Achieve your workplace efficiency goals with Agentforce using innovative tools, guidance, and support

You're looking to use Agentforce to build and customize autonomous AI agents to support your employees and customers 24/7. But where do you begin?

Meet Salesforce Success Plans

Where proven strategies powered by humans and agents come together with the #1 AI CRM to drive success every day.

Our three levels of Success Plans offer innovative tools, guidance, and support from a team of experts to help you build, customize, test, deploy, and monitor your AI agents.

- **Learn how to build and work with agents to scale your workforce with self-paced and expert-led training**

- **Discover data quality strategies and integration best practices with product workshops, so your agent can always draw from an accurate single source of truth**

- **Solve issues quickly with fast Technical Support so you can focus on deploying agents to engage with customers and prospects**

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.

115%

ROI for Premier customers[1]

104%

Additional ROI for Signature customers[2]

Success Plans

Standard
Self-Guided Resources

Premier
Personalized Expert Guidance
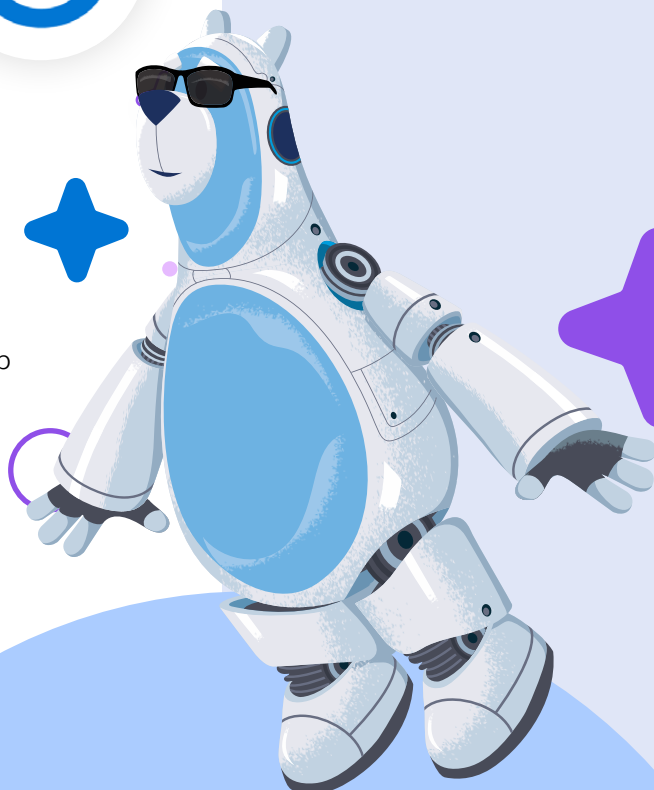
Signature
Proactive, High-touch Partnership

[1]The Total Economic Impact Of Salesforce Premier Success Plan, a commissioned study conducted by Forrester Consulting on behalf of Salesforce, September 2024. These results are for a composite organization.

[2]The Total Economic Impact Of Salesforce Signature Success Plan, a commissioned study conducted by Forrester Consulting on behalf of Salesforce, September 2024. These results are for a composite organization.

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Standard Success Plan Features

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

Trailhead[1]

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.

Trailblazer Community[2]

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

Salesforce Help

Ask Agentforce your Salesforce questions, or search Agentforce documentation including Knowledge Articles, release notes, and more.

Technical Support

Submit cases online for help with your Agentforce solution.

Check out these resources

1 Trailhead

Get Ready for Agentforce

Learn how Agentforce fits your business goals, build your first agent, and build a plan for AI success.

2 Trailblazer Community

Community Topics - Agentforce

Ask questions, get answers, learn best practices, and share experiences as you continue your journey.

Premier Success Plan Features

Scale your workforce with AI agents, and discover new ways to get more value every day with personalized programs, expert guidance, and expedited support. Premier includes everything in the Standard Success Plan, plus these features.

Onboarding

Connect with 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 shows you how to achieve your desired outcomes in building expertise, driving adoption, and maintaining the technical health of your implementation.

Success Review

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

Expert Coaching Sessions[1]

Enable your teams with specialized engagements. Access video tutorials, 90-minute virtual interactive workshops, and personalized individual sessions with Salesforce experts.

Public Virtual Instructor-Led Classes

Learn Salesforce directly from Salesforce experts with live, instructor-led training. Get 25% off any public class that has an available seat.

