



Designated Support Engineer (DSE) Overview

Accelerate your data + AI initiatives with a Designated Support Engineer

A Designated Support Engineer (DSE) is your point of contact and support quarterback within Databricks. Your DSE works across a defined set of activities to keep your support workload moving, accelerate response during critical events, and help your team operate Databricks with confidence. DSE is a single managed-service offering focused on the activities you can hold us to and the outcomes they drive.

Scope and delivery

Databricks determines, at its discretion, the means of delivery for each service category below, including the mix of personnel, internal Databricks resources, automated tooling, and AI-based delivery. The level, cadence, and volume of engagement scale based on Databricks' assessment of account needs. No minimum or maximum hours, fixed cadence, or continuity of a specific individual is committed.

Service categories

Category	Outcome	Representative Activities <i>(illustrative, not committed)</i>
Operational Efficiency	Faster movement and resolution of your open support workload.	• Oversight and coordination of eligible open support tickets. • Triage, prioritization, and pursuit of resolution on your behalf. • Periodic review of your ticket portfolio. • Recurring summary of trends and recommended mitigations.

Category	Outcome	Representative Activities <i>(illustrative, not committed)</i>
Incident and Escalation Response	Accelerated mitigation and recovery during high-severity events and planned high-priority windows.	• Point of escalation for business-impacting events. • Engagement of Databricks engineering and SMEs as needed. • Standby coordination for customer-nominated high-priority events. • Incident communication and management. • Post-event review on selected incidents.
Proactive Operational Guidance	Visibility into workspace health and recommendations to improve reliability, performance, and operational posture.	• Periodic review of workspace telemetry, configuration, and usage patterns. • Operational recommendations. • Proactive flagging of risk patterns. • Planning support for upcoming software lifecycle events.
Customer Enablement	Your team is better equipped to operate Databricks with less reliance on reactive support.	• Custom internal documentation tailored to your environment. • Targeted enablement on operational patterns and Databricks capabilities. • Materials supporting new users on your team.
Service Governance and Account Liaison	A structured communication channel between your team and Databricks Support.	• A primary support liaison interface for your account (specific personnel not committed and may vary at Databricks' discretion). • An account-level support handbook used by the internal Databricks Support team. • Cadenced reviews of the support engagement covering status, next steps, trends, and mitigations.

Additional terms

Remote services

DSE benefits are provided virtually and remotely.

Supported region

You select a Supported Region so that live interactions can be aligned to your team's time zone. Supported Regions are:

- North America - EST, CST, MST, or PST
- Central Europe - CET
- Singapore / China - SGT / CST
- Australia Eastern - AET

"Representative Activities" describe the kinds of work that may be performed within a category. They are illustrative and are not commitments. Specific activities, cadences, and personnel are not entitled and may vary at Databricks' discretion.

These terms apply to the Mission Critical Support Designated Support Engineer and the Designated Support Engineer Add-on subscription(s).

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