

Data Migration: Gong

Description of Services

Gong will conduct a single data migration of Gong Conversations from a “Source” Gong instance to a “Target” Gong instance. Gong will provide resources to work with Customer to ensure the data import is successful. Data migration success is dependent on the Engagement Assumptions outlined below.

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.

Customer acknowledges that Gong’s ability to execute this fixed cost, scope, and duration project is highly dependent on timely completion of tasks and decisions assigned to Customer. Customer’s failure to complete tasks and make decisions in a timely manner may result in project delays and additional fees.

Customer is responsible for its resources and third parties it utilizes. Customer assumes responsibility for any delays caused by such resources or third parties’ inability to meet project timelines outlined in these terms.

Engagement Assumptions

Gong will work with Customer to perform the migration. Below are the Customer prerequisites to performing the instance migration:

- Tech Stack Consolidation
 - Gong should be last on the list of tools you are merging
 - Gong can only be merged after CRM and email clients are merged. This is because one Gong instance can only be connected to one CRM instance at a time.
- Migrating Users
 - Similar to the above, a given primary email address can only be utilized in one Gong instance at a time. Gong cannot migrate call data between Gong instances until users in the Source Gong instance have been deprovisioned, and users in the Target Gong instance have been provisioned.

Migration services are limited to a single Source Gong instance and a single Target Gong instance and are limited to Gong products and features only. This may include consulting on Gong-provided integrations or applications that can be installed or leveraged within third-party platforms such as the Gong for Salesforce application. General consulting on third-party software platforms or internal Customer systems are not within the scope of Gong Professional Services.

- Customer is responsible for the integrations and customization of the Gong instance(s) during this engagement.
- Customer shall provide at least one resource that shall serve as the primary Gong Administrator and shall be responsible for all configuration activities during the migration services.

- Customer shall schedule and coordinate Customer resources for any collaborative use case sessions in a timely manner.
- Gong will not update, modify, or create Customer data or relationships in Salesforce.com or any other third-party application.
- Customer warrants they have the internal authorizations and approvals necessary to be able to transfer data out of Source Gong instance and into Target Gong instance.

Engagement Activities

A Gong Professional Services team member will work with Customer on the below activities during the services. These activities are further described as follows:

- Professional Services Kickoff
 - User Migration Workshop
 - Call Migration
1. *Professional Services Kickoff:* Gong will deliver a session to kickoff Customer's migration services engagement with the Customer's project manager and/or project team. During Kickoff, Gong will focus on the engagement success criteria, project plan development, and technical discovery.
 2. *User Migration Workshop:* Gong will help Customer develop a User Migration Strategy. A sound User Migration Strategy minimizes end user disruption and ensures the success of migrating Conversations between Gong instances. Gong helps Customer develop the mapping CSV needed to initiate the call migration. Customer then delivers the final mapping CSV to the Gong point of contact to execute the Call Migration. Customer is responsible for all integrations and general Gong configuration, including, but not limited to workspaces, user provisioning, consent profiles, and permission profiles.
 3. *Call Migration:* Using the information provided in the User Migration Workshop and Kickoff, Gong will execute the migration of Conversations from the Source Gong instance to the Target Gong instance.

Customer is advised that the following items are the only items that will transfer to the Target Gong instance:

- Web conference calls and telephony calls
 - Calls copied to the target instance will be fully transcribed, analyzed and summarized (AI Call Spotlight)
- Comments on calls

Customer is advised that the following items will not be transferred to the Target Gong instance:

- Anything not covered above, including but not limited to:
 - Scorecards – scorecards and existing scores on calls will not be migrated to the Target Gong instance
 - Topics and trackers – these will not be migrated. However, the conversations migrated will be associated with the available Topics and Trackers in the Target Gong instance
 - Library folders – library folders and all call associations to libraries will not be migrated
 - Insights – some statistics such as 'calls hosted' will be present in the Target Gong instance. However, most insights and statistics such as 'calls listened to' will be lost during the migration

- CRM data – CRM data is not migrated. The Target Gong instance should be connected to the relevant CRM instance
 - Web Conference calls that are migrated will be re-associated with CRM records based on the CRM integrated with the Target Gong instance
 - Telephony calls that are migrated will not be associated with CRM data in the Target Gong instance
- Emails – emails are not migrated
 - However, 12 months of emails will be imported when the Target Gong instance is integrated with a supported calendar solution

Customer is advised that the minimum length of calls threshold established in the Target Gong instance will be respected, and that calls not meeting the minimum length will not be imported into Gong.

Exclusions

In addition to the items that do not transfer over as part of the migration services outlined above, the following items are excluded from the scope of this engagement:

- Configuration of workspaces, consent profiles, permission profiles and/or all other business/privacy settings in Gong
- Consultation, support on the creation/re-creation of tasks in Salesforce pertaining to Gong data, including, but not limited to, Conversation data
- Consultation, support on any configuration element of the Target Gong instance. If Customer is standing up a net new Gong instance, and does not purchase a separate implementation package, then Customer is responsible for the configuration of this instance, including, but not limited to, all integrations, business and privacy settings, user provisioning, and advanced capability configuration.
- Gong will not provide a Gong sandbox nor support with Gong/SFDC sandbox testing or Gong sandbox testing with any other third-party application.

Customer Resources

Customer shall provide at least one resource that shall serve as the primary Gong Administrator and be responsible for all configuration activities during the engagement. Additionally, Customer agrees to provide the following resources throughout the engagement:

- Project manager
- Sales process leaders and SMEs (e.g. sales managers, operations personnel)
- Executive sponsor(s)
- System administrators