer	<input checked="" type="radio"/> Planned
	Create merged results with pivoted queries	<input type="radio"/> Awaiting Feed

Search Help

Chat Online

Docs

User Guide

Product Idea?

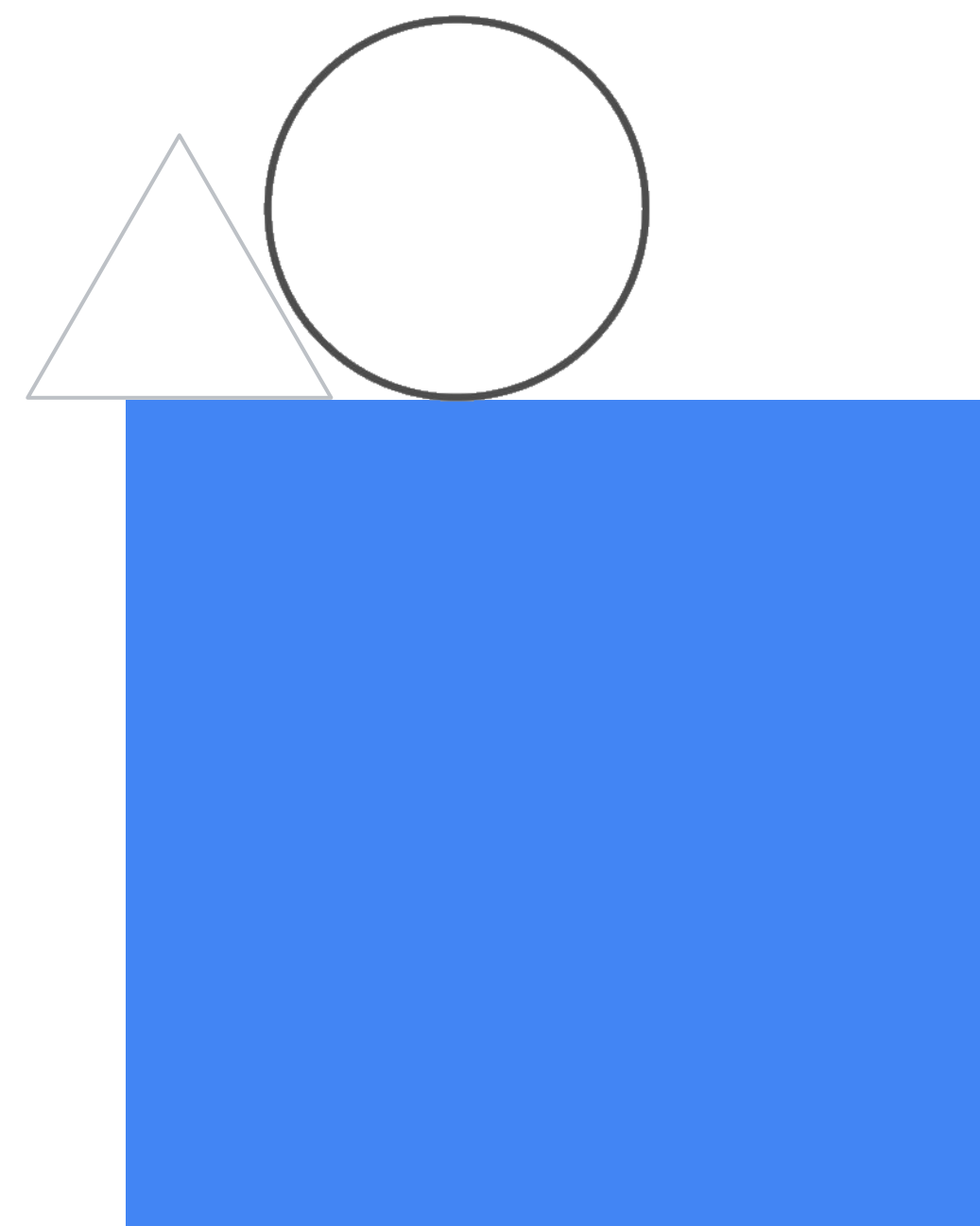
Keyboard Shortcuts ?

