

Standard Support Plan

Drive agreement success anytime, anywhere with DocuSign Support.

With our Standard 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 using the DocuSign Support Center (portal).
- 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 by logging a case and getting help from a Support expert.

Features

The Standard Support Plan includes these features:

DocuSign Support Center	Find answers, engage with the Community, and submit and manage cases online for faster resolution.
DocuSign Community	Share best practices, ask questions, and build your DocuSign network.
Phone Support (call back)	Log a case and request a callback during business hours. Customer support will call you back to address technical questions, billing inquiries, and account management.
DocuSign Chat Support	Get instant support, around the clock. Your questions answered, 24/7 by our virtual assistant.
Technical Support	Direct access to technical support teams for configuration-specific questions.

Services at a Glance

One business day target response time

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

Trusted and secure

Meets or exceeds stringent U.S., EU, and global security and privacy standards

Products covered

All DocuSign IAM

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.