

Implementation: Forecast Essentials

Description of Services

Gong will conduct up to 3 remote Gong Professional Services Calls (up to 1 hour each) focused on the configuration of the Gong Forecast product. Implementation success is dependent upon Customer's participation and ongoing engagement. All project-related communications and documentation will be in English.

Project Schedule

Unless otherwise approved by Gong, all Professional Services must be consumed within 30 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 30-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 and assumes responsibility for any delays caused by such resources or third parties' inability to meet project timelines outlined in these terms.

This scope is dependent upon Customer's subscribers already being licensed on the core Gong product and having an in-place CRM integration between Gong and Customer's CRM. Supported CRM integrations for Gong Forecast are limited to Salesforce, HubSpot, and Dynamics. Custom CRM integrations for Gong Forecast are not supported.

Engagement Activities

Gong Professional Services Calls include up to 3 1-hour sessions, with topics defined but not limited to the scope below:

- Forecast permissions in Gong – such as specifying which users can view forecasts, edit forecasts and edit targets;
- One workshop with Customer sales leader(s) to configure Forecast boards, including Forecast board settings, warnings settings, and adding the appropriate lines of business; and
- Post go-live office hours.

Gong Professional Services

Gong will assist Customer in configuration of Gong Forecast. Gong Professional Services offers a flexible approach that requires participation and ongoing engagement from Customer administrator(s) and business subject matter experts ("SMEs"). Professional Services hours can be used to execute Customer connections and configuration requirements, review additional recommendations, or a combination thereof based on Customer preference; in each case, relating to the Gong products purchased by Customer. The following areas may be covered by Gong Professional Services:

- Company Settings, in the context of Gong Forecast
 - General, authentication, workspaces and notifications

- Team member profiles, access and permission profiles
- Team member provisioning options
- Data Capture Connections, in the context of Gong Forecast
 - Supported, native CRM integration
 - Supported, native web conferencing integrations
 - Supported, native email and calendar integrations
 - Supported, native telephony integration
- Account Configuration
 - Deal Boards
 - Forecast Boards

Gong Training

Customer will have unlimited access to all training and content in Gong Academy. Gong Academy content includes but is not limited to:

- Self-paced content for administrators, front line managers, and sales teams;
- Pre-recorded live training sessions; and
- Access to register for interactive live weekly trainings designed to get users started with Gong in the following areas:
 - Reviewing calls
 - Reviewing deals
 - Finding calls
 - Tracking progress
 - Understanding deals

Customer Resources

Customer must designate at least one individual that will 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 (as relevant):

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

Engagement Assumptions

Gong's Professional Services is limited to Gong products and features only. This includes Gong-provided integrations or applications to be used within third-party platforms such as Salesforce. General consulting on third-party software platforms or internal Customer systems is not included.

- Implementation activities are limited to a single Gong instance and Gong generally-available features only.
- Customer is responsible for the integrations and customization of the Gong instance during this engagement.
- Customer shall promptly make the necessary decisions on security, consent, and connections required for the launch of Gong to occur.

- Customer shall schedule and coordinate Customer resources in a timely manner.
- Customer is responsible for its personnel and agents. Customer assumes responsibility for any delays attributable to its personnel or agents.