Release Notes 21.0.22



# Lifecycle Management

# Labs Features & Marketplace



# Labs Features

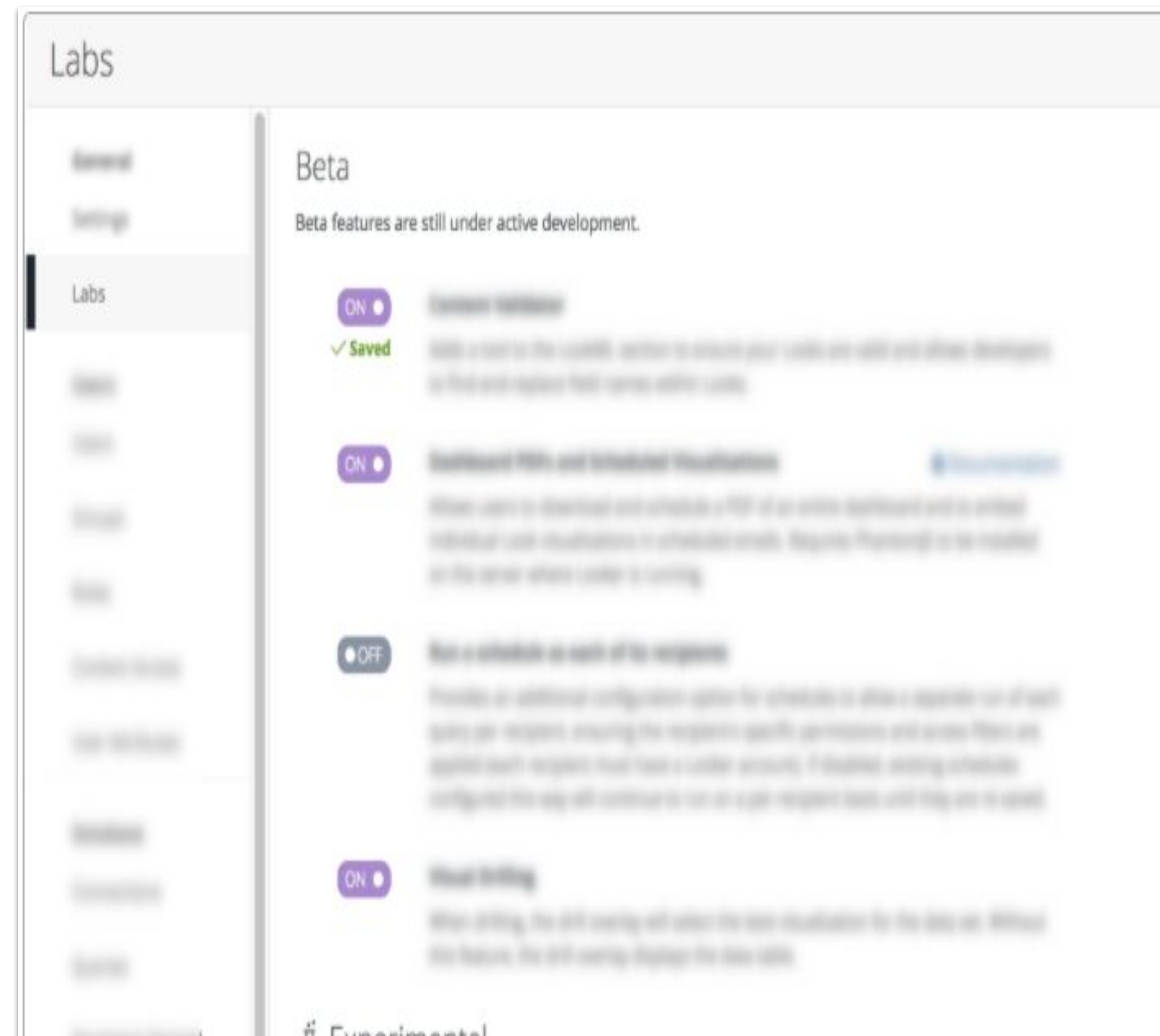
Enable new, in-progress beta & experimental features in the **General** section of the **Admin** menu.

