




# 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



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Customer Success



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Solutions Engineer

# Today's Agenda

// What is Cloudflare

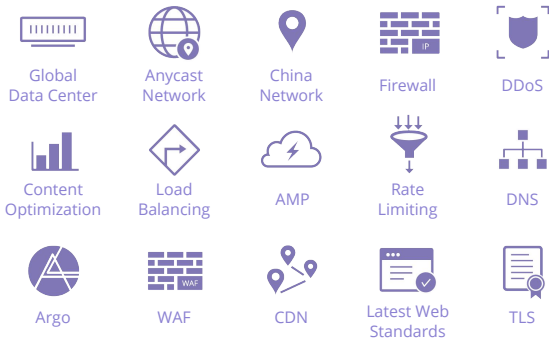
// Account Resources

// 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**   
VISITORS PER MONTH



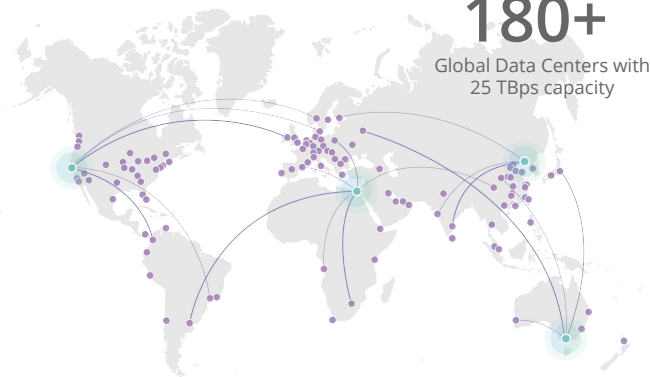
SCALE



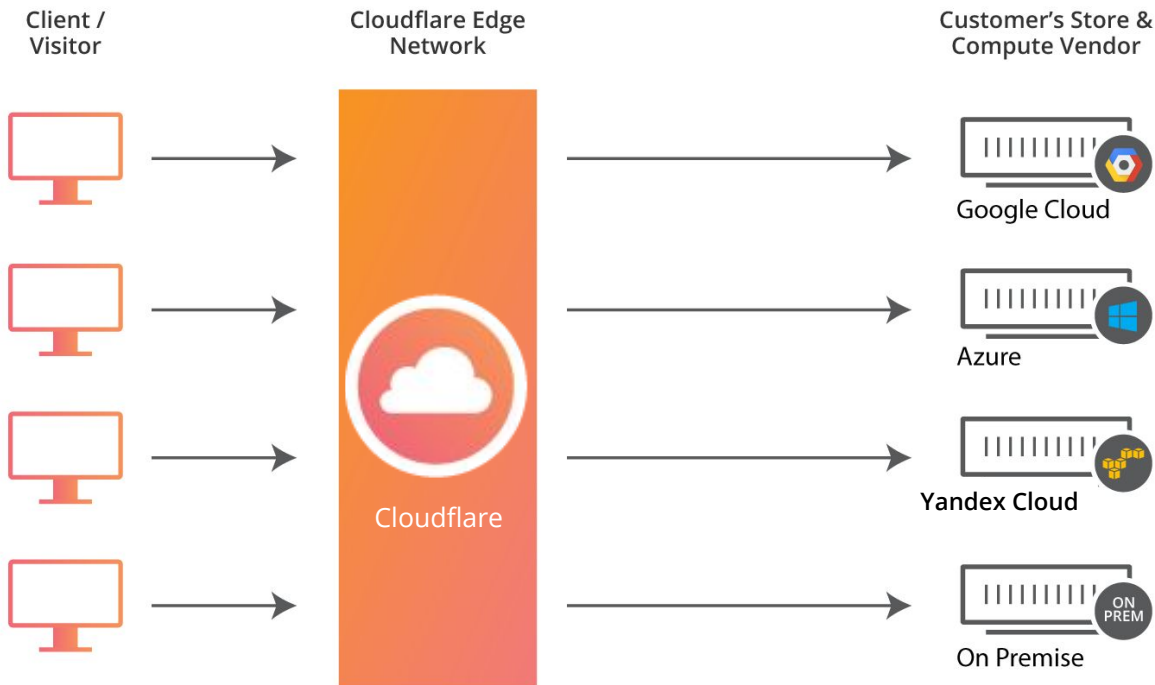
INTEGRATED  
STACK



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

