

Start Up With Pendo

Package scope

This package provides the following Professional Services:

Details	Description
Number of applications	1 application
Install Review session	The Professional Services Consultant will validate your Pendo snippet installation and ensure the events picked up by Pendo match Customer expectations. Additionally, the Consultant will suggest visitor and account metadata fields the Customer may want to make available within the Pendo subscription.

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 the Install Review session.
- The Professional Services expire and must be consumed within 60 days after contract execution.
- The Install Review 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 subject to an additional fee.
- The Professional Services will be performed on a remote basis.
- Customer must have an active, paid subscription for any application key in scope for the Professional Services.

The install review 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.