




New User Onboarding Starts at 10:00am Tuesday, June 25

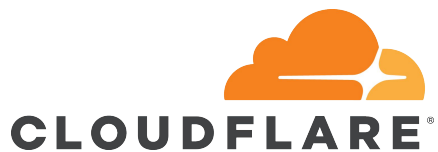
Please connect to the audio bridge

Please click the settings button  on the left hand side of the screen

"Join Audio"

For questions

Use the chat feature  in the bottom left side of your screen



New User Onboarding

June 2019



Michael Manov
Customer Success

Today's Agenda

// What is Cloudflare

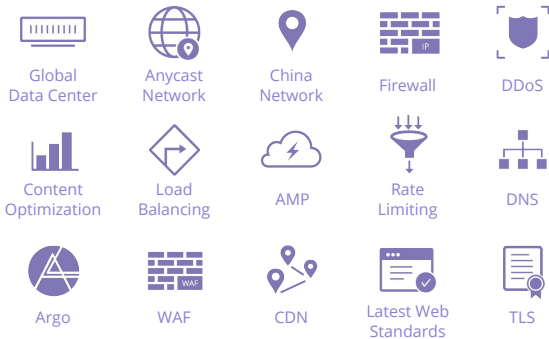
// Account Resources

// Dashboard Overview

What is Cloudflare?

Welcome to a Faster, Safer Internet

Integrated Performance, Security, and Reliability



16M Internet properties and routing
traffic for

2.8 billion **n**
VISITORS PER MONTH



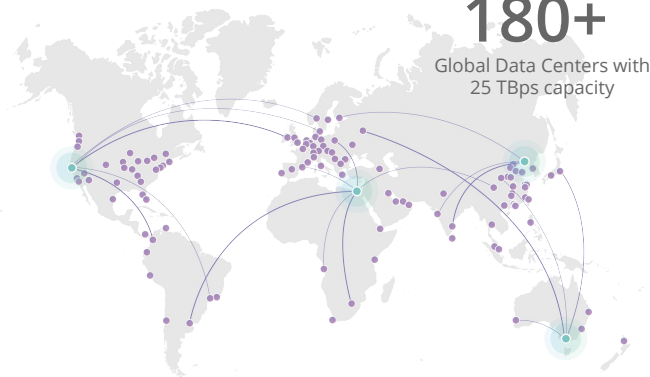
SCALE



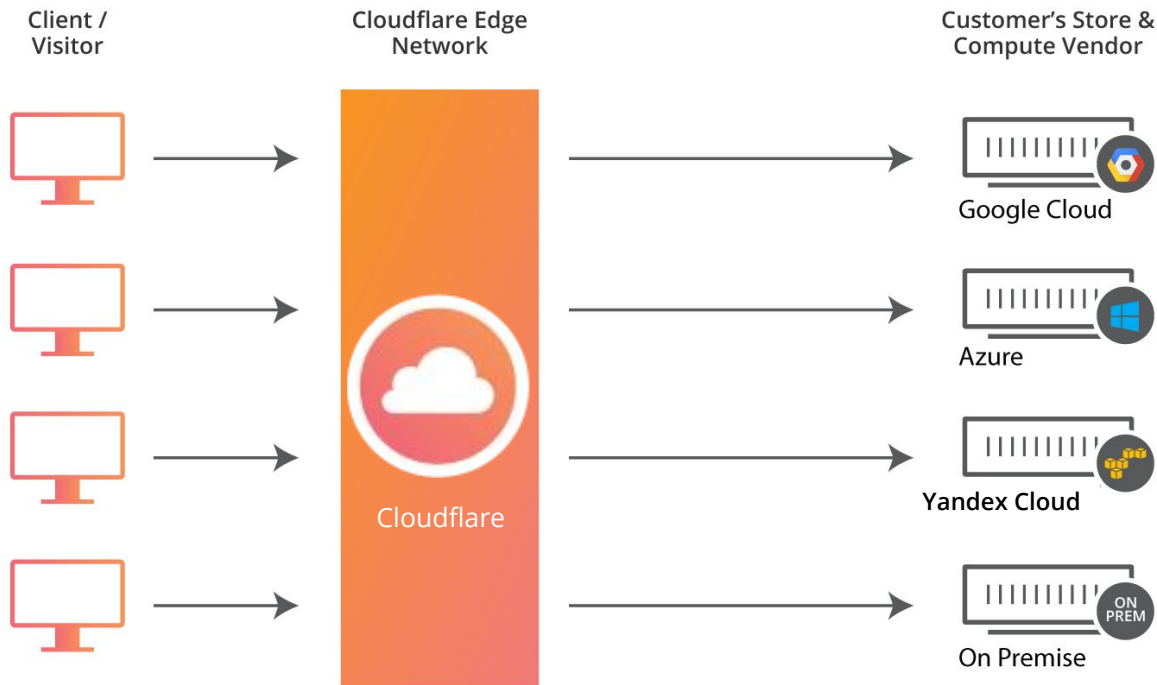
INTEGRATED
STACK



EASY
FINE-GRAINED
CONTROL



Cloudflare sits between our customers' traffic and their web servers, APIs, and IoT devices



