



# Developer Success

Developer Success plans provide expert advice and guidance to a named user on helping keep your DealerTeam system running smoothly and continuously innovating. Extend your team with the Developer Success Plan.

FEATURES	STANDARD	DEVELOPER
Support initial response time by case Severity Level <sup>1</sup>	2 Business Days <sup>2</sup>	Severity 1: 1 hour <sup>3</sup> Severity 2: 4 hours <sup>3</sup> Severity 3: 8 hours <sup>4</sup> Severity 4: 16 hours <sup>4</sup>
Online access to Standard Success resources: Help, knowledge base, and "Getting Started" training	✓	✓
9:00 AM Eastern to 9:00 PM Pacific toll-free phone support		✓
Premium Developer Support		✓
Customizable training templates		✓
Assigned Success representative <sup>5</sup>		✓
Administration services to update your DealerTeam solution <sup>6</sup>		
Sandbox discount		✓

1. Severity level definitions:

- Severity 1: Critical - Production issue affecting all users; system unavailability; data integrity issues
- Severity 2: Urgent - Persistent issue affecting many users; major functionality is impacted; significant performance degradation
- Severity 3: High - System performance issue or bug affecting some but not all users
- Severity 4: Medium - Inquiries about routine technical issues; information requests on application capabilities, navigation, installation, or configuration

2. Excluding holidays

3. 9:00 AM Eastern to 7:00 PM Pacific Severity 1 and 2 coverage includes weekends and holidays

4. Severity 3 and 4 target response times include local business hours only and exclude weekends and holidays

5. Assignment of a Premium Success representative will be made with subscriptions with an annual value of at least \$500,000 or a total Premium annual fee of \$100,000

6. See appendix for list of Administration Services



# Premium Developer Support

Premium Developer Support recommends best practices for succeeding with Force.com, and also helps troubleshoot Salesforce or DealerTeam error messages that you might encounter.

## Premium Developer support includes:

- Best practice advice for creating Force.com code (APEX) and Force.com pages (Visualforce).
- Salesforce error message troubleshooting and exception handling.
- In-depth code analysis, de-bugging, and recommendations (up to 200 lines). Access to our interactive community.

## Developer Services

SUPPORT CATEGORIES	PREMIUM DEVELOPER SUPPORT TASKS
Force.com code (Apex) and Force.com pages (Visualforce)	<ul style="list-style-type: none"><li>• Explanation of governor limits</li><li>• Salesforce error message troubleshooting</li><li>• Error-related code review of Force.com classes and triggers (up to 200 lines)</li><li>• Force.com code and Force.com pages best practices and recommendations</li></ul>
Web Services API	<ul style="list-style-type: none"><li>• Salesforce error message troubleshooting</li><li>• SOAP message capture and review</li><li>• Web Services API best practices and recommendations</li></ul>
Salesforce-supported Developer Toolkits (AJAX, Force.com migration, Force.com IDE, etc.)	<ul style="list-style-type: none"><li>• Salesforce error message troubleshooting</li><li>• Toolkit best practices and recommendations</li></ul>