Implementation: Gong 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 core Gong Revenue Intelligence™ Platform. 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 any 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.

Engagement Activities

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

- Native integrations between Customer third-party applications and the Gong platform, such as the Gong-supported CRM, web conferencing, email/calendar, and telephony integrations;
- Gong business and privacy settings, such as recording consent settings, recording settings, and permission profiles;
- One workshop to consultatively discuss either pipeline review processes, strategic initiatives, or advanced coaching best practices as they pertain to Gong; and
- Post go-live office hours.

Customer is responsible for completing go-live planning and/the enabling of data capture for Customer subscribers. Gong will provide the documentation necessary for Customer to complete this task. Completion of go-live planning is a prerequisite to the workshop on pipeline review processes, strategic initiatives, and advanced coaching best practices.

Gong Professional Services

Gong will assist Customer in configuration of Gong Essentials. 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 Essentials
  - General, authentication, workspaces and notifications
  - Team member profiles, access and permission profiles
  - Team member provisioning options
- Data Capture Connections, in the context of Gong Essentials
  - Supported, native CRM integration
  - Supported, native web conferencing integrations
  - Supported, native email and calendar integrations
  - Supported, native telephony integration
- Security Settings and Consent
  - Recording settings
  - Recording consent options
  - Data protection and privacy options
  - SSO authentication
- Account Configuration
  - Trackers and Smart Trackers
  - Libraries
  - Deal Boards
  - Scorecards
  - Initiatives Boards
- Adoption Reinforcement
  - Launch communication
  - Review adoption and KPI targets
  - Training planning

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 who 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 are limited to Gong products and features only which include 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.
- 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.