

# Professional Direct Support for Microsoft Dynamics 365

## Rapid, Escalated Support for Midsize Organizations



Your business depends on Microsoft Dynamics 365 support to drive success. And being successful requires that you get fast, direct access to expert support whenever you need it, through Microsoft Dynamics Professional Direct Support.

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, onboarding assistance, upgrade & release readiness, and much more!

Need help for a complex issue? A rapid response to issues gets you back to work quickly. Unlimited phone support with return-call service eliminates your on-hold time, along with 24x7 support to provide you the support when you need it.

When it's time to train your staff, use our Microsoft Dynamics training materials with a suite of online learning resources on CustomerSource. CustomerSource gives you exclusive access to the entire catalog of Microsoft Dynamics 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.

### Benefits at a glance



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 quicker 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 unlimited access to our e-learning catalog



Microsoft Dynamics Lifecycle Services



Ask the Expert Webinars

# Microsoft Dynamics Professional Direct Support

Benefits	Features
<p><b>Maximum Uptime</b> Keep your business running with fast, responsive services.</p>	<ol style="list-style-type: none"><li>1. <b>24x7 support.</b> Get round-the-clock help from support engineers on your most critical issues.</li><li>2. <b>One-hour technical support response times.</b> Receive a reply in one hour or less to address your most critical business issues and maximize your uptime.</li><li>3. <b>Online and phone incident submission.</b> Receive unlimited callback assistance when you need it, how you need it.</li><li>4. <b>Quicker routing.</b> Connect 1:1 with the right support engineer every time, with quicker access to tier 2 support escalation engineers.</li><li>5. <b>Delivery management phone line.</b> Efficiently and quickly address business-critical issues.</li><li>6. <b>Unlimited break/fix support.</b> Identify and resolve technical issues fast with assistance from Microsoft support engineers.</li></ol>
<p><b>Powerful Support Options</b> Resolve issues efficiently with a variety of assistance channels.</p>	<ol style="list-style-type: none"><li>7. <b>Service Delivery Managers.</b> Get traction on the issues that matter most with light advisory, upgrade and release readiness, case wellness, enhanced service incident handling, and escalation assistance. Engage with your Service Delivery Manager in a monthly 1:1 session to advise and analyze past support incidents to ensure your solution is running at optimal health.</li><li>8. <b>Product onboarding assistance.</b> Get started on the right foot with Microsoft Dynamics with basic guidance on setup, provisioning, configuration, integrations, analytics, and best practices.</li><li>9. <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>10. <b>Microsoft Dynamics Lifecycle Services.</b> Online collaboration workspace that helps you model, manage, and maintain your implementations.</li><li>11. <b>Ask the Expert Webinars</b> A monthly online webinar where Microsoft experts share their knowledge and expertise on specific Dynamics 365 topics.</li></ol>
<p><b>Comprehensive Resources</b> Get support at your own pace with extensive self-help resources, forums, and peer communities.</p>	<ol style="list-style-type: none"><li>12. <b>Access to Customer Portals.</b> 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.</li><li>13. <b>E-learning.</b> Access to professional development materials for your users! Get unlimited access to the entire e-learning catalog available on CustomerSource.</li><li>14. <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>15. <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:** Minimum purchase price of 50 seats

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](#).