

Plus Support Plan

Drive agreement success anytime, anywhere with DocuSign Support.

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.
- Tailored Solutions: Personalized support customized to your business's critical needs.
- 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 these features:

DocuSign Support Center	Find answers, engage with the Community, and submit and manage cases online for faster resolution.
Integrations Support	Support for DocuSign's pre-built connectors like Salesforce and Microsoft, and partner applications like 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.
Developer Support	Support for DocuSign standard APIs that customers leverage in custom integrations.

Services at a Glance

<6 business hours target response time

On-demand, self-service **24/7**.

Integrations support

Trusted and secure

Meets or exceeds stringent U.S., 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 you started, drive adoption across your organization, optimize your solution and discover new opportunities with DocuSign. To learn more, contact your account team or sales@docusign.com.