

Pendo Workshop Service

Package scope

This package provides the following Professional Services:

Details	Description
Project kickoff	Align with the Customer on specific needs for each Consultant-Led session. Schedule sessions based on mutually agreed-upon timeframes.
Consultant-led sessions	Two sessions (up to 90 minutes in length each) for any of the following topics: <ul style="list-style-type: none">● Install review session● Insights enablement session● Guidance enablement session● Mobile enablement session● Feedback enablement session● Governance session for managing Pendo across multiple applications● Use case consulting enablement sessions for any of the following topics:<ul style="list-style-type: none">○ Goal Setting○ New User Onboarding○ New Feature Launch

Assumptions

- Customer will install Pendo code on the applicable Customer or third-party application(s) and provide access to Customer's Pendo subscription and such application(s) as needed to provide Professional Services.
- Pendo will not modify Customer application code. For clarity, Customer is responsible for installing the Pendo code snippet in its application prior to an Install Review session (if the Install Review session is selected in scope by Customer).
- The Professional Services Services expire and must be consumed within 60 days after contract execution.
- Each Workshop session can have up to 10 attendees. If additional attendees are required, Pendo will work with the Customer to determine whether additional sessions are needed.
- Customer must have an active, paid subscription for any application key in scope for the Professional Services.
- The Professional Services will be performed on a remote basis.

The workshop services performed by Pendo in accordance with this Services Description are referred to as “Professional Services.” This Services Description is incorporated into the Pendo Order Form or other ordering document between Pendo and a customer covering the purchase of applicable Professional Services.