



Professional Direct Support for Microsoft Dynamics Online Services

Rapid, Escalated Support for Midsize Organizations

Your business depends on Microsoft Dynamics Online Services to drive success. And being successful requires that you get fast, direct access to expert support whenever you need it, through Professional Direct Support for Microsoft Dynamics Online Services. The plan can be purchased for Microsoft Dynamics CRM Online, Microsoft Dynamics Marketing, or Microsoft Social Listening services.

Professional Direct Support gives you top-tier services designed especially for organizations like yours that require rapid, advanced support. You get our fastest, one-hour response times for your technical support calls, and exclusive access to a dedicated team of Service Delivery Managers to manage your support experience, provide light advisory services and much more!

Need help for a complex issue? A rapid Professional Direct Support response to delivery management issues gets you back to work quickly. And when it's time to train your staff, use our customizable Microsoft Dynamics training materials to deliver training under your own brand.

Unlimited phone support with return-call service eliminates your on-hold time, along with 24/7 support to provide you the support when you need it. A suite of online learning resources on CustomerSource gives you exclusive access to the entire catalog of Microsoft Dynamics Online training and E-Learning courseware to help increase productivity.*

Professional Direct Support gives you the professional-grade support you need, so you can make the most of every business opportunity with Microsoft Dynamics Online.

Benefits at a glance

Available with Microsoft Dynamics CRM Online, Microsoft Dynamics Marketing, or Microsoft Social Listening



Initial response time of less than one hour for your most critical issues



Receive 24x7 support for your most critical issues



Receive expert advice, escalation assistance and much more from Service Delivery Managers



Eliminate on-hold time with priority routing to Tier 2 escalation engineers



Maximize uptime with unlimited break/fix support



Find help quickly from an online community of experts and peers



Access self-directed support on our customer portals, plus ELearning and customizable training material*



Email Deliverability Services for Microsoft Dynamics Marketing

Professional Direct Support Plan for Microsoft Dynamics Online Services

Benefits	Features
<p>Maximum Uptime Keep your business running with fast, responsive services.</p>	<ol style="list-style-type: none"> 1. 24x7 support. Get round-the-clock help from support engineers. 2. One-hour technical support response times. Receive a reply in one hour or less to address your most critical business issues and maximize your uptime. 3. Online and phone incident submission. Receive unlimited callback assistance when you need it, how you need it. 4. Priority routing. Connect 1:1 with the right support engineer every time, with fast access to tier 2 support escalation engineers. 5. Delivery management phone line. Efficiently and quickly address business-critical issues. 6. Unlimited break/fix support. Identify and resolve technical issues fast with assistance from Microsoft support engineers.
<p>Powerful Support Options Resolve issues efficiently with a variety of assistance channels.</p>	<ol style="list-style-type: none"> 7. Service Delivery Managers. Get traction on the issues that matter most with light advisory, case wellness and escalation assistance. Engage with your Service Delivery Manager in a monthly 1:1 session to ensure your solution is running at optimal health, advise and analyze past support incidents, as well as provide assistance to help you plan for your updates. 8. 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. 9. Email Deliverability Services (only for Dynamics Marketing). Foster ISP relationships and monitor reputation to increase and improve deliverability.
<p>Comprehensive Resources Get support at your own pace with extensive self-help resources, forums, and peer communities.</p>	<ol style="list-style-type: none"> 10. Access to Customer Portals. Drive user adoption and help employees boost productivity by accessing tools and resources on CustomerSource and Customer Center, which are designed specifically for our customers to drive user adoption and help employees boost productivity by accessing tools and resources 24 hours a day. 11. E-Learning. Access to professional development materials for your users! For Microsoft Dynamics CRM Online and Microsoft Dynamics Marketing, you get full access to the entire E-Learning catalog, and downloadable and customizable training materials available on CustomerSource.* 12. 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. 13. 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.

*Microsoft offers E-Learning training for Microsoft Dynamics CRM Online and limited training is available for Microsoft Dynamics Marketing. Microsoft Dynamics Social Listening customers have access to Getting Started Catalog and self-help guides.



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

The support capabilities described in this document are available only to Microsoft Dynamics Online Services customers who subscribe through the Microsoft Online Services environment. Microsoft provides this material solely for informational purposes and not as an offer. Customers who have questions about this material or their agreements should contact their reseller or Microsoft account manager. Eligibility for Microsoft Dynamics customer service plan benefits varies by offering and region and is subject to change. For those customers who purchased Microsoft Online Services, review the Terms of Use for the Microsoft Online Services Portal [here](#). For Volume Licensing Customers, consult product use rights [here](#).