

Salesforce Severity Code Definitions

Severity	Definition
Critical (Salesforce CRM Severity 1)	<p>"Critical production issue that severely impacts your use of the service. The situation halts your business operations and no procedural workaround exists.</p> <p>Service is down or unavailable.</p> <p>Data corrupted or lost and must restore from backup.</p> <p>A critical documented feature / function is not available.</p> <p>Critical production issue affecting all users.</p> <p>Severity 1 issues require the customer to have dedicated resources available to work on the issue on an ongoing basis with Salesforce."</p>
Major (Salesforce CRM Severity 2)	<p>Major functionality is impacted or significant performance degradation is experienced. The situation is causing a high impact to portions of your business operations and no reasonable workaround exists.</p> <p>Service is operational but highly degraded performance to the point of major impact on usage.</p> <p>Issue is persistent and affects many users and/or major functionality.</p> <p>Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.</p> <p>Also includes time-sensitive requests such as requests for feature activation or a data export.</p>
Minor (Salesforce CRM Severity 3)	<p>There is a partial, non-critical loss of use of the service with a medium-to-low impact on your business, but your business continues to function.</p> <p>System performance issue or bug affecting some, but not all users.</p> <p>Short-term workaround is available, but cannot be scaled.</p>
Cosmetic (Salesforce CRM Severity 4)	<p>Inquiry regarding a routine technical issue.</p> <p>Information requested on application capabilities, navigation, installation or configuration.</p> <p>Bug affecting a small number of users.</p> <p>Reasonable workaround available.</p> <p>Resolution required as soon as reasonably practicable.</p> <p>Configuration Services cases are, by definition, Level 4.</p>