



Salesforce Success Plans

Get more value from Salesforce with a proven way to fast-track success

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.

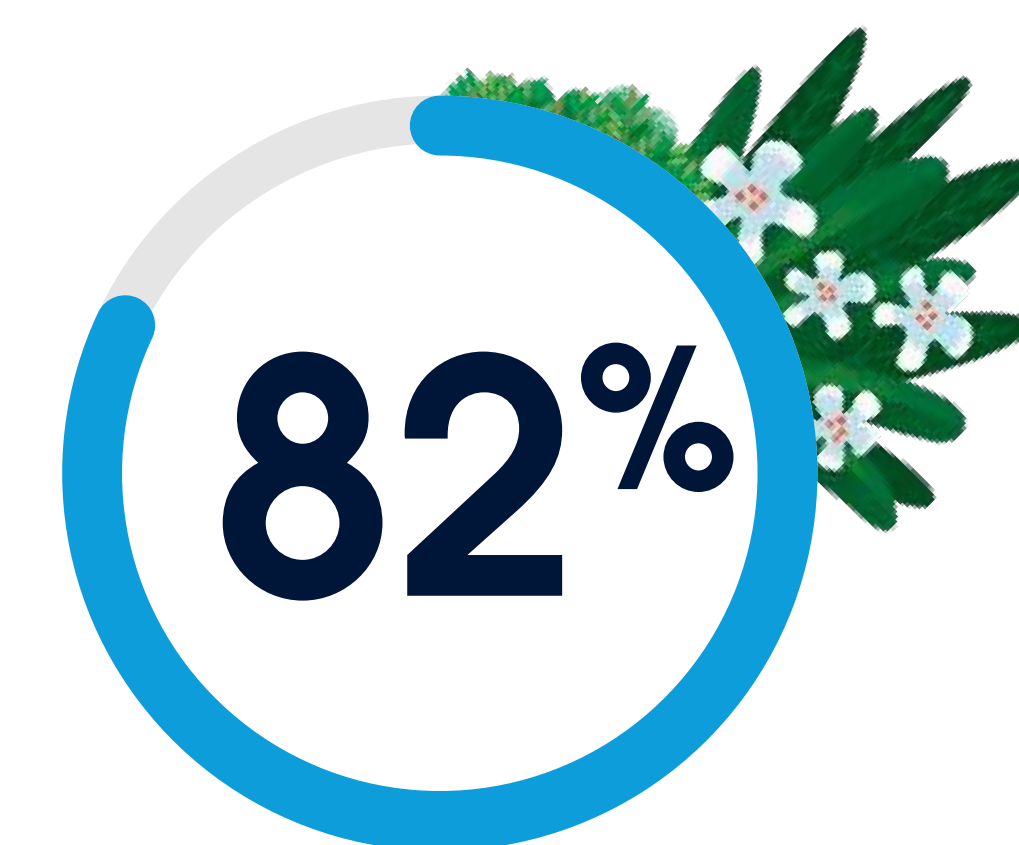
Developed from over 24 years of proven best practices, our Success Plans provide the right resources, guidance, and support to suit your needs. Whether you're looking for self-guided resources or a personalized partnership, we have a plan that will put you on the path to success.

Find the right level of resources, guidance, and support to reach your 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](#)

Each provides resources, guidance, and support from our world-class, Salesforce-certified experts.



