Adobe

EXPERT SUPPORT

Adobe Support plans go above and beyond reactive problem solving to bring you a new kind of support experience that will keep your business steps ahead of any issue. Engaging with our deep technical expertise and innovative support model will amplify your technology performance and realize the potential of your Adobe solutions.

The Expert Support 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 find quick potential solutions, all by yourself.

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 online discussion 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 SLAs 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 (Included with license)	Ultimate (Paid)
Support channels	Online	24x7	Personalized
	Phone	24x7 (P1 issues) Business hours (P2-P4)	Prioritized
	Experience League	✓	✓
	Forums	✓	Personalized elite community
	Self-help videos	✓	✓
Support team		Pooled team of experts	• Designated Technical Account Manager • Support Services Manager • Designated experts
Technical support	Outage management	Standard	Prioritized with root cause analysis
	P1	24x7	24x7
	P2	Business hours	24x5
	P3	Business hours	24x5
	P4	Business hours	Business hours
	Escalation management	Pooled	Expert, personalized
Proactive technical + operational support	Environment review	✗	✓
	Roadmap reviews	✗	✓
	Maintenance & monitoring	✗	✓
	Upgrade & migration reviews	✗	✓
	Release preparation & review	✗	✓
	Knowledge transfer	✗	✓
	Event monitoring (limited)	✗	✓
	Implementation launch advisory	✗	✓
Service level target	Initial response times	Standard	Preferred
Add-ons (chargeable)	Technical Account Director	✗	✓
	Event Management	✓	✓
	Advanced Cloud Support	✓	✓
	Mentor Sessions	✓	Included
	Developer Boost	✓	Included
	Priority Queue Bundle	✓	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)

Support add-ons

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

Event Management
End-to-end leadership and support to manage the entire lifecycle of your key events such as go-lives, campaigns, product launches, rollouts etc.

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

Mentor Sessions
Skill-based learning in a just-in-time training method—with focus on demonstrating best practices, product feature overviews, simple how-to's, and walkthroughs.

Developer Boost
Access to field engineering experts for support on break-fix work, troubleshooting of custom code, best practice alignment, and answering development questions.

Priority Queue Bundle
Skip the line to have your tickets worked on first with additional access to Mentor Sessions and Developer Boost.

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