

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 is for customers who want more help from Salesforce experts so they can reach their goals faster.

Premier gives you expert support and offerings designed to help you:

Drive Adoption

Accelerators and success guides 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 customers extend their team's capacity to reach maximum ROI on their Salesforce investment.

	Standard	Premier	Premier+
Trailhead	●	●	●
Trailblazer Communities	●	●	●
1-to-Many Webinars	●	●	●
1-to-1 Accelerators		●	●
Developer Support		●	●
Success Guidance		●	●
Admin Assist*			●
Support	12/5 Online Support 2-Day Response		24/7 Online & Phone Support 1-Hour Critical Response

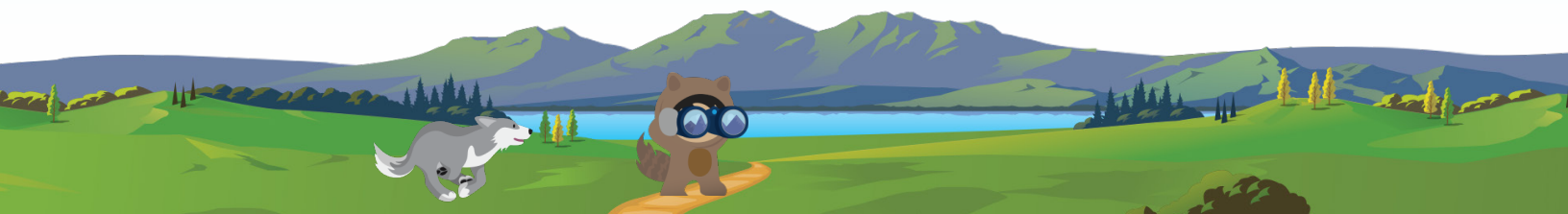
* Admin Assist is available with the purchase of a Premier+ Success Plan.

PREMIER ACCELERATORS

Accelerators are personalized work sessions that solve specific Salesforce challenges and are included in Premier Success Plans. Our Accelerator catalog has 200+ topics organized by cloud and arranged into categories like Getting Started, How-Tos, Insights, and Reviews. So no matter where you are on your Salesforce journey, we can help. [View the full list.](#)

“Premier allowed us to accelerate our success with Salesforce.”

Lydia Jackson, Sales Operations Manager, Zignal Labs



SUCCESS GUIDANCE

Our pool of experts gives Premier customers exclusive access to advice and best practices to help you get the most out of your Salesforce investment. This optimized structure connects you with the right expert, at the right time, based on your business goals.

DEVELOPER SUPPORT

Developer Support can help Premier customers troubleshoot, analyze, and debug error messages related to Apex, API Integrations, AMPscript and Visualforce code. [View the full list.](#)

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

SALES
CLOUD



SERVICE
CLOUD



MARKETING
CLOUD



COMMUNITY
CLOUD



EINSTEIN
ANALYTICS



PLATFORM
AND APPS



Setup & Customization

- User Creation/Maintenance
- Profiles and Roles
- Custom and Formula Fields
- Page Layouts and List
- Views Workflows and Approvals

Data Management

- Data Import/Transfer
- Management Rules Duplication
- Encryption Disablement
- Mass Create/Transfer Records
- Creation of Update Datasets

Analytics / Insights

- Dashboards
- Reports
- Folders and Sharing
- Dataset Creation
- Lens Creation and Modification

[View the full list.](#)

“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

