



EXPERT SUCCESS

24x7 Support



Strategic business reviews



The **Expert Success plan**—included with all Adobe Experience Cloud licenses—gives you 24X7 access to expert care for technical troubleshooting and guidance on your critical business issues. It also lets you tap into our self-guided resources, exclusive best practices, and an online community of Adobe experts & peers to independently find potential solutions.

What you get



24x7 online support

Seek instant expert help on our web portal or chat for answers or help with case submission.



Upskill with guided learning resources

Explore the Experience League and forums to expand your knowledge with product documentation, potential case solutions, troubleshooting videos, and best practices.



Fast track urgent cases with priority-based scheduling

Our pre-defined SLTs for phone support schedule your issues by priority, ensuring that your most critical issues are resolved first.



Expert care, just a phone call away

Call our experts any time, any day for your most urgent (P1) issues.



Expert pods for rapid resolution

Global teams are structured in 'Pods' with experts from various backgrounds pulled together to provide the fastest resolution on any given issue.



Maximize uptime with unrestricted technical support

Raise unlimited support tickets, get proactive alerts on outage, and get faster resolution through prioritized escalation management.

Overview of features

Feature	Description	Expert Success plan (Included with license)	Ultimate Success plan (Paid)
Support channels	Online	24x7	Personalized
	Phone	24x7 (P1 issues) Business hours (P2-P4)	Prioritized
	Experience League	✓	✓
	Forums	✓	✓
Success team		Pooled team of support engineers	<ul style="list-style-type: none"> • Designated Technical Account Manager • Designated Customer Success Manager • Designated Support Services Manager • Pooled team of technical engineers and strategic experts delivering Success Accelerators • Pooled team of support engineers
Technical support	Outage management	Standard	Prioritized
	P1	24x7	24x7
	P2	Business hours	24x5
	P3	Business hours	24x5
	P4	Business hours	Business hours
	Escalation management	Pooled	Designated expert
Proactive business + Technical success	Value and adoption activities	✓	✓
	Upgrade & migration reviews	✗	✓
	Environment review	✗	✓
	Release preparation & review	✗	✓
	Key event management	✗	✓
	Enablement planning	✗	✓
	Aligned multi-layered roadmaps	✗	✓
	Best practices and industry guidance	✗	✓
	Mutual Action Plan	✗	✓
Service level target	Initial response times	Standard	Preferred

Success Accelerators	Use case & KPI development	✗	✓
	Solution learning journey creation	✗	✓
	Mentor Sessions	✗	✓
	Tool & feature governance strategy	✗	✓
	Strategic roadmap development	✗	✓
	Workflow optimization & governance	✗	✓
	Launch advisory	✗	✓
	Upgrade & migration readiness	✗	✓
	Solution troubleshooting	✗	✓
	Solution and adoption review	✗	✓
	Event Management	✗	✓
Add-ons (chargeable)	Technical Account Director	✗	✓
	Advanced Cloud Support	✓	✓
	Priority Queue	✓	Included

Speed of initial response

Priority	Expert	Ultimate
PRIORITY 1 Customer's production business functions are down, or have significant data loss, or degradation of services; and immediate attention is required to restore functionality and usability.	1 hr (24x7)	15 mins (24x7)
PRIORITY 2 Customer's business functions have major service degradations or potential data loss, or a major feature is impacted.	2 hrs (Business hours)	30 mins (24x5)
PRIORITY 3 Customer's business functions have minor to no degradation of services with a solution/workaround allowing business functions to continue.	4 hrs (Business hours)	1 hr (24x5)
PRIORITY 4 General question regarding current product functionality or an enhancement request.	1 day (Business hours)	1 day (Business hours)

Success add-ons

2 success add-ons are available to supplement your Expert Success plan. You can choose one or more add-ons to receive enhanced support and maximize value.



Advanced Cloud Support

Top-tier care and value assurance for Adobe Experience Manager customers to speed up your transition to the cloud.



Priority Queue

Provides faster response times, a single point of contact for Support activities, and access to technical and business experts to drive performance and learning of your Adobe Experience Cloud Solutions.

To learn more about Adobe Success plans, contact your Adobe representative or Customer Success Manager.

