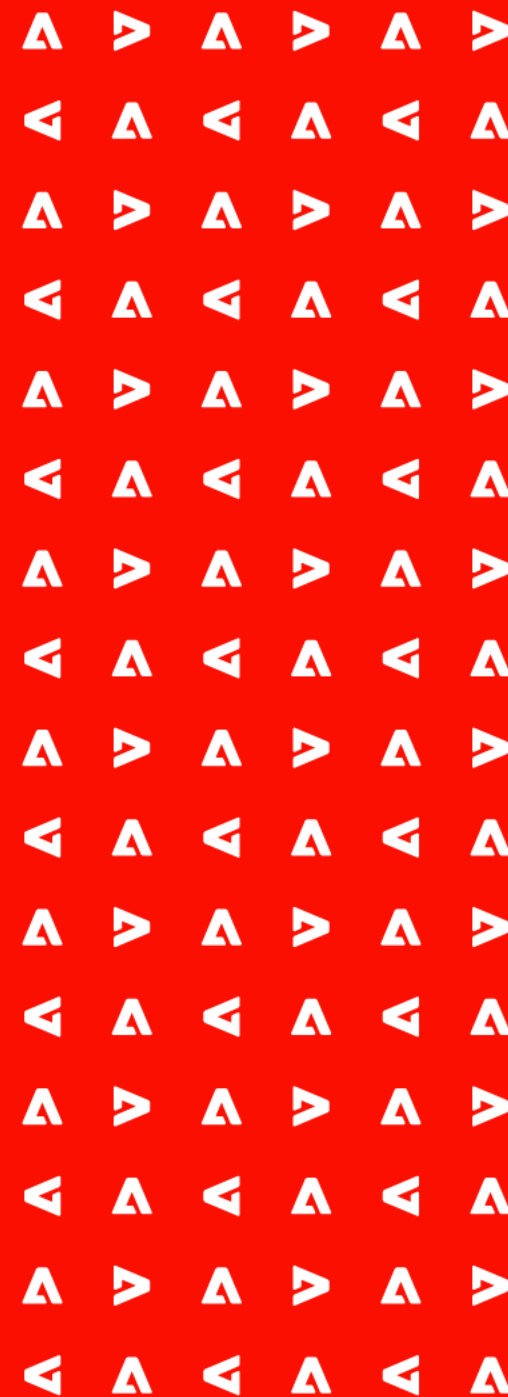




# Adobe Experience Cloud Customer Support Guide

Information and resources, you need to maximize  
value of your Adobe solution.



# Important information & resources

1 Adobe Experience Core Services

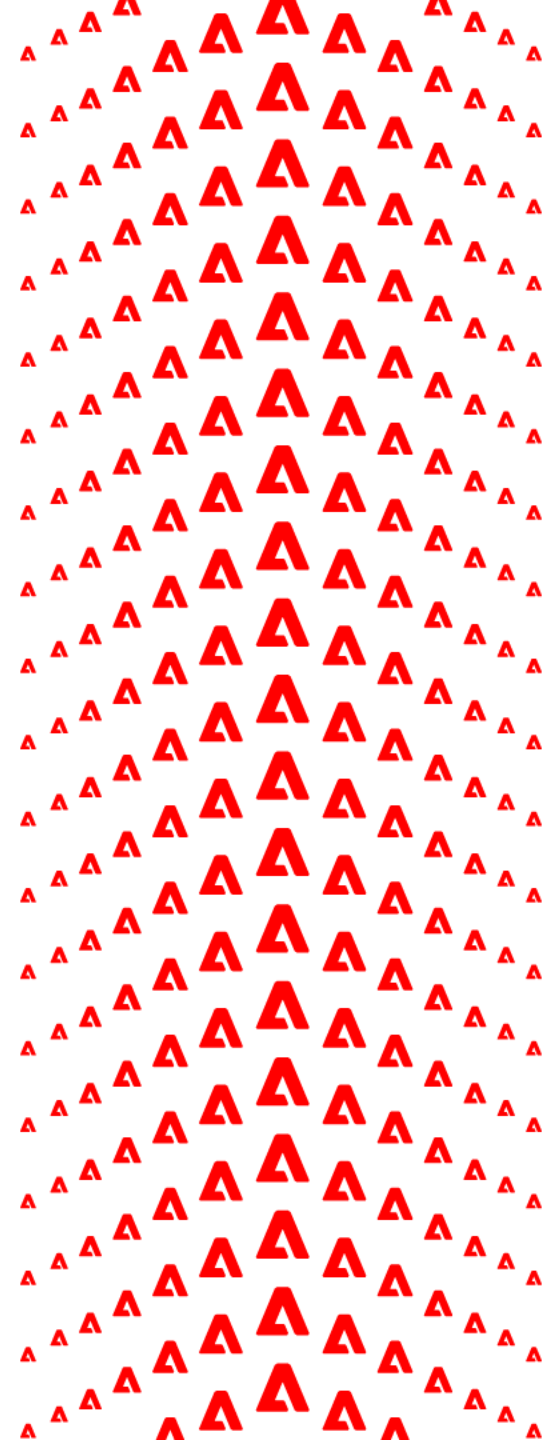
2 Customer Support Services

3 Your Adobe Solutions

4 How to Submit a Support Ticket

5 Engaging with Adobe Support

6 Tools & Resources



 **Adobe Experience Cloud:** An integrated set of solutions to build campaigns, manage your advertising, and gain deep intelligence about your business. [Learn more](#)

[Adobe Experience Cloud Tutorials](#)

### Content & Commerce



Adobe Experience manager



Adobe Commerce

### Data Insights & Audiences



Adobe Analytics



Adobe Customer Journey Analytics



Adobe Real-Time CDP



Adobe Audience manager

### Customer Journeys



Adobe Target



Adobe Campaign



Adobe Journey Optimizer



Adobe Marketo Engage

### Marketing Workflow



Adobe Workfront

# Customer Support Guidelines

The portals and aliases provide access to a wealth of information and support resources. View your open tickets, submit new ones, and contact Customer Support.



