

Salesforce.com 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, Force.com code (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 Force.com. 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.

Salesforce.com partners, such as system integrators, resellers, and consulting firms, can also leverage Developer Support to assist in the design and implementation of custom applications. Please also reference the Partner Support datasheet (http://www.salesforce.com/assets/pdf/datasheets/DS_Partner_Support.pdf) for more information on how Developer Support can get your applications to market as quickly as possible.

Developer Support is offered at two levels, based on a customer's, incubator's, or partner's overall support subscription with salesforce.com:

- ❑ **Premier Developer Support** is provided at no extra charge to customers with subscriptions to Premier Support services or to partners with Partner Premier Support.
- ❑ **Basic Developer Support** is provided at the pricing levels below to customers, incubators, and partners with Basic Support services only.

Application design

Although there are many ways to develop custom applications on Force.com, not all of them result in equally efficient, robust, or elegant code. Developer Support analyzes the performance objectives of your planned applications and recommends 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 Force.com 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. And you don't have to become an expert on the Force.com API. Instead, you can focus on creating the functionality your users will 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) (Premier Developer Support only)
- ❑ Error message troubleshooting and exception handling
- ❑ 4-hour response time for rapid issue resolution for Premier Developer Support, 2-day response time for Basic Developer Support

Choose the Developer Support that's right for your business

Categories	Premier Developer Support	Basic Developer Support
Response time	2 hours 2 hours – 1 business day, depending on severity (applies only to partners)	2 business days
Force.com code (Apex) & Force.com pages (Visualforce)	<ul style="list-style-type: none"> • Explanation of governor limits • Salesforce.com error message troubleshooting • Force.com code and Force.com pages best practices • Analysis and debugging of Force.com classes and triggers (up to 200 lines) 	<ul style="list-style-type: none"> • Explanation of governor limits • Salesforce.com error message troubleshooting • Force.com code and Force.com pages best practices
Force.com API	<ul style="list-style-type: none"> • API – Soap Message best practices • Salesforce.com error message troubleshooting • Clarification of API documentation • Analysis and debugging of Force.com classes and triggers (up to 200 lines) 	<ul style="list-style-type: none"> • API – Soap Message best practices • Salesforce.com error message troubleshooting* • Clarification of API documentation

*Error message troubleshooting limited to salesforce.com errors generated by known bugs. Option for partners or customers to purchase Single Case Support for \$375 to troubleshoot non-bug-related errors.

Terms

The 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 Developer Support:

- ❑ Five named contacts
- ❑ 2-business-day response time
- ❑ Telephone support available on weekdays from 8:00 a.m. – 6:00 p.m. (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 single incidents for \$375.

Contact ServiceSales@salesforce.com or + 1-800-667-6389 for more information about Developer Support.

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 www.salesforce.com for more information about Salesforce.com Support offerings.

For More Information

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

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