

Premier Success Plans

BLAZE YOUR PATH TO SUCCESS, FASTER

Customer success is a top priority at Salesforce. That's why every customer gets a Standard Success Plan for online guidance, support and training. For an even greater return on investment, our most successful customers take advantage of our next-level Premier Success Plans.



Sounds Great! How Does Premier Do It?

By helping you start strong with Salesforce and keep your org healthy and happy for the long run. No matter which Salesforce solution you have (Sales Cloud, Marketing Cloud, Pardot, etc.), Premier is designed to help you achieve 3 BIG goals that are key to achieving real success:

Drive Adoption:

Access exclusive success programs and 1-on-1 engagements through Accelerators & Success Managers to provide you with best practices, adoption strategies, proactive recommendations, and release readiness.

Get Support:

Get direct access to our highly skilled support team for expert answers fast - whether you have how-to questions, technical issues, or need to troubleshoot code.

Boost Productivity:

Extend your team's capacity and achieve maximum Salesforce ROI with Premier's fast, expert, and personalized experience.



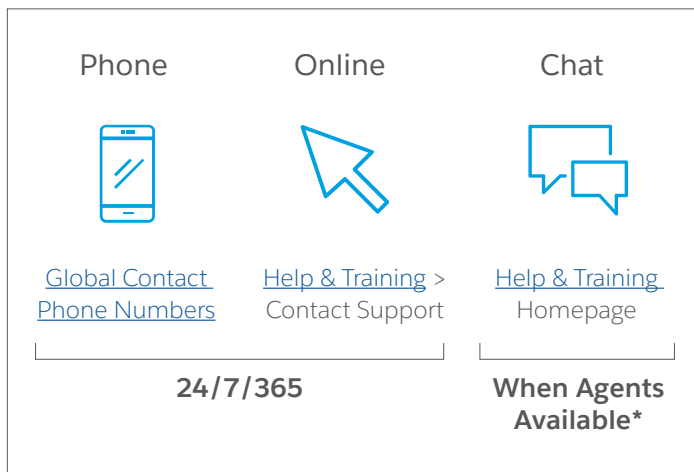
“Premier allowed us to accelerate our success with Salesforce.”

Lydia Jackson
Sales Operations Mgr
Zignal Labs

What Comes with Your Premier Success Plan?

	Standard	Premier	Premier+
	12/5 Online Support 2-Day Response	24/7 Online & Phone Support 1-Hour Critical Response	
Guided Journeys	●	●	●
Success Community	●	●	●
Trailhead	●	●	●
Circles of Success	○	●	●
Interactive Webinars	○	●	●
24/7 Support		●	●
Success Management		●	●
Developer Support		●	●
Accelerators		50+	120+
Configuration Services			●
Productivity Services			●

How Do I Get Support?



Pro Tip:

Right when you get started, set up your [Designated Contacts](#) and find your [Premier passcode](#), so you get a *faster, direct connection* to the right team of experts when you need to contact Support.

For more pro tips and resources, explore the [Premier Toolkit](#), your go-to for all things Premier.

Response Levels for Support:

1-Hour Response: Severity 1: Critical - Production issue affecting all users; system unavailability; data integrity issues.

2-Hour Response: Severity 2: Urgent - Persistent issue affecting many users; major functionality impacted; significant performance degradation.

4-Hour Response: Severity 3: High - System performance issue or bug affecting some but not all users.

8-Hour Response: Severity 4: Medium - Inquiries about routine technical issues; information requests on application capabilities, navigation, installation, or configuration.

Weekends and holidays excluded with Standard Support and Premier's Severity 3 and 4 Support.

*Chat is not available with Pardot or Marketing Cloud.

Premier Accelerators

Tackle your business challenges, achieve greater ROI, and reach success faster with Accelerators. These 1-on-1 coaching sessions with Salesforce experts help you take advantage of the newest features, drive adoption, and increase your team's productivity.