## What Customer Support Covers

- ✓ Troubleshooting and resolution assistance for product issues on supported configurations
- ✓ Remote diagnostics
- ✓ Additional Service Enhancements available to customize your support package
- ✓ Product upgrade releases (on premise)
- ✓ Maintenance releases (on premise)
- ✓ Application Integration Issue\*



## What Customer Support DOES NOT Cover

- ✗ Architecture reviews
- ✗ Custom code review or troubleshooting
- ✗ Custom enhancements (submit as idea to the community)
- ✗ Knowledge transfer and training services
- ✗ Development services
- ✗ Implementation
- ✗ Third party product or hardware recommendations
- ✗ Troubleshooting of non-Adobe products
- ✗ Issues from non-supported configurations (Note: Such requests are to be channeled)
- ✗ Performance Tuning
- ✗ Non-reproducible issues

# Ways to Contact Customer Support

Adobe Customer Support offers support via chat, email, phone, and web. For P1 issues we recommend you contact via phone for immediate assistance.

To enable us to handle your inquiry efficiently, please provide us any and all steps to recreate it on our end; that is, the clearer the details, the better it will be addressed. Upon submitting a ticket, we recommend outlining and/or having ready, depending on the method in which you contact Customer Support, the following applicable information (see page 22 for an example):

The portals and aliases provide access to a wealth of information and support resources. View your open tickets, submit new ones, and contact Customer Support.

## ENTERPRISE CLOUD SUPPORT

| Support Portal                                   | Phone Support                          | Adobe Status                          |
|--|--|---------------------------------------|
| <a href="#">Adobe Experience League Support</a>  | Phone number                           | Check the Adobe System Status         |
| <a href="#">Adobe Experience Manager Support</a> | 1 800 497 0335 (U.S. & Canada)         | <a href="#">General System Status</a> |
| <a href="#">Adobe Campaign Support</a>           | <a href="#">Regional phone numbers</a> |                                       |

*\*Not all products have a support portal or chat, see each product page for methods to contact support*

# Who can Contact Customer Support?

Adobe accords highest priority to the security and protection of your data. To ensure that, we encourage you to designate some people from your organization as Named Support Contacts who will have full access to the product, are trained on it and can answer basic questions specific to the implementation.

- Only Named Support Contacts will be authorized to discuss the data and make necessary changes to the account settings.
- People not authorized as Named Support Contact can reach out to Support team, however, will be directed to online help/forums.

## Modifying or adding Named Support Contacts

- Only existing Named Support Contacts can get any changes made to the list of existing Named Support Contacts in the same organization.
- Contact Customer Care via phone or email to add/remove users.

| ADOBE CUSTOMER SUPPORT – SUPPORTED USERS |                |                  |                    |               |
|--|----------------|------------------|--------------------|---------------|
|  | Online Support | Business Support | Enterprise Support | Elite Support |
| # Supported Contacts by product          | 4              | 6                | 10                 | 15            |

# Adobe Customer Support Regional Hours, Language & Phone Options

Adobe's local business hours align to the customer's billing region.

## Regional Hours of Operations & Language Support

| Americas        | Europe, Middle East & Africa |
|-----------------|------------------------------|
| 6 am to 5:30 pm | 9 am to 5 pm                 |

| Asia Pacific | Japan*          |
|--------------|-----------------|
| 9 am to 5 pm | 9 am to 5:30 pm |

Exceptions:

\*Language support is available only in English and Japanese.

Adobe Commerce excludes Japanese language support.

(Japan) P2, P3, P4 cases are limited to business hours only.

| Marketo Engage Phone Support |  |                      |                 |
|------------------------------|--|----------------------|-----------------|
| Americas                     | Europe, Middle East, & Africa            | APAC                 | Japan           |
| Toll Free: +1 877 270 6586   | UK: 0800 151 3030<br>EU: +353 1 242 3030 | AUS: +61 2 8031 8188 | +81 3 6478 6080 |

If your locale is not represented with a specific customer care telephone number, **please use +1 800 497 0335**. Please note that this is a number in the USA, so call charges may apply in your market.

| Americas |                | EMEA    |                     | APAC                   |                        |
|----------|----------------|---------|---------------------|------------------------|------------------------|
| U.S      | 1 800 497 0335 | Denmark | (+45) 80 20 6017    | Australia              | (+61) 1800 358 683     |
| Canada   | 1 800 497 0335 | France  | (+33) 08 05 540 755 | China mainland         | (+86) 108 004 400 548  |
|          |                | Germany | (+49) 0800 752 2581 | Hong Kong SAR of China | (+852) 30 713 107      |
|          |                | Italy   | (+39) 800 919 224   | India                  | (+91) 0008 004 402 107 |
|          |                | Sweden  | (+46) 0200 810 330  | Malaysia (toll)        | (+60) 1800 220 120     |
|          |                | UK      | (+44) 0800 169 0454 | New Zealand (toll)     | (+64) 050 861 4264     |
|          |                |         |                     | Philippines (toll)     | (+63) 1 800 8908 8359  |
|          |                |         |                     | Singapore              | (+65) 1 800 818 5220   |
|          |                |         |                     | South Korea            | (+82) 080 517 0880     |
|          |                |         |                     | Taiwan region          | (+886) 0 800 066 6381  |

# Adobe Customer Support Priority Definitions

We base the response times and actions on an assessment of the impact reported by your business. The more serious the business impact, the higher the assigned priority. The following guidelines will assist you in determining the appropriate priority level.

