

salesforce

Premier Success Plan

Unlimited developer support
for Salesforce Partners

January 2024



Partners Want to Create and Maintain Leading Apps



High-Efficiency Apps

Scaled Innovation

Reduced Disruption

A stylized illustration of a cityscape with various buildings in shades of blue, yellow, and grey, set against a light blue sky.

Business Vision

An illustration of a woman with long dark hair, wearing a blue sleeveless top, smiling and looking at her smartphone. She is standing in a modern office or home setting with bookshelves and a window in the background.

Achieving Value, Fast

New
Support
Offering!

salesforce

Premier Success Plan

Deliver exceptional customer experiences with unlimited developer support

Deliver Innovation with Confidence

- Benefit from partner-focused support engineers with deep domain expertise

Access Unlimited Developer Support

- Tackle any challenge with access to unlimited technical support cases

Drive Productivity with Leading Response Times

- Fast, 24/7 issue resolution to mitigate disruption no matter where you are in the world

1 Hr

Initial
response for
critical issues





Leading Response Times

Direct access to support engineers

1 Hour

Initial Response for Critical Issues

24/7 | 365 Days a Year

Phone Global Coverage



Target Initial Response Time by Case Severity Level:

Level 1 1 hour	Level 2 2 hr	Level 3 4 hrs	Level 4 8 hrs
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Developer Support: Boost Efficiency & Avoid Disruption

Analyze, debug and troubleshoot code with our team of experts

How We Help

Phone Support

In-depth use-case help

VPN / Private Link Setup
Assistance

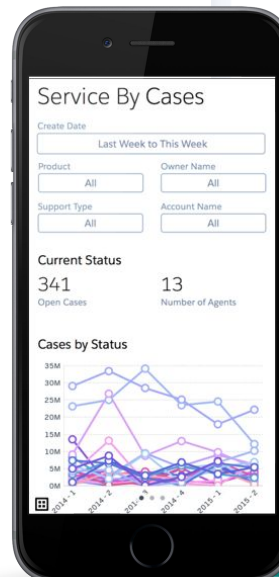
Performance Analysis

Heroku Connect Help

```
trigger Installed_Services_Case on Opportunity (before insert, before update){for(Opportunity o: Trigger.new){If(o.StageName=='Closed Won'&& o.Are_Installed_Services_Required_c=='Yes'){ Case c = new Case();c.Status = 'New';c.Origin = 'Installed Services';c.Account = o.Account; insert c;}}}
```

Thanks for your time on call. As we discussed, please change the code snippet from `c.Opportunity` to `c = o`.

I am glad that it worked for you. As per your consent, I will now be closing this case.



How to Access the Premier Success Plan



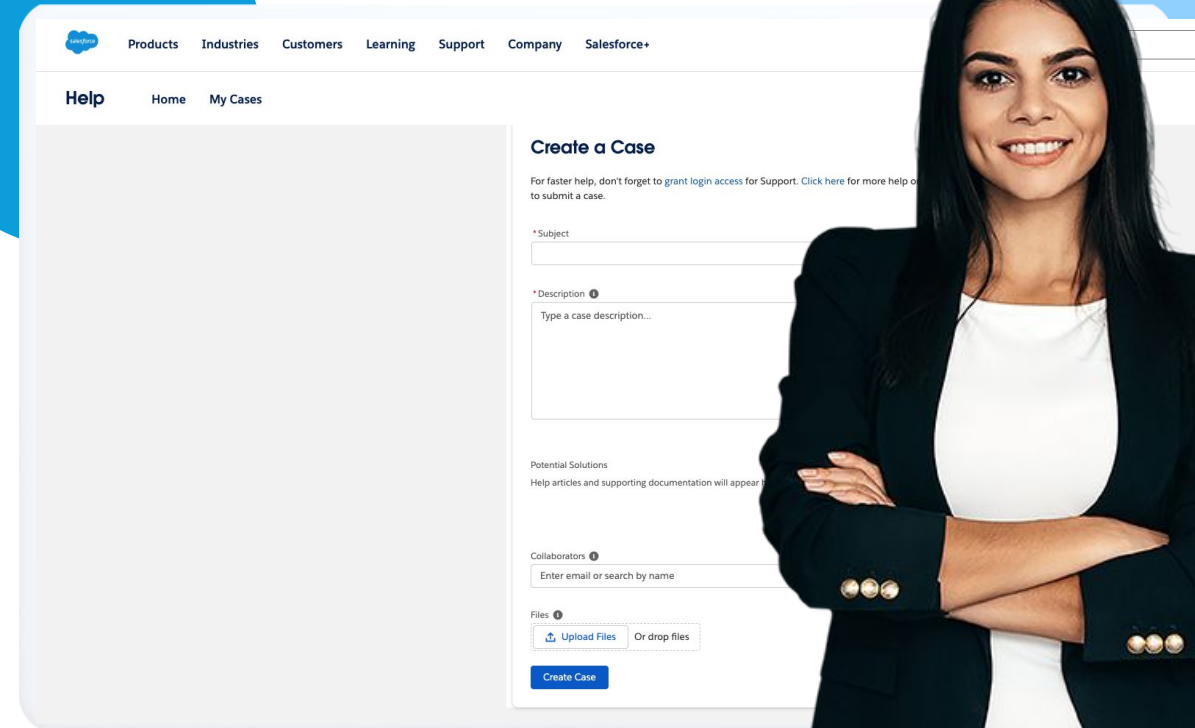
Automatic Access!

- No additional action needed by partners
- Technical support cases routed through the Premier Success Plan



Simply Log A Case

- Support cases via the Partner Community
- Phone Support Option





Thank You