

Premier Support Plan

You will get all the standard support benefits, plus an added layer of personal support for technical solutions. Our online case submission and management tools let you keep track of your most urgent questions through resolution. And our robust knowledge base, communities and online training make it easy for you to get the answers you need quickly.

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 when, where 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 benefits

Faster response times to minimize downtime

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

Additional technical support for integrations, connectors or APIs

Easy access to online support resources

Sandbox environment for easier testing and rapid deployments

Features

Guidance	DocuSign support center Self-service resources to find answers or submit a web case
	Support community Engage our community of DocuSign customers and experts to ask questions
Support	System availability monitoring 24/7 access to DocuSign Trust Site for real-time system status and notifications
	Online case management Submit cases and view the status online
	Target initial response time A 4-hour response time for new cases submitted by Premier customers
	Global emergency support A 1-hour response time for Severity 1 technical incidents
	Sender and signer live chat support 24/7 support for simple questions on signing, sending and account management
	Live phone support 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)
	Escalated support Direct access to a senior technical resource as part of standard escalation process
	Third-party software support Support for DocuSign integrations or pre-built connectors such as Salesforce, Microsoft and Google
	DocuSign sandbox demo environment Test your current code up against upcoming releases or add new code to test prior to releasing into production

About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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