## Service Level Targets: Initial Response & Priority Definitions

| Priority          | Definitions  | Online Support           | Business Support         | Enterprise Support       | Elite Support        |
|-------------------|--|--------------------------|--------------------------|--------------------------|----------------------|
| <b>PRIORITY 1</b> | Customer's production business functions are down or have significant data loss or service degradation and immediate attention is required to restore functionality and usability. | 24x7 / 1 hour            | 24x7 / 1 hour            | 24x7 / 30 minutes        | 24x7 / 15 minutes    |
| <b>PRIORITY 2</b> | Customer's business functions have major service degradation or potential data loss, or a major feature is impacted.   | Business hours / 4 hours | Business hours / 2 hours | 24x5 / 1 hour            | 24x5 / 30 minutes    |
| <b>PRIORITY 3</b> | Customer's business functions has minor to no service degradation but there exists a solution/workaround allowing business functions to continue normally.                         | Business hours / 6 hours | Business hours / 4 hours | Business hours / 2 hours | 24x5 / 1 hour        |
| <b>PRIORITY 4</b> | General question regarding current product functionality or an enhancement request.  | Business days / 3 days   | Business day / 1 day     | Business day / 1 day     | Business day / 1 day |



# Adobe Analytics: Industry-leading solution for collecting, organizing, analyzing, and reporting on everything your customers do.

## Insights Into Results



Business users and senior decision-makers can now access insights easily and quickly on their mobile devices and get instant answers to interactive queries.

## New Algorithmic Attribution Model



Users can now evaluate their marketing investments more precisely across paid, earned, and owned media.

## Customer Journey Analytics



Empower business intelligence and data science teams to stitch and analyze cross-channel data with a powerful analytics toolkit.

[Implementation Guide](#)

[Analytics Community](#)

[Learn & Support](#)

[Analytics Exchange](#)

[Analytics Documentation](#)

# Adobe Audience Manager: Data management platform that helps you build unique audience profiles so you can identify your most valuable segments and use them across any digital channel.

## Understand Your Audiences



Get a complete view of your audience by combining all of your data sources in one place.

## Create New Segments



Continually discover and organize new, valuable segments for smarter targeting and personalization.

## Advertise Effectively



Make your ad campaigns more productive by targeting specific segments on any platform.

[Implementation Guide](#)

[Audience Manager Documentation](#)

[Learn & Support](#)

[Audience Manager Exchange](#)

[Audience Manager Community](#)

# Adobe Target: makes it easy to identify your best content through tests that are easy to execute. So, you can deliver the right experience to the right customer.

Take omnichannel personalization to the masses



The best experiences are consistently personal. Use our unified, progressive profile to give the best experience through every channel.

Stop guessing with A/B and multivariate testing



Running isolated tests in silos just doesn't cut it. Easily test everything through every channel every time.

Improve every experience with AI-powered automation & scale



Test and personalize to every visitor, applying artificial intelligence with a single click.

[Implementation Guide](#)

[Target Community](#)

[Learn & Support](#)

[Target Exchange](#)

[Target Documentation](#)

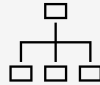
# Adobe Experience Manager: powerful platform to manage and deliver connected digital experiences across the customer journey from online to physical interactions.

## Content Management System



Create and manage your digital experience across all channels with automated tools that make scaling effortless.

## Digital Asset Management



Spend more time on experiences and less time searching for and adapting content.

## Digital Enrollment and Forms



End-to-end solution that connects your forms and communications processes.

## AEM Cloud Service



The first cloud-native enterprise-grade content management system featuring optimal performance, with great SLAs and security.

## Digital Signage



Easily connect online and in-store experiences with interactive signage that's responsive to customer data and on-side triggers.

[Experience Manager Community](#)

[Learn & Support](#)

[Core Components](#)

[Ask the Expert Sessions](#)

[Experience Manager Security Updates](#)

[Implementation Guide AEM Sites](#)

[Implementation Guide Experience Manager Assets](#)

[Implementation Guide Experience Manager Forms](#)

[Experience Manager as a Cloud Service Overview](#)

[Experience Manager Documentation](#)

[Experience Manager as Cloud Service User & Implementation Guides](#)

# Adobe Campaign: Cross-channel campaign management tool that helps you improve and personalize campaigns across all of your media.

## Simplify Campaign Management



Manage your data and monitor the performance of your campaigns from one place.

## Be More Engaging



Use personalized, contextual, and real-time messages to deliver a compelling customer experience.

## Automate



Use marketing automation to increase your campaign productivity and reduce your time to market.

[Implementation Guide Campaign Classic](#)

[Campaign Community Classic](#)

[Learn & Support Campaign Classic](#)

[Implementation Guide Campaign Standard](#)

[Campaign Community Standard](#)

[Learn & Support Campaign Standard](#)

[Campaign Exchange](#)

# **Adobe Experience Platform:** Platform enables organizations to centralize and standardize customer data and content from any system and apply data science and machine learning to dramatically improve the design and delivery of rich, personalized customer experiences.

## Customer Journey Analytics



Adobe's next-generation solution for cross-channel analytics, based on Adobe Experience Platform

## Journey Orchestration



As a business user, learn how to combine event, orchestration, and action activities to build a journey

## Real-time CDP



Achieve a single view of your customer by combining data from across the enterprise

[Implementation Guide](#)

[Experience Platform Community](#)

[Learn & Support](#)

[Experience Platform Exchange](#)

[Experience Platform Documentation](#)

[Create Support Case](#)

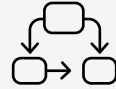
# Adobe Primetime: Multiscreen TV platform that helps broadcasters, cable networks and service providers create and monetize engaging and personalized TV and film experiences.

## Deliver TV Everywhere



Give viewers the TV and film content they want anywhere, across 3.4 billion devices.

