

## Plus Support overview

As a Plus Support customer, we are committed to delivering the business grade support you'd expect from your investment in DocuSign. Get expert answers from our skilled technical support team, 24 hours a day, 7 days a week. From our online case management tools to a complete library of self-service support resources, you'll have the answers you need at your fingertips to help your team stay productive and focused on the business.

We are committed to delivering enterprise-class, global support with a single objective in mind – your success. DocuSign Customer Support gives you the ability to choose the right level of ongoing assistance you need to get the value you expect from our platform. Our industry-leading global support model is there to back you up, no matter where you are or how you want to engage – whether it's on the web, live chat, click-to-call or our team of dedicated technical success managers.

### Key outcomes

24x7 access to chat and click-to-call support.

Rapid response times for critical issues.

Get support when, where and how it's most convenient for you.

Online case management tools to submit and monitor open tickets faster.

Easier access to answers through the DocuSign Support Center.

### Features

<b>Guidance</b>	<b>DocuSign support center</b> Self-service resources to find answers or submit a web case
	<b>Support community</b> Engage our community of DocuSign customers and experts to ask questions
<b>Support</b>	<b>System availability monitoring</b> 24/7 access to DocuSign Trust Site for real-time system status and notifications
	<b>Online case management</b> Submit cases and view the status online
	<b>Target initial response time</b> A 8-hour response time for new cases submitted by Premier customers
	<b>Sender and signer live chat support</b> 24/7 support for simple questions on signing, sending and account management
	<b>Live phone support</b> Ability to speak to Customer Support 24/7 (English only) to address technical questions, billing inquiries and account support (French, German and Portuguese-speaking agents available during standard Support hours)
	<b>Escalated support</b> Direct access to a senior technical resource as part of standard escalation pro