DEALERTEAM SUCCESS PLANS

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[1]	2 Business Days[2]	Severity 1: 1 hour[3] Severity 2: 4 hours[3] Severity 3: 8 hours[4] Severity 4: 16 hours[4]
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[5]		✔
Administration services to update your DealerTeam solution[6]		
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)	• Explanation of governor limits • Salesforce error message troubleshooting • Error-related code review of Force.com classes and triggers (up to 200 lines) • Force.com code and Force.com pages best practices and recommendations
Web Services API	• Salesforce error message troubleshooting • SOAP message capture and review • Web Services API best practices and recommendations
Salesforce-supported Developer Toolkits (AJAX, Force.com migration, Force.com IDE, etc.)	• Salesforce error message troubleshooting • Toolkit best practices and recommendations

Premium and Premium+ Success

Premium Success plans provide expert advice and guidance on helping keep your DealerTeam system running smoothly and continuously innovating. Extend your team with the Premium+ Success Plan for all the benefits of Premium Success, plus:

Get Configuration Help:

Request 100+ routine configuration updates like creating users, reports, workflows, and dashboards. You take online administration training to learn the basics, then tell us your business requirements. Our team of administrators updates your DealerTeam system.

FEATURES	STANDARD	PREMIUM	PREMIUM PLUS
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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[5]		✔	✔
Administration services to update your DealerTeam solution[6]			✔
Sandbox discount		25%	40%

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        Severity 1: Critical - Production issue affecting all users; system unavailability; data integrity issues
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6. See appendix for list of Administration Services

Premium Developer Support

Premium Developer Support, included with the Premium Success and Premium+ Success Plans, 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.

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Premium+ Administration Services

Administration Services, included with the Premium+ Success Plan, gives you access to more than 100 administrative services that increase your admin capabilities and capacity. Our team of certified administrators helps maintain and update your DealerTeam instance with services such as creating users, reports, workflows, and dashboards.

ADMINISTRATION CATEGORIES/ TASKS	DESCRIPTION OF ADMINISTRATION TASKS
SETUP AND CUSTOMIZATION	
Users	Create, update and deactivate users
Portal Users	Create, update and deactivate portal users
Roles	Create and update roles and role hierarchies
Profiles	Create and update profiles
Public Groups	Create and update public groups
Standard Objects	Update standard objects
Custom Fields	Create and update custom fields
Page Layouts	Create and update page layouts
Record Types	Create and update record types
Process Builder	Create and update Process Builder processes
List Views	Create and update list views
Queues	Create and update queues
Assignment Rules	Create and update assignment rules
Auto-response Rules	Create and update auto-response rules
Workflow Rules/Tasks/Alerts/ Field Updates	Create and update workflow rules, tasks, alerts, and field updates
Approval Processes	Create and update workflow approval processes
Reports	Assist in creation and modification of reports as necessary
Dashboards	Create and update dashboards as necessary
Reporting Snapshots	Create and update reporting snapshots as necessary
Custom Report Types	Create and update custom report types
Validation Rules	Create and modify validation rules as necessary
Formula Fields	Create and modify formula fields as necessary
Summary Formula Fields	Create and modify summary formula fields as necessary
Translations Workbench	Create and update translations
Communities	Create and update Communities settings

Locations	Create and update dealership locations
Forms	Create and update forms[4]
Service Contracts	Create and update Service Contract templates
Finance Companies	Create and update Finance Companies

COMMUNICATION TEMPLATES

HTML Letterhead Templates	Create HTML letterhead templates
Email Templates[3]	Create email templates

MOBILE

Mobile Configurations	Create and update mobile configurations

DATA[1]

Mass Transfer Records	Mass transfer records, provided by customer in formatted CSV file
Mass Delete Records	Mass delete records, provided by customer in formatted CSV file
Mass Create Records	Mass create records, provided by customer in formatted CSV file
Mass Update Records	Mass update records, provided by customer in formatted CSV file
Duplicate Management	Create and modify duplicate management rules as necessary

SECURITY

Sharing Rules	Create and update sharing rules
Field Accessibility	Create and update field accessibility
Password Policies	Manage password policies
Session Settings	Manage session settings
IP Ranges	Add and update IP ranges
Fiscal Year	Create and update fiscal year
Business Hours	Create and update business hours

PRODUCTIVITY AND COLLABORATION

Create Content	Create and update content workspaces
Add Users to Workspaces	Add users to workspaces
Chatter Feed Settings (org wide)	Create and update Chatter feed settings
Process Builder[5]	Create and modify Process Builders
Chatter Groups	Add users to Chatter groups
Search Settings	Create and update search settings
Ideas Settings	Create and update ideas settings
Answer Settings	Create and update answers settings