## Beta:

- Features are expected to remain in the product
- Errors are expected to be resolved at some point
- Features may change in detail
- Errors may not be fixed with the same speed as with normal features

## Experimental:

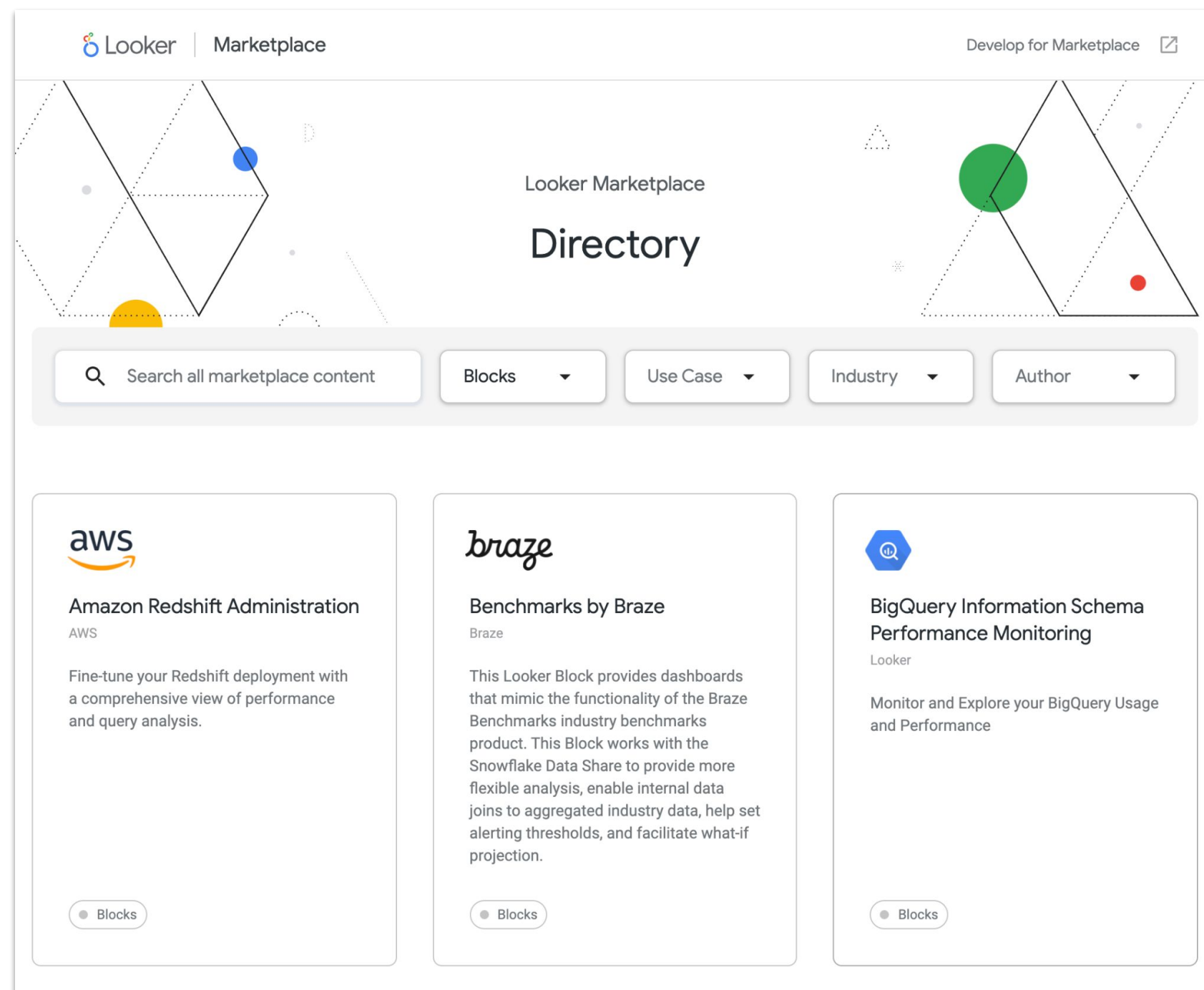
- Features may or may not remain in the product
- Errors may or may not be corrected
- Experimental items indicate Looker is thinking about these as new features and would like your feedback



