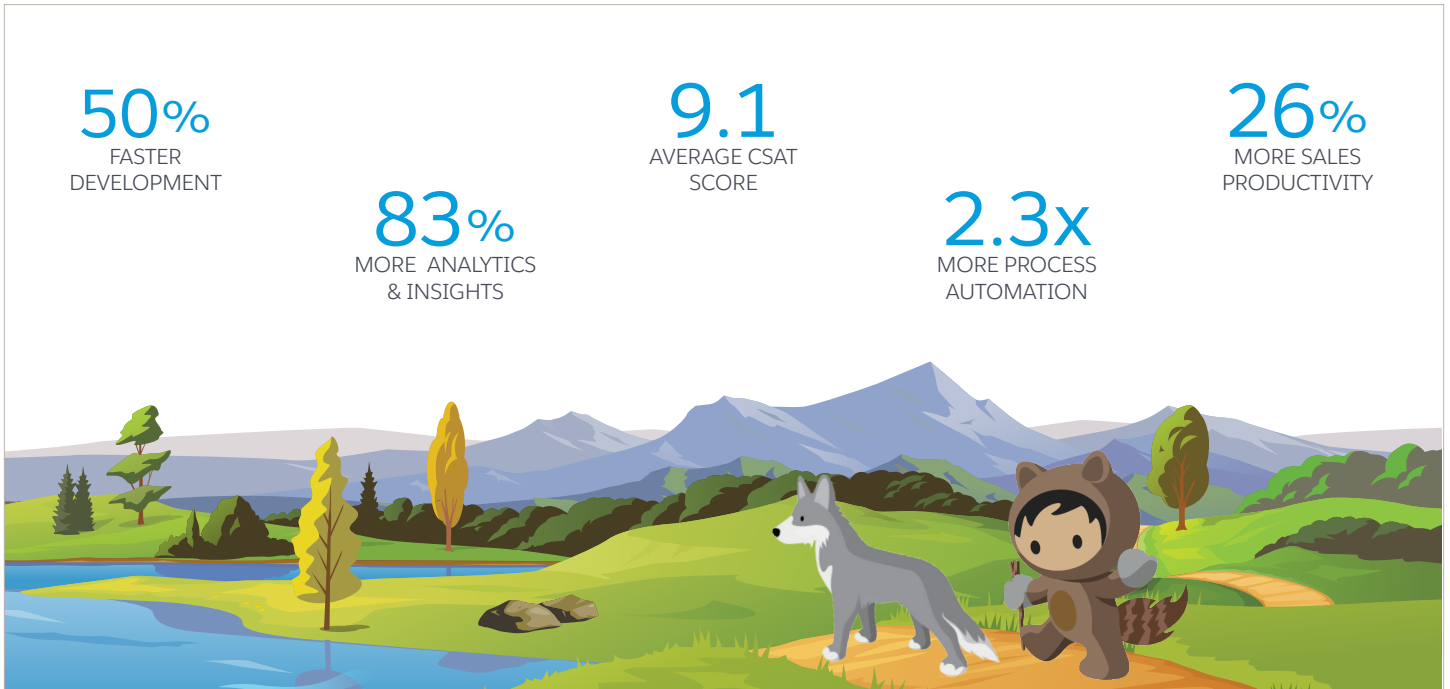


# Premier Success Plan



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?


Support	Standard 12/5 Online Support 2-Day Response	Premier 24/7 Online & Phone Support 1-Hour Critical Response
Guided Journeys	●	●
Success Community	●	●
Trailhead	●	●
Circles of Success		●
Interactive Webinars		●
Success Management		●
Accelerators		●
Developer Support		●
Admin Assist		Optional

## How do I get support?


Phone | Online



[Global Contact  
Phone Numbers](#)



Salesforce Help  
Click the Case Button



Salesforce Help  
Homepage

**24/7/365**

**When Agents  
Available\***

### 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

 <b>SALES</b>	 <b>SERVICE</b>	 <b>MARKETING/ PARDOT</b>	 <b>COMMUNITY</b>	 <b>ANALYTICS</b>	 <b>PLATFORM</b>	 <b>MOBILE</b>	 <b>GOVERNANCE</b>
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

## Accelerator FAQ

<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 to our <a href="#">catalog</a> of over 200 Accelerators.
<b>How do I choose an Accelerator?</b>	Think about your current business objectives and then check out the catalog for Accelerator descriptions to find the right one for your needs.
<b>What are some good Accelerators that can help me get started?</b>	<p>Here are a few recommendations depending on where you are in your Salesforce journey:</p> <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.”

Scott Eiss, Director, Field Sales, NTN







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

<p><b>SALES CLOUD</b> </p> <p><b>SERVICE CLOUD</b> </p> <div style="background-color: #800040; color: white; padding: 5px; width: fit-content; margin: 0 auto;"><b>Setup &amp; Customization</b></div> <ul style="list-style-type: none"><li>User Creation/Maintenance</li><li>Profiles &amp; Roles</li><li>Custom and Formula Fields</li><li>Page Layouts and List Views</li><li>Workflows &amp; Approvals</li></ul>	<p><b>MARKETING CLOUD</b> </p> <p><b>COMMUNITY CLOUD</b> </p> <div style="background-color: #D95319; color: white; padding: 5px; width: fit-content; margin: 0 auto;"><b>Data Management</b></div> <ul style="list-style-type: none"><li>Data Import/Update/Transfer</li><li>Duplicate Management Rules</li><li>Disable Encryption</li><li>Mass Create/Transfer Records</li><li>Create Update Datasets</li></ul>	<p><b>EINSTEIN ANALYTICS</b> </p> <p><b>PLATFORM AND APPS</b> </p> <div style="background-color: #0070C0; color: white; padding: 5px; width: fit-content; margin: 0 auto;"><b>Analytics / Insights</b></div> <ul style="list-style-type: none"><li>Dashboards</li><li>Reports</li><li>Folders &amp; Sharing</li><li>Dataset Creation</li><li>Create and Modify Lenses</li></ul>
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[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.”

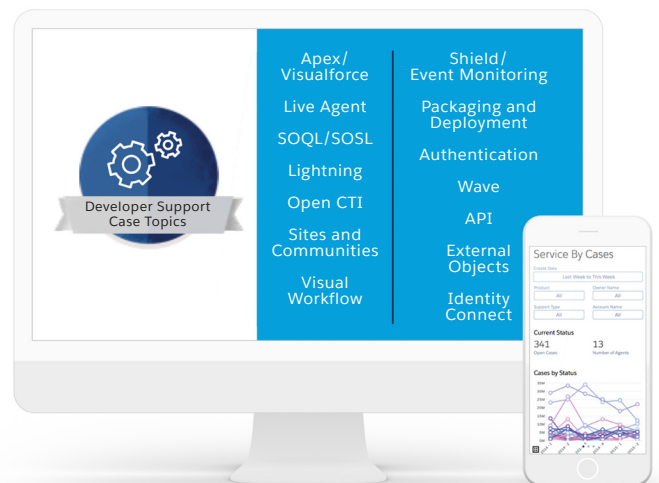
Melissa Grammatico, CRM Product Solutions Administrator, Delta Dental of Michigan

## 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