

Expert Services

Description of Services

Expert Services is a subscription package designed to provide flexibility and access to consultative resources on an ongoing basis and allows Customer to outsource the management of Gong to our dedicated team of experts. Through the Expert Services package, Gong will provide remote program management, initiative support, and functional/technical guidance to Subscribers as outlined below. Gong will provide a Gong Full Time Employee (or % allocation of) as reflected on your order form over the duration of the contract term. These dedicated (but not exclusive) resources shall encompass both online and offline activities. Expert Services is dependent upon the Customer's participation and ongoing engagement. All communications, activities, and documentation will be provided in English.

Engagement Governance

Customer will have access to a designated Program Manager. The Program Manager will deliver regular planning sessions. At a minimum, the Program Manager will coordinate the scheduling of Expert Services team members.

- Customer will work with the Program Manager via the Monthly Planning meeting to schedule all upcoming and planned activities
- Program Manager will coordinate alignment of additional Gong resources as needed (including Consultants and/or Technical Architect)
- Timelines for services will be mutually agreed and tracked
- All on-going work will be reviewed at the regular status meetings
- Hours will be tracked monthly and reported during the monthly planning session. Hours can be rolled over week-to-week and month-to-month, but not year-to-year.

Available Services Offerings

The Gong Program Manager will work collaboratively with the Customer to proactively assist, lead, and prescribe the activities planned and allocated for in the regular planning sessions. Time spent in planning and managing the Available Services Offerings will consume available hours from the package. Subscriber may use this package to complete the following activities (subject to estimation by Gong and within the bounds of monthly hours limitations):

Business Outcomes

- Gong works with Customer to drive adoption of Gong to improve business outcomes.
 - Examples might include:
 - Adoption Programs
 - Change Management Programs
 - Coaching Programs (e.g., move the middle, coaching at scale)
 - Initiative Rollout (e.g., sales methodology, messaging)
 - Revenue Goal Attainment (e.g., increase win rates, shorten deal cycle, improve forecast)
 - Market Intelligence (e.g., product feedback, competitive intelligence)

- Scope for upcoming initiatives will be discussed during monthly planning meetings, specific business outcomes will be identified by Customer with Gong's support and success criteria will be documented and measured
- Timelines and Governance Model will be mutually agreed to
- Only one outcome will be delivered at any given time

Platform Optimizations

- Gong works with Customer to manage configuration changes/updates as Gong releases new product enhancement and features.
- Examples might include updates to:
 - Gong platform:
 - Deal Boards
 - Trackers
 - Alerts
 - Configuration/Set up
 - Connecting New Integrations
 - Gong works with Customer to Optimize your Gong Environment
- System Health Check
- Recommendations on Changes
- Environment Configuration Changes
- Gong Forecast
 - Forecasting Process Review
 - Recommendations on Forecast Process Changes
 - Pipeline Health Inspection / Process Review
 - Forecast Risk Inspection / Process Review
- Gong Engage
 - End User Workflow Review(s)
 - Recommendations on Workflow Process Changes
 - Review Current State Content and Content Strategy
 - Recommendations on Content Update/Build to Align with Best Practices
 - Enablement on Content and Task Cleanup
 - Audit of Engage-related Configuration and Automation Settings
 - Support Development of Methodology for Content Maintenance

Customer Resources

Customer will assume the following responsibilities as part of this Expert Services Program:

- Single point of contact for Gong to work with during the engagement.
- Necessary personnel and other resources such as materials, equipment, documentation, facilities, and management to perform their obligations. Those resources will have appropriate training, subject matter expertise, and knowledge of Customer needs to perform their project responsibilities.

- Proactive scheduling of Gong resources, allowing up to 2 weeks for Gong to resource, plan, and engage the qualified individual(s). If small scale questions and efforts can be accommodated earlier, Gong will proceed at first opportunity.
- Technical support services for any necessary platform, database, network, backup/recovery, and other general systems administration functions.
- Management of its employees, resources, and its third-party vendors.
- Customer assumes responsibility for any delays incurred by Customer or its third-party vendors' inability to meet project timelines outlined in the Order. Changes in scope and/or delays in performance of Customer responsibilities described herein may result in additional cost and/or delay of the Program's completion and will be managed in accordance with change control.

Gong Training

Customer will have unlimited access to 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
 - Deal Boards
 - Forecast Boards
 - Templates
 - Flows

Exclusions

The following items are excluded from the scope of this engagement:

- Custom Tailored Trainings
- Implementation of new Gong products. Implementations will be scoped and delivered under a separate Services package or Statement of Work.
- Custom development work, data migrations, and translation services not applicable

Services Terms

- All work will be performed remotely.
- Package activities will be delivered in English.
- Expert Services to be performed by Gong or a Gong subcontractor.
- All work to be completed during business hours, Monday – Friday in the region from which Gong resources are assigned.

- The parties agree to discuss and mutually decide on procedures in documenting appropriate deadlines and services hereunder, including any changes thereto.
- Upon execution of the Order, Customer may request that Gong commence performing the Expert Services on the Start Date based on guidelines outlined.