

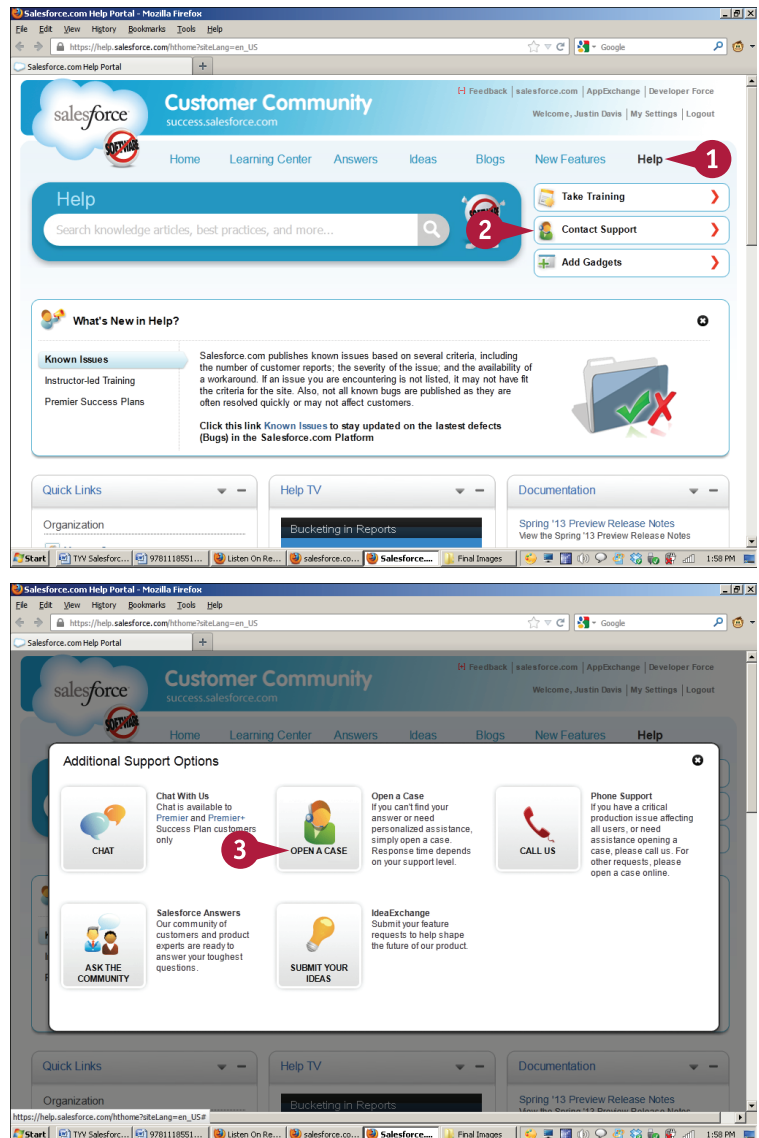
Log a Technical Support Case

If you subscribe to the Premier Success Plan, you can call salesforce.com for support. Customers on the Standard Success Plan must use a web form.

Rate your issues on a four-point scale. Level 1 (critical) issues are ones that prevent contact with Salesforce staff, create data corruption, or prevent normal use. Level 2 (urgent) issues create serious operating problems. Level 3 (high) indicate a problem that only affects some users. Level 4 (medium) issues are routine technical problems with obvious work-arounds. After you submit a case, a salesforce.com technical support agent will contact you by phone or e-mail.

Log a Technical Support Case

- 1 Click the **Help** link.
- 2 Click **Contact Support**.
- 3 Click **Open a Case**.



- 4 In the I need assistance with drop-down list, choose the Salesforce feature that is not working for you.

Note: CRM (customer relationship management) is often the correct choice.

- 5 In the Product Topics drop-down list, choose a product topic that matches your issue.

- 6 Type a subject.

Note: You can request help with features as well as report bugs and issues.

- 7 Type a description in the Description field.

Note: For a technical issue, include steps to re-create the problem if you know them.

Note: You can add more comments to a case after you submit it — for example, include more details if you remember them later.

- 8 Select a severity level from the menu.

Note: Most users select Level 4 - Medium for most issues. Select a higher level if the issue has an obvious and serious impact on your organization.

- 9 Fill in the Business Impact field with supporting information.

Note: Completing this section is optional, but it can help escalate a serious case, thereby resolving it more quickly.

- 10 Click **Next**.

Salesforce submits the case.

The image shows two screenshots of the Salesforce Help Portal 'New Case Detail' form. The top screenshot shows the initial form with fields for Name, Account Name, Case Description, I need assistance with, Product Topics, Subject, and Description. Red circles 4 through 7 highlight the 'I need assistance with' dropdown, 'Product Topics' dropdown, 'Subject' field, and 'Description' field respectively. The bottom screenshot shows the same form with red circles 8 through 10 highlighting the 'Severity Level' dropdown, 'Business Impact' field, and the 'Next' button respectively.

TIP

What is the response time for Salesforce technical support?

The quoted response time is 48 hours during the work week, but the typical time is often 24 hours. For a quicker response, you can subscribe to the optional Premier or Premier+ Success Plan. The Premier+ Success Plan gives you very fast access to a dedicated support agent.