Agentforce Supply Chain Support Plan

GENERAL

The support plan is a subscription support offering that includes access to resources to help customers use and maximize their associated Agentforce Supply Chain subscriptions. It 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. Customer is responsible for evaluating any advice or guidance received from Salesforce as part of this support plan and for implementing any such advice and guidance. All support is provided in English only.

CONTACTING SUPPORT

Customer users may contact technical support for help as per [Agentforce Supply Chain knowledge article](#).

SUPPORT PLAN ENTITLEMENTS

Based on priority of the issue reported by Customer to Salesforce, Salesforce will respond regarding support issues with the appropriate resources and urgency as set forth in the table:

Tier	Definition	Target Initial Response Time
Sev 1	**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
Sev 2	**Severity Level 2 - Urgent** Key business impacting, no workaround	2 hours 24x7
Sev 3	**Severity Level 3 - High** Key business impacting with workaround, OR non-key business impacting no workaround	4 hours Local Business Hours
Sev 4	**Severity Level 4 - Medium** Non-key business impacting with workaround, OR not business impacting	8 hours Local Business Hours

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.

ADDITIONAL DETAILS

Exclusions

This support plan does 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, connection to, or use of third-party enabling technologies such as databases, computer networks, communications systems, or use of third party systems that Agentforce Supply Chain is integrated with, such as Okta for SSO, ActiveDirectory for SCIM, SharePoint for document storage.
- Assistance with AppExchange 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 this support 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 Support Plan

Salesforce may modify this support plan from time to time, provided the level of service under the plan will not materially decrease during a subscription term.

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