



Deliver smart, personalized service with Salesforce Success Cloud.

Find guidance, support, and training to achieve your customer service goals.



We'll help you blaze a new trail to success.

Business has entered a new era: The Age of the Customer.

Your customers are more connected than ever, and they expect more from every interaction. They want suggestions so accurate, it's like you read their minds. They expect service agents to know their history and resolve issues quickly. They want information tailored to their interests. And they want to access your products and services 24/7.

The connected customer is changing service. The most innovative businesses are using data and mobile technology to take customer service to the next level. These customer service trailblazers give service reps key information about every customer who calls, texts, or posts on social channels. They're building mobile apps and communities to offer custom, on-demand service. And they're lining up service and sales, using customer insights to grow business.

For many companies, Salesforce is a key part of this transformation. The Customer Success Platform has the potential to help you get smarter and more predictive about

customers, deliver personalized service, run your business from anywhere, and connect to your customers in a whole new way.

Salesforce Success Cloud is here to help all our customers get the most out of Salesforce and reach their goals faster.

Salesforce Success Cloud connects you with certified experts, consultants, and innovative tools that work across your organization to help you achieve your top goals, from helping service reps close cases faster to sharing service insights throughout your company. Our experts draw on more than 17 years of experience with more than 150,000 Salesforce customers to give you advice and best practices.

The Age of the Customer brings opportunities for growth and innovation. Salesforce Success Cloud is here to help you navigate changes and blaze a trail to new heights.

We focus on three key pillars to help you succeed:

**ALWAYS-ON
EXPERTISE**
from advisors
who know
Salesforce best

**DATA-DRIVEN
INSIGHTS**
from our unique
view into the cloud

**DESIGN-LED
INNOVATION**
to help you create
experiences
customers love



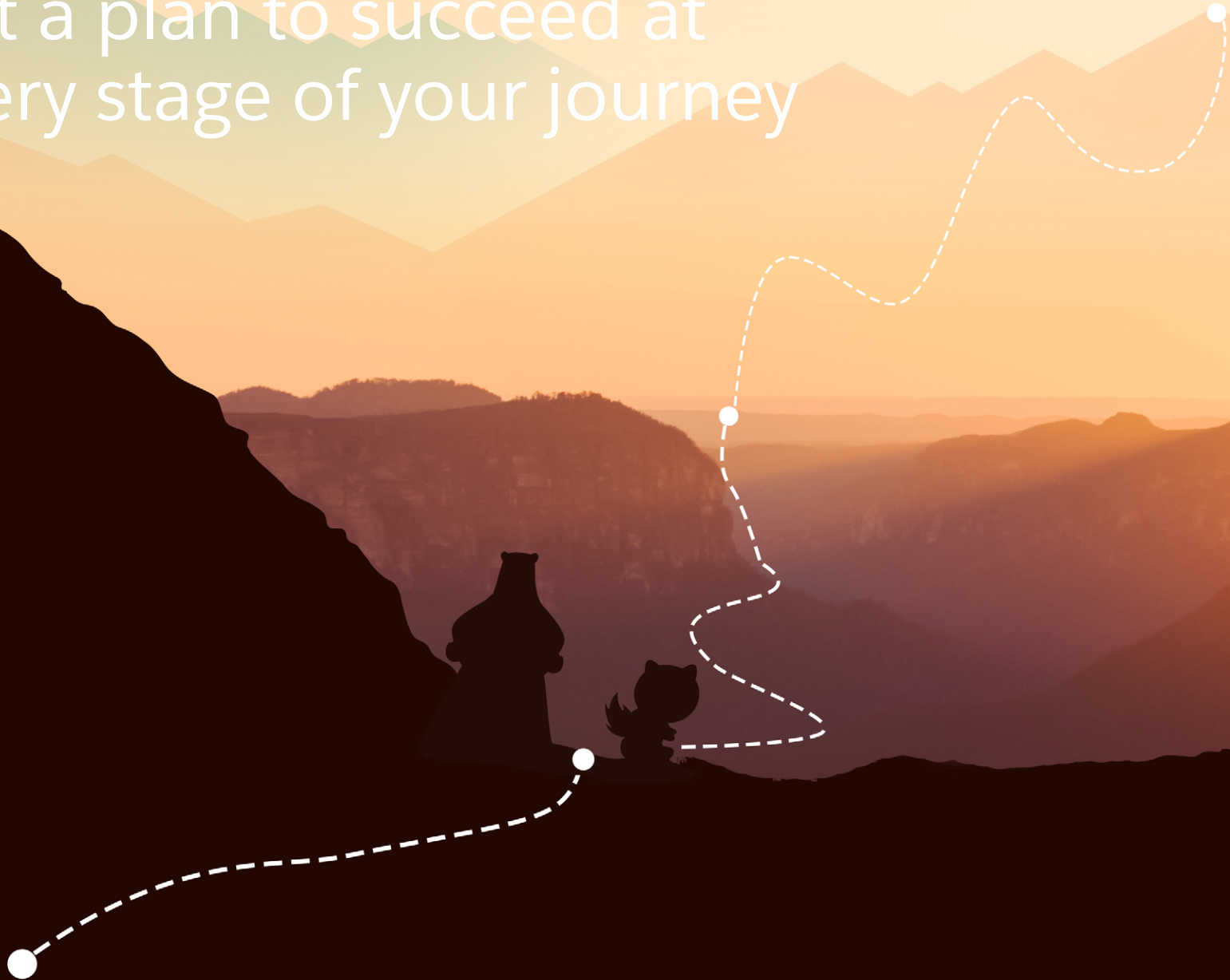
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STEP 1

