

# Subscription Support for Microsoft Dynamics 365



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 a one-hour response time for your most critical issues, available any time you need us. 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 to learn how you can get the most from Microsoft Dynamics solution. Get free access to our rich online learning tools, available on Microsoft Learn, 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



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



Maximize uptime with unlimited break/fix support



Receive 24x7 support for your most critical issues



Find help quickly from an online community of experts and peers



Access to frequently updated resources and documentation



Access self-directed support plus unlimited access to Microsoft Learn



Dynamics Support Admin Portal and Service Dashboard

# Microsoft Dynamics Subscription Support

Benefits	Features
<b>Maximum Uptime</b> Keep your business running with fast, responsive services.	<ol style="list-style-type: none"><li>1. <b>Less than 1 hour technical support response times for your most critical cases, available 24 hours 7 days a week.</b></li><li>2. <b>Unlimited break/fix support.</b> Get support Microsoft support engineers help you identify and resolve technical issues quickly</li></ol>
<b>Powerful Support Options</b> Resolve issues efficiently with a variety of choices.	<ol style="list-style-type: none"><li>3. <b>Online and phone incident submission.</b> Get assistance when you need it, how you need it.</li><li>4. <b>Self-help resources.</b> 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.</li><li>5. <b>Community forums.</b> 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.</li><li>6. <b>Dynamics Support Admin Portal and Lifecycle Services.</b> Online collaboration workspace that helps you model, manage, and maintain your implementations, including filing and tracking incidents.</li></ol>
<b>Comprehensive Resources</b> Get support at your own pace with extensive self-help resources, forums, and training materials.	<ol style="list-style-type: none"><li>7. <b>Access to frequently updated resources.</b> Drive user adoption and help employees boost productivity by accessing documentation and learning resources 24 hours a day.</li><li>8. <b>E-learning.</b> Free, unlimited access to professional development materials for your users! Get unlimited access to the entire e-learning catalog available for free on Microsoft Learn.</li><li>9. <b>Service dashboard.</b> Review system uptime status, identify potential disruptions, strategically schedule maintenance, and analyze the overall health of service in one easy-to-understand dashboard.</li></ol>



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](#).