## Create Flexible Workflows



Add modular capabilities to your existing broadcast and distribution workflows, including VOD, live and linear TV.

## Offer Insights and Results



Insights from Adobe Marketing Cloud integrations allow media sellers to optimize campaign and ad delivery in real time.

[Primetime Documentation](#)

[Learn & Support](#)

# Adobe Marketo Engage: Keep customers engaged every step of the way by radically transforming the customer experience management with Marketo Engage.

## Grow Customer Relationships



Retain & grow customers through data-driven engagement. Improve customer experience. Enablement better onboarding and long-term customer success.

## Scale up Your Marketing



Increase scale and efficiency like a pro. Tap into technology to grow reach, quality and ROI.

## Master Account-Based Marketing



Acquire, retain, and grow your high-value accounts. Quickly build target account lists. Measure & optimize ABM holistically. Get a seamless cross-channel experience.

[Marketo Community](#)

[Support Portal](#)

[Marketo Documentation](#)

[Knowledgebase](#)

[Marketo Exchange](#)



# Adobe Commerce: End-to-end commerce that grows with you — any size, any place.

## Single Platform for all your needs



Whether you're a B2B ready to go direct to consumer (D2C) or a B2C, Adobe Commerce lets you manage multiple sales channels and brands and expand into new countries, simply, from one platform.

## Intelligence from industry-leading AI



Intelligent commerce, powered by Adobe Sensei AI, provides actionable data analysis and automates back-end workflows

## Extensible to incorporate technology



Adobe Commerce is completely scalable and extensible, with a modular core and headless capabilities that allow you to quickly incorporate new technologies

[Implementation Guide](#)

[Commerce Community](#)

[Knowledgebase](#)

[Commerce Exchange](#)

[Commerce Documentation](#)

[Create Support Case](#)

# Adobe Workfront: Connect, collaborate, and execute on complex workflows—from anywhere.

## Adobe Workfront in Action



Plan, prioritize, and iterate your work. Connect, collaborate, and finish work faster. Streamline and optimize processes. Measure and report on progress. Keep work aligned with strategy.

## Workfront Features



With Workfront, enterprise work management can help your company, departments plan, predict, collaborate, evolve, and deliver their best work.

## Enterprise Management



Workfront provides marketing and creative teams that use Adobe products with an enterprise platform for modern work management increasing overall productivity across the business.

[Implementation Guide](#)

[Workfront Community](#)

[Getting Started](#)

[Workfront Exchange](#)

[Workfront Documentation](#)

[Workfront Support Portal](#)

# Adobe Ad Cloud: helps you forecast the best mix of search, display and dynamic ads based on your budget. It also automates the execution of your media plan.

## See the Big Picture



Get a complete view of your campaign performance across search, display and social to better understand how customers interact with your brand.

## Act with Confidence



The accuracy reporting feature helps you know when and where to invest your online advertising budget.

## Maximize Your Budget



Get more return from your advertising budget, knowing it's being spent in the most strategic and efficient way.

[Advertising Cloud Exchange](#)

[Advertising Cloud Community](#)

[Learn & Support](#)

# Create a Support Case | Adobe Experience Manager, Adobe Experience Platform, Adobe Campaign, Adobe Target, Adobe Audience Manager, and Adobe Analytics

Follow the below steps to create a support case in the Admin Console for the following solutions:

- Adobe Experience Manager
- Adobe Experience Platform
- Adobe Campaign
- Adobe Target
- Adobe Audience Manager
- Adobe Analytics

## ACTION

Login to the [Admin Console](#), navigate to **Support > Support Summary**

- Click **Create Case**
- Select the category your issue falls into:
  - *Managing Users & Licenses*
  - *Using Creative Cloud & Document Cloud*
  - *Using Experience Cloud*
- Click **Create Case**

What kind of problem are you trying to solve?  
This will help us connect you with someone who can help.

**Managing users and licenses**  
Issues related to deployment, adding or authenticating users, activating licenses or questions about using the Admin Console.

**Possible issues:**

- Activation
- Authenticating identities
- Configure SSO
- Provisioning
- Licensing and packaging apps

**Using Creative Cloud and Document Cloud**  
Issues related to troubleshooting, error messages and questions about using Creative Cloud and Document Cloud.

**Possible issues:**

- Product features not working
- Can't access app assets
- Error updating apps
- Installing app add-ins
- App is crashing frequently

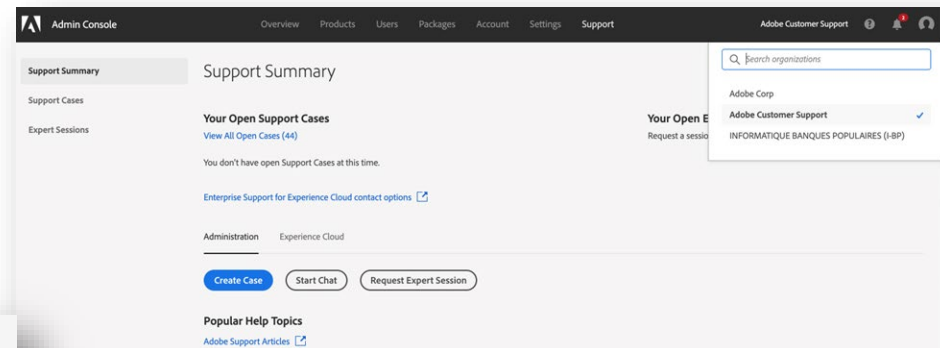
**Using Experience Cloud**  
Issues related to troubleshooting, error messages and questions about Experience Cloud.

**Possible issues:**

- Configure Campaign
- Campaign delivery performance
- Server performance
- Workflow troubleshooting
- Adobe Experience Manager Service issues

None of the above. Continue to create case.

