Plus Support Plan

Drive agreement success anytime, anywhere with DocuSign Support

Value-oriented support that helps you find answers (on-demand) quickly. With our Plus Support plan, we'll help you with:

– **Always-on expertise at your fingertips:** Stay up and running with access to knowledge, tools and self-guided resources from trusted product experts.

– **Support tailored to your needs:** Personalize your support experience with plans customized to support your business critical agreement processes.

– **Trust and reliability that scales:** Ensure business continuity and responsiveness that moves your business forward with speed and confidence.

Features

The Plus Support Plan includes the following features:

Target initial response time	A **6-hour response time** for new cases
DocuSign support center	Find answers, engage community and submit and manage cases online for faster resolution
Connector support	Support for DocuSign's pre-built connectors; such as Salesforce, Microsoft, Workday and SAP to ensure your agreement processes run smoothly
Phone support (call back)	Log a case and customer support will promptly call you back to address technical questions, billing inquiries and account management
Technical support	Direct access to technical support teams for configuration-specific questions

Services at a glance

<6 hours
target response time

On demand, self-service 24/7

Pre-built connector support

Trusted and secure
Meets or exceeds stringent US, EU and global security and privacy standards

Products covered
All DocuSign Agreement Cloud Products

We are the Agreement Experts

DocuSign's Customer Success team provides comprehensive solutions and success capabilities including professional services, adoption and enablement programs, and support plans to help you accelerate time to value and outcomes for your business.

Our Agreement Experts are with you every step of the way to help you get started, drive adoption across your organization, optimize your solution and discover new opportunities with the DocuSign Agreement Cloud. For more information, contact your account team or sales@docusign.com