

## Implementation: Engage Essentials

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### Description of Services

Gong will provide up to 8 hours of Professional Services support focused on the configuration and rollout of the Gong Engage product. These hours shall encompass both online and offline activities. Implementation success is dependent upon Customer's participation and ongoing engagement. All project-related communications and documentation will be in English. Customers migrating from either Salesloft or Outreach are not eligible for this package.

### 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. Customer's CRM integrated with Gong must be either Salesforce or HubSpot. No other CRM integrations are supported by Gong Engage.

### Engagement Activities

Gong Professional Services will work with Customer on the below activities during the Services:

- Engage base configuration, including enabling the purchased Engage licenses, Engage user permissions, mapping the appropriate CRM fields to Gong, and provisioning business phone numbers for subscribers. Porting numbers from Customer's existing vendor is specifically excluded from these Services.
- Template and Flow configuration.
- Post go-live office hours.

### Gong Professional Services

Gong will assist Customer in configuration of its Engage product. 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 Engage

- General, authentication, workspaces and notifications
- Team member profiles, access and permission profiles
- Team member provisioning options
- Data Capture Connections, in the context of Gong Engage
  - Supported, native CRM integration
  - Supported, native web conferencing integrations
  - Supported, native email and calendar integrations
  - Supported, native telephony integration
- Account Configuration
  - Templates
  - Flows

Consultation around automation rules, whether in Gong in-app, or in Salesforce using data from Gong as an input, is specifically excluded from the scope of these Services. If Customer requests consultation outside of the scope described herein, Gong and Customer shall initiate the Change Request Process.

### **Gong Training**

Customer will have unlimited access to training and content in Gong Academy. Gong Academy content includes, for example:

- 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 Engage.

### **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:

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

### **Engagement Assumptions**

Gong professional services are 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 are 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.