[Cancel](#) [Create Case](#)



A video walkthrough of how to raise and manage a support case in Admin Console can be found [here](#)

In the form that appears, specify the name of the product you need assistance with. To see a list of options, type the first few letters of the product name.



# Case Description | Adobe Experience Manager, Adobe Experience Platform, Adobe Campaign, Adobe Target, Adobe Audience Manager, and Adobe Analytics

When the case form appears, complete the details about the issue using the below information as guide:

| Category                                | Description  |
|---|--|
| <b>Specify a product</b>                | Specify the name of the product in the given field. To see a list of options, type the first few letters of the product name. This option is not available if you create a case for managing users and licenses.   |
| <b>Select the priority of the issue</b> | Depending on how the issue impacts your operations, classify it as follows: <ul style="list-style-type: none"> <li>P4 (Minor): Select this option if the issue does not cause any significant interruptions to normal operations. This option can include issues related to APIs and integration, installation and configuration inquiries, enhancement requests, or documentation questions.</li> <li>P3 (Important): If the issue interrupts normal operations, select this option. For example, malfunctioning or incorrect behavior of the software.</li> <li>P2 (Urgent): Choose this option when there are serious interruptions to your business' normal operations. For example, if the issue negatively impacts an enterprise-wide installation, urgent deadlines, or causes financial risk to business.</li> </ul> |
| <b>Quantify the impact of the issue</b> | Based on the scale at which the issue affects your organization, select one from the following options: <ul style="list-style-type: none"> <li>Small: One or two users impacted</li> <li>Medium: A specific group of users impacted</li> <li>Large: Most users impacted</li> </ul>   |

| Category                                | Description   |
|---|---|
| <b>Summarize the issue</b>              | Provide a descriptive summary of your issue. Mention what the specific problem is and what you are seeing.<br><br>Examples of descriptive summaries: <ul style="list-style-type: none"> <li>Error "Could not process incoming SAML response" with Federated ID</li> <li>"Account not recognized" in the support panel</li> <li>Error 400 or other error when attempting to validate a domain claim</li> <li>Users, groups, or identity panel is blank</li> <li>Change Domain Claim from Enterprise ID to Federated (or conversely)</li> <li>Receiving the error "An invitation with this code was not found"</li> </ul> |
| <b>Describe the nature of the issue</b> | State your queries or describe your issue in detail, including the workflow that caused the issue and steps to reproduce. Include details about when it first happened.   |
| <b>Attach screenshots or files</b>      | You can attach relevant files under 20MB to the case. For example, a screenshot of the error. Executable and DLL files are not supported.   |

Note: For P1 (Critical) support issues, please call Adobe Customer Support. Phone numbers are listed [here](#).

# Create a Support Case | Adobe Primetime

Follow the below steps to create a support case in Experience League Portal for the following solutions:

- Adobe Primetime

## ACTION

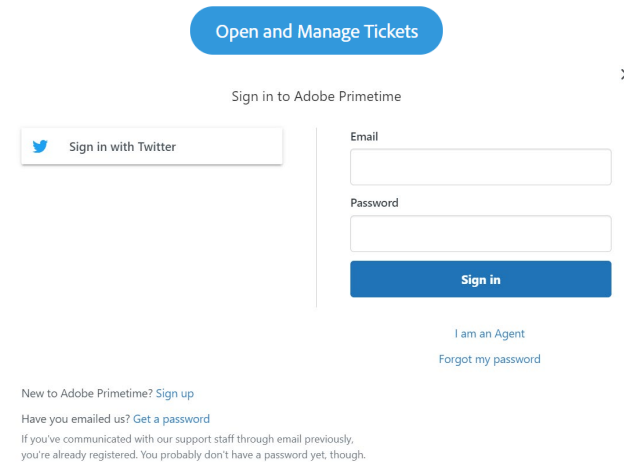
Navigate to [Experience League Submission Ticket Site](#)

- Select from the left tab which solution you need help for:

Complete the form with the following information/details

- Summary
- Steps to reproduce the issue
- Recent environment changes
- Screenshots
- Error messages
- Log files

Send Primetime support requests to [support@adobeprimetime.zendesk.com](mailto:support@adobeprimetime.zendesk.com), or click [Open and Manage Tickets](#) to access the Primetime Support Portal.



The screenshot shows the Adobe Primetime support portal sign-in page. At the top, there is a blue button labeled "Open and Manage Tickets". Below it, the text "Sign in to Adobe Primetime" is displayed with a close icon (X) to its right. On the left side, there is a "Sign in with Twitter" button. On the right side, there are two input fields: "Email" and "Password", followed by a blue "Sign in" button. Below the "Sign in" button, there are two links: "I am an Agent" and "Forgot my password". At the bottom, there is a link "New to Adobe Primetime? Sign up" and a link "Have you emailed us? Get a password". Below these links, there is a small paragraph of text: "If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though."

Direct access to [Adobe Primetime](#) & direct access to [Adobe Commerce Support Portal](#)

# Create a Support Case | Adobe Commerce

Follow the below steps to create a support case in Experience League Portal for the following solutions:

- Adobe Commerce

## ACTION

Navigate to [Experience League Submission Ticket Site](#) or navigate directly to <https://support.magento.com> & log In