50+ for Premier 120+ for Premier+ Across All Clouds							
Most Popular Accelerators by Cloud							
Sales	Service	Marketing/ Pardot	Community	Analytics	Platform	Mobile	Governance
Sales Cloud Dashboard	Service Cloud Knowledge Planning Essentials	Journey Builder Base	Chatter Adoption	Building Einstein Analytics Dashboards	Lightning Configuration and Customization	Salesforce1 Mobile App Design	Org Health Assessment
Getting Started with Sales Cloud	Service Cloud Console Design	Social Listening and Analyze Configuration	Customer Community QuickStart	Sales Analytics QuickStart	Lightning Configuration QuickStart	Salesforce1 Mobile Adoption	Design a Center of Excellence
Prevent Duplicate Records	Service Cloud Dashboard	Reporting Configuration and Automation	Employee Community Planning	Einstein Analytics Platform QuickStart	Access Controls & Shield Compliance	Salesforce Mobile Quickstart	Salesforce Org Strategy Design

Who Can Request an Accelerator?	Designated Contacts with Premier/+ Success Plan
How Many Accelerators Can I Use?	As many as you want (though one at a time)! You have unlimited access to our catalog of 50+ Accelerators for Premier and 120+ for Premier+.
How Do I Choose an Accelerator?	Think about your current business objectives. Then check out the Accelerator library for descriptions to find the option best suited to you.
Still Wondering Where to Start?	Here are a few recommendations depending on where you are in your Salesforce journey: <ul style="list-style-type: none"> • New to Sales Cloud: Getting Started with Sales Cloud • New to Service Cloud: Getting Started with Service Cloud • Existing Salesforce Customer: Org Health Assessment • Pardot: Pardot Quickstart • Marketing Cloud: Reporting & Automation
How Do I Request an Accelerator?	<ul style="list-style-type: none"> • Go to Help & Training > My Success Hub > Services > Accelerators. • Select Your Accelerator and click Request. • A Cloud Specialist will reach out shortly to schedule your appointment.

“Speed is everything in our market and access to the right information could make a big impact. Accelerators showed us how to share valuable information quickly.”

[Accelerators taken by NTN: Lightning Accelerator Live Online, Org Health Assessment, Customer Master Data Harmonization, Sales Cloud Dashboard, Employee Community Design, Sandbox Design]

Scott Eiss
Director, Field Sales
NTN

Premier+ Configuration Services

Save time and focus on what matters by handing off repetitive, time-consuming tasks to our team of Salesforce certified experts, who will complete the work for you.

100+ Routine Configuration Tasks - Unlimited Use!

Most Popular Configuration Services

Sales Cloud	Service Cloud	Marketing Cloud	Community Cloud	Einstein Analytics	Platform and Apps
Setup & Customization		Data Management		Analytics / Insights	
User Creation/Maintenance Profiles & Roles Custom and Formula Fields Page Layouts and List Views Workflows & Approvals		Data Import/Update/Transfer Duplicate Management Rules Disable Encryption Mass Create/Transfer Records Create/Update Datasets		Dashboards Reports Folders & Sharing Dataset Creation Create and Modify Lenses	
View the full list.					

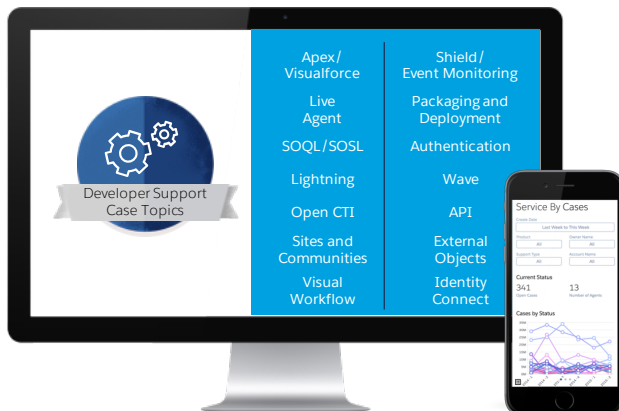
"We needed to add 600 fields for an implementation. At the time we had 1 Salesforce admin for all 200+ of our users. **This would have been impossible to complete alone.**"

*Melissa Grammatico
CRM Product Solutions Administrator*

How Do I Request Configuration Services?

Designated Contacts: Go to [Help & Training](#) > Contact Support > Configuration Services > Select Your Goal (e.g. Setup/Customization or Data Management) > Add Your Requirements.

Premier Developer Support



Get fast access to expert resources to help with APEX, API integration, AMPscript, so you can maximize admin and developer productivity.

"Premier Developer Support team saved me 10 hours just yesterday. Even in research and development, **they save us weeks' worth of work.**"

*Alex Correa
Shutterstock*

How Do I Request Developer Support?

Go to Help & Training > Contact Support > Development > Apex/Visual Force > If you do not see a solution to your need in the content provided, click "Log a New Case" and provide your info. (Want more details? [Learn all about Developer Support and view the full list of what's available.](#))