

SALESFORCE SUCCESS PLANS

**Together, let's achieve
your ambitious goals
with proven strategies
powered by humans
with agents.**



Meet Salesforce Success Plans

Customer success is a top priority at Salesforce. That's why we offer [three levels of Success Plans](#) to help your business get more value from Salesforce and prepare for a future with AI.

Developed from over 25 years of proven best practices, our Success Plans provide a full range of innovative tools, guidance, and support from a team of experts dedicated to your success every day. Whether you're looking for self-guided resources or a personalized partnership, we have a plan that will put you on the path to success.

Find the right level of guidance, tools, and support to reach your Agentforce goals faster

The world's #1 CRM offers three Success Plans for your business to choose from:



[Standard Success Plan](#)



[Premier Success Plan](#)



[Signature Success Plan](#)



82%

increase in
developer
efficiency



50%

decrease in
average support
call wait time



ChowNow

Standard

Set your company up for success with free, always-on resources and essential support for all your needs.

- Learn how to independently configure Salesforce and launch your first AI agent
- Keep your system running effectively
- Resolve issues with Agentforce on Hand Technical Support

Premier

Start strong and discover new ways to get more value from Salesforce every day.

- Develop a personalized path to improve adoption and usage with AI agents
- Keep your system running smoothly and ready for Agentforce
- Solve business-critical issues anytime and get the answers you need today

Signature

Achieve your critical data and Agentforce goals together with a proactive, personalized partnership.

- Enhance your strategy to confidently drive adoption and AI innovation
- Design an effective and scalable platform backed by data and insights
- Anticipate and resolve issues with highly skilled technical experts at Salesforce

Business Benefits

Among Premier Customers:

60%

improved expertise savings by having teams complete Salesforce upskilling*

\$1.2 million

increased business impacts with improved technical health and adoption*

95%

reduced mean time to issue resolution*

[Get the Premier study](#)

Among Signature Customers:

4000 hours

of developer, admin, and analyst time saved per year**

\$3.6 million

gained in end user adoption and efficiency over three years**

60%

reduction in platform interruption time**

[Get the Signature study](#)

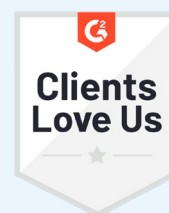
*The Total Economic Impact™ Of the Salesforce Premier Success Plan, a commissioned study conducted by Forrester Consulting on behalf of Salesforce, September 2024. Results are for a composite organization representative of interviewed customers.

**The Total Economic Impact™ Of the Salesforce Signature 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.



“It’s been a really positive experience for us to have experts come in, build relationships with our team, get to understand our needs, and then work alongside us to unlock potential.”

Antonio Fellino, Managing Director, Travel Republic



Success Plan Features

Here are some of the features our customers use to achieve their goals with Salesforce.

Customer Success Manager

Your single point of contact and advocate, who delivers proactive expertise and personalized recommendations, and engages with technical resources to address your in-depth product and Agentforce needs at every step of your journey.

Customer Success Score

Measure your progress across product adoption, customer expertise, and technical health with insights and AI-driven recommendations.

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 Success Reviews that foster joint accountability, realignment of goals, and next steps for your success.

Proactive Monitoring

24/7 monitoring and customized Smart Alerts tailored to your business needs, ensuring you stay informed of the most critical insights.

Specialized Architect Reviews

Work with in-house Salesforce architects to review, maintain, and enhance your Salesforce solution, and optimize for Agentforce, resolving design challenges and uncovering opportunities for maximum technical health and business scalability.

Key Event Management

Prepare for events and peak times like holidays, go-live events, and Salesforce technical releases with technical guidance.

Health Checks & Assessments

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

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.

Onboarding

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



Success Plan Features (continued)

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 multi-day immersive courses. (25% discount for Premier, free for Signature).

Bulk Certification Discounts

Get discounts for bulk certifications (25% off for Premier, 35% off for Signature).

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 and [learn](#) at your own pace with our free online learning platform.