Get a plan to succeed at every stage of your journey



Success Plans

No matter where you want to go, you'll get there faster if you have the right plan. Success Plans give you guidance, support, and training. You get technical and product expertise from the source to help you resolve issues quickly and keep your Salesforce performing at its best. Finding the right plan depends on how far you want to go, and how fast.

Standard Success Plan

Every Salesforce customer starts with a Standard Success Plan. This plan gives you tools to learn how to use Salesforce and handle technical challenges. You get access to Trailhead learning paths and self-guided resources, including communities and expert webinars. You can also submit service cases online, and get a response within two business days.

Premier and Premier+ Success Plans

Premier Success Plans give you tools and expert support to help you use Salesforce effectively and get more value from your investment. You get everything in the Standard Success Plan, plus access to 1-on-1 coaching to help you streamline tasks. With Premier, you also get a one-hour response time to critical support cases and 24/7 phone and online support. Upgrade to Premier+ and add certified administrators to maintain and update your Salesforce platform.

Signature

Success Plan

The Signature Success Plan is our most personalized, proactive plan. Signature Plans give you all the benefits of our other success plans, plus access to a team of technical and business experts focused on helping you succeed quickly. A designated team of engineers gives you always-on support to keep your solution performing its best, built specifically for your team.

STEP 2

Tap into the right
guidance, support,
and training.



THIS WAY TO
Success

Where do you want to go?

No matter where you want to go, Salesforce Success Cloud will help you get there. You get the tools and support you need to succeed. Our services break down into three categories, based on the scope and complexity of your goals: Accelerated Success, Consultative Success, and Transformational Success.



PROJECT COMPLEXITY

ACCELERATED SUCCESS

- Premier/+ Success Plan

CONSULTATIVE SUCCESS

- Salesforce Architects
- Signature Success Plan

TRANSFORMATIONAL SUCCESS

- Expeditions
- Experience Design

LEVEL OF AMBITION



Get the right guidance for every step of your journey

Salesforce Success Cloud helps you realize your vision with custom solutions.

Accelerated Success

These services help you get up and running and boost adoption quickly.

Premier Success Plan

Get a foundation for success with access to support, training, and Salesforce expertise.

Premier+ Success Plan

Get all the benefits of Premier, plus expert support for ongoing configuration tasks.

Consultative Success

These solutions give you expert advice to help you address complex challenges.

Signature Success Plan

The Signature Success Plan gives you access to our most personalized services. Our experts will help you achieve your business goals quickly, improve your system performance, and be more productive. And you get proactive monitoring from a team of experts to ensure your solution is always performing at peak levels.

Marketing Cloud Services

Partner with marketing experts to achieve your long-term vision. We'll help you create excellent customer experiences across your digital marketing and give you extra support to manage daily tasks more efficiently.

Salesforce Architects

Get ongoing business and technical guidance from Salesforce experts working within your team. Program and business architects address your company's specific needs so you can get the most out of Salesforce quickly and achieve your vision.

Transformational Success

Work directly with our experts to transform your business and disrupt your industry. Co-create exceptional customer experiences. And we'll help you with hands-on implementation support if you need it.

