




Successforce Customer Support

Basic and Premier Support

The first step on the path to success with on-demand customer relationship management (CRM) is selecting award-winning CRM applications from salesforce.com. Next you'll want to maximize the value of your investment by ensuring that you effectively manage your CRM solution so your organization gets all the benefits that CRM can deliver.

Salesforce.com customers tell us that support and administration expertise is critical for promoting user adoption and maintaining a successful CRM application. Companies must consider their varied and evolving needs across sales, marketing, and customer service—and additional AppExchange applications that could benefit the organization.

Successforce Customer Support is dedicated to helping customers succeed on all fronts and get the most value out of CRM.

Selecting the Right Support Offering for Your Business

To meet the business needs of all companies, we offer several multichannel support offerings that provide expert-level customer support, advanced Web tools, best practices, and administrative knowledge to meet your business needs.

Premier Support and Administration

Salesforce.com applications are incredibly easy to use and customize, but having an expert rather than a novice manage and administer your solution can take your CRM success to new heights and provide insurance against your biggest fear: a failed CRM project. With our Premier Support and Administration services, you can better allocate your resources by leaving CRM application administration duties to our experts. You'll rest easier knowing that an experienced professional is managing and monitoring your application at all times in addition to providing advanced support services.

“ Having an assigned premier support rep means the knowledge and technology are pushed to us, not the other way around. Our users are constantly raving about the features we deploy and the benefits they get. ”

— CRM Marketing Manager
Sirva, Inc.

Successforce Customer Support Levels

	Basic Support	Premier Support	Premier Support and Administration
Case Limit	Unlimited	Unlimited	Unlimited
Response Time	2 Business Days	2 Business Hours	2 Business Hours
Online Customer Portal	Included	Included	Included
Live Phone Support	12/5 ¹	24/7 ¹	24/7 ¹
Priority Phone Queue		Included	Included
Toll-Free Access ²		Included	Included
Assigned Representative		Yes (50+ Users)	Yes (50+ Users)
Health Check (Annual)		Yes (50+ Users)	Yes (50+ Users)
Administration Services (Sample list below. See appendix for complete list.)			Included
- Ongoing Application Maintenance			
- Post-Deployment Application Reconfiguration			
- New Functionality Design			
- Advanced Application Optimization			

Standard API support is included in both Basic and Premier Support. For information about Custom Integration Support and Developer Support, please contact your account executive.

¹Excluding holidays

²Available in the United States, Canada, and Europe.

Premier Support and Administration is our most comprehensive support package, which more than pays for itself by combining all the services included with Premier Support with ongoing application administration services from a Salesforce expert. Your CRM administrator also understands your company's CRM goals, your business issues, CRM best practices, and available Salesforce resources, ensuring that you use Salesforce to its greatest potential for your business.

In addition to all the benefits of Premier Support, you will receive dozens of administration services, including (see the appendix for a complete list of services):

- Ongoing application maintenance
- Post-deployment application reconfiguration
- New functionality design
- Advanced application optimization

Premier Support and Administration is included in the cost of salesforce.com's Unlimited Edition.

Premier Support

CRM veterans know that having an experienced professional handle support for your CRM solution can mean the difference between success and frustration—for your users and your overall business. Salesforce.com designed Premier Support to provide maximum value, a collaborative partnership, and personalized services.

Our premier customer service representatives (CSRs) are the most knowledgeable Salesforce experts in the industry and are ready to tackle your toughest challenges. Premier Support more than pays for itself in terms of higher user adoption, more CRM success, and increased business productivity. In fact, Premier Support customers have 20 to 30 percent higher log-in rates and benefit from 50 percent higher adoption of CRM features, on average.

In addition to all the benefits of Basic Support, Premier Support includes:

- A two-business-hour response time
- 24/7 live phone support (excluding holidays)
- An assigned CSR or team of CSRs
- Health checks to determine if your company is using Salesforce to its full advantage
- A toll-free, priority-queued phone line (available in the United States, Canada, and Europe)

These are critical elements that ensure your users have a positive experience with Salesforce, which is why many of our most successful customers select Premier Support.

Basic Support

In a departure from the practices of legacy CRM software vendors, salesforce.com includes a baseline level of customer support as part of your subscription. Basic Support includes 12/5 live phone support (excluding holidays), a two-business-day response time, the ability to submit an unlimited number of cases, and 24/7 access to our online support portal, which features advanced searching capabilities.