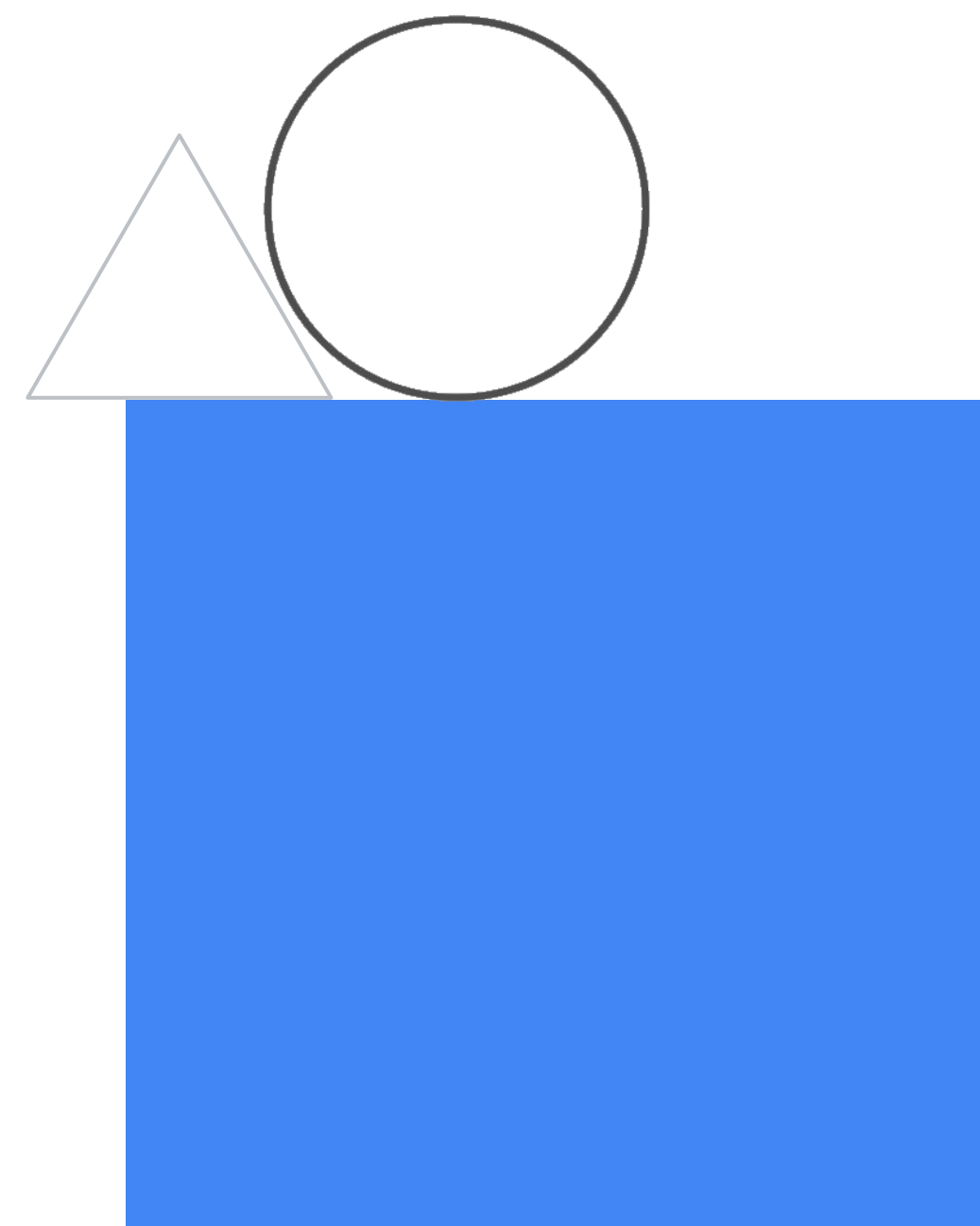
# Looker Marketplace

Explore powerful applications, blocks, and custom plug-ins to get more out of your data.

Pre-built pieces of code that you can leverage to accelerate your analytics. From optimized SQL patterns to fully built-out data models, custom visualizations, to weather and demographic data.