Experience Design

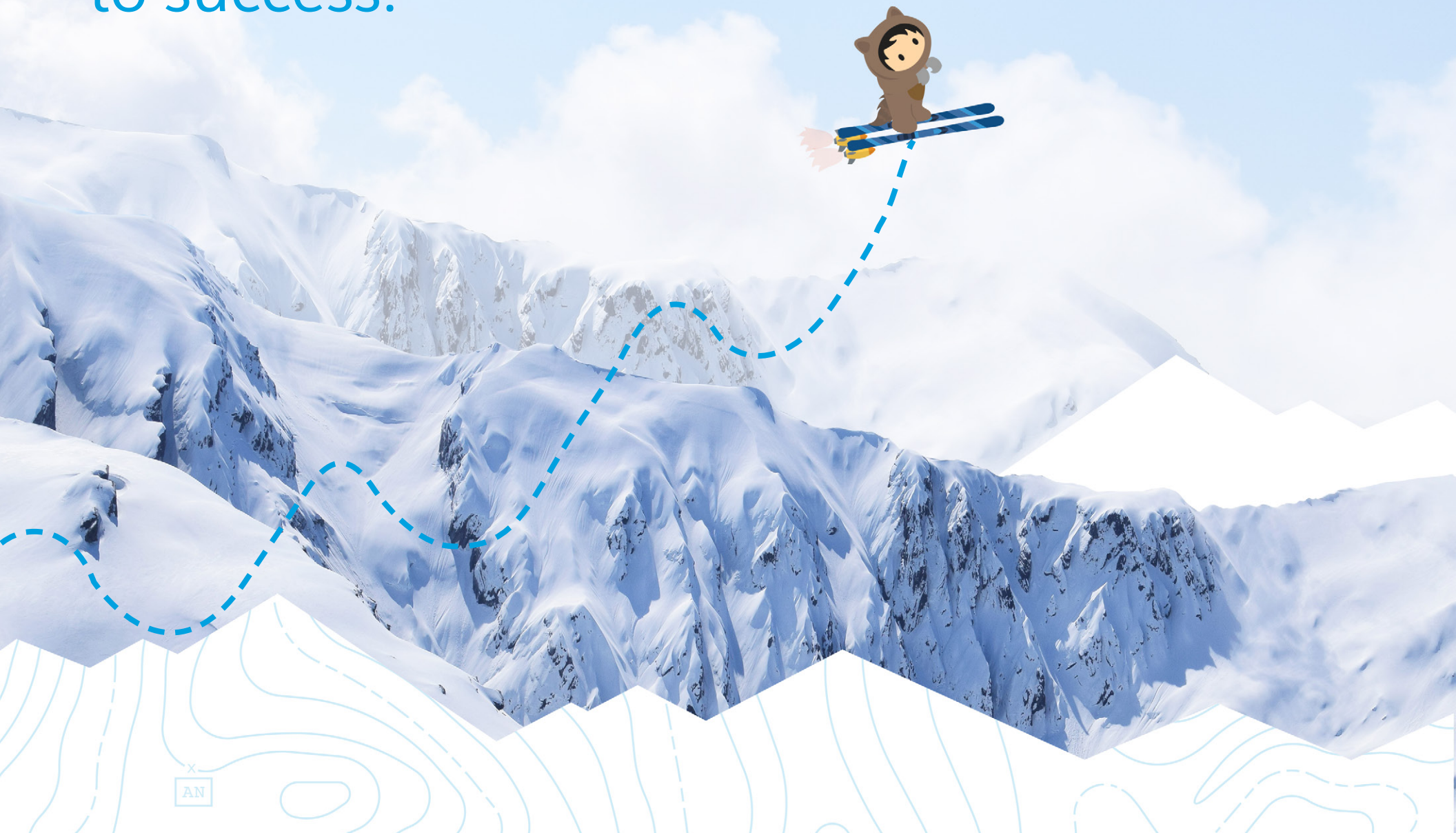
Our human-centered design specialists help you develop products and services your customers love.

Expeditions

Expeditions brings together senior Salesforce leaders with IT and business executives from across your company. Collaborate, become agile, and keep transforming your business to achieve your most ambitious goals.

STEP 3

Find your path
to success.



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Salesforce Success Cloud for Service

Today's customers don't just phone anymore – they email, text, and connect through social media. And they expect service to be as quick and easy as a chat with a good friend. To succeed, service agents need to pull details from multiple channels and solve problems quickly.

Salesforce Success Cloud helps you tap into Salesforce best practices and expertise to keep your customers happy. Our insights come from working with more than 150,000 customers. We'll help you offer the best experiences so you can become a true customer company.

On the following pages, you'll find some of the ways Salesforce Success Cloud can help you address your top challenges and provide the service your customers want.



Supercharge your service reps.

Give your service reps everything they need to get up and running, fast.

