

Data Migration: Engage

Description of Services

Gong will conduct a single data import from Customer's legacy sales engagement platform ("3rd Party"). Gong will provide resources to work with Customer to ensure the data import is successful. Data import success is dependent on: (1) Customer's right to export data from 3rd Party, (2) Customer's explicit authorization granted to Gong to export its data from 3rd Party, (3) Customer's timely completion of migration pre-work (e.g., selective template/flow tagging) and (4) Customer's participation and ongoing engagement.

Project Schedule

Unless otherwise approved by Gong, all Professional Services must be consumed within 60 days from the Start Date of the Professional Services as may be designated on Customer's Order Form. Any Professional Services not consumed within said 60-day period will expire with no further credit or refund and shall have no value thereafter.

For sake of clarity, the following must be true to perform the 3rd Party data import:

Customer must have:

1. Access to a supported 3rd Party system for a minimum of 30 days after the contract start date; and
2. Purchased a Gong Engage subscription.

Engagement Requirements

The following are required for a 3rd Party data migration to occur.

- 3rd Party system
 - Customer users provisioned and configured in Gong. Users must be created, activated, and configured by Customer in Gong to import templates and flows;
 - Customer must create an API key and password for Gong in 3rd Party system; and
 - Customer must complete selective tagging of company and personal email templates and flows to flag legacy system records slated for migration. Records not tagged in the legacy system will not be imported to Gong on the migration date.

Engagement Activities

Gong will work with Customer to perform the data import. Below are the required steps to perform the data import:

- Gong will utilize Customer provided credentials (API key and password) to Customer's 3rd Party system to import 3rd Party email templates and flows into Gong.; and
- Upon completion of the migration, Gong and Customer may mutually agree on a set of core templates and flows that will be subject to champion user testing and validation.

Engagement Assumptions

The engagement requires Customer's active participation and coordination for success. The following requirements must be met. Delay by Customer with respect to any items below may delay or inhibit Gong's ability to deliver the Services:

- 3rd Party data and access:
 - Customer confirms it has the right to transfer data and has validly authorized Gong to assist in the process;
 - Customer is responsible for working directly with the 3rd Party for continued access of data throughout the transfer process;
 - Customer understands that Gong has no relationship with the 3rd Party;
 - Customer understands that 3rd Party API limits apply;
 - API limits, call media file sizes and 3rd Party download throughput may impact Customer's expected timelines based on data volumes; and
 - Gong will not update, modify, or create Customer data or relationships in the 3rd Party system.
- Gong Data Import
 - Gong will only migrate tagged email templates and flows. No contacts, notes, or automation rules will be migrated;
 - The data migration process should start at least 30 days prior to the termination of 3rd Party system access to ensure all data is imported;
 - Any 3rd Party email templates or flows that are not tagged as a "company" or "personal" flow slated for import will be migrated;
 - Personal flows/templates that do not map to an existing Gong user will not be migrated;
 - The migration process will associate personal flows and email templates with a Gong user account by matching to email address;
 - Data for in-flight sequences will not be migrated. If a prospect is mid-sequence in the legacy tool, Customer will need to conclude its sequence or start it from the beginning in Engage;
 - If the 3rd Party system is deactivated before the Gong data migration completes, then all calls may not be imported into Gong successfully; and
 - Multiple migrations may be subject to additional costs.