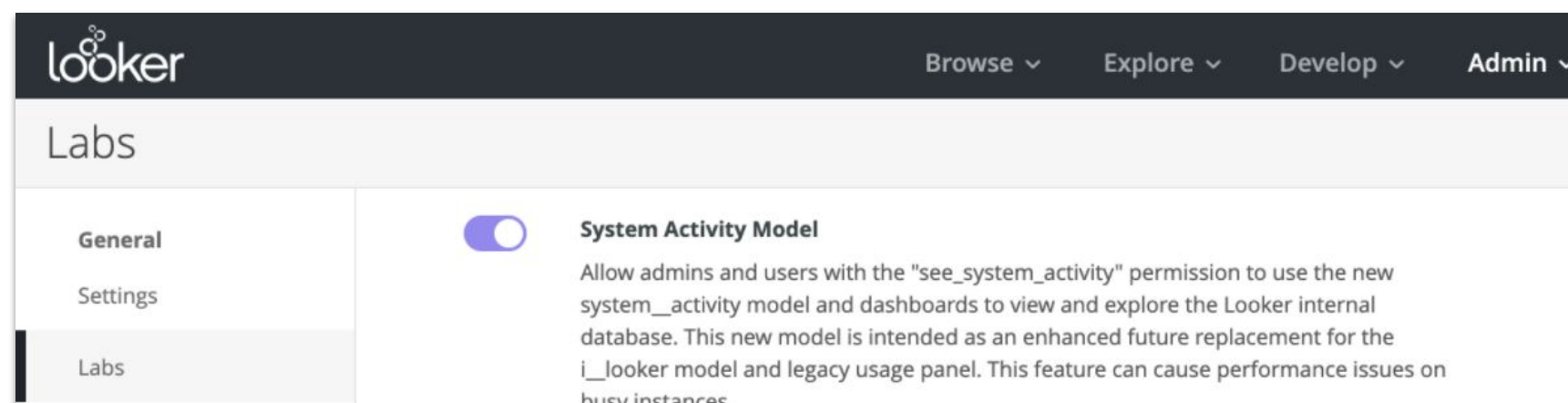
# Instance and Usage Monitoring



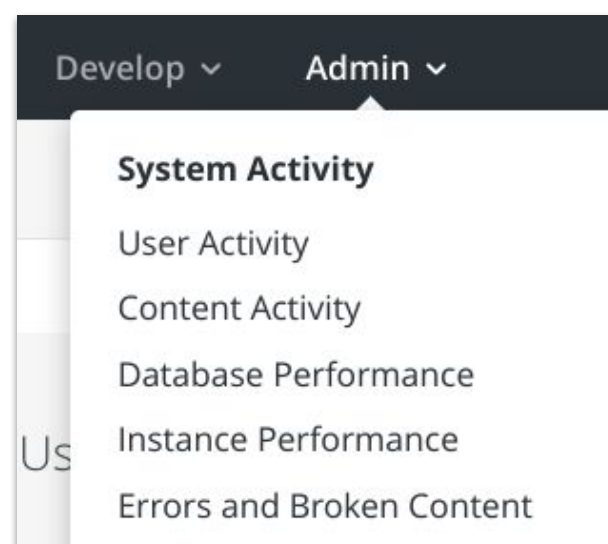


# System Activity

1) Admin user first enables System activity model in labs



2) Pre-built dashboards available under the Admin tab



Documentation:

- [Dashboard overview](#)
- [List of system activity explores](#)
- [Tracking embed usage](#)

