

# Premier Success Plans

BLAZE YOUR PATH TO SUCCESS

Customer success is a top priority at Salesforce. That's why every customer gets a Standard Success Plan for online guidance, support and training. And for those customers who want the next-level experience? We offer Premier Success Plans with 1-on-1 guidance, expert advice, and fast response times to support your needs.



## How does Premier work?

Premier helps you manage every step of your Salesforce adoption with expert support, help and offerings designed to accelerate your business adoption. Premier was created to help you achieve three BIG goals to help you succeed:

### 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  
Signal Labs

## What Comes with Your Premier Success Plan?




|                          | Standard | Premier  |
|--------------------------|----------|----------|
| Guided Journeys          | ●        | ●        |
| Success Community        | ●        | ●        |
| Trailhead                | ●        | ●        |
| Circles of Success       |          | ●        |
| Interactive Webinars     |          | ●        |
| Success Management       |          | ●        |
| <b>Accelerators</b>      |          | ●        |
| <b>Developer Support</b> |          | ●        |
| <b>Admin Assist</b>      |          | Optional |

Support

12/5 Online Support  
2-Day Response

24/7 Online & Phone Support  
1-Hour Critical Response

## How Do I Get Support?

| Phone   | Online  | Chat  |
|---|---|---|
|  |  |  |
| <a href="#">Global Contact</a><br><a href="#">Phone Numbers</a>                     | <a href="#">Salesforce Help</a> ><br>Click the Case Button                          | <a href="#">Salesforce Help</a><br>Homepage   |
| <b>24/7/365</b>   |   | <b>When Agents Available*</b>   |

### 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 from 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.

**190+ Premier Accelerators | Across All Clouds**

**Most Popular Accelerators by Cloud**

| Sales                            | Service                                     | Marketing/<br>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 & 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 Tools | Salesforce Mobile Quickstart  | Salesforce Org Strategy Design |

|   |   |
|---|---|
| <b>Who Can Request an Accelerator?</b>  | Designated Contacts with Premier Success Plan   |
| <b>How Many Accelerators Can I Use?</b> | As many as you want (though one at a time)! You have unlimited access our <a href="#">catalog</a> of nearly 200 Accelerators.   |
| <b>How Do I Choose an Accelerator?</b>  | Think about your current business objectives and then check out the catalog for full descriptions of what you get with each Accelerator to find the one best suited to you.   |
| <b>Still Wondering Where to Start?</b>  | Here are a few recommendations depending on where you are in your Salesforce journey: <ul style="list-style-type: none"> <li>• New to Salesforce: Lightning Configuration Quickstart</li> <li>• Maintaining/Updating Salesforce: Org Health Assessment</li> <li>• Sales Cloud: Getting Started with Sales Cloud</li> <li>• Service Cloud: Service Cloud Console Design</li> <li>• Marketing Cloud: Marketing Cloud Lists vs. Data Extensions</li> </ul> |
| <b>How Do I Request an Accelerator?</b> | <ul style="list-style-type: none"> <li>• Go to Salesforce Help &gt; Request an Accelerator (right on the home page!)</li> <li>• Select Your Accelerator and click Request.</li> <li>• Your Cloud Specialist will reach out shortly to schedule your appointment.</li> </ul>   |

*“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 CloudDashboard, Employee Community Design, Sandbox Design]*

*Scott Eiss  
Director, Field Sales  
NTN*

# Admin Assist

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

**100+ Routine Configuration Updates - Unlimited Use!**

**Most Popular Admin Assist Tasks**

| Sales Cloud  | Service Cloud | Marketing Cloud   | Community Cloud | Einstein Analytics   | Platform and Apps |
|--|---------------|---|-----------------|--|-------------------|
|  |               |   |                 |  |                   |
| <b>Setup &amp; Customization</b>   |               | <b>Data Management</b>  |                 | <b>Analytics / Insights</b>  |                   |
| User Creation/Maintenance<br>Profiles & Roles<br>Custom and Formula Fields<br>Page Layouts and List Views<br>Workflows & Approvals |               | Data Import/Update/Transfer<br>Duplicate Management Rules<br>Disable Encryption<br>Mass Create/Transfer Records<br>Create/Update Datasets |                 | Dashboards<br>Reports<br>Folders & Sharing<br>Dataset Creation<br>Create and Modify Lenses |                   |
| <a href="#">View the full list</a>   |               |   |                 |  |                   |

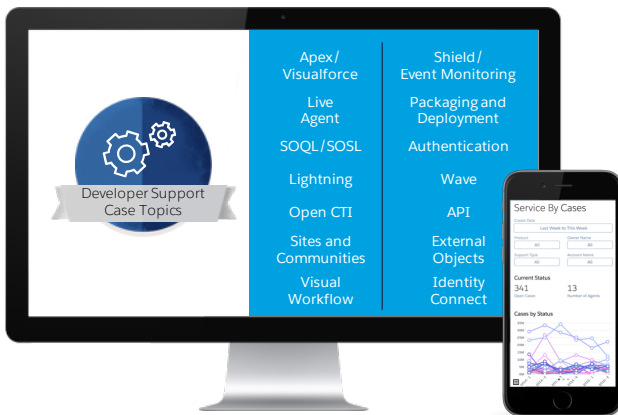
*"We needed to add 600 fields for an implementation. At the time we had 1 Salesforce admin for all 200+ of our users. This would have been impossible to complete alone."*

*Melissa Grammatico  
CRM Product Solutions Administrator*

## How Do I Request Admin Assist?

Designated Contacts: Go to [Salesforce Help](#) > Click the Case Button > Admin Assist > Select Your Goal (e.g. Setup/Customization or Data Management) > Fill out the form with your specific requirements.

## Premier Developer Support



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

*"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 [Salesforce Help](#) > Click the Case Button > 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.)