

Success Starts Here

Prescriptive support, best practices, and expert advice at every stage of your journey.

Standard and Premier/+ Success Plan: Learn and Share Best Practices with Peers and Salesforce

The Success Journey Hub will help you and your teams set up and deploy your Salesforce instance, achieve business objectives, and solve challenges. Click on your product below to access your Success Journey Hub resources.



You've Got Questions. We've Got Answers.

Ask questions, get help, give feedback, and collaborate with Salesforce, partners, and customers.



Help & Training

Read useful Knowledge Articles and Product Documentation, access Technical Support, check your Success Plan level, and find so much more to help you and your team succeed with Salesforce.



Cloud Services Event Calendar

Webinars, live events, and virtual events hosted by Salesforce experts. Meet fellow customers to share experiences and best practices on a variety of topics, such as **Maximizing Premier, Lightning Experience Readiness, and Data Management.**



Trailhead

Learn by doing! Trails are guided learning paths that chart your course through Salesforce skills. Test your knowledge while earning points and badges to celebrate your achievements.



Success Communities

Customer-organized groups that meet online and in person to network, share ideas, and get tips on how to get the most out of Salesforce.

3 popular topics: Getting Started, Release Readiness & Feature Adoption, and Marketing Cloud.



Premier/+ Success Plans

Accelerate Adoption, Deployments & Productivity

What's included in your Premier/+ Success plan? Check out the [Data Sheet](#).



Premier Central Community

Join the community to connect with Salesforce customers and experts and find exclusive webinars, including Maximizing Your Premier Success Plan.



Premier Toolkit

Your go-to for all things Premier. Learn best practices to leverage your Premier Success plan benefits and get up and running successfully with Salesforce.



Premier Support

Benefit from a fast support for how-to questions, technical issues, and development needs. Available 24/7 by phone, chat or online and get a response within 1 hour for critical issues. Take advantage of our Premier Developer Support to build custom apps faster using our best practices and be successful with Force.com.



Success Management

Customer success is a priority at Salesforce. As part of your Success Plan, you can benefit from the expertise of our Success Managers to support you and advise you on best practices and adoption. Reach out to your Account Executive for more information.



Premier/+ Accelerators

Benefit from a personalized engagement with our Salesforce Specialists to solve key business challenges: Reduce Costs, Increase Revenue, Minimize Operating Costs, Gain Business Insights, and Achieve Faster ROI. See the full list of [Accelerators by catalog](#). Check out our [knowledge article](#) to learn how to request an Accelerator.



Designated Contacts

Designated Contacts (DC) are your company's primary contacts for Premier. Designated Contacts receive company and personal Premier passcodes, can request Accelerators, and more. Primary Designated contacts have a broader set of permissions. (Learn more about privileges of Primary DC.)

Premier+ Only



Configuration Services

Increase the productivity of your team by working with our Certified Experts, who are dedicated to helping you configure your Salesforce instance with special tasks. [Watch this video](#) to learn how to set up Configuration Services.



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