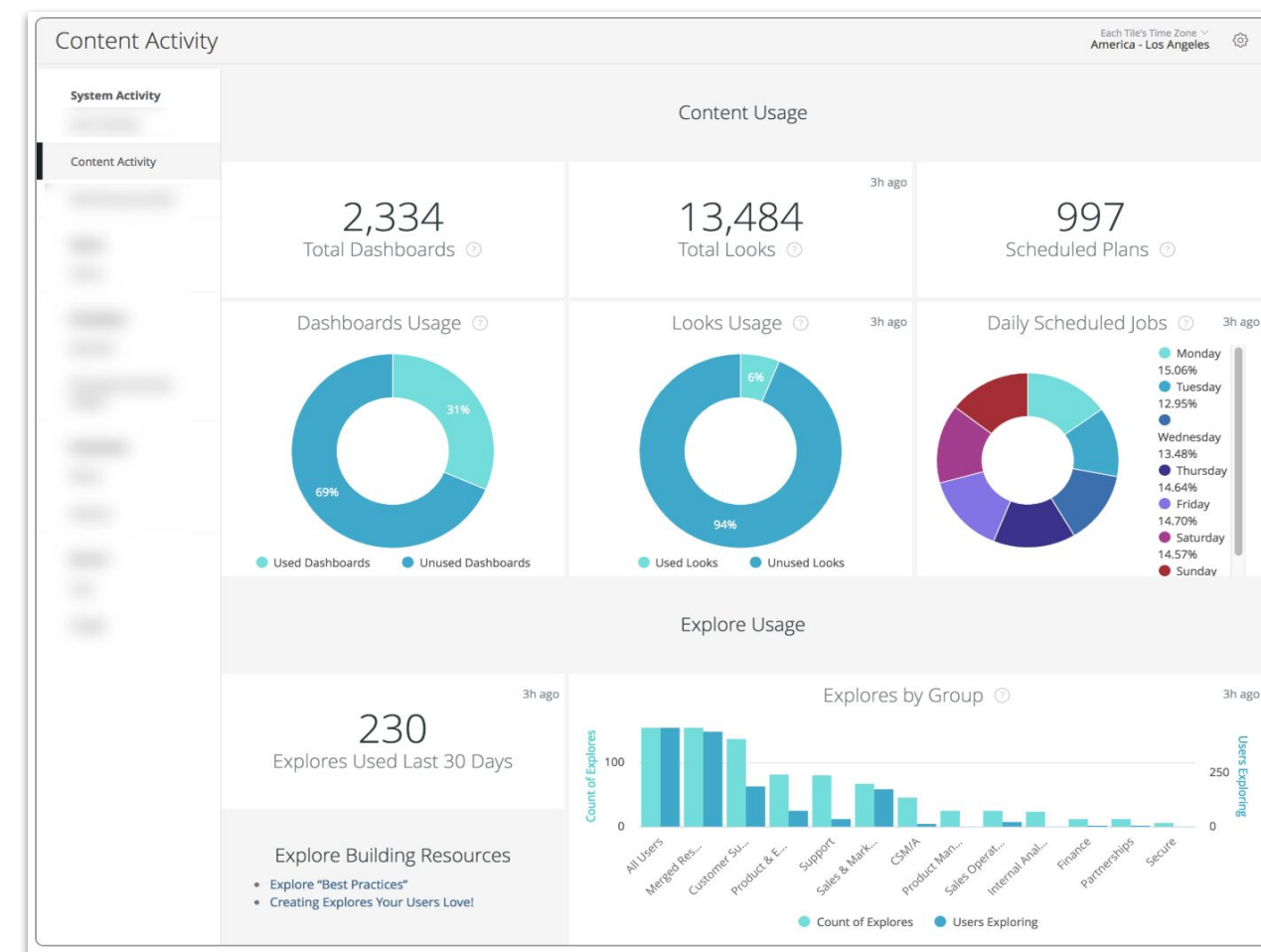
