



Agentforce Operations Success Plans Essential and Elite

GENERAL

Agentforce Operations Success Plans are subscription support offerings that include access to resources to help customers use and maximize their associated Agentforce Operations subscriptions. The Elite Success Plan will be provided to Customer's Admin Users and Customer's Center of Excellence ("CoE") Users in accordance with the description outlined in this document.

The Elite Success Plan provides enhanced support (as outlined below) for Agentforce Operations and is priced per instance. Customer may incur additional Elite Success Plan charges if new Agentforce Operations subscriptions are added to an instance during an Order Term.

Customer is responsible for evaluating any advice or guidance received from Salesforce as part of a Success Plan and for implementing any such advice and guidance. All support is provided in English only.

CONTACTING SUPPORT

Agentforce Operations Success Plan Users may contact technical support for help as per the [Agentforce Operations knowledge article](#).

SEVERITY LEVELS¹

	Description	Essential	Elite
Initial Response Tier	Severity Level 1 - Critical Business stopping and no acceptable workaround. Imminent threat to key business or near-term business milestones posing financial risk.	1 hour 24x7	15 minutes 24 x 7
	Severity Level 2 - Urgent Key business impacting, no workaround.	2 hours 24x7	1 hour 24 x 7
	Severity Level 3 - High Key business impacting with workaround, OR non-key business impacting no workaround.	4 hours Local Business Hours	
	Severity Level 4 - Medium Non-key business impacting with workaround, OR not business impacting.	8 hours Local Business Hours	

¹ All times are Target Initial Response Times.



REPRODUCING ERRORS

Salesforce must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Salesforce to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, Users may be asked to provide Salesforce access to their application for troubleshooting purposes.

SUCCESS PLAN ENTITLEMENTS

Elite Success Plan (includes features of Essential Success Plan)

Customer Success Manager

Customer will have designated Customer Success Manager (CSM) coverage for the duration of the subscription term for which Customer has purchased the Elite Success Plan. CSM coverage will be provided during business hours in Customer's primary region. The CSM will engage with Customer to mutually agree on a support engagement plan, including activity prioritization and timelines. CSM activity areas may include engaging with Customer to establish a plan to assist Customer to achieve their business outcomes, including but not limited to mapping their journey from digitization to agentic execution, and coordinating with technical resources for technical activities. CSMs are assisted by a pool of engineers on a 24x7x365 basis to execute Elite Success Plan case activities as described herein. The engineers will manage Customer's support cases, in addition to other support-related activities outlined below.

Success Reviews

A Success Review is a personalized 1:1 engagement orchestrated by the CSM to review Customer's progress towards their business goals, address issues impacting usage or adoption, and help Customer identify new ways of using Agentforce Operations. Customers will have access to up to four (4) Success Reviews, one (1) per calendar quarter, per contract year. Customer must schedule at least two (2) Success Reviews per contract year. Each Success Review consists of one (1) call or virtual meeting between the CSM and Customer.

Specialized Architect Reviews

Customer may request up to two (2) Specialized Architect Reviews per contract year by contacting their CSM. This review will include an engagement with one or more Salesforce architects who can provide best-practices guidance and technical product recommendations to help improve Customer's use of Agentforce Operations and, in particular, for blueprint design and integration health.



Expert Coaching Sessions

Expert Coaching is a personalized 1:1 engagement between a Salesforce specialist and Customer to provide best-practice guidance and recommendations for Customer-specific scenarios or use cases. Expert Coaching will include consulting on best practices for the establishment and maturation of a Center of Excellence.

Onboarding Engagement

An Onboarding Engagement is a personalized 1:1 engagement between a Salesforce specialist and Customer to assist Customer in establishing a plan to help optimize the use of its subscriptions to facilitate achieving certain business outcomes. Customers will have access to one Onboarding Engagement, which may include one or more calls or virtual meetings between the Salesforce specialist and Customer, as well as additional Onboarding Engagements during the Order Term as Agentforce Operations users are added.

Key Event Management

The CSM will align with Customer for awareness on important events, including high-volume business times, customer deployment planning and monitoring, and Salesforce technical releases.

Holiday/High Volume Business Events

Upon request, Customer will be entitled to one (1) event per contract year, per instance. Customer must notify their CSM at least six (6) months prior to the requested event.

Ongoing Customer Deployment Events

Upon request, support engineers will be made available to help support a Customer's Salesforce deployment activity. Customer is entitled to support for one (1) deployment every three (3) months, per instance. In order to utilize on-call deployment support, Customer is required to log a support case, or request their CSM to assist with opening a support case, to provide Salesforce with notification at least fourteen (14) business days prior to the deployment activity. Customer must provide details of the technical scope and timing of the deployment to ensure support has appropriate context. As part of deployment support, a support engineer will be assigned to the case in advance of the activity, and will monitor the deployment activity and help troubleshoot issues that might result in deployment failure. Proactive Monitoring must be enabled as a prerequisite for support for any Customer deployment event.

Salesforce Technical Release Events (Major/Minor Releases)

Elite Success Plan resources will communicate published Salesforce technical updates to help Customers identify impacts and prepare for any future changes that may be required to their environment(s).



ADDITIONAL DETAILS

Exclusions

Success Plans do not include any of the following:

- Implementation of the Services.
- Assistance with password resets.
- Assistance with usernames.
- Assistance with non-Salesforce products, services, or technologies, including implementation, administration, or use of, or connection to, third-party enabling technologies such as databases, computer networks, or communications systems, or use of third-party systems that Agentforce Operations is integrated with, such as Okta for SSO, ActiveDirectory for SCIM, and SharePoint for document storage.
- Assistance with AppExchange, AgentExchange, or other marketplace applications, whether authored by Salesforce or a third party.
- Creation or testing of custom code, including SOQL queries.
- Assistance for Users other than Customer's Admin and CoE Users.
- Assistance in any language other than English.
- Travel.

Plan Materials

Any materials provided by Salesforce to Customer as part of a Success Plan are the confidential information of Salesforce and may not be copied, disclosed, or distributed to anyone other than Customers' Users entitled to receive the applicable plan. Salesforce retains ownership of all intellectual property rights in the materials and reserves all rights in the materials not expressly granted to the Customer.

Changes to Success Plan

Salesforce may modify Success Plans from time to time, provided the level of service under the plans will not materially decrease during a subscription term.

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