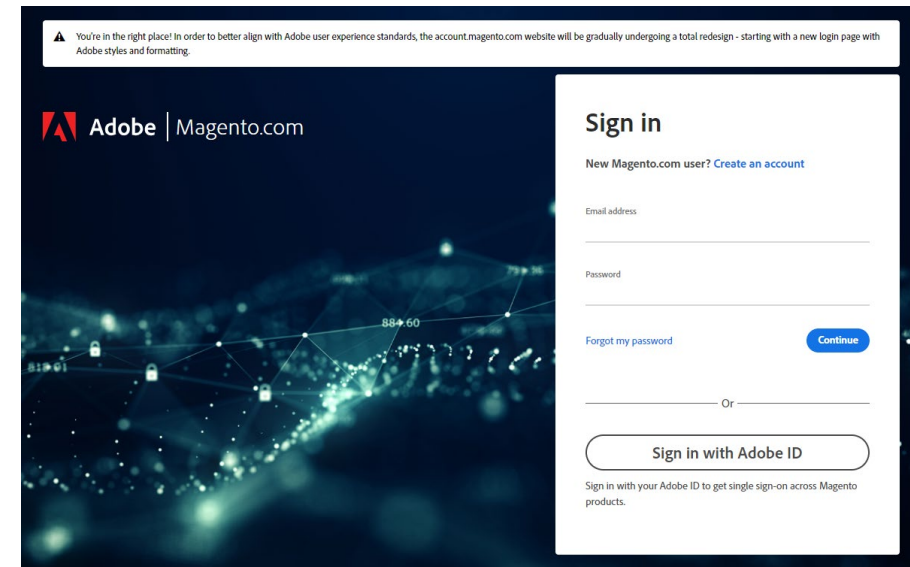
- Select from the left tab which solution you need help for:

Click Open and Manage Tickets to open support tickets and manage cases using the Magento support portal.

Complete the form with the following information/details

- Project URL
- Environment
- Live or not live
- Steps to reproduce the issue
- Recent environment changes
- Screenshots
- Error messages
- Log files

Open and Manage Tickets



Direct access to [Adobe Commerce Support Portal](#)

# Create a Support Case | Adobe Marketo Engage

Follow the below steps to create a support case in Marketo Nation for the following solutions:

- **Marketo Engage**

## ACTION

Navigate to Experience League Submission Ticket Site or navigate directly to [Marketing Nation](#) & log in

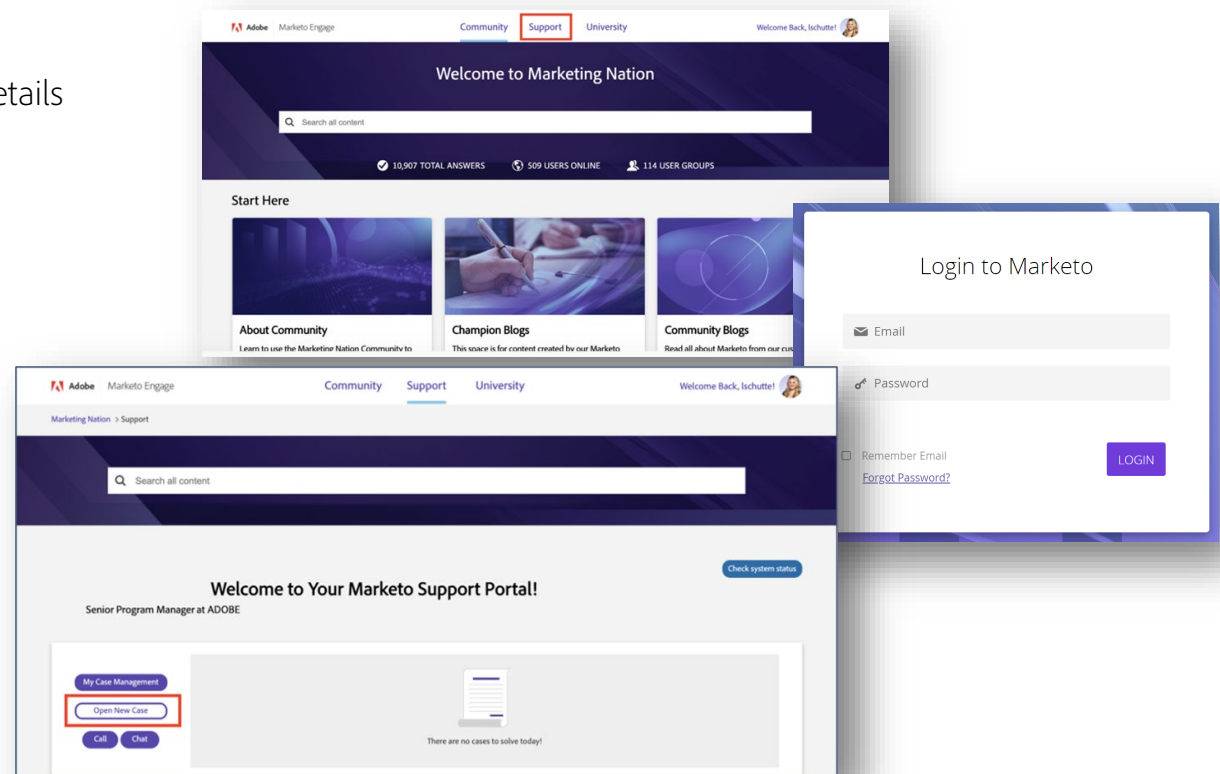
- Click the Support option
- Click Open **New Case** button

Complete the form with the following information/details

- Subject
- Description
- Priority
- Case Type
- Case Issue
- Case Sub Issue
- Instance (if applicable)
- Email cc list
- Remote access permission
- Screenshots

A video walkthrough of how to use the Support Portal can be found [here](#)

Direct access to [Adobe Marketo Engage Support Portal](#)





# Engaging With Adobe Customer Support

Adobe Customer Support specialists are extensively trained in all Adobe Experience Cloud solutions. They are qualified to help you with questions relating to solution capabilities, configurations, issues and general 'how tos'.



## Who can contact Adobe Support?

Adobe accords highest priority to the security and protection of your data. To ensure that, we encourage you to designate some people from your organization as [Named Support Contacts](#) who will have full access to the product, are trained on it and can answer basic questions specific to the implementation.

