



Statement of Work

Drift Technical Health Check

Summary

Salesloft, Inc. (“We” or “Salesloft”) is pleased to propose this Statement of Work (“SOW”) to Customer (“You” or “Customer”). This Statement of Work sets forth the scope of Professional Services to be provided by Salesloft to Customer, identified in the Order Form (and subject to payment of fees as set forth in the Order Form), in connection with Customer's access and usage of Salesloft's Drift Subscription Services.

Scope

Drift Technical Health Check

Services Summary

The Drift Technical Health Check (the “Health Check”) is a service offered by Salesloft to allow Customer to receive expert consultation and guidance around a) installing Drift, b) configuring standard integrations with Drift, and c) properly reporting on business outcomes when using Drift. The Health Check shall include one, or more, designated Salesloft professional services resources who will conduct a review of the technical aspects of Customer’s current Drift implementation and adoption. Upon completion of said review, Customer will be provided a tailored proprietary report, compiled through the expertise of Salesloft, which will specify any applicable strategic or tactical modifications Salesloft recommends Customer make to their current implementation and adoption of Drift in order to further optimize said implementation and adoption of Drift.

In Scope Activities

Customer acknowledges that Salesloft is only responsible for reviewing Customer’s current Drift implementation and providing written recommendations that Customer may act upon

themselves. If Customer desires additional hands-on expertise, or for Salesloft to perform work on their behalf related to the recommendations that result from the Health Check, Customer will need to purchase additional services. The following activities shall be included as part of the Health Check.

- Salesloft will review with Customer and Customer's web development teams on how Drift is currently installed and whether or not the installation is optimal for Customer's use case.
- Salesloft will document how Drift is currently installed on Customer's website and how it interacts with other elements or data therein.
- Salesloft will document any applicable recommendations with respect to installation modifications that Customer may make to further optimize their implementation and adoption of Drift.
- Salesloft will review and document Customer's current Drift integration configuration, for standard native integrations only.
- Salesloft will meet with Customer and review any data flow requirements or related workflows, and document all system and data flow requirements in the current state.
- Salesloft will document and share any recommendations with respect to modifications that should be made by Customer to further optimize their implementation and adoption of Drift.
- Salesloft will document all data flow and system architecture relating to Drift and integrated systems for Customer.
- Salesloft will review how Customer is currently reporting on Drift results and document the current state.
- Salesloft will document any recommended modifications to Drift reporting flows , based on Customer's stated use case(s) and business goal(s), that Customer may make in order to further optimize their implementation and adoption of Drift.

Services Out of Scope

The following services are considered **out of scope** and will not be delivered by Salesloft under this SOW.

- Implementation, re-implementation or onboarding for a new or expanded Customer team.
- Salesforce advisory services not directly related to the provisioning and use of Drift features.
- Salesloft will not provide any code, or code completed work to Customer as part of this engagement.
- Migration of content from existing Drift instance to new.
- Salesloft will not provide any new playbook configuration or builds as part of this engagement.
- Salesloft will not provide any new reporting configuration as part of this engagement.
- Salesloft does not commit to building any custom integrations as part of this engagement.
- Salesloft does not commit to further consultation or development beyond the recommendations Salesloft will make upon review of Customer's account as part of this engagement.
- Salesloft will not commit to supporting any custom build or development that Customer manufactures or completes as a result of either this engagement, or any other consultation and guidance from a representative of Salesloft around Drift's REST API, unless explicitly stated in writing and agreed upon by Salesloft and Customer. Any such custom builds will remain solely the responsibility of Customer. However, Salesloft shall maintain and support the Drift REST API directly for all customers.
- If there are bugs or product support issues, Salesloft's Professional Services Team will not be responsible for such bugs. Customer will need to file a support ticket with Salesloft's Support Team, and the appropriate technical resource will be allocated. Salesloft's Professional Services team can aid the Customer in filing support tickets as needed, but will not be directly responsible for any such support tickets.

Project Assumptions

In addition to any other responsibilities or duties described in this SOW, set forth below is a list of the obligations for which Customer is responsible, conditions on Salesloft's performance, and assumptions upon which Salesloft has relied in agreeing to perform the Professional Services described in this SOW.

- Customer will identify, and make available for the duration of this project, one primary contact to act as Project Lead.
- Customer Project Lead will brief their project team on Salesloft technology and Customer goals and objectives either in writing or during one of the allocated Health Check calls.
- Customer holds primary responsibility for data quality of sufficient standards to achieve Customer goals.
- Customer will provide all data, systems and connectivity necessary for Salesloft to perform its obligations under this SOW.
- Salesloft Professional Services resources will not request or accept administrator permissions in Customer's system instances other than Salesloft products.
- All Professional Services will be delivered in English, and during US time zone standard working hours.

Customer Cooperation

Customer will cooperate reasonably and in good faith with Salesloft in its performance of Professional Services by, without limitation:

- Allocating sufficient resources and time to perform any tasks reasonably necessary to enable Salesloft to perform its obligations under this SOW.
- Delivering in a timely manner any customer collateral and other obligations required under this SOW.
- Responding in a timely manner to Salesloft's inquiries related to the Professional Services.

- Actively participating in scheduled project meetings, and providing accurate and timely information, data and feedback, all as reasonably required.

Location of Work Facilities

With the exception of any onsite service explicitly specified herein, all the Professional Services under this SOW shall be performed remotely.

Timeline

Align	Review	Recommend
Week 1	Weeks 1 - 2	Week 2
Strategy & Goal Alignment Begin Audit	Salesloft team conducts Audit Audit report completed Audit review scheduled	Audit review meeting Delivery of audit report

Timeline outlined above reflects the recommended timeline for the Health Check. Actual timeline for each phase may differ by one (1) - two (2) days, and will be determined in the Align phase and documented in the final project plan. The maximum duration for the Health Check is two (2) weeks. Projects requiring additional workshops, consulting, materials and/or configuration outside of the scope and timeline detailed in this SOW will require a Change Order.

Workshops and calls will be conducted according to the indicated timeline. Requests to accelerate timeline or expedite calls will be subject to a change order and applicable fees.

Professional Services shall begin on a date to be mutually agreed upon in writing (email acceptable) by Salesloft and Customer. If the date initially agreed upon is subsequently rescheduled at Customer's request to a later date within 14 days of the originally scheduled start date, Salesloft reserves the right to charge a rescheduling fee equal to 10% of the estimated total Professional Services fee under this SOW.

Change Requests

The Fees for Professional Services are for the Services outlined under Scope. Any additional system functions, business processes, source systems, etc. identified during the Project may increase the overall Implementation Fees and/or timeline. Any such change must be agreed upon by both parties in a Change Order to this Statement of Work. Additional Fees may also be required in the event that Customer does not complete the Project Assumptions or Customer Cooperation requirements in a timely manner, including where timelines must be modified due to such failure to complete.

Cancellation

No refunds or credits of Professional Services fees will be issued for cancellations made following the effective date of this SOW, which shall be the same (unless otherwise stated herein) as the effective date of the Order Form attached hereto.