Premier Success Plan

Customer success is a top priority at Salesforce. That’s why every customer gets a support plan with online guidance, support, and training. Our Premier Success Plan gives you even more help from Salesforce experts so you can reach your goals faster.

HOW DOES PREMIER WORK?
Premier gives you expert support, help, and offerings designed to accelerate your Salesforce adoption. Premier helps you:

Drive adoption.
Accelerators and Success Managers provide best practices, adoption strategies, proactive recommendations, and release readiness.

Get support.
Our team of experts can answer how-to questions, advise on technical issues, and troubleshoot code.

Boost productivity.
Premier’s fast, expert, personalized experience lets you extend your team’s capacity to reach maximum ROI on your Salesforce investment.

“Premier allowed us to accelerate our success with Salesforce.”
Lydia Jackson, Sales Operations Manager, Zignal Labs
WHAT COMES WITH YOUR PREMIER SUCCESS PLAN?

<table>
<thead>
<tr>
<th>Support</th>
<th>Standard 12/5 Online Support 2-Day Response</th>
<th>Premier 24/7 Online &amp; Phone Support 1-Hour Critical Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guided Journeys</td>
<td>●</td>
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<tr>
<td>Success Community</td>
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<td>Trailhead</td>
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<td>Circles of Success</td>
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<td>Interactive Webinars</td>
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<td>Success Management</td>
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<td>Accelerators</td>
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<td>●</td>
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<tr>
<td>Developer Support</td>
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</tr>
<tr>
<td>Admin Assist</td>
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<td>Optional</td>
</tr>
</tbody>
</table>

How do I get support?

Phone | 24/7/365

Online

Chat

Pro Tip
To get faster support with the right experts, set up your Designated Contacts and find your Premier passcode right when you sign up for Premier.

The Premier Toolkit has more tips and resources for all things Premier.

Response Levels for Support:
1-Hour Response: Severity 1 – Critical – Production issue affecting all users; system unavailable; 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

Accelerators give you one-on-one coaching with a Salesforce expert. You can use an Accelerator to help drive adoption, increase your team’s productivity, or take advantage of the newest Salesforce features.

200+ Premier Accelerators | Across All Clouds

Most Popular Accelerators by Cloud

### SALES
- **Sales Cloud Dashboard**
- **Getting Started with Sales Cloud**
- **Prevent Duplicate Records**

### SERVICE
- **Service Cloud Knowledge Planning Essentials**
- **Service Cloud Console Design**

### MARKETING/PARDOT
- **Journey Builder Base**
- **Social Listening and Analyze Configuration**
- **Reporting Configuration and Automation**

### COMMUNITY
- **Chatter Adoption**
- **Customer Community QuickStart**
- **Employee Community Planning**

### ANALYTICS
- **Building Einstein Analytics Dashboards**
- **Sales Analytics QuickStart**
- **Einstein Analytics Platform QuickStart**

### PLATFORM
- **Lightning Configuration & Customization**
- **Salesforce1 Mobile App Design**
- **Access Controls & Shield Compliance Tools**

### MOBILE
- **Salesforce1 Mobile Adoption**
- **Salesforce Mobile QuickStart**

### GOVERNANCE
- **Org Health Assessment**
- **Design a Center of Excellence**
- **Salesforce Org Strategy Design**

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Accelerator FAQ

**Who can request an Accelerator?**
Designated Contacts with Premier Success Plan

**How many Accelerators can I use?**
As many as you want (though one at a time). You have unlimited access to our catalog of over 200 Accelerators.

**How do I choose an Accelerator?**
Think about your current business objectives and then check out the catalog for Accelerator descriptions to find the right one for your needs.

**What are some good Accelerators that can help me get started?**
Here are a few recommendations depending on where you are in your Salesforce journey:
- New to Salesforce: Lightning Configuration QuickStart
- Maintaining/Updating Salesforce: Org Health Assessment
- Sales Cloud: Getting Started with Sales Cloud
- Service Cloud: Service Cloud Console Design
- Marketing Cloud: Marketing Cloud Lists vs. Data Extensions

**How do I request an Accelerator?**
- Go to Salesforce Help > request an Accelerator (right on the home page)
- Select your Accelerator and click Request
- Your Cloud Specialist will reach out shortly to schedule your appointment

“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.”

Scott Eiss, Director, Field Sales, NTN

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Accelerators taken by NTN: Lightning Accelerator Live Online, Org Health Assessment, Customer Master Data Harmonization, Sales Cloud Dashboard, Employee Community Design, Sandbox Design.
ADMIN ASSIST

Admin Assist lets you hand off repetitive, time-consuming tasks to our team of Salesforce-certified experts. This saves you time and helps you be more productive.

**100+ Routine Configuration Updates – Unlimited Use**

**Most Popular Admin Assist Tasks**

<table>
<thead>
<tr>
<th>CLOUD</th>
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<th>PLATFORM</th>
<th>APPS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SALES</strong></td>
<td><strong>SERVICE</strong></td>
<td><strong>MARKETING</strong></td>
<td><strong>COMMUNITY</strong></td>
<td><strong>EINSTEIN</strong></td>
<td><strong>PLATFORM</strong></td>
</tr>
<tr>
<td>Setup &amp; Customization</td>
<td>Data Management</td>
<td>Analytics / Insights</td>
<td>Dashboards</td>
<td>Reports</td>
<td>Developer Support</td>
</tr>
<tr>
<td>User Creation/Maintenance</td>
<td>Data Import/Update/Transfer</td>
<td></td>
<td>Dashboards</td>
<td>Reports</td>
<td>Developer Support</td>
</tr>
<tr>
<td>Profiles &amp; Roles</td>
<td>Duplicate Management Rules</td>
<td></td>
<td>Folders &amp; Sharing</td>
<td>Dataset Creation</td>
<td>Developer Support</td>
</tr>
<tr>
<td>Custom and Formula Fields</td>
<td>Disable Encryption</td>
<td></td>
<td>Disable Encryption</td>
<td>Dataset Creation</td>
<td>Developer Support</td>
</tr>
<tr>
<td>Page Layouts and List</td>
<td>Mass Create/Transfer Records</td>
<td></td>
<td>Disable Encryption</td>
<td>Dataset Creation</td>
<td>Developer Support</td>
</tr>
<tr>
<td>Views Workflows &amp; Approvals</td>
<td>Create Update Datasets</td>
<td></td>
<td>Create and Modify Lenses</td>
<td></td>
<td>Developer Support</td>
</tr>
</tbody>
</table>

**View the full list**

How Do I Request Admin Assist?

Designated contacts: Go to Salesforce Help > click the case button > Admin Assist > select your goal (for example, Setup/Customization or Data Management) > fill out the form with your specific requirements.

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

Melissa Grammatico, CRM Product Solutions Administrator, Delta Dental of Michigan

DEVELOPER SUPPORT

Save time and increase productivity with fast access to Salesforce experts. Developer can help Premier customers with Apex, API integration, AMPscript, and Visualforce code.

How do I request developer support?

Go to Salesforce Help > click the case button > Development > Apex/Visualforce > 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.)

“The developer support team saved me 10 hours just yesterday. Even in research and development, they save us weeks' worth of work.”

Alex Correa, Shutterstock