



Data Exploration 1.0 Sunset Readiness

August 2023



To ensure your staff members are prepared for the Data Exploration 1.0 (“DE 1.0”) sunset on November 15, 2023, it is recommended that you have a communication and process plan in place.

Below we have outlined an example of sunset readiness items for you to consider in preparation of the sunset:

1. A Communication Plan
2. Review the Data Exploration 2.0 training assets
3. Build Data Exploration 1.0 reports in Data Exploration 2.0 before the sunset
4. Download reports from DE 1.0

Communication Plan

- It is critical that users of Data Exploration are familiar with the sunset timeline of DE 1.0 and can plan for the impact on their business operations.
- It is recommended that communication (email, memo etc.) is sent to the impacted users no later September 28 (45 days before the sunset date)
- In your communication plan, consider including:
 - *The sunset date of DE 1.0: November 15,2023*
 - *A reminder to download all reports from DE 1.0 that users may want to refer to*
 - *Provide links to Data Exploration 2.0 (“DE 2.0”) training assets so users can become familiar with the feature*
 - *Any operational processes they need to consider that may be impacted by the sunset*
 - *Remind users of the DE 2.0 features and value for your organization*
 - *Internal deadlines you have for the users., For example, you may ask that they do the above 1 week before the sunset date, and notify users to stop creating reports on DE 1.0 and to create any new reports on DE 2.0*

Familiarize yourselves with Data Exploration 2.0 through our training repository

- Refer to the [Data Exploration 2.0 training videos library](#) for a comprehensive selection of videos to learn applicable features and tips:
- [Review the Data Exploration 1.0 FAQ](#)
- Refer to the [Data Exploration 2.0 Knowledgebase articles](#)

- PRO TIP: hit the “Follow” button to get the newest content sent to your email!
- A DE 2.0 adoption toolkit will be available in the coming weeks to support your transition

Build DE 1.0 reports in DE 2.0 before the sunset

- Review the number of reports you want to build from DE 1.0 into DE 2.0, and create a plan
- It is recommended that you build the reports while you still have access to DE 1.0, so we can use it as reference as you create the reports in DE 2.0
 - PRO TIP: Have a deadline date to have all DE 1.0 reported built in DE 2.0 at least two weeks before November 15, 2023

Download applicable reports from DE 1.0

- If your organization wish to have access to historical DE 1.0 reports fields and filters, it is recommended that you ask users to download the reports to your server or cloud
- Downloading the reports provides reassurance that users have the details of the report fields and filter to reference to, if you want to build the reports in DE 2.0
- Refer to this [Knowledgebase article](#) on Zendesk, which offers more instructions on how to download and access reports in DE 1.0