Solving the problems of Internet

PERFORMANCE



CDN



Web
optimization



Mobile
optimization



WAN
optimization

SECURITY



DDoS



IoT
security



WAF



Perimeter
security

RELIABILITY



DNS



Anycast
network



Load
balancing



Always
online

INSIGHTS



Threat
analytics



Enterprise
logs



Traffic
monitoring

PLATFORM

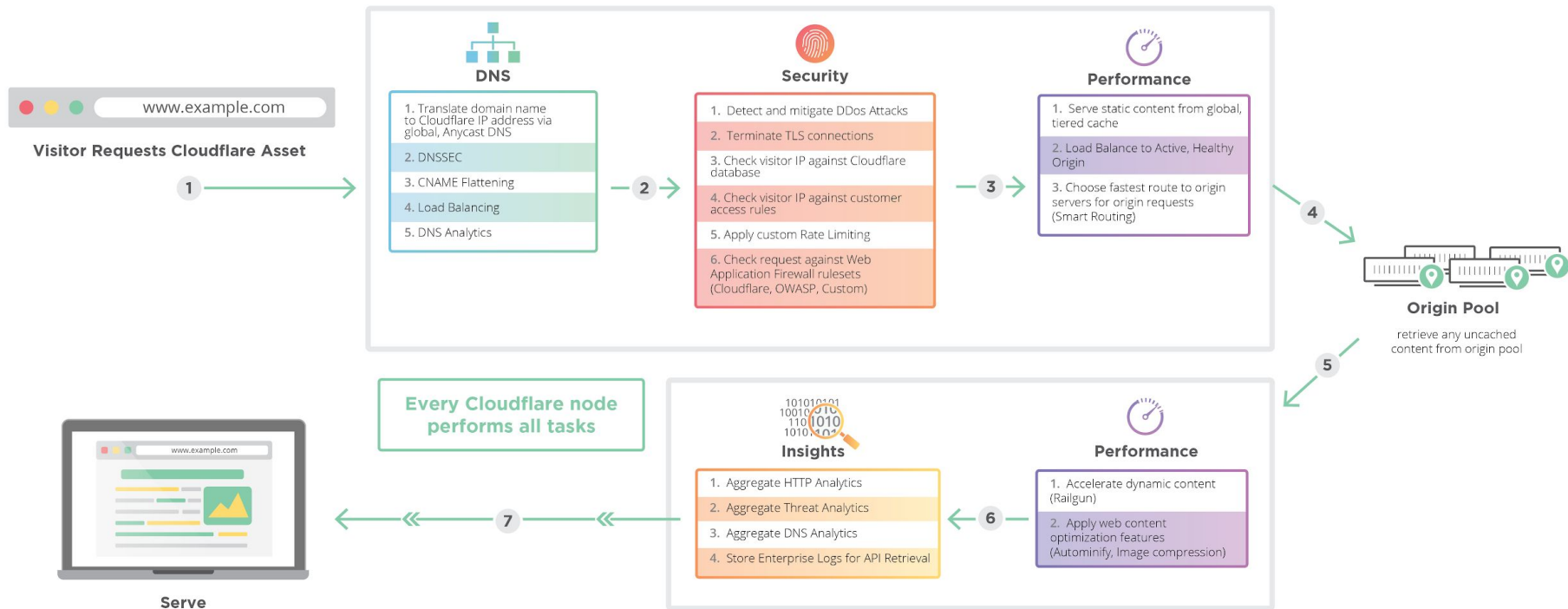


Edge
compute

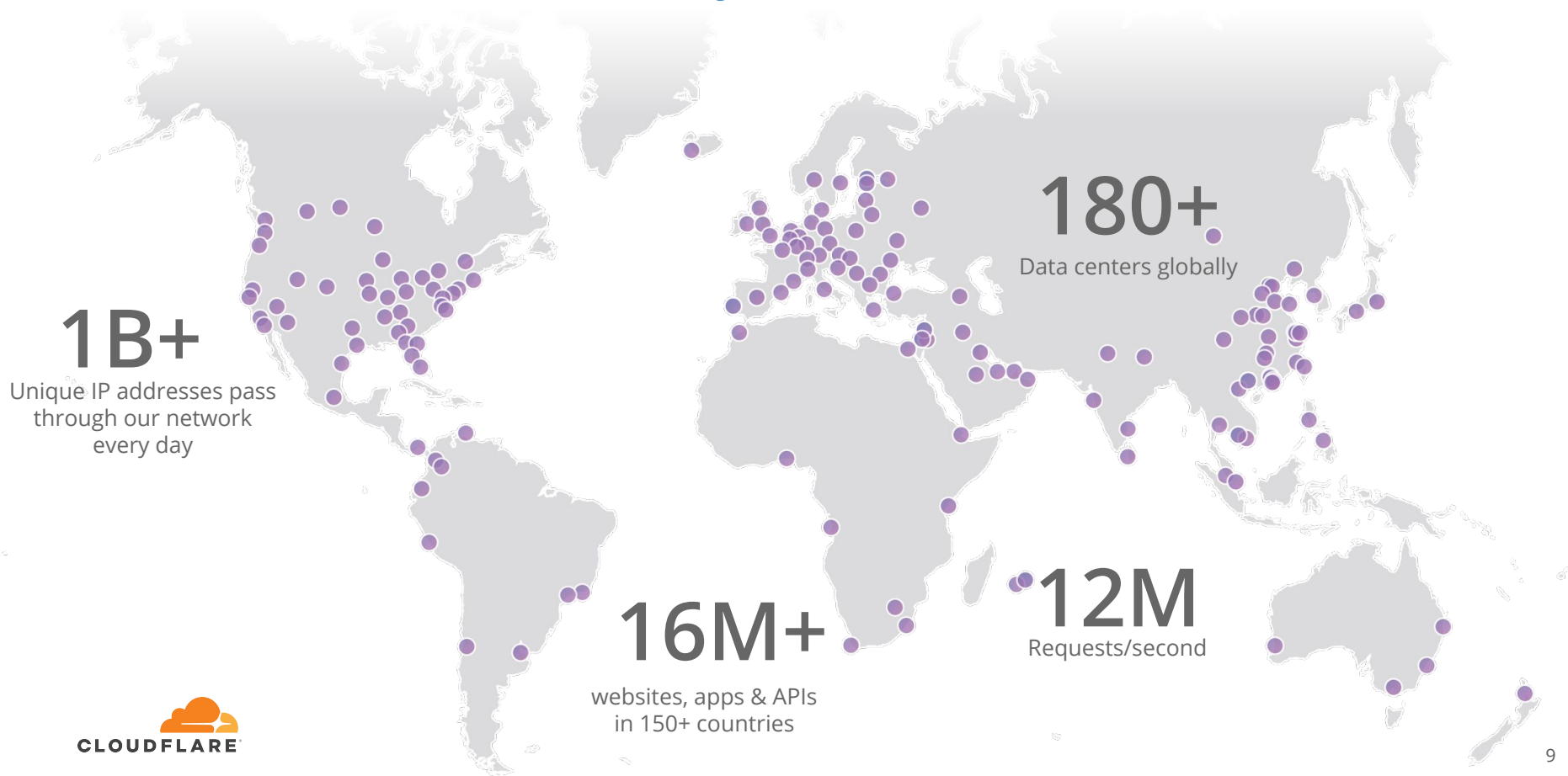


Apps
platform

Life of a request



Cloudflare's Global Anycast Network



An integrated end to end solution with lower TCO

Each Cloudflare's 180 Points of Presence runs an **integrated stack** of easy-to-use security, performance and reliability services



Account Resources

How to get help from Cloudflare

For self-serve questions

Check our extensive Knowledge Base:
support.cloudflare.com

**For strategic guidance
and best practices**

Reach out to your dedicated account team

**For non-critical
production issues**

Email our 24/7 Enterprise Support Team:
support@cloudflare.com

**For critical issues
(like attacks)**

Call our 24/7 Emergency NOC Line
or chat with us via the dashboard

How to escalate to Cloudflare

To ensure a timely and successful investigation, please gather and organize as many of these crucial pieces of information as you can before you escalate a ticket to Cloudflare Support:

General Issues or Errors	Network Issues or Performance	Site Issues or Performance
<ul style="list-style-type: none">• RayID• URL or Zone name• Steps to reproduce	<ul style="list-style-type: none">• RayID• URL or Zone name• CDN-CGI Trace output• Traceroute or MTR• HTTP Archive File• Test Links (like from WebPageTest)	<ul style="list-style-type: none">• RayID• URL or Zone name• Steps to reproduce• Screenshots• HTTP Archive File• Test Links (like from WebPageTest)

Please be sure to include as much relevant information as possible. If you have questions, you may let us know in the ticket.

To submit a ticket to Cloudflare Support, simply email support@cloudflare.com from your registered email address. We look forward to hearing from you.

Dashboard Overview Demonstration

Questions?