



ADOBE SUPPORT OFFERINGS

Online | Business | Enterprise | Elite

Adobe's DX Customer Support organization is committed to your success. All subscriptions include a level of support that provides easy access to our highly skilled technical resources for technical assistance. For more comprehensive needs, we offer Premier Support services that include access to named support professionals, accelerated service-level response targets, and sessions for proactive mentoring and service reviews. No matter how complex your support needs may be, Adobe offers technical and operational expertise needed to help you achieve peak performance and optimal value from your Adobe solution.

		Online Support	Business Support	Enterprise Support	Elite Support
		Included with Subscription	Premier Support Levels(\$)		
Assigned Experts	Account Support Lead		✓		
	Named Support Engineer			✓	✓
	Technical Account Manager				✓
Support Services	Base Support	Business hours	Business hours	24x5	24x5
	24x7x365 P1 Issue Support	✓	✓	✓	✓
	Named Support Contacts (per product)	4	6	10	15
	Phone Case Submission		✓	✓	✓
	Escalation Management		✓	✓	✓
	Service Reviews & Expert Sessions per Year			2	4
	Event Management				✓
	Environment Review, Maintenance & Monitoring				✓
	Release, Migration, Upgrade & Product Roadmap Review				✓
	Cloud Support Activities – Experience Manager as Cloud			✓	✓
Field Services	Launch Advisory Services – First Year of new solution			✓	✓
	Field Service Activities (services menu)			2	4

Service Level Targets: Initial Response

Priority	Online Support	Business Support	Enterprise Support	Elite Support
PRIORITY 1 Customer's business has a substantial loss or degradation of mission critical data or services being unavailable and no work around exists. (some solutions require submission by phone)	24x7/ 1 hour	24x7/ 1 hour	24x7 / 30 minutes	24x7 / 15 minutes
PRIORITY 2 Customer's business has moderate loss or degradation of data or services being unavailable and no long-term acceptable workaround exists.	Business hours/ 4 hours	Business hours/ 2 hours	24x5/ 1 hour	24x5 / 30 minutes
PRIORITY 3 Customer's business has minimal loss or degradation of data or services being unavailable and a workaround exists	Business hours/ 6 hours	Business hours/ 4 hours	Business hours/ 2 hours	24x5/ 1 hour
PRIORITY 4 Enhancement request or general question	Business days/ 3 days	Business day/ 1 day	Business day/ 1 day	Business day/ 1 day

Base/Online Support



Adobe Customer Support offers access to online resources for documentation, engagement with other experts and customers for best practices, and webinar series (Office Hours) for troubleshooting tips and tricks. Several channels are also available for questions and case submissions



Community Forums

Online Forums

Continuous online access to a growing database of technical solutions, product documentation, FAQs and more. Thousands of customers can connect on Adobe Community to share best practices and lessons learned.



Experience League

Self-guided Journeys

Experience Makers are made with Experience League. Customers can kickstart their Customer Experience Management abilities with personalized learning to develop skills, engage with a global community of peers, and earn career advancing recognition.



Live Chat Support*

Chat Support

Start a chat session to get answers & help with case submission

**Not all products have live chat support.*



Office Hours

Webinars

Office Hours is an initiative led by the Adobe Customer Support team. These sessions are designed to inform as well as help participants troubleshoot problems and provide tips and tricks to be successful with Adobe Experience Cloud.



Self-help Portals

24/7 Support Portal

On-demand access to the online Self-help Support Portal to submit support requests, review case status, and browse other resources, like our knowledgebase, news and alerts, featured tips, and more.



24x7x365 P1

Phone Support

Supported Users (authorized to interact with support) system can talk to an Adobe expert



Resources

Experience League	Experience League is how Adobe helps businesses achieve the value they expect from their Adobe investment. It's the unified place where customers can learn, connect, and grow along a personalized path to success that includes self-help tutorials, product documentation, instructor-led training, community and technical support.
Training	Adobe Digital Learning Services courses are accessible from Experience League. Learning courses integrate both on-demand and instructor-led lessons. Here you can accrue skills that have recognized market value and position them to drive success in your organizations.
Production issues & system outages	Status.adobe.com conveys the health information of all Adobe products and services that are deployed in multi-tenant environments. Customers can choose their subscription preferences to get email notifications whenever Adobe creates, updates or resolves a product event. This can include scheduled maintenance or service issues of varying levels of severity.
Office Hours	Office hour sessions provide live, educational trainings and solution-specific tips for success with Adobe Experience Cloud solutions
Terms and Conditions	A detailed description of Adobe Support



Regional Hours Of Operation And Language Support

Adobe's local business hours align to the customer's billing region

North America	Europe, Middle East & Africa	Asia Pacific	Japan
6 am – 5:30 p	9 am – 5 pm	9 am – 5 pm	9 am – 5:30 pm
Language support only available in English and Japanese			



To learn more about Adobe Premier Support and the right level for you, contact your Named Account Manager (NAM) or Customer Success Manager (CSM)