PREMIER SUCCESS PLAN

Collaborate with a team of Salesforce experts to achieve your data and Agentforce goals.

Meet the Premier Success Plan

Customer success is a top priority at Salesforce. We created the Premier Success Plan to help you start strong and discover new ways to get more value from Salesforce every day.

With features like Success Reviews, Expert Coaching, and 24/7/365 Technical Support with faster response times, we'll help you confidently innovate and achieve your business goals.

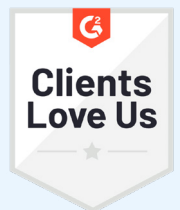## Launch into high gear with expert guidance

Connect to a wealth of Salesforce expertise through specialized programs, technical assistance, and expedited support designed to help achieve your business goals.

115%

return on Investment (ROI) for Premier customers*

Get the study

Leader WINTER 2025

Clients Love Us

ecobee

"I consider having Premier like having an extra team member."

Alex Gladstone, Salesforce Administrator, ecobee

*The Total Economic Impact™ Of the Salesforce Premier Success Plan, a commissioned study conducted by Forrester Consulting on behalf of Salesforce, September 2024. Results are for a composite organization representative of interviewed customers.

Get more value from Salesforce with a team of experts dedicated to your success every day

Here's how organizations around the globe get more value with Premier.

Develop a personalized path to improve adoption and usage with AI agents

Work with an Onboarding Specialist to match your AI goals to Salesforce capabilities. Together, create a Success Path that outlines recommendations to deploy agents and achieve measurable business outcomes. Enable your teams to be more productive with Expert Coaching and Sessions and 25% off training.

Keep your system running smoothly and ready for Agentforce

Learn how to increase system stability and performance, and get peace of mind with Health Checks. Talk to a Salesforce expert for Agentforce advice and best practices with with one-to-one Expert Coaching.

Solve business critical issues anytime and get the answers your need today

Stay focused on what matters most with Agentforce and always-on Technical Support including 1-hour initial response times for critical issues. Get answers with detailed documentation and developer code reviews for up to 200 lines of code.

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ChowNow

"Premier is something that we should've had from the start because it's been very helpful. It's a way to get more done faster."

Amy Larion, Director of Business Systems, ChowNow

Premier Success Plan Features

Here are some of the innovative Premier tools, guidance, and support our customers use to achieve their ambitious goals with Salesforce.

Onboarding

Connect with Salesforce and Agentforce experts to align your goals with product capabilities and craft a strategy that delivers tangible business outcomes.

Success Path

Track objectives and goals with a roadmap that ensures clarity on how to achieve your desired outcomes in building expertise, driving product adoption, and maintaining technical health.

Success Review

Review past recommendations and achievements with a Success Guide up to two times per year. Success Reviews provide actionable insights from your Customer Success Score and foster personalized guidance, realignment of your goals, and next steps for your success.

Health Checks & Assessments

Ensure your teams continue to use Salesforce effectively with Org Health Expert Coaching Sessions.

Expert Coaching

Enable your teams with specialized one-to-one engagements. Get personalized guidance from Salesforce experts on your unique business use cases and discover the features and insights you need to achieve your goals.

Instructor-led Training

Learn directly from Agentforce experts with live, instructor-led training. Discover how to set up key Salesforce features in just 60 to 90 minutes with workshops. Deep dive into Salesforce products with a 25% discount on multi-day immersive courses. Register for any available seat in the catalog.

Bulk Certification Discounts

Get 25% discounts for bulk certifications.

Trailblazer Community

Join Community Groups, ask questions, learn from fellow Trailblazers who have built agents, and grow your professional network.

Trailhead

Discover Agentforce features and get practical experience on how to seamlessly integrate data from any system, automate complex workflows, and more with our free online learning platform.

Salesforce Help

Ask questions and get answers fast from Agentforce on Help, how-to videos, documentation, knowledge articles, release notes, and more.

Developer Support

Troubleshoot up to 200 lines of custom code with our Salesforce experts to help you resolve any developer challenges.

Technical Support

Get help 24/7/365 through Agentforce on Help and our Technical Support team through chat, phone, and case submission. Critical business-stopping cases have a 1-hour response time.

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Success Plans Feature Comparison Chart
Find the right level of guidance and support to reach your goals faster.

View details on included and excluded products

Help Agent[1]		Feature	Standard	Premier *Includes Standard features*	Signature *Add on top of Premier Success Plan Includes Premier and Standard features*
	Value Acceleration	Customer Success Manager			✓
		Customer Success Score[2]		✓	✓
		Success Path		✓	✓
		Success Review		Up to 2x per year	Up to 4x per year
	Technical Health	Proactive Monitoring[2]			✓
		Specialized Architect Reviews[2]			✓
		Key Event Management[2]			✓
		Annual Technical Health Review			✓
		Health Checks and Recommendations		✓	✓
	Product Adoption	Onboarding[2]		✓	✓
		Expert Coaching		✓	✓
	Customer Expertise	Workshops (60 - 90 Minutes)		✓	✓
		Courses (1 - 5 Days)		25% Discount	✓
		Bulk Certifications		25% Discount	35% Discount
		Trailhead	✓	✓	✓
		Trailblazer Community	✓	✓	✓
		Knowledge Articles and Documentation	✓	✓	✓
	Issue Resolution	Developer Support		200 lines of code review	5,000 lines of code review
		DORA Support (Digital Operational Resilience Act)	Available for purchase	✓	✓
		Technical Support	• **Live help via:** Help Agent and chat • **Case submission response:** 2 days during local business hours	• **Live help via:** Help Agent and chat, and phone • **Case submission response:** 24/7/365, 1 hour response for business-stopping issues	• **Live help via:** Help Agent and chat, phone and emergency hotline • **Case submission response:** 24/7/365, 15- and 30-minute updates for business-stopping issues
			Included	**30% of Net** *(or included in UE & E1E)*	**Custom**

For more information

Contact your account executive to learn how we can help you fast-track your success today.

1-800-NO-SOFTWARE

www.salesforce.com

The Help Agent may include references to features that are still in development. Customers should make purchasing decisions based on features that are available today.[1]

Currently available for select Clouds[2]