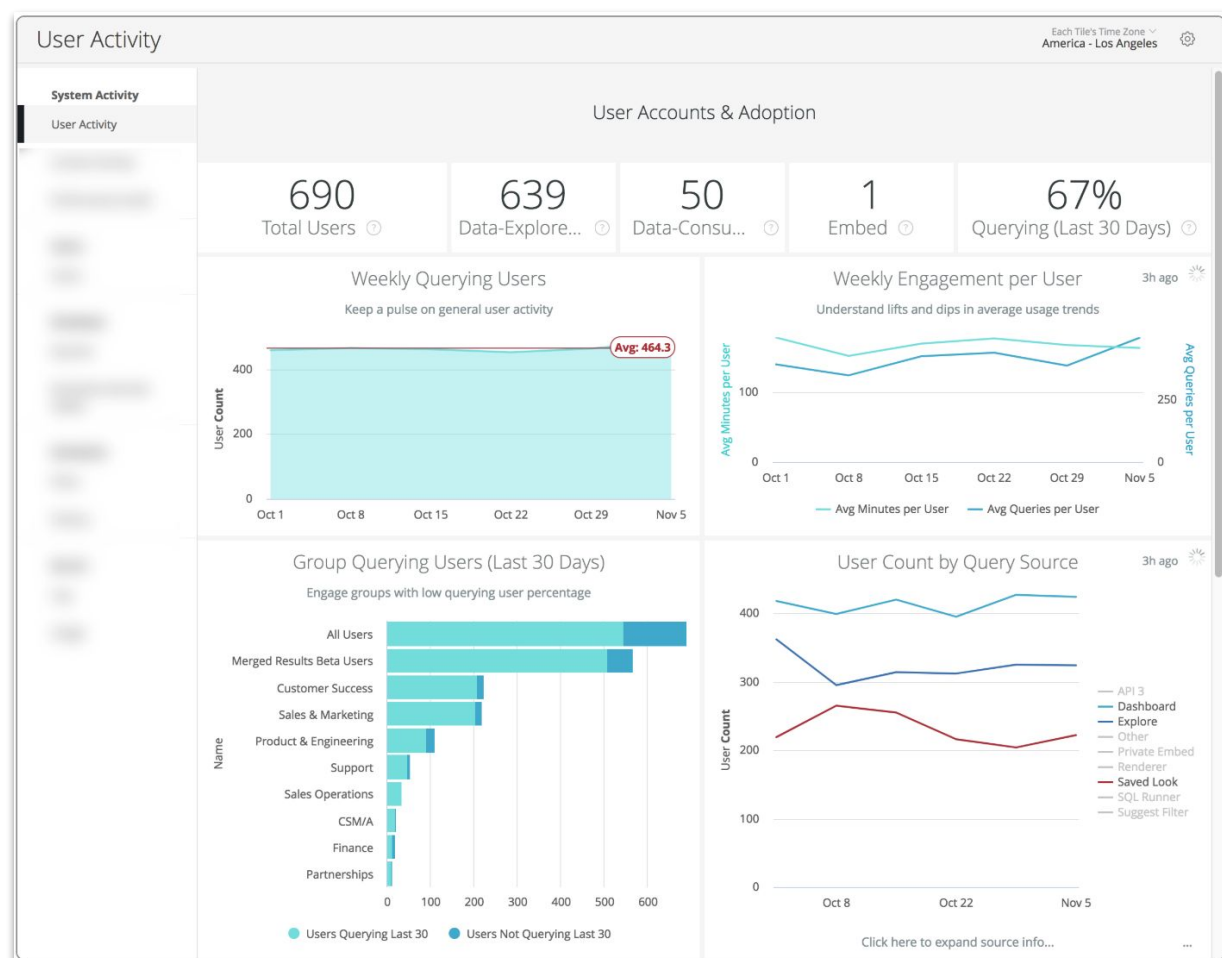
# System Activity Pages

