



Frequently Asked Questions

Qlik Sense Cloud

June 2016



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General Information

What is Qlik Sense Cloud?

Qlik Sense Cloud is software as a service (SaaS) offering that allows individuals to create and share Qlik Sense apps in the cloud (no downloads or installations needed).

What are the details of the current Qlik Sense Cloud offerings?

The following Qlik Sense® Cloud offerings are currently available:

Qlik Sense Cloud Basic: Allows users to create share Qlik Sense applications with up to five individuals for free without the need to install any software. This further expands the audience being introduced to the discoveries that can be made in Qlik Sense.

Qlik Sense Cloud Plus: Enables users to share with an unlimited number of other users for a monthly fee of \$20(US) per month. The Qlik DataMarket Essentials package, which includes third party currency, weather, social, and economic data, is also included to further enhance analysis. This means that only one user will need to subscribe to Qlik Sense Cloud Plus to share with as many other users as desired. Additional users can register for the free version (Qlik Sense Cloud Basic) and still fully interact with shared apps. All apps work on any device, including mobile devices, with the responsive design native to Qlik Sense smart visualizations.

What was announced at Qconnections regarding Qlik Sense Cloud?

In May 2016, [Qlik announced](#) that there will be a new cloud based SaaS (Software-as-a-Service) offering targeted for H2 2016, called Qlik Sense Cloud Business. It will enable small and medium-sized businesses to individuals and workgroups across the enterprise – to create, manage, and collaborate with visual analytics in the simplicity of the cloud.

Product Capabilities

How are Qlik Sense Cloud users created?

User can sign in to Qlik Sense Cloud using a Qlik Account (the same account used for Qlik Community and Qlik.com). All users must sign in with a Qlik Account to use Qlik Sense Cloud. New users can sign up [here](#).

Is there any ability to create, edit or augment apps in Qlik Sense Cloud?

The ability to create and edit apps is currently available to all users. Users can upload flat file data and connect to Qlik DataMarket. Users can then create, edit and augment apps they own. Users cannot augment or edit apps created by other users.

How do I share an app with other users?

To share an app with others, the app owner must publish the app to your Shared Cloud. In the My Shared Cloud area, the app owner then invites other users to follow the shared apps. Once the invitation is accepted the invitee will be able to interact with all apps in the app owner's Shared Cloud area.

Can I share an app with some user and a different app with other users?

With Qlik Sense Cloud Basic and Plus, no. Qlik Sense Cloud Business is planned for H2 2016 and is planned to have this capability.

What are the differences between Qlik Sense Cloud Basic and Plus?

Qlik Sense Cloud Plus increases the user's capacity and adds the Qlik DataMarket Essentials package. The capacity increases include:

- Unlimited sharing
- 50 MB maximum app size
- 10 GB maximum storage

What software will be required to use Qlik Sense Cloud?

All of the Qlik Sense Cloud offerings are completely web based so no software is required. Only a web browser and an internet connection is required.

Are app reloads supported with Qlik Sense Cloud Basic or Plus?

This will require the user to upload the updated flat files (such as Excel) to Qlik Sense cloud and then reload the data into the app. If reloads are needed frequently, Qlik Sense Enterprise is recommended.

Who has access to my apps?

Only the people you share your apps with. There are also a small number of system administrators who are required to have full system privileges in order to administer the environment.

How do I know who has access to my apps?

At the bottom of your Hub you will see all the users you have invited and their status. "Accepted" users will be able to see all of the apps you have posted to Qlik Sense Cloud. "Pending" users cannot see your apps until they register.

Can apps be downloaded from Qlik Sense Cloud?

Yes, the owner of the app can right-click on an app and download it.

Is storytelling available with Qlik Sense Cloud?

Yes, stories can be viewed and edited with Qlik Sense Cloud.

Can I move a Qlik Sense Cloud app to a paid Qlik Sense environment?

Yes

How long does Qlik store an app or data file?

For 12 months after the last use login, unless the app is specifically deleted by the user

Is data encrypted on Qlik Sense Cloud?

Credentials and data are encrypted 'in flight' (using SSL) and secured 'at rest' (on the storage) device and secured on private subnets.

What is Qlik Sense Charts?

Qlik Sense Charts is another new software as a service (SaaS) offering from Qlik which allows Qlik Sense visualizations to be easily shared on websites and social media. Charts have limited interaction and allow users to explore and discover. Best of all, Qlik Sense Charts is free.

How do I use Qlik Sense Charts?

Right-click (or long touch) on any visualization in an app you own on Qlik Sense Cloud and select "Share". This will turn the visualization into a Qlik Sense Chart and generate the URL for the chart and a suggested embed URL to be copied to any place you would like to share the chart.