Premier and Premier+ Success Plans

With an in-depth online learning catalog, custom training, and 24/7 phone support, your reps and admins can master Service Cloud quickly. With a Premier+ Plan, you also get extra admin hands to run your solution, so your team can focus on what matters most: making customers happy.

Premier and Premier+ Success Plans also give you access to Accelerators, quick 1-on-1 coaching sessions that help you achieve specific goals with Service Cloud. We can show you how to set up a dashboard, get started with computer telephony integration, and design a Service Cloud console that helps your reps close cases faster.



Guarantee quality customer experiences.

Customers expect a great experience every time they connect with your business. Salesforce Success Cloud can help you provide consistent experiences.

Signature Success Plans

Don't let downtime get in the way of great service. Signature Success Plans give you access to a designated team of engineers that knows your environment, responds to Severity-1 issues within 15 minutes, and works to keep your solution performing its best 24/7.



Transform every touch point and disrupt your industry.

When you're ready to change the way you deliver customer service, our expert teams are ready to roll up their sleeves and join you.

Salesforce Architects

Work with our experts to create a roadmap to line up your IT framework with your customer service vision. We'll draw on our deep product and industry knowledge to help you put the best solution in place.

Experience Design

Our Service Practice can work with you to design, build, and deploy game-changing experiences for your team and customers. We'll also help you work with your stakeholders to build strategies to boost performance and adoption.

Expeditions

Our advisors will work with your leadership to transform customer service. From human-centered design to rapid prototyping, you get the expertise you need to offer smart, personal service.



intuit.

Intuit, a company that creates financial management solutions, wanted to provide great service during peak periods. Read Intuit's story to find out how Salesforce Success Cloud helped the company achieve its service goals.





Intuit relies on Signature Support to help customers during peak times.

Intuit Inc. creates business and financial management solutions that simplify the business of life for small businesses, consumers, and accounting professionals. Its flagship products and services include QuickBooks®, Quicken®, and TurboTax®.

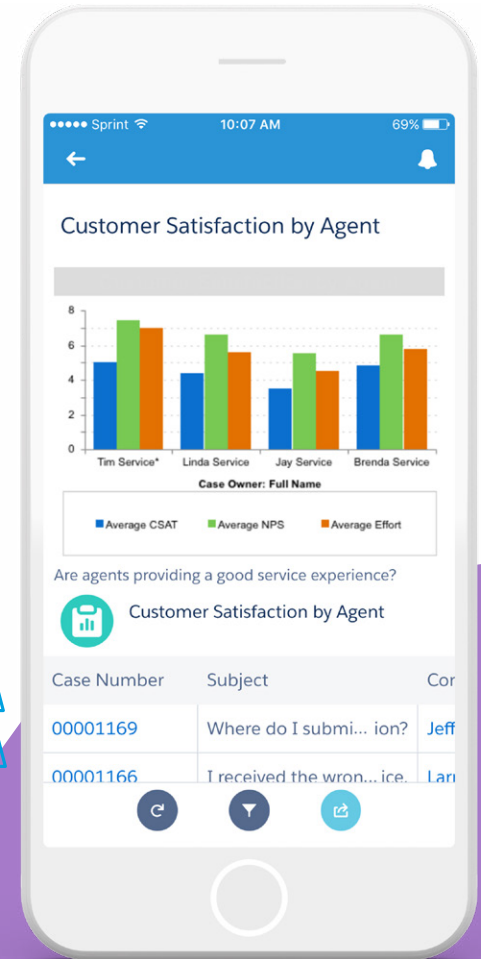
Signature Support, now a feature of the Signature Success Plan, helped Intuit plan and deploy Service Cloud by providing best practices, coding standards, and integration patterns to ensure the most robust solution possible. This collaborative engagement enabled Intuit to roll out Service Cloud to its users in a mere three months, while also helping to drive rapid end-user adoption.

Signature Support also provides Intuit with proactive support, often averting issues before they affect end users or threaten to compromise revenue streams. When a problem does arise, Signature Support assures

Intuit of a 15-minute response time for rapid resolution.

During peak times, the system would be in danger of overwhelming Intuit’s cloud resulting in service disruption. Signature Support recognizes impending outages and quickly mitigates the problem with minimal business impact.

“[Signature Support] has consistently sustained our business during the most intense challenges,” said Shailendra Revankar, Intuit’s CRM Engineering Team Manager. “With Service Cloud and [Signature Support], we have assurance that our solution will always be up and running to support our business.”