## User activity

Counts and percentages of users viewing data, time spent viewing queries, and counts and lists of the most active and inactive users

## Content activity

Which dashboards, tiles, and Explores are being viewed and scheduled



# System Activity Pages

## Data-base Performance

Performance of content and PDTs including:

- Total and average run times of queries and PDTs
- Lists and counts of query errors and PDT build failures



# System Activity Pages

## Errors and broken content

- Helpful for cleanup
- Identify items that need quick remediation

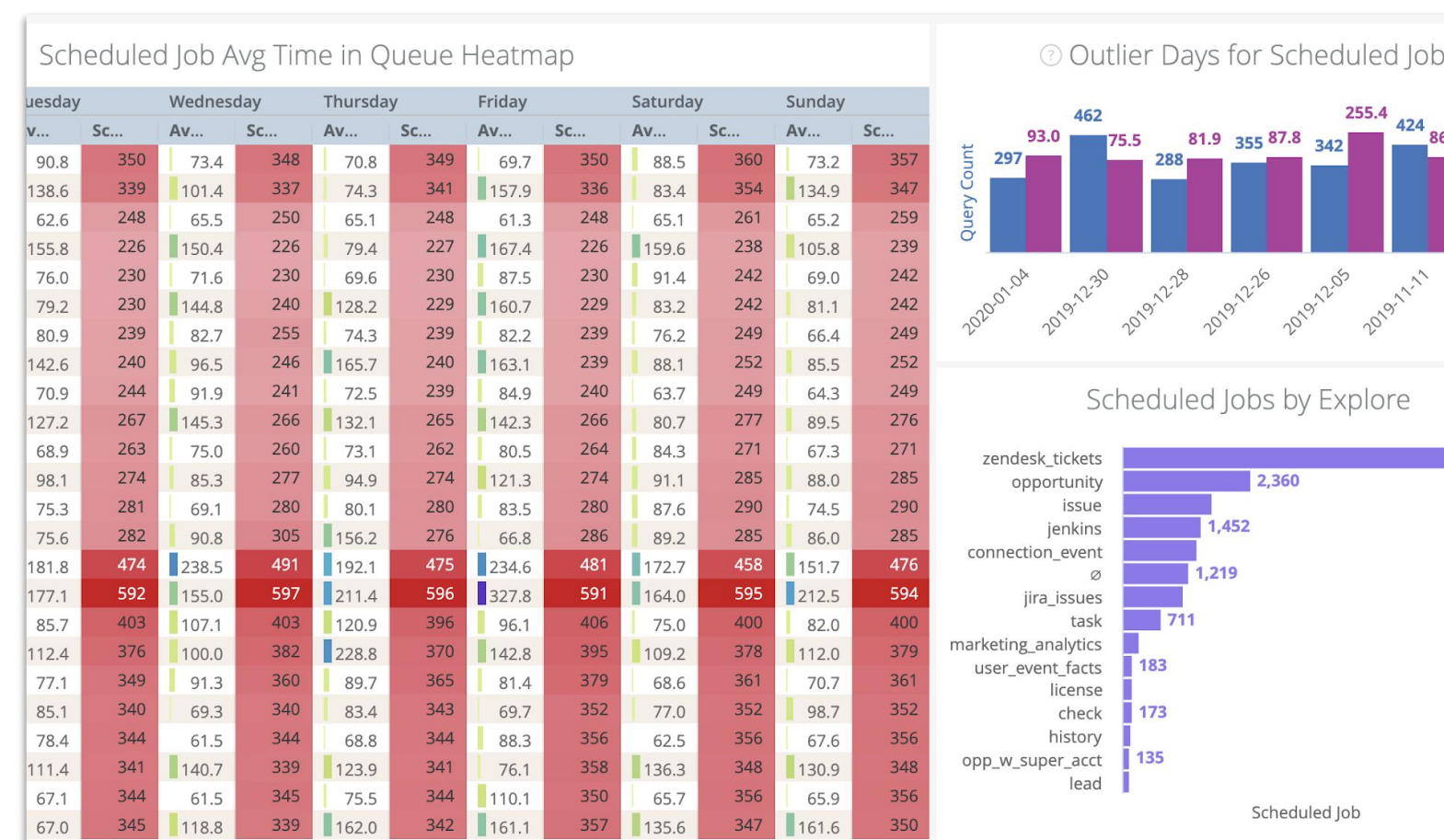
Broken Dashboard Content		
	Link	Message
	[Dashboard]	Variable not found "ae_segment".
	[Dashboard]	Variable not found "ae_segment".
MEA	[Dashboard]	Variable not found "ae_segment".
nt	[Dashboard]	Variable not found "ae_segment".
USA	[Dashboard]	Variable not found "ae_segment".
	[Dashboard]	View Not Found
	[Dashboard]	Variable not found "first_name".   Variable not found "last_name".   Variable not found "email".
	[Dashboard]	View Not Found
	[Dashboard]	ERROR: permission denied for relation license_v
		Unsupported Type: NUMERIC
	[Dashboard]	FATAL: Sorry, your redshift cluster is restarting. Please try again later.

Broken Schedules		
	Status Detail	Content Link

## Scheduler performance

- Resolve scheduling issues
- Remediate bottlenecks and redistribute workload



# Next Steps

- Setup your technical contact(s)
  - [cloud.google.com/looker/docs/admin-panel-general-settings#technical\\_contacts](https://cloud.google.com/looker/docs/admin-panel-general-settings#technical_contacts)
- Check out the Looker Marketplace
  - [cloud.google.com/looker/docs/marketplace](https://cloud.google.com/looker/docs/marketplace)
- Join Looker Connect and start your learning journey
  - [connect.looker.com](https://connect.looker.com)
- Get involved in our Community!
  - [community.looker.com](https://community.looker.com)
- Utilize our Chat Support
  - [cloud.google.com/looker/docs/admin-panel-general-support-access](https://cloud.google.com/looker/docs/admin-panel-general-support-access)

# Questions?

Join us in the Community!



Please give us some feedback

Help us improve our onboarding series