

# Pendo Getting Started Services Session Replay Module Enablement

## Onboarding Approach

The Pendo Getting Started Service for Session Replay ("Professional Services") is a structured, time-bound engagement designed to help new and existing [Pendo.io](https://pendo.io), Inc. ("Pendo") customers realize value quickly with the Pendo platform ("Subscription Services") by learning the tools and best practices for their new Session Replay module.

The engagement typically spans 4-6 weeks, during which a dedicated Consultant guides customers through key configurations, core enablement, and best practices to get the most out of Session Replay and help you achieve your key use case.

## Implementation Activities

Pendo will be responsible for the following Getting Started implementation services for Session Replay: Configurations support, platform/ module enablement and project management activities described in more detail below (collectively, the "Professional Services"):

### Session Replay Enablement Topics

- Kickoff & Goal Alignment
  - Introduce Pendo team and objectives
  - Establish objectives for using Session Replay
  - Validate Pendo is installed in production
- Module Enablement
  - Comprehensive overview of how Session Replay works, its capabilities, and best practices for effective viewing and analysis.
  - How to leverage Session Replay to uncover actionable insights from user behavior.
  - How to integrate Session Replay with your existing Pendo analytics.
  - Governance best practices and recommendations for managing your Session Replay data.

### Consultant Activities

- Coordinate resources from Pendo to support the project objectives and schedule
- Share proven best practices and implementation strategies
- Provide project status updates on any risks and blockers

## Deliverables

- Replay Setup & Navigation Guidance
- Replay & Analytics Enablement
- Dashboard Combining Replays & Analytics
- Saved Views Aligned to 2-3 Use Cases
- Governance Recommendations
- All Session Recordings

## Customer Roles and Responsibilities

Customers are expected to:

- Install the Pendo snippet or SDK
- Provide access to relevant applications, environments, and Pendo subscription
- Assign key roles (see below)
- Participate in required planning, enablement, and validation activities

Recommended project roles and associated time commitment is as follows:

Role	Responsibilities	Estimated % Full-Time Equivalent (FTE) during project
<b>Executive Sponsor</b>	Provides clear direction for the project and how it links with the organization's overall strategy. Secures project resources.	10% FTE
<b>Champion</b>	Primary point of contact who will oversee adoption of Pendo and establish metrics for success.	10% FTE
<b>Technical Owner</b>	Technical owner of the Pendo solution, ensures proper configuration and installation of Pendo on apps, and initial metadata. The majority of effort is in the first 30 days.	5% FTE
<b>Pendo User</b>	Enables project success at the ground level. Manages the Pendo subscription on a day-to-day basis including activities such as tagging, template design, and implementation and adoption of the Pendo solution.	20% FTE
<b>Project Manager (Optional)</b>	Works closely with Pendo consultant to manage schedules, resources, and risks to ensure on-time delivery.	10% FTE

## 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(s).
- The Professional Services expire and must be consumed within 45 days after contract execution
- The Professional Services include up to the specified number of applications and use cases covering the Implementation Activities as described above. For clarity, Customer must have an active, paid subscription for any application key in scope for the Professional Services.
- The Professional Services will be performed remotely. Onsite travel can be contracted via a change request and in accordance with the terms of the Agreement.

The Getting Started implementation 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.

*Last updated: December 12, 2025*