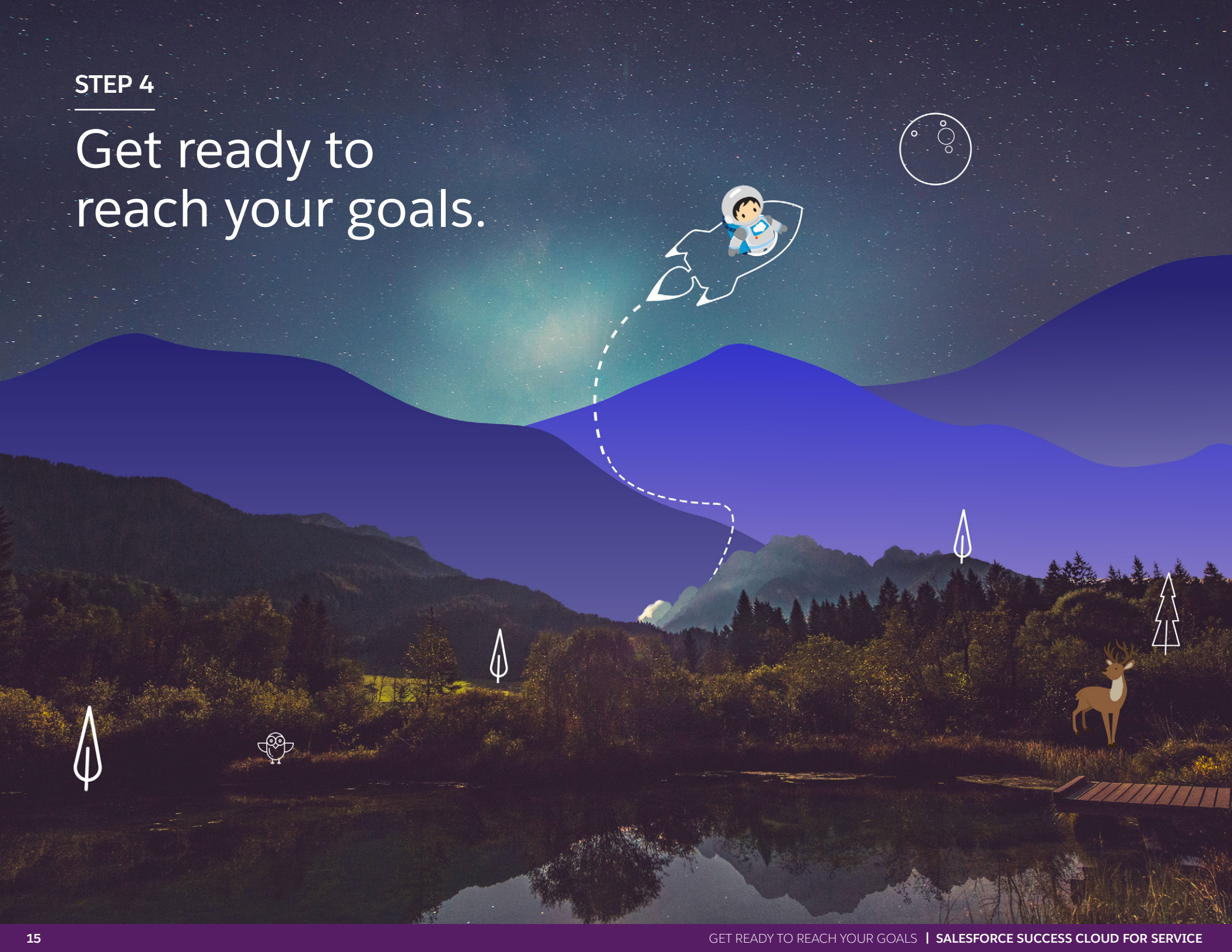


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SHAILENDRA REVANKAR
CRM ENGINEERING TEAM MANAGER, INTUIT

STEP 4

Get ready to reach your goals.



Take the next steps on the trail to success.

Salesforce Success Cloud can help you tap into the potential of Salesforce to reach your top service goals. We'll connect you to guidance, support, and training to help your business provide seamless, personal service in the Age of the Customer.

Ready to take the next steps on your journey? Contact your account executive or call 1-844-275-4239 to find out how Success Cloud can help.

Check out these resources from Salesforce Success Cloud.



Get a quick overview of how Salesforce Success Cloud can help you get the most out of Salesforce.

[WATCH VIDEO](#)



Discover the right services to reach your goals with the Salesforce Success Cloud Solutions Finder.

[LEARN MORE](#)

Questions? Give us a call.

We're here to answer your questions and help you along your journey. Contact your account executive or call [1-844-275-4239](tel:1-844-275-4239).