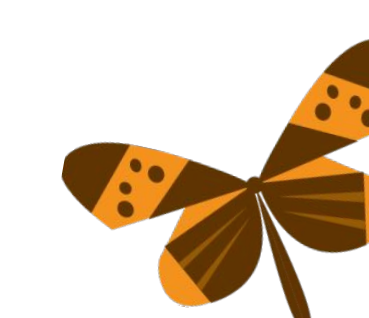
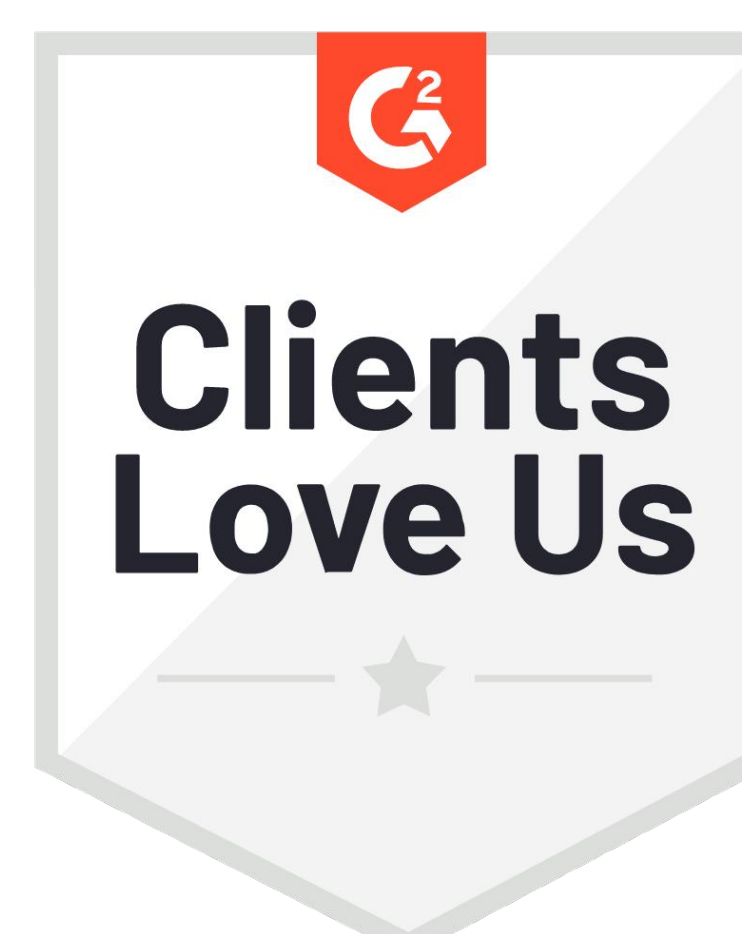
Increase in developer efficiency



Decrease in average support call wait time



Standard	Premier	Signature
<p>Set your company up for success with self-guided, always-on resources. Included with all Salesforce products, this plan provides Knowledge Articles and support through Salesforce Help, access to Trailhead to build in-demand skills, and connection to the Trailblazer Community to network with millions of fellow Trailblazers.</p>	<p>Start strong with Salesforce and grow your business effectively. This plan provides value through onboarding programs, expert coaching, health checks, recommendations and best practices to drive results, plus everything in Standard.</p>	<p>Get the most value from Salesforce with a proactive partnership and personalized experience. This plan adds to the benefits of Standard and Premier with a designated Customer Success Manager (CSM), personalized trends and insights from the Customer Success Score, Proactive Monitoring, Specialized Architect Reviews, Key Event Management, and more.</p>



From start to scale, your success is our commitment

Here are some of the ways organizations use these plans to get more value from Salesforce.

Launch into high gear with Premier

- Design your strategy and see business results fast, with guidance from Salesforce experts
- Increase productivity and improve performance with product education and recommendations that help you grow and scale with confidence
- Stay focused on what matters most with fast 24/7/365 support with 1-hour response times

