



Enhanced Support for Microsoft Dynamics 365

Faster Responses and Development Resources for Small Businesses

In business and in life, time is your most valuable asset. Want a higher return on your time investment? Enhanced Support for Microsoft Dynamics 365 support gives you fast answers that help get you back to work quickly!

Enhanced Support keeps your business running smoothly, with quick responses to technical support requests, professional training and development materials, and access to expert engineers to help address technical issues.

With Enhanced Support, you can submit support requests both online and by phone, plus a two-hour response time for incident submissions for your most critical issues. Priority routing eliminates your on-hold time when calling for support—stay focused on the job, and we'll call you back to address your issue!

You'll also have unprecedented access to resources - such as a Getting Started catalog, available on Customer Center - 24 hours a day, allowing you to learn at your own pace, reduce the number of support issues, and increase your personal productivity. You have unlimited access to the Microsoft Dynamics online e-learning courseware and training materials.

Time away from your business negatively affects your success. Enhanced Support gives you fast, easy access to answers and expert assistance, so you can get back to business faster.

Benefits at a glance



Initial response time of less than two hours for your most critical issues



Eliminate on-hold time with priority routing



Maximize uptime with unlimited break/fix support



Find help quickly from an online community of experts and peers



Self-learning resources available 24 hours and unlimited access to our e-learning catalog



Access self-directed support on our customer portals



Ask the Expert Webinars

Microsoft Dynamics Enhanced Support

Benefits	Features
Maximum Uptime Keep your business up and running with fast, responsive services.	<ol style="list-style-type: none">1. Two-hour technical support response times. Receive a reply in two hours or less to address your most critical technical issues and maximize your uptime.2. Online and phone incident submission. Get assistance when you need it, how you need it.3. Priority routing. Eliminate on-hold time and connect 1:1 with the right support engineer every time. With unlimited break/fix support, Microsoft support engineers help you identify and resolve technical issues quickly.
Powerful Support Options Resolve issues efficiently with a variety of choices.	<ol style="list-style-type: none">4. Local business-hours support. Get technical help from support engineers during local business hours.5. Community forums. Exchange ideas, ask questions, and discuss solutions with your peers. Take advantage of the tens of thousands of technical articles written by Microsoft Dynamics support engineers, or request direct, 1:1 traditional support from Microsoft experts.6. Microsoft Dynamics Lifecycle Services. Online collaboration workspace that helps you model, manage, and maintain your implementations.7. Ask the Expert Webinars A monthly online webinar where Microsoft experts share their knowledge and expertise on specific Dynamics 365 topics.
Comprehensive Resources Get support at your own pace with extensive self-help resources, forums, and training materials.	<ol style="list-style-type: none">8. Access to Customer Portals. Drive user adoption and help employees boost productivity with 24x7 access to unique online portals CustomerSource and Customer Center, which are designed specifically for our customers.9. E-learning. Access to professional development materials for your users! Get unlimited access to the entire e-learning catalog available on CustomerSource.10. Self-Help Resources. Take advantage of self-directed support, easy access to Knowledgebase, and troubleshooting steps to help solve issues quickly, unleash new functionality, and improve business processes.11. Service dashboard. Review system uptime status, identify potential disruptions, strategically schedule maintenance, and analyze the overall health of service in one easy-to-understand dashboard.



For more information and to find the best Microsoft Dynamics 365 support plan for you, visit <http://www.microsoft.com/en-us/dynamics/dynamics-online-support.aspx> or call your Microsoft Dynamics partner.

Note: For Dynamics 365 applications sold only through Cloud Solution Providers (CSP) support is provided by the reselling partner and is not available directly from Microsoft.

The support capabilities described in this document are available only to customer who subscribe to Microsoft Dynamics 365 Support. Microsoft provides this material solely for informational purposes and not as an offer. Customers who have questions should contact their reseller or Microsoft account manager. Eligibility for Microsoft Dynamics 365 support plan benefits varies by offering and region, and is subject to change. Review the Terms of Use on the Microsoft 365 Support Portal [here](#). For Volume Licensing Customers, consult product terms [here](#).