



PREMIER SUCCESS PLAN

# Collaborate with a team of Salesforce experts to achieve your data and **Agentforce** goals.





# Meet the Premier Success Plan

Customer success is a top priority at Salesforce. We created the [Premier Success Plan](#) to help you start strong and discover new ways to get more value from Salesforce every day.

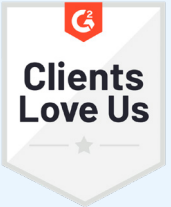

With features like Onboarding, Expert Coaching Sessions, and 24/7/365 Technical Support with faster response times, we'll help you confidently innovate and achieve your business goals.

## Launch into high gear with expert guidance

Connect to a wealth of Salesforce expertise through specialized programs, technical assistance, and expedited support designed to help achieve your business goals.

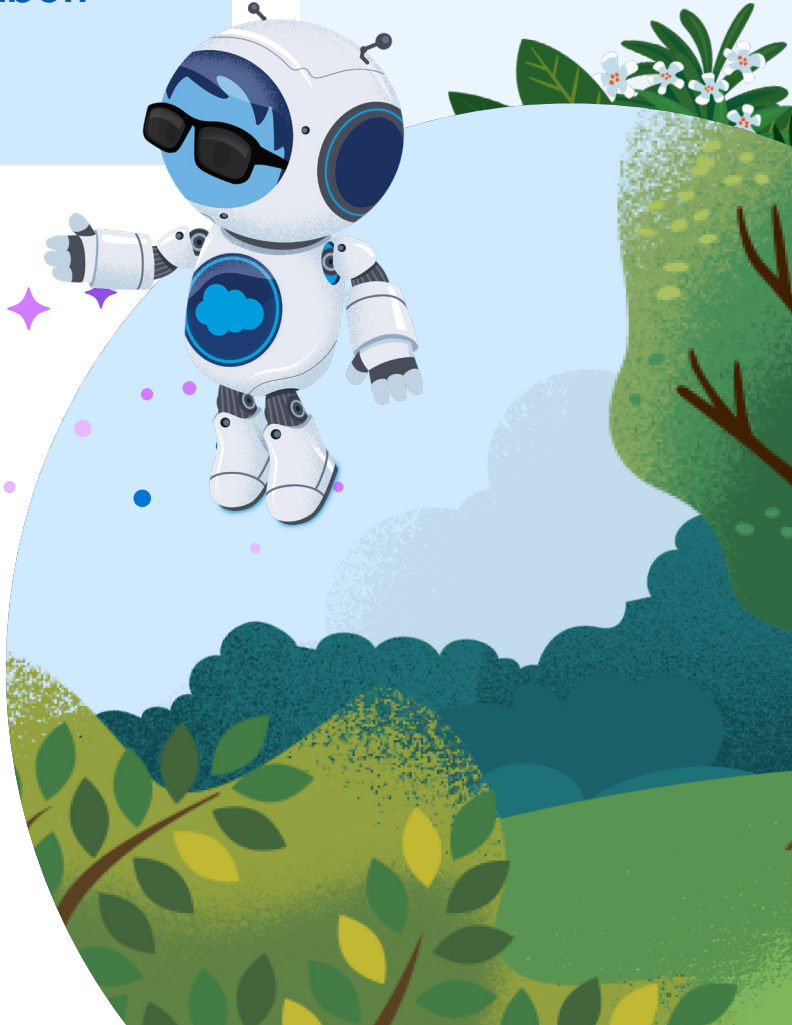


[Get the study](#)

**“I consider having Premier like having an extra team member.”**

Alex Gladstone, Salesforce Administrator, ecobee



\*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.



# Get more value from Salesforce with a team of experts dedicated to your success every day

Here's how organizations around the globe get more value with Premier.

## Develop a personalized path to improve adoption and usage with AI agents

Work with an Onboarding Specialist to match your AI goals to Salesforce capabilities. Together, create a Success Path that outlines recommendations to deploy agents and achieve measurable business outcomes. Enable your teams to be more productive with Expert Coaching Sessions and 25% off training.

