Enterprise Premier Support Plan

The fastest response and issue resolution for your business-critical agreement processes.

With our Enterprise Premier Support plan, Docusign will 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.
- Support tailored to your needs: Personalize your support experience with plans customized to support your business-critical agreement processes.
- Trust and reliability that scales: Ensure business continuity and responsiveness that moves your business forward with speed and confidence.

Services at a Glance

<2 business hours target response time

<30 minutes global emergency support response time

Integrations support

Up to **10 hours** of developer product guidance on Docusign APIs

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

Products covered
All Docusign Agreement Cloud Products

Features

The Enterprise Premier Support Plan includes these features:

Target initial response time	A 2-business-hour response time for new cases.
Global Emergency Support	A 30-minute response time for severity 1 technical issues; available for all products 24/7 (English only during non-business hours).
Docusign support center	Find answers, engage with the Community, and submit and manage cases online for faster resolution.
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.
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.
Developer support	Support for Docusign's standard APIs that customers leverage in custom integrations. Up to 10 hours of developer guidance covering best practices on implementation, APIs, and workflow engagements.

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.