

Developer Support



Fully leveraging the power of Salesforce CRM and the Force.com platform involves creating custom applications, S-controls, and integrations with other applications. To support developers and application builders, salesforce.com provides a fully documented Web Services API; toolkits for AJAX, Apex, Java, .NET, PHP, and other programming languages; and community discussion boards.

Although you may be an expert in a particular programming environment, you may still need expert advice on building custom solutions on the Force.com platform. For specific development-related questions, salesforce.com offers Developer Support services to provide you with a quick response to questions not fully answered by our API documentation or other resources.

Developer Support is included for Premier Support customers at no extra charge. For customers, incubators, and partners with Basic Support, pricing options are available as outlined below.

Application Design

Although there are many ways to develop custom applications on the Force.com platform, not all of them result in equally efficient, robust, or elegant code. Developer Support assists you by analyzing the performance objectives of planned applications and recommending best practices for achieving those objectives, based on available Salesforce CRM functionality and our pooled knowledge.

For example, if a developer needs to manipulate Salesforce CRM data and present it within the Salesforce CRM user interface, a developer support engineer from our team of experts will recommend specific tables, fields, and functionality that will accomplish that goal effectively and quickly. This advice is particularly important with Apex code, where developers must be mindful of governor limits and other features particular to running applications in a multitenant environment.

Benefits

With Developer Support, you can avoid hours of research and testing. You don't have to spend time becoming an expert on the Force.com Web Services API. Instead, you can focus on creating the functionality that your users value most.

Developer Support benefits include:

- Reduced development time, resulting in faster time-to-market
- Faster deployment of customizations
- Business flexibility to expand your development capabilities without adding staff
- In-depth code analysis and recommendations (up to 200 lines)
- Error message troubleshooting and exception handling
- 4-hour response time for rapid issue resolution
- Assigned resources that support Apex, Java, AJAX, JavaScript, .NET, and PHP

Increase the success potential of your salesforce.com investment today. Contact your account executive or alliance manager for more information about Developer Support or Integrator Support. Or visit the Services section of our Web site at www.salesforce.com for more information about our Salesforce.com Support offerings.

Details

Categories	Functionality	Components
Apex Code	Building Apex code that runs natively on Force.com servers, including triggers, classes, and the Apex code Debugger	<ul style="list-style-type: none"> • Explanation of governor limits • ANT Build Process • Error message troubleshooting • Apex code best practices • Analysis and debugging of classes and triggers (up to 200 lines)
Force.com Web Services API	Integrating with the Force.com API through external Java, .NET, JavaScript, or PHP custom code	<ul style="list-style-type: none"> • Coding best practices • Error message troubleshooting • Analysis and debugging of custom code (up to 200 lines)
AJAX Toolkit	Using the Force.com AJAX Toolkit to embed API calls in fields and S-controls	<ul style="list-style-type: none"> • S-control explanation • Error message troubleshooting • AJAX Toolkit best practices • Analysis and debugging of custom code (up to 200 lines)

Terms

Premier Support SLA (Service Level Agreement) applies to customers that have purchased Premier Support.

The following terms are applicable to customers, incubators, and partners with Basic Support:

- Five named contacts
- 4-business-hour response time
- Telephone support available on weekdays from 8:00 am – 6:00 pm (PST), excluding holidays

Pricing and Availability

Developer Support is available at no cost to customers that have purchased Premier Support. Customers, incubators, and partners with Basic Support can purchase Developer Support in 10- or 20-case bundles.

- 10 Cases: US \$2,500
- 20 Cases: US \$4,500

Contact ServiceSales@salesforce.com or +1-866-872-4610 for more information about Developer Support.

For More Information

Contact your account executive to learn how we can help you accelerate your CRM success.

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