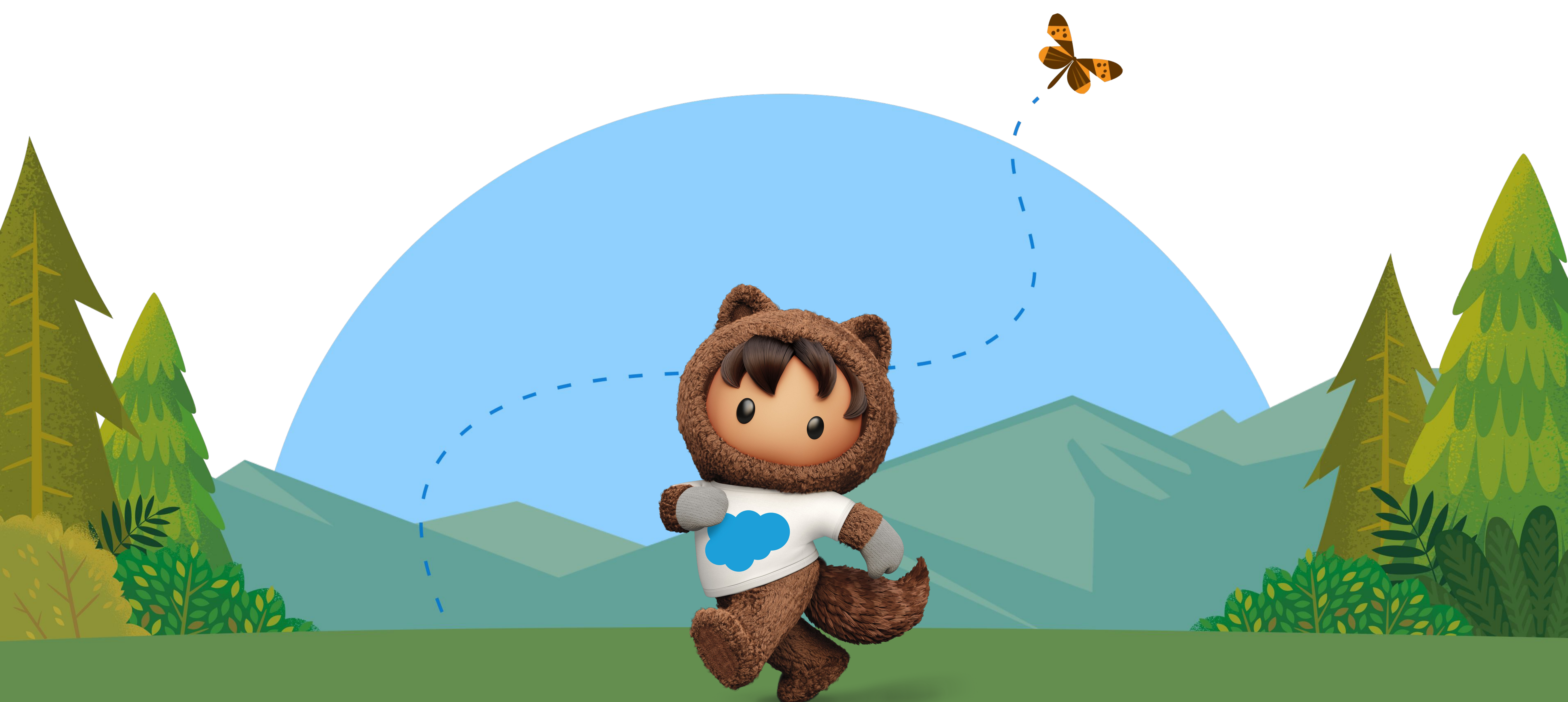
Experience proactive, personalized expertise with Signature

- Elevate your strategy by working with a designated Customer Success Manager who provides advocacy and strategic guidance
- Expand your capabilities with personalized recommendations and best practices from Salesforce experts
- Mitigate risk fast, so you can optimize for growth with proactive services and 24/7/365 support with 15-minute response times
- Measure your progress across product adoption, customer expertise, and technical health with insights from your Customer Success Score



“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 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 <small>Includes Standard features</small>	Signature <small>Add on top of Premier Success Plan Includes Premier and Standard features</small>
Value Orchestration	Customer Success Manager			✓
	Customer Success Score*			✓
	Success Path		✓	✓
	Success Review			Up to 4x per year
	Planning for Change and Organizational Best Practices	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 (Guided Onboarding)*		✓	✓
	Adoption Guidance	Self-serve Resources	Expert-led Coaching Programs	Personalized
Customer Expertise	Setup and Configuration 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	✓
	Office Hours		✓	✓
	Trailblazer Community	✓	✓	✓
	Trailhead	✓	✓	✓
	Salesforce Help	✓	✓	✓
Issue Resolution	Technical Support	<ul style="list-style-type: none"> Online case submission Response: 2 days during local business hours 	<ul style="list-style-type: none"> Access 24/7/365 Response: 1 hour for business-stopping issues Online case submission through chat and phone Developer Support: Custom code troubleshooting 	<ul style="list-style-type: none"> Access 24/7/365 and 911# Response: 15- and 30-minute updates for business-stopping issues Developer Support: Custom code optimization and deployment guidance Highest level of support expertise and highest touch resolution
Pricing		Included	30% of Net <small>(or included in UE)</small>	Custom

*Currently available for select clouds

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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