



Adobe Experience Cloud

ADOBE SUPPORT OFFERINGS

Online | **Business** | Enterprise | Elite

Business Support includes access to an account support lead, accelerated service-level response targets, and proactive support services as listed here.



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

### Service Level Targets: Initial Response

Priority	Online Support	Business Support
<b>PRIORITY 1</b> A catastrophic production Incident that severely impacts the operability of the product to cease from functioning properly, or usability of the Product is completely down or not functioning, or that results in a loss of production data or services and no work around exists.	24x7/ 1 hour	24x7/ 1 hour
<b>PRIORITY 2</b> A major Incident where the product is operating, but in a reduced capacity that severely impacts the business operations and productivity, or that results in a loss or unavailability of data or services and no long-term work around exists.	Business hours / 4 hours	Business hours / 2 hours
<b>PRIORITY 3</b> A medium-to-low impact Incident that affects non-critical functions of the product, or that results in a loss or unavailability of data or services and a work around exists	Business hours / 6 hours	Business hours / 4 hours
<b>PRIORITY 4</b> Enhancement request or general question	Business days / 3 days	Business days / 1 day



## Business Support Features



### Account Support Lead

A designated Account Support Lead to proactively monitor cases, drive cross-team collaboration, delivery onboarding webinars, run service reports, provide non-technical support assistance, and function as your escalation point and internal advocate within Adobe Support



### Escalation Management

Starting with your designated Account Support Lead, a supervised and defined escalation path which includes recurring reviews and updates, including cross-department escalation collaboration with engineering and other management teams



### Phone Case Submission

Customers can submit support cases via Phone for all P2, P3, P4 issues during regional support hours. There are no upper limits on the number of times you can call into support. Customers can also request a call back from support or request a meeting to demonstrate or work through an issue using a shared remote desktop session



### Business Services

An Account Support Lead will host webinars covering an overview of business support services.



### Named Support Contacts

Authorized users can submit issues through all available channels and interact with our technical support team on behalf of your company.



## Online Support Features



### 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



### 24X7 P1 Phone Support

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



### 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



### 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.



### Live Chat Support\* Chat Support

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

*\*Not all products have live chat support*



### 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.



## Resources

<a href="#">Experience League</a>	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.
<a href="#">Training</a>	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.
<a href="#">Production issues &amp; system outages</a>	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.
<a href="#">Business support website</a>	Premier support business website
<a href="#">Terms and Conditions</a>	A detailed description of Business Support



## 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



Adobe  
345 Park Avenue  
San Jose, CA 95110-2704  
USA

[www.adobe.com](http://www.adobe.com)

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