Salesforce Help

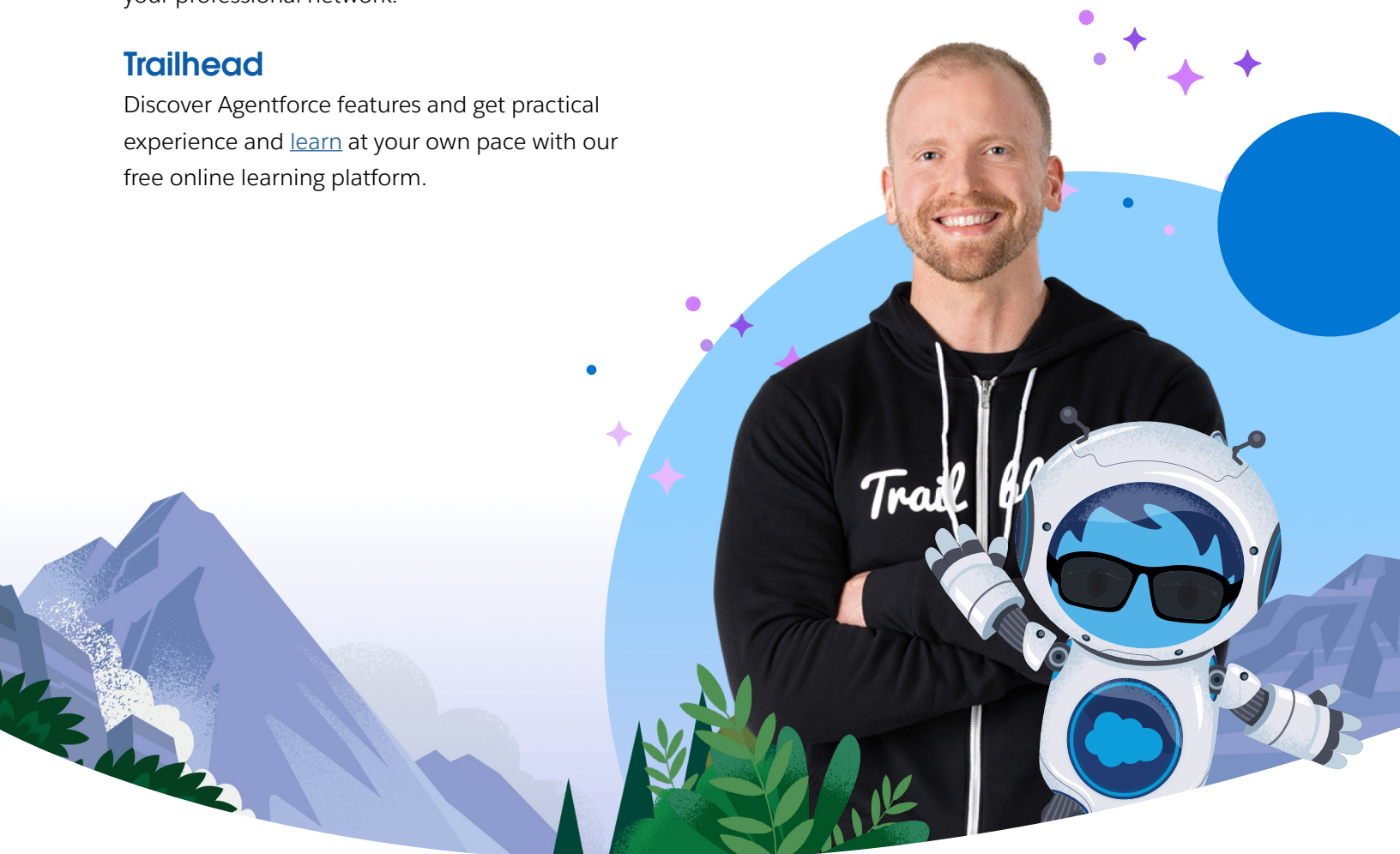
Ask questions and get answers fast from Agentforce on Help, how-to videos, [documentation](#), knowledge articles, release notes, and more.

Developer Support

[Troubleshoot](#) custom code with our Salesforce experts to help you resolve any developer challenges.

Technical Support

Get [help](#) with any of your needs through Agentforce on Help and our Technical Support team through chat, phone, and case submission.



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](#)

View details on included and excluded products		Standard	Premier <small>Includes Standard features</small>	Signature <small>Add on top of Premier Success Plan Includes Premier and Standard features</small>	
Help Agent ¹	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	<ul style="list-style-type: none">• Live help via: Help Agent and chat• Case submission response: 2 days during local business hours	<ul style="list-style-type: none">• Live help via: Help Agent and chat, and phone• Case submission response: 24/7/365, 1 hour response for business-stopping issues	<ul style="list-style-type: none">• 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
For more information		Included	30% of Net <small>(or included in UE & E1E)</small>	Custom	

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

1-800-NO-SOFTWARE

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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 Clouds²