

Dynamics 365 Support Options

Get the support options that make sense for your changing business. Take advantage of competitive, tiered support for different cost scenarios, options for partner involvement, and other elements tailored to your needs.

	Standard	Professional Direct	Unified Enterprise
Self-Select Your Plan	Business operating a simple environment, or using a full-service partner	Business operating a 24/7 production environment requiring access to experts for advisory and escalation services	Personalized enterprise support delivered through a mix of reactive, proactive, and in-depth solutions to help drive the outcomes you need most
Microsoft Product Coverage	Dynamics 365	Dynamics 365	All Microsoft Products
Community Forums	x	x	x
Service Dashboard	x	x	x
Web & Phone Incident Submission	x	x	x
Access to Self-help Portals	Dynamics 365 Admin Center	Dynamics 365 Admin Center	Unified Services Hub
As-needed Break/Fix Incidents	x	x	x
Support	24x7 for Severity A cases	24x7 for Severity A cases	24x7 for Severity 1 & A cases
Fastest Response Time (For critical incidents)	<1 hour	<1 hour With priority routing	<1 hour With priority routing
As-needed Online Training	x	x	x
Service Delivery Management		Pooled	Assigned
Priority Handling		x	x
Escalation Management		x	x
Technical Webinars		x	x
Advisory Services		x	x
Monthly Service Reviews		x	x
			On-demand assessments with as-needed setup and configuration services
Proactive Services			Full catalog
On-demand Workshops			x
Remote Diagnostics & Reporting			x
Onsite Services			x
Enhanced Solutions			Full catalog
Cost	Included	\$9/user/month min \$180/month (20 users)	Starts at \$50K/year

Support plans are available through Volume Licensing channels and Web Direct. 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 Dynamics 365 support plan benefits vary by offering and region and are subject to change. For Volume Licensing customers, consult product use rights [here](#).