

# PREMIER SUCCESS PLAN

## Specialized guidance to help you get the most out of Salesforce

Customer success is a top priority at Salesforce. That's why we created the Premier Success Plan to help you realize value from your Salesforce technology quickly. With features like specialized guidance, expert coaching, and 24x7 support with faster response times, we'll help you confidently deploy your business innovations and boost productivity.

### Compare Success Plans and Top Features

		Standard	Premier
Self-guided Resources	Trailhead, Help Portal, Community, Success Center	✓	✓
Support	Technical*	Online case submission Response: 2 days, 12/5	Access 24/7/365 Response: 1 hr business-stopping issues, Online case submission, chat, phone
	Developer		Custom Code Troubleshooting
Specialized Guidance	Trailhead Academy Public Classes & Bulk Certifications	50% discount	50% discount
	Personalized Success Paths		✓
	Expert Coaching for Onboarding & Implementation		✓
	Expert Coaching for Adoption & Optimization		✓
	Ask an Expert Office Hours		✓
Insights	Business Value Reviews		✓
	Technical Health Reviews		✓
	Pricing	Included	50% of Net

### For More Information

Contact your account executive to learn how we can help you accelerate your success.

1-800-NO-SOFTWARE

[www.salesforce.org](https://www.salesforce.org)