Who owns / manages the cloud infrastructure?

The Qlik Sense Cloud infrastructure is operated by Qlik. It is built upon an Amazon Web Services (AWS) platform.

Where is the cloud data physically located?

Data is stored using AWS S3 services that are architected to deliver high performance and availability to Qlik Sense Cloud users, globally. Users are allocated Qlik Sense Cloud resources in the region closest to them. Currently data is stored in the following AWS regions: United States East (Virginia), Europe West (Ireland), and APAC (Sydney). More regions will be added as demand requires. When a user shares their work with a user in another region, the content is replicated to the region closest to the viewer, to support high performance while the viewer interacts with the content, during the user session, and is removed after the viewing user's session completes. Likewise, if a user travels, their work will be served up to them in the region closest to their requesting location, for optimal performance.

In rare situations, users may be accessing Qlik Sense Cloud resources outside their region if the closest region is experiencing technical challenges, as part of the application's failover architecture so theoretically data may end up in any of the regions.

Purchasing and Pricing

Is Qlik Sense Cloud free?

Yes. A user can share with up to 5 other users for no charge.

Can I pay to share with more than five users?

Yes, individual users can upgrade their accounts to Qlik Sense Cloud Plus to receive unlimited sharing for \$20(US) per month.

How do I purchase Qlik Sense Cloud Plus?

Qlik Sense Cloud Plus can be purchased directly within the product using a credit card. From the cloud hub click on the “Upgrade” button and select “subscribe” under Qlik Sense Cloud Plus and enter your details to subscribe. Subscriptions are fee are paid monthly in advance and can be cancelled at any time.

Qlik Sense Cloud Business

When will Qlik Sense Cloud Business be available?

It is targeted for H2 2016. We have not set a more specific date yet.

How will Qlik Sense Cloud Business be different from Cloud Basic and Cloud Plus?

Qlik Sense Cloud Basic and Plus are targeted for individuals who want to create and share Qlik Sense Apps. Qlik Sense Cloud Business will include group level management for an administrator to control who has access to what. This will include:

- Group work area allowing users to collaboratively create, edit, and access group content and applications, enhancing collaboration without limiting flexibility.
- Group data space enabling all users to contribute data that contains reusable and consistent definitions, expediting the process of creating new applications and eliminating the guesswork in maintaining applications as business requirements evolve over time.
- Group shared networks that offers multiple shared networks or streams that users may be invited to follow, enabling control for which users have access to which applications.
- The administrator will also be able to decide if an app should automatically refresh data.

Will Qlik Sense Cloud Business be subscription based?

Yes, Qlik Sense Cloud Business will be a cloud based SaaS offering with monthly and annual subscriptions.

What is the price of Qlik Sense Cloud Business?

The price will be announced at a later date.

How will customers buy Qlik Sense Cloud Business?

The specifics on how Qlik Sense Cloud Business will be purchased by customers have not been announced yet.

Will Qlik Sense Cloud Business have the same capabilities and flexibility as Qlik Sense Enterprise?

No. Qlik Sense Cloud Business is designed to lower the barrier to entry for small to medium-sized businesses and workgroups in larger organizations. Therefore, much of the configuration and administrative flexibility of Qlik Sense Enterprise is not present in favor of increased administrative simplicity. However, Qlik Sense Cloud Business is still Qlik Sense so users will have fully interactive and responsive apps running on Qlik's patented QIX Associative Indexing Engine.

Will Qlik Sense Cloud Business have direct data connectivity?

Yes, Qlik Sense Cloud Business will have direct data connectivity to some data sources at launch with more data sources will be added post launch. The specifics on which data sources will be available and when will be announced at a later date.

Will Qlik Sense Cloud Business have automated data refreshes?

Yes, Qlik Sense Cloud Business will have automated data refreshes. However, the administrator will have full control of the specific time of the data refresh.

Will Qlik Sense Cloud Business enable the administrator to grant different access to different users?

Yes, the administrator will be able to grant users access to shared networks or streams. The administrator will also be able to grant users access to the group work and group data areas.

Additional Resources

Where can I review the Qlik Sense Cloud Terms of Service?

The terms of service are posting at <https://qlikcloud.com/terms>.

How do I get support for Qlik Sense Cloud Basic and Qlik Sense Cloud Plus?

We provide support for Qlik Sense Cloud Basic through the [Qlik Sense Cloud section on Qlik Community](#) (and support for Qlik Sense Cloud Plus is supported through the [Qlik Support Portal](#)).