Bulk Certification Discounts

Get a 25% discount for bulk certifications for your team.

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 with any of your needs from our Technical Support team through chat, phone, and case submission. Get a response within 1 hour for business-impacting issues.

Check out these resources

1 **Expert Coaching**

Agentforce Sessions

Sign up for a session and learn how you can enhance your understanding of Agentforce and put AI to work today.

Signature Success Plan Features

Clear a path for AI innovation and run at peak performance with your go-to advocate, specialized programs, and the fastest support. Signature includes everything in the Premier and Standard Success Plans, plus these features.

Customer Success Manager

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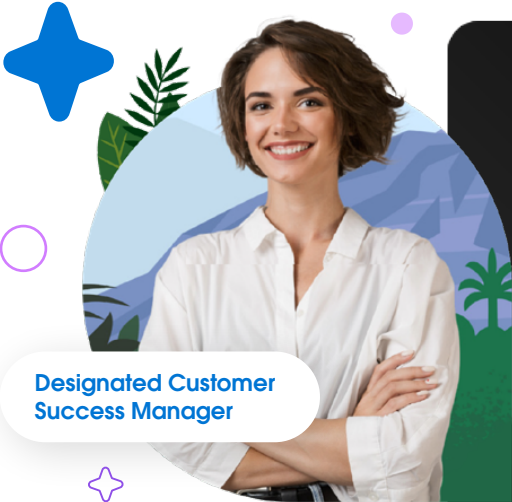
Success Path

Partner closely with your Customer Success Manager to create a roadmap to stay on track with your objectives and goals of using AI and Agents to drive operational efficiencies across your organization.

Success Review

Review past recommendations and achievements, foster joint accountability, and realign on goals and next steps for your success.

Specialized Architect Reviews

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

Designated Customer Success Manager

Your Success Path Timeline

Business Goal		30 days	60 days	90 days
1	Improve Agent Efficiency	Recommendation / Recommendation		
2	Enhance Customer Experience		Recommendation / Recommendation	
3	Optimize Service Operations			Recommendation / Recommendation / Recommendatio

Signature Success Plan Features (continued)

Annual Technical Health Review

Get a comprehensive analysis of your Salesforce environment with recommendations to minimize errors and inefficiencies for a lasting, healthy solution.

Public Virtual Instructor-Led Classes

Learn directly from Agentforce experts with live, instructor-led training. Register for any Agentforce public class that has an available seat. Included with Signature and available for your entire team.

Bulk Certification Discounts

Get a 35% discount on bulk certifications for your team.

Developer Support

Troubleshoot up to 5,000 lines of custom code with our Salesforce experts to help you resolve any developer challenges.

Technical Support

Get help 24/7, including holidays and weekends, with 15-minute response times for critical business-stopping issues. Signature customers also get exclusive access to a dedicated emergency hotline.

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Success Plans for Agentforce Feature Comparison Chart

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

[View details on included and excluded products](#)

		Standard	Premier	Signature
Value Orchestration	Customer Success Manager			✓
	Success Path		✓	✓
	Success Review		Up to 2x per year	Up to 4x per year
	Planning for Change and Organization	Self-Serve Resources	Expert-Led Coaching Programs	Expert-Led Coaching Programs
Technical Health	Specialized Architect Reviews			✓
	Key Event Management			✓
	Health Checks and Recommendations			Annual Technical Health Review
Product Adoption	Onboarding		✓	✓
	Adoption Guidance	Self-Serve Resources	Expert-Led Coaching Programs	Personalized
Customer Expertise	Setup and Configurations Best Practices	Self-Serve Resources	Expert-Led Coaching Programs	Expert-Led Coaching Programs
	Bulk Certification Discounts		25% Discount	35% Discount
	Public Virtual Instructor Led Classes		25% Discount	✓
	Trailblazer Community	✓	✓	✓
	Trailhead	✓	✓	✓
	Salesforce Help	✓	✓	✓
Issue Resolution	24/7/365 Technical Support	• Online Case submission • Response: 2 days during local business hours	• Access 24/7/365 • Response: 1 hour for businees-stopping issues • Online case submission through chat and phone • Developer Support: Custom code troubleshooting • DORA Support	• Access 24/7/365 • Response: 15-30 minutes update for business-stopping issue • Developer Support: Custom code optimization and deployment guide • Highest level of support expertise and highest touch resolution
		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