

Pendo Expert Services

Overview

Pendo's Expert Services performs the hands-on technical configuration activities needed for Customers to manage and evolve their Pendo solutions on an ongoing basis. The Pendo Expert Services team has the technical knowledge and expertise to configure the advanced and basic features of Pendo that are generally requested by Customers.

This document provides important details about Pendo Expert Services including a list of examples of available activities, Customer responsibilities, package size options, and key assumptions.

Package sizes

Packages are available in three (3) month increments for the following Full-Time Equivalent (FTE) percentages.

Percent FTE options	Average weekly effort
10%	4 hours
20%	8 hours
30%	12 hours

During any purchased increment, Pendo may assign consultants to perform the Expert Services at its discretion.

Available activities

Examples of activities the Pendo Expert Services team can perform are as follows:

Guide and in-app content creation

- Creation and configuration of Pendo Themes, Layouts, Guides, Resource Centers, and Surveys including NPS
- Page and Feature Tagging
- Creation of Data Explorer, Visitor, and Account Reports

Resource center integrations *

- Custom knowledge base, chat, and support integrations

API data management

- Custom Data In/Out
- Page/Feature tag and Guide Migrations

Customer responsibilities

- Coordinate resources to create (manually) or extract (programmatically) the data required to drive configuration activities
- Engage in validation activities and conduct any testing recommended by Pendo
- Understand any internal management and visibility requirements to ensure all configuration performed by Pendo will meet needs
- Provide direction to Pendo on activities needed and prioritization of those tasks based on the contracted level of effort
- Install Pendo code on their application(s)
- Provide access to their Pendo Subscription and application as needed to perform requested tasks

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.
- Commencement date of the Expert Services will be confirmed via e-mail.
- The Professional Services expire and must be consumed within 120 days after execution of the Order Form or other ordering document between Pendo and the Customer
- Pendo will provide Expert Services at the resource allocation / package size (e.g. 3 months @ 20% FTE, etc.) identified on the governing Order Form.
- Pendo Expert Services hours must be used by Customer weekly and any unused hours remaining at the end of each month will be forfeited and expire and do not carry over or rollover to subsequent months.
- Pendo Expert Services will be performed on a remote basis.
- Customer must have an active, paid subscription for any application keys in scope for the Professional Services.

The Expert Services performed by Pendo in accordance with this Services Description are referred to as "Expert Services" or "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.

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