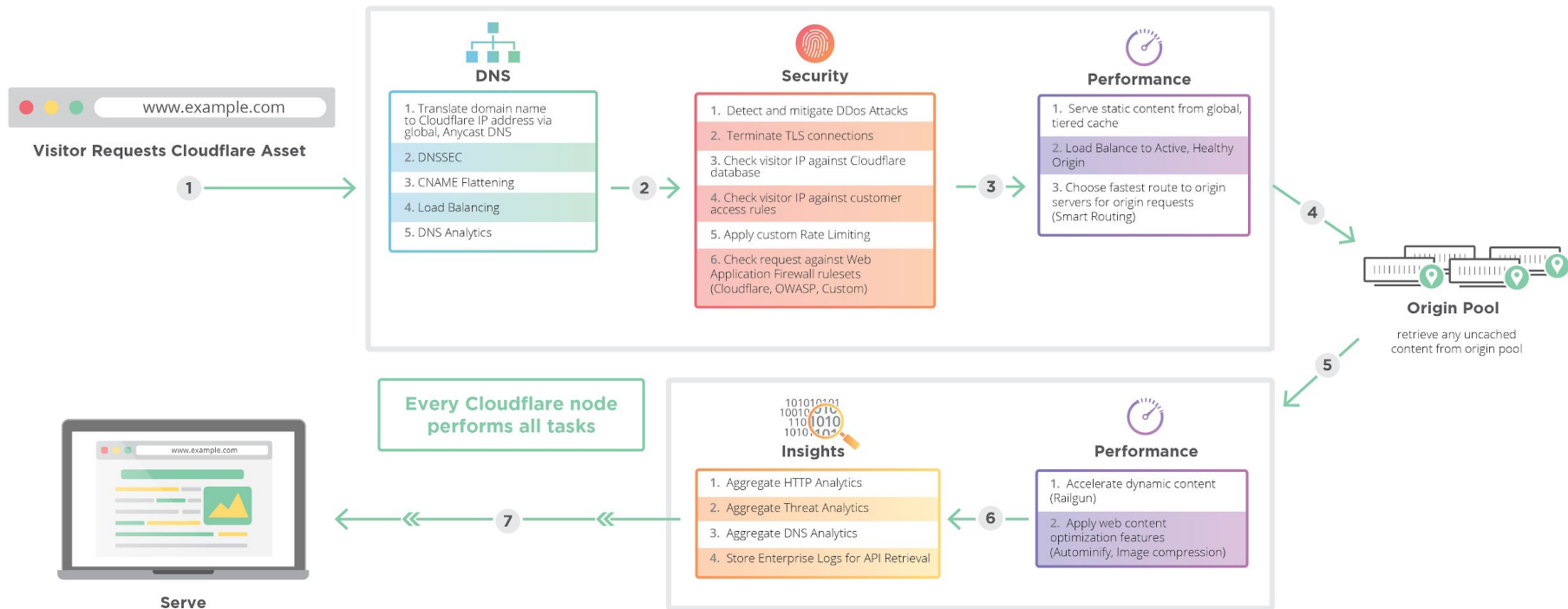


Apps  
platform



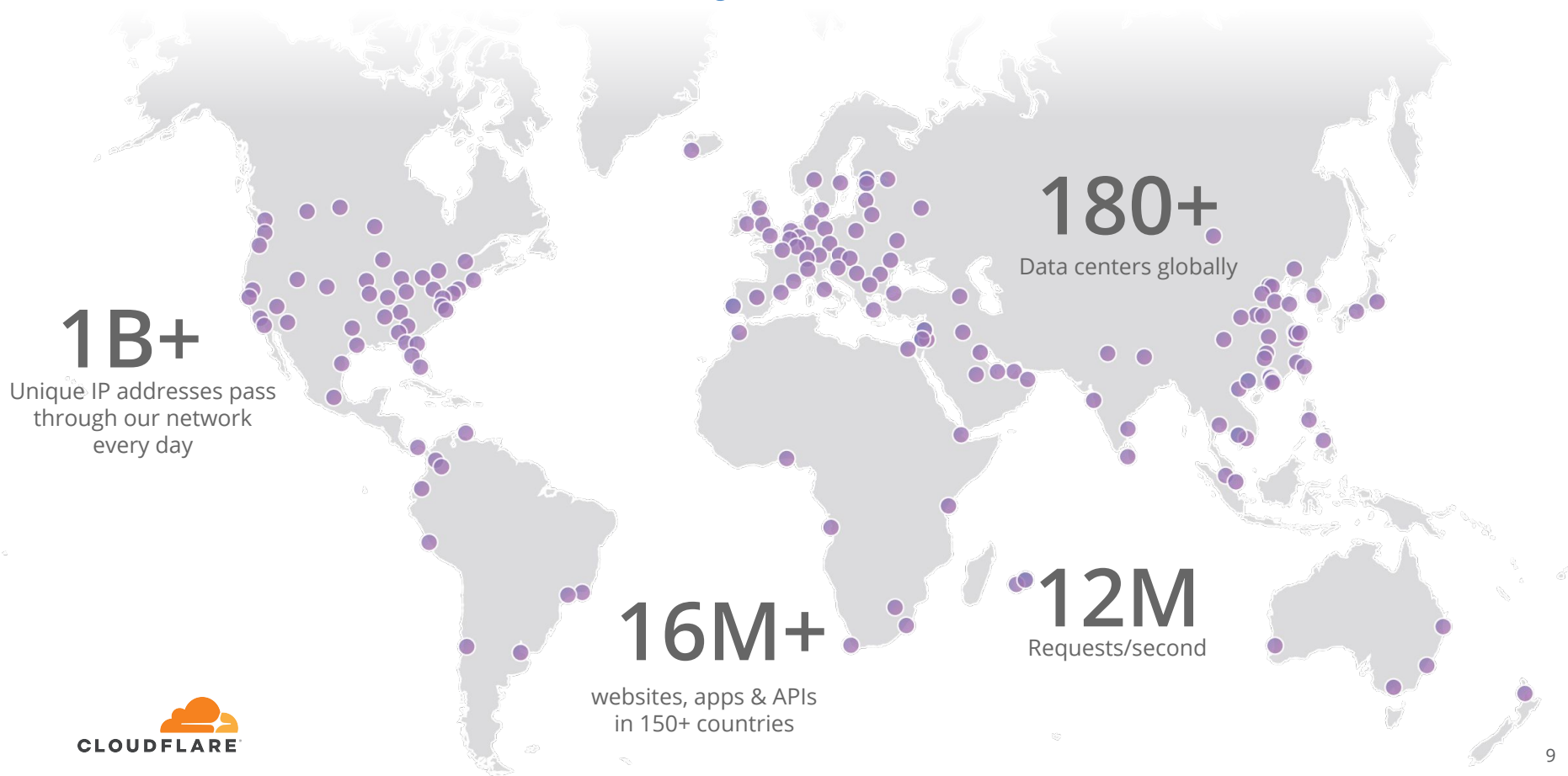
Scalable • Modern, unified architecture • Easy onboarding, fine-grained control

# 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](https://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](mailto: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"><li>• RayID</li><li>• URL or Zone name</li><li>• Steps to reproduce</li></ul>	<ul style="list-style-type: none"><li>• RayID</li><li>• URL or Zone name</li><li>• <a href="#">CDN-CGI Trace</a> output</li><li>• Traceroute or MTR</li><li>• <a href="#">HTTP Archive File</a></li><li>• Test Links (like from WebPageTest)</li></ul>	<ul style="list-style-type: none"><li>• RayID</li><li>• URL or Zone name</li><li>• Steps to reproduce</li><li>• Screenshots</li><li>• <a href="#">HTTP Archive File</a></li><li>• Test Links (like from WebPageTest)</li></ul>

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](mailto:support@cloudflare.com) from your registered email address. We look forward to hearing from you.

# Dashboard Overview Demonstration

Questions?