

# Support and System Requirements

Scope, support boundary, and minimum validated requirements for launch.

## System Requirements

- Salesforce Enterprise, Unlimited, or Developer edition for the validated launch context
- Lightning Experience enabled for relevant users
- Installed Solarly for Agentforce package
- Configured SolarlyEngine Named Credential with a reachable endpoint
- Admin or architect capacity available for setup, review, and interpretation

## What Solarly Support Covers

- Package behavior tied to Solarly-managed components
- Named Credential or endpoint validation related to Solarly use
- Questions about how to interpret Solarly-generated records and artifacts
- Clarification on known requirements and expected operating flow

## What Solarly Support Does Not Cover

- General Salesforce administration training
- Page layout or Lightning App Builder coaching unrelated to package defects
- Broad implementation consulting not tied to Solarly behavior
- Org-specific architecture decisions that require customer-side ownership

## Recommended Internal Owner Profile

- Salesforce administrator
- Salesforce architect
- Technical delivery lead
- Platform owner with implementation authority

## Readiness Guidance

Customers should maintain an internal owner who can reproduce issues, validate configuration, and make implementation decisions. Solarly is best suited for customers who can act on generated outputs without relying on general-purpose admin support.