Your Salesforce Community of Experts

Because each customer has different needs, our support experts work closely with their colleagues on the Successforce Professional Services and Successforce Education Services teams. Together, they provide access to additional resources to help you effectively manage your business through Salesforce.

To find out which Successforce Customer Support level is best for your organization or to learn about our Custom Integration Support and Developer Support offerings, please contact your salesforce.com account executive.

Appendix - Administrator Services

Administration Categories/Types	Description of Administrator Duties
Setup	
Users	Add/edit/deactivate users
Roles	Manage roles and role hierarchies
Profiles	Manage profiles
Public groups	Manage public groups
Home Page	
Company message	Brief message
Create and update links	Useful links (to external/internal Web sites and canned reports)
Activities	
Task fields	Update standard and custom fields
Task page layouts	Update page layouts with field changes
Task record types	Create and update record types
Event fields	Update standard and custom fields
Event page layouts	Update standard and custom fields
Event record types	Create and update record types
Campaigns	
Fields	Update standard and custom fields
Page layouts	Update page layouts with field changes
Web integration links	Create Web integration links
Record types	Create and update record types
Leads	
Fields	Update standard and custom fields
Page layouts	Update page layouts with field changes
Queues	Create lead queues and assign to users
Assignment rules	Create and update assignment rules
Settings	Manage lead settings
Web integration links	Create Web integration links
Lead processes	Manage lead processes
Record types	Create and update record types
Auto-response rules	Set up Web-to-lead auto-response rules
Accounts	
Fields	Update standard and custom fields
Partner roles	Manage partner roles
Page layouts	Update page layouts with field changes
Web integration links	Create Web integration links
Record types	Create and update record types
Account teams	Manage account teams

Administration Categories/Types	Description of Administrator Duties
Contacts	
Fields	Update standard and custom fields
Page layouts	Update page layouts with field changes
Web integration links	Create Web integration links
Record types	Create and update record types
Contracts	
Fields	Update standard and custom fields
Page layouts	Update page layouts with field changes
Web integration links	Create Web integration links
Forecasts	
Quotas	Update users' quotas
Opportunities	
Fields	Update standard and custom fields
Contact roles	Manage contact roles
Page layouts	Update page layouts with field changes
Web integration links	Create Web integration links
Record types	Create and update record types
Cases	
Fields	Update standard and custom fields
Page layouts	Update page layouts with field changes
Queues	Create case queues and assign to users
Business hours	Manage business hours
Assignment rules	Create and update assignment rules
Escalation rules	Create and update escalation rules
Web integration links	Create Web integration links
Support processes	Manage support processes
Record types	Create and update record types
Support settings	Manage support settings
Auto-response rules	Set up Web-to-lead auto-response rules
Solutions	
Fields	Update standard and custom fields
Visibility	Publish solutions to be viewable
Modification/edit	Modify or edit solution format or structure
Products	
Price books and products	Manage price books
Schedule setup	Manage schedule setup
Users	
Fields	Update standard and custom fields
Web integration links	Create Web integration links

Appendix - Administrator Services (continued)

Administration Categories/Types	Description of Administrator Duties
Workflow	
Workflow rules	Create and update workflow rules
Workflow tasks	Create and update workflow tasks
Workflow alerts	Create and update workflow alerts
Reports and Dashboards	
Reports	Assist in creation and modification of reports as necessary
Dashboards	Create and manage dashboards and folders
Company Profile	
Company information	Manage organizational profile
Security Controls	
Sharing rules	Manage sharing rules
Field accessibility	Manage field accessibility
Password policies	Manage password policies
Session settings	Manage session settings
Setup audit trail	View user audit trail
Communication Templates	
Letterhead	Create HTML letterhead templates
Email templates	Create email templates (used in workflow)
Mail merge templates	Manage document mail merge templates
Data Management	
Import accounts/contacts	Import accounts and contacts (includes preformatted data imported via the import wizard; excludes the use of Data Junction)
Import leads	Import leads (includes preformatted data imported via the import wizard; excludes the use of Data Junction)
Storage usage	View storage usage
Mass transfer records	Mass transfer records between users
Mass delete records	Mass delete of accounts and contacts
Apex Platform	
Custom objects	View all custom objects
WSDL generator	Generate enterprise and partner WSDL files

For More Information

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

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