- Only Named Support Contacts will be authorized to discuss the data and make necessary changes to the account settings.
- People not authorized as Named Support Contact can reach out to Support team, however, will be directed to online help/forums.



## Modifying or adding Named Support Contacts

Only existing Named Support Contacts can get any changes made to the list of existing Named Support Contacts in the same organization. Contact Customer Support via phone or email to add/remove users.



## How to contact Adobe Support?

**Experience League Support:**

<https://experienceleague.adobe.com/?support-solution=General#support>

**Phone Numbers:**

<https://helpx.adobe.com/contact/dma-external/DMACustomeCareRegionalPhoneNumbers.html>

# Tools & Resources

Adobe offers you a wealth of information and resources. To get started, we recommend you explore the following:



## Experience Cloud Release Notes – Early Access

Subscribe to keep yourself updated about new features and fixes in the Adobe Experience Cloud

[Learn more>](#)



## Security Notification Service

Timely and accurate information that can help protect you against malicious hacking

[Learn more>](#)



## Priority Product Update Service

Stay on top of the latest Adobe Experience Cloud product updates and maintenance releases

[Learn more>](#)



## Experience League

Expertly curated learning courses, tutorials and documentation, communities, and support resources

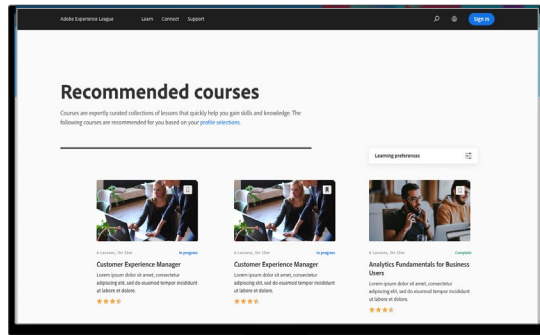
[Learn more>](#)

# EXPERIENCE LEAGUE

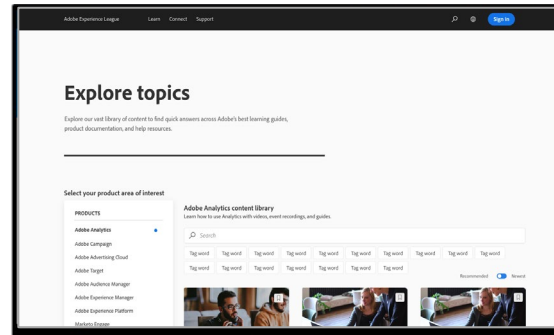
Learn. Connect. Grow.

 [experienceleague.adobe.com](https://experienceleague.adobe.com)

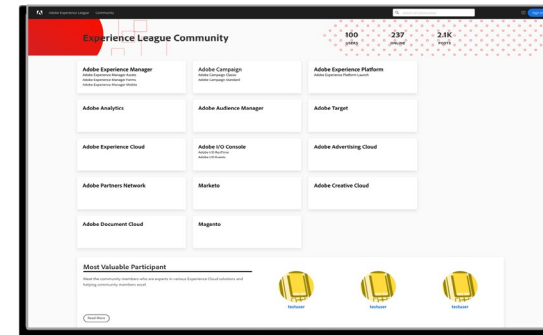
Experience League is a unified place where our customers can **Learn, Connect, and Grow** along a personalized path to success that includes self-help and instructor-led training, community and other support options.



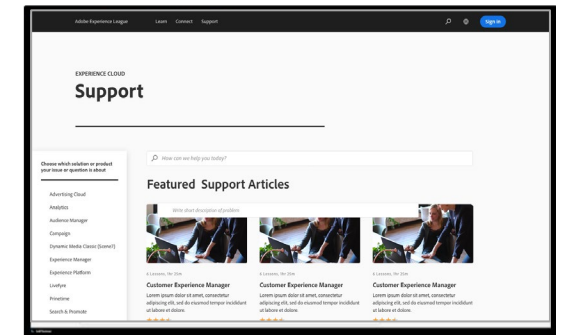
Guided learning designed by Adobe experts



Quick answers from product guides and support articles



Communities of experts and fellow learners



Online support



Experience League is **GLOBAL!**  
(12 languages)

