

Subscription Support for Microsoft Dynamics 365

Expert Assistance for Small Businesses



Get more out of your Microsoft Dynamics 365 solution with a support plan that keeps you connected. The Subscription Support plan is included with your cloud subscription, and it gives you essential support services and technical resources, so you can stay informed, work smarter, and stay focused on your business.

With Subscription Support, you can submit support requests both online and by phone, with next-business-day responses to address technical issues. Call backs eliminates on-hold times, connecting you with the right engineer, right away—and unlimited break/fix support keeps your business up and running!

Use your Subscription Support resources to set up your software, get the most out of your Microsoft Dynamics solution and improve business performance. Get unlimited access to self-help tools on CustomerSource to learn how you can get the most from Microsoft Dynamics solution. Get access to our Getting Started catalog with rich online learning tools, available on CustomerSource, 24 hours a day, so you can learn at your own pace and address routine technical issues as they arise.

Tap into a rich online community of expert peers to share information and get assistance. Learn from and share answers and ideas with other experts around the world and discover new ways to expand your business opportunities.

You've got a business to run, and your solution from Microsoft Dynamics is the engine for your success. Whenever you need help to keep things on track, we've got your back.

Benefits at a glance



Get responses to technical support calls within one business day



Maximize uptime with as needed break/fix support



Find help quickly from an online community of experts and peers



Use the Getting Started catalog and self-help guides



Access self-directed support on our customer portals plus unlimited access to our e-learning catalog



Microsoft Dynamics Lifecycle Services



Ask the Expert Webinars

Microsoft Dynamics Subscription Support

| Benefits | Features |
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| Maximum Uptime Keep your business running with fast, responsive services. | <ol style="list-style-type: none">1. Next-business-day technical support response times. Receive a reply in 24 hours or less to address technical issues and maximize your uptime.2. Priority routing. Eliminate on-hold time and connect 1:1 with the right support engineer every time.3. Unlimited break/fix support. Get 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. Online and phone incident submission. Get assistance when you need it, how you need it.5. Local business-hours support. Receive support from Microsoft engineers during local business hours.6. Community forums. Exchange ideas, ask questions, and discuss solutions with your peers. Take advantage of the tens of thousands of technical article written by Microsoft Dynamics support engineers, or request direct, 1:1 traditional support from Microsoft experts.7. Microsoft Dynamics Lifecycle Services. Online collaboration workspace that helps you model, manage, and maintain your implementations.8. 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">9. Access to Customer Portals. Drive user adoption and help employees boost productivity by accessing a Getting Started catalog of resources 24 hours a day through CustomerSource and Customer Center.10. E-learning. Access to professional development materials for your users! Get unlimited access to the entire e-learning catalog available on CustomerSource.11. Self-help resources. Take advantage of self-directed support, easy access to knowledge base, and troubleshooting steps to help you solve issues quickly, unleash new functionality, and improve business processes.12. 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](#).