ADOBE SUPPORT OFFERINGS

Adobe *Adobe Experience Cloud*

Online | Business | Enterprise | Elite

Adobe provides a comprehensive range of technical resources to help support your business included as part of your Experience Cloud license subscription. Online support includes access to personalized learning paths and monitored community forums via the Adobe Experience League. You can take advantage of our detailed and in-depth technical product documentation and current release notes published on http://www.adobe.com Our Online package also includes access to our technical support teams for any critical P1 product issues via telephone to help protect your business at the most critical times as well as providing the ability to log lower priority requests for assistance via support web portal.

		Online Support	Business Support	Enterprise Support	Elite Support
		Included with Subscription	*Paid Support Levels($)*		
Assigned Experts	Account Support Lead		✓		
	Named Support Engineer			✓	✓
	Technical Account Manager				✓
Support Services	Online Support	Business hours	Business hours	24X5	24X5
	24x7x365 P1 Issue Support	✓	✓	✓	✓
	Named Support Contacts (per product)	4	6	10	15
	Live Telephone Support		✓	✓	✓
	Escalation Management		✓	✓	✓
	Service Reviews per Year			2	4
	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 a new solution			✓	✓
	Field Service Activities			2	4

Service Level Targets: Initial Response

Priority	Online Support	Business Support	Enterprise Support	Elite Support
PRIORITY 1 Customer's production business functions are down or have significant data loss or service degradation and immediate attention is required to restore functionality and usability.	24x7 / 1 hour	24x7 / 1 hour	24x7 / 30 minutes	24x7 / 15 minutes
PRIORITY 2 Customer's business functions have major service degradation or potential data loss, or a major feature is impacted	Business hours / 4 hours	Business hours / 2 hours	24x5 / 1 hour	24x5 / 30 minutes
PRIORITY 3 Customer's business functions have minor service degradation but there exists a solution/workaround allowing business functions to continue normally	Business hours / 6 hours	Business hours / 4 hours	Business hours / 2 hours	24x5 / 1 hour
PRIORITY 4 General question regarding current product functionality or an enhancement request	Business days / 3 days	Business day / 1 day	Business day / 1 day	Business day / 1 day

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. Connect with practitioners and other customers on Adobe Community to share best practices and lessons learned.

Office Hours

Webinars

Office Hours led by the Adobe Customer Support team includes sessions designed to inform as well as help participants troubleshoot problems and provide tips and tricks for success with Adobe solutions.

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.

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.

Live Chat Support*

Chat Support

Start a chat session to get answers & help with case submission
Not all products have live chat support.

24 X 7 X 365 P1

Phone Support

Authorized users or Named Support Contacts can submit issues through all available channels (including phone for P1) and interact with our technical support team on behalf of your company.

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.
Terms and Conditions	Terms and conditions detailing Support Services offerings

Regional Hours Of Operation And Language Support

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

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

Unparalleled Expertise

Accelerated Support

Strategic Advice