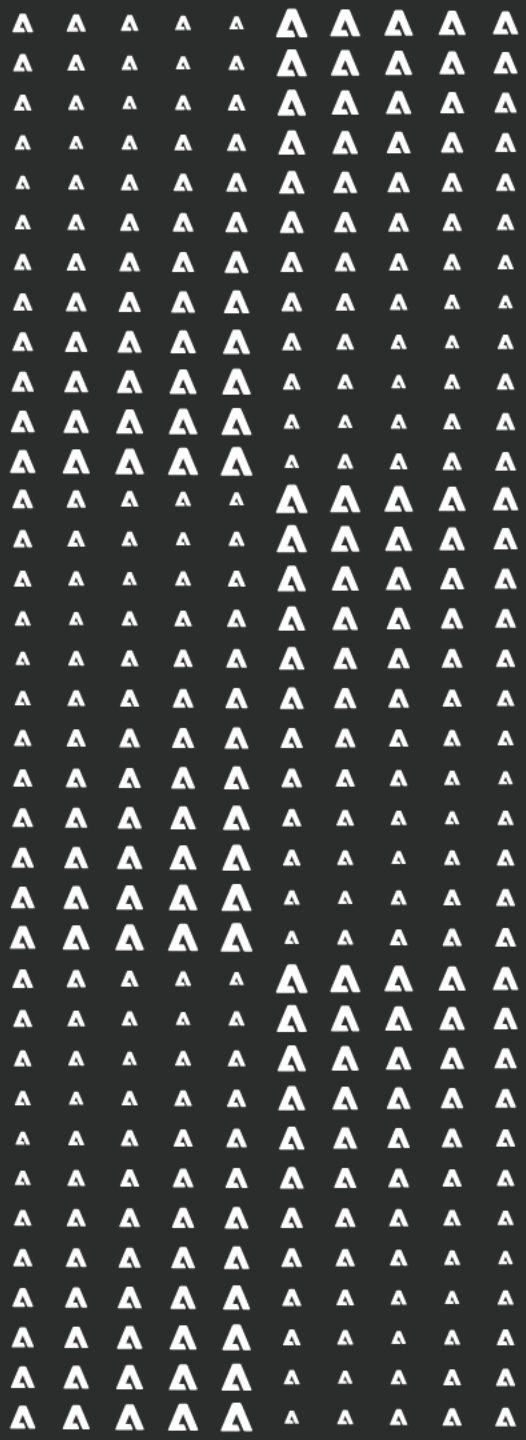


Experience League is **MOBILE!**



# Premier Support

Offerings: Business Support | Enterprise Support | Elite Support



# Business Support

| Delivery Team & Features |                        |                       |
|--------------------------|------------------------|-----------------------|
| Assigned Expert          | Account Support Lead   | ✓                     |
|                          | Online Support         | <b>Business Hours</b> |
| Support Services         | 24x7 P1 Issue Support  | ✓                     |
|                          | Named Support Contacts | <b>6</b>              |
|                          | Live Telephone Support | ✓                     |
|                          | Escalation Management  | ✓                     |

## Levels & Features

### Online Support

Access to online resources for documentation, engagement with other experts and customers for best practices, and webinar series (Office Hours). For troubleshooting tips and tricks, several channels are also available for questions and case submissions.



#### Online Forums

- 24x7 access to Communities
- Engagement with other customers
- Web case submission

<https://experienceleaguecommunities.adobe.com/>



#### Live Chat Support\*

Start a chat session to get answers and help with case submission

*\* Not all products have live chat support.*



#### Enablement

- Self Guided journeys
- Monthly Office Hours
- Product & Release Documentation

<https://experienceleague.adobe.com/>



#### 24x7 P1 phone support

Talk to an Adobe expert or your Named Support Engineer

**Named Support Contacts – List of 6 Users authorized to interact with Customer Support**

# Enterprise Support

| Delivery Team & Features |  |   |          |
|--------------------------|--|---|----------|
| Assigned Expert          | Named Support Engineer                                 | ✓   |          |
|                          | Online Support   | <b>24x5</b>   |          |
| Support Services         | 24x7 P1 Issue Support                                  | ✓   |          |
|                          | Named Support Contacts                                 | <b>10</b>   |          |
|                          | Live Telephone Support                                 | ✓   |          |
|                          | Escalation Management                                  | ✓   |          |
|                          | Support Reviews per Year                               | <b>2</b>  |          |
|                          | Expert Sessions per Year                               | <b>2</b>  |          |
|                          | Cloud Support Activities – Experience Manager as Cloud | ✓   |          |
|                          | Field Services   | Launch Advisory Services – First Year of new solution | ✓        |
|                          |  | Field Services Activities                             | <b>2</b> |

## Levels & Features

### Online Support

Access to online resources for documentation, engagement with other experts and customers for best practices, and webinar series (Office Hours). For troubleshooting tips and tricks, several channels are also available for questions and case submissions.



#### Online Forums

- 24x7 access to Communities
- Engagement with other customers
- Web case submission

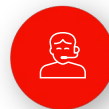
<https://experienceleaguecommunities.adobe.com/>



#### Live Chat Support\*

Start a chat session to get answers and help with case submission

*\* Not all products have live chat support.*



#### Enablement

- Self Guided journeys
- Monthly Office Hours
- Product & Release Documentation

<https://experienceleague.adobe.com/>



#### 24x7 P1 phone support

Talk to an Adobe expert or your Named Support Engineer

**Named Support Contacts – List of 10 Users authorized to interact with Customer Support**

# Elite Support

| Delivery Team & Features                               |   |             |
|--|---|-------------|
| Assigned Expert  | Named Support Engineer                                | ✓           |
|  | Technical Account Manager                             | ✓           |
| Support Services                                       | Online Support  | <b>24x5</b> |
|  | 24x7 P1 Issue Support                                 | ✓           |
|  | Named Support Contacts                                | <b>15</b>   |
|  | Live Telephone Support                                | ✓           |
|  | Escalation Management                                 | ✓           |
|  | Service Reviews per Year                              | <b>4</b>    |
|  | Expert Sessions per Year                              | <b>4</b>    |
|  | Event Management                                      | ✓           |
|  | Environment Review, Maintenance & Monitoring          | ✓           |
|  | Release, Migration, Upgrade & Product Roadmap Review  | ✓           |
| Cloud Support Activities – Experience Manager as Cloud | ✓   |             |
| Field Services   | Launch Advisory Services – First Year of new solution | ✓           |
|  | Field Services Activities                             | <b>4</b>    |

## Levels & Features

### Online Support

Access to online resources for documentation, engagement with other experts and customers for best practices, and webinar series (Office Hours). For troubleshooting tips and tricks, several channels are also available for questions and case submissions.



#### Online Forums

- 24x7 access to Communities
- Engagement with other customers
- Web case submission

<https://experienceleaguecommunities.adobe.com/>



#### Live Chat Support\*

Start a chat session to get answers and help with case submission

*\* Not all products have live chat support.*



#### Enablement

- Self Guided journeys
- Monthly Office Hours
- Product & Release Documentation

<https://experienceleague.adobe.com/>



#### 24x7 P1 phone support

Talk to an Adobe expert or your Named Support Engineer

**Named Support Contacts – List of 15 Users authorized to interact with Customer Support**

<https://adobe.ly/elitesupport>