## Keep your system running smoothly and ready for Agentforce

Learn how to increase system stability and performance, and get peace of mind with Admin Fundamentals and Health Checks. Talk to a Salesforce expert for Agentforce advice and best practices with individual Expert Coaching Sessions.

## Solve business critical issues anytime and get the answers you need today

Stay focused on what matters most with Agentforce and always-on Technical Support including 1-hour initial response times for critical issues. Get answers with detailed documentation and developer code reviews for up to 200 lines of code.



**“Premier is something that we should’ve had from the start because it’s been very helpful. It’s a way to get more done faster.”**

Amy Larion, Director of Business Systems, ChowNow



# Premier Success Plan Features

Here are some of the innovative Premier tools, guidance, and support our customers use to achieve their ambitious goals with Salesforce.

## Onboarding

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

## Admin Fundamentals Series

Learn how to set up Salesforce with a 3- to 5-week guided program that offers expert-led sessions, self-service resources, and live check-ins.

## Health Checks & Assessments

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

## Expert Coaching

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 directly from Agentforce experts with live, instructor-led training. Take 25% off 1- to 5-day instructor-led classes that deep dive into product- and role-based topics. Register for any available seat in the catalog of [public classes](#).

## Bulk Certification Discounts

Get 25% discounts for bulk certifications.

## 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 on how to seamlessly integrate data from any system, automate complex workflows, and more with our free online learning platform.

## Salesforce Help

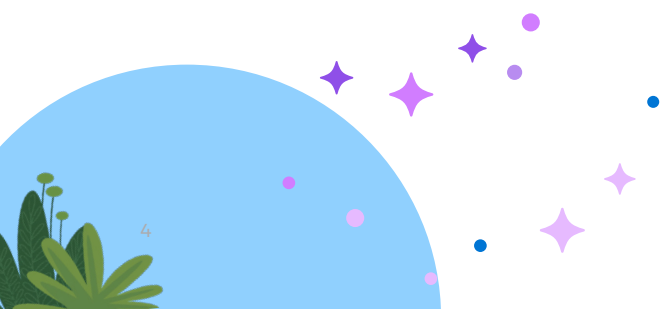
Ask Agentforce your questions, search [documentation](#) through Knowledge Articles, release notes, and more, and submit cases online with Technical Support.

## 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](#) 24/7/365 from our Technical Support team through chat, phone, and case submission. Critical business-stopping cases have a 1-hour response time.





# 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](#)

		Standard	Premier	Signature
Value Orchestration	Customer Success Manager			✓
	Customer Success Score*			✓
	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	Proactive Monitoring*			✓
	Specialized Architect Reviews*			✓
	Key Event Management*			✓
	Health Checks and Recommendations*		Expert-Led Coaching Programs	Annual Technical Health Review
Product Adoption	Onboarding		✓	✓
	Admin Fundamentals Series*		✓	✓
	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	Technical Support	<ul style="list-style-type: none"> <li>• Case submission through Agentforce &amp; chat</li> <li>• Response: 2 days</li> <li>• DORA Support (available for purchase) during local business hours</li> </ul>	<ul style="list-style-type: none"> <li>• Case submission through Agentforce, chat, &amp; phone</li> <li>• Response: 1hr for business-stopping issues</li> <li>• <b>Developer Support:</b> 200 lines of code review</li> <li>• DORA Support</li> </ul>	<ul style="list-style-type: none"> <li>• Case submission through Agentforce, chat, phone, &amp; emergency hot line</li> <li>• Response: 15-30 min for business-stopping issues</li> <li>• <b>Developer Support:</b> 200 lines of code review</li> <li>• DORA Support</li> <li>• Highest skilled experts</li> </ul>
		Included	30% of Net <i>(or included in UE &amp; E1E)</i>	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

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\*Available for select Clouds