



CONTACTING CUSTOMER SUPPORT

Salesforce.com realizes the importance of timely customer support assistance. To help you get the support you need, we have devised four methods of contact to suit all customer needs.

Using the Online Knowledge Base

The online knowledge base is your first and best method of getting the answers you need. Customer Support representatives update the knowledge base daily to ensure that you have the up-to-date information you need.

- 1 Start by clicking the **Help & Training** link to access Salesforce Help, Training, and Support options.



- 2 Type your question into the search box and click the red arrow.



- 3 The search returns results from the online help and the solution knowledge base. Click the solution title to view the full solution.

Search: importing contacts Go!

Relevant Help Topics

- [Importing Data > Using the Import Wizards](#)
- [Personal Setup > Personal Setup Overview > Import](#)

Relevant Solutions

- [How do I import my contacts?](#)
As a Standard User, you have the ability to import up to 500 contacts at a time. To
- [How do I sync other users contacts? Can I sync all contacts from my organization?](#)
At this time, you can only sync all salesforce.com contacts you own plus all contact

Using Online Help

- The Salesforce online help is also a great source for how-to information, reference, and additional tip sheets.
- Click the **Help** link on any page to access context-sensitive help.
- The Search feature automatically returns results from the online help as well as the solution knowledge base.

Logging a Case with Customer Support

If you do not find the answers you need in the knowledge base or online help, your next step is to log a case with Customer Support. This is the preferred method of contact and ensures that your request is immediately logged in our system for direct follow-up.

- 1 Click **Log a case** from the Support tab of the Help and Training window.
- 2 Select the **Type** of inquiry as well as the **Functional Area**. The **Functional Area** identifies the area of Salesforce to which your question relates.

Online Response Times

- **Team Edition™ Basic Support:**
2 business days
- **Standard Support:**
2 business days
- **Gold Support:**
8 business hours
- **Platinum Support:**
4 business hours



- 3 In the **Description** section, include a complete description of your issue to ensure quick and accurate follow-up.

Home	Find solution	Log a case	View cases
Log a case			
Contact Name: Andrea Leszek	Contact Phone:		
Account Name: Medical Supplies	Contact Email:		
Type: *	<input type="text" value="Question"/>		
Functional Area: *	<input type="text" value="Importing"/>		
Subject: *	<input type="text" value="How do I import my contact data?"/>		
Description:	<input type="text" value="I am a system administrator for my organization and need to import my group's account and contact data from Outlook. Where can I find instructions to do this?"/>		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>			

Calling Customer Support

If you need immediate assistance or would like to speak to a Customer Support representative, please call:

For Customers In	Telephone Number
North and South America	+1-415-901-7010
Europe, Africa, and the Middle East	+353-1-2723503
Japan	+81-3-5793-8303
Australia	+1800-789-984

Customer Support Hours

- North and South America:**
 4 a.m. to 6 p.m. PT
 Staffed from San Francisco, CA
 Languages spoken: English and Spanish
- Europe, Africa, & Middle East:**
 8 a.m. to 6 p.m. GMT
 Staffed from Dublin, Ireland
 Languages spoken: English, French, and German
- Japan:**
 10 a.m. to 12 p.m. JST and 1 p.m. to 5 p.m. JST
 Staffed from Tokyo, Japan
 Languages spoken: Japanese
- Australia**
 8 a.m. to 8 p.m. AEST
 Staffed from Melbourne, Australia
 Languages spoken: English

Sending an Email to Customer Support

If you are unable to access the Salesforce application or the Customer Support phone lines, you may contact Customer Support via email:

For Customers In	Email Address
North and South America	support@salesforce.com
Europe, Africa, and the Middle East	support@emea.salesforce.com
Japan	support@jp.salesforce.com