



Getting Started with Gladly

From emerging to enterprise, we've got a plan to get you up and running quickly at the support level you need.

Self-Guided

For teams with less than 10 agents, supporting a single brand, looking to implement the basics.

COMPLETELY SELF-GUIDED

Essentials

For growing teams with less than 20 agents, supporting a single brand, looking for more consultative guidance.

INCLUDES

- ✔ Remote kickoff
- ✔ Remote training
- ✔ Remote launch support
- ✔ Out of the box integrations
- ✔ Implementation calls
- ✔ Remote user training
- ✔ Designated implementation manager

Essentials +

For established teams with less than 50 agents, with multiple brands and advanced training support.

INCLUDES

- ✔ Remote kickoff
- ✔ Remote training
- ✔ Remote launch support
- ✔ Custom Integration Support
- ✔ Implementation calls
- ✔ Remote user training
- ✔ Designated implementation manager

Custom

For global teams with 100 or more agents, supporting multiple brands, needing custom implementation support.

INCLUDES

- ✔ Remote kickoff
- ✔ Remote training
- ✔ Remote launch support
- ✔ Custom Integration Support
- ✔ Implementation calls
- ✔ Remote user training
- ✔ Designated implementation manager

\$0

\$5,500

\$9,250

Custom

Implementation Package Details

From emerging to enterprise, we've got a plan ready for your professional services needs.

| | Self-Guided | Essentials | Essentials Plus | Custom |
|---|---|--|--|--------------|
| MEETINGS AND TIMELINE | | | | |
| Timeline | Completely self-guided. Estimate customer needs 4 weeks. | 4-6 weeks | 6-8 weeks | Custom |
| Launch Duration | Self-guided | 1 week | 1 week | Custom |
| Hours Expire After | 4 weeks (if hours purchased) | 7 weeks | 12 weeks | Custom |
| Kickoff Meeting | 0 | 1 x 30 minutes | 1 x 1 hour | Custom |
| Project Status Check-ins | 0 | 3 x 30 minutes | 6 x 30 minutes | Custom |
| Technical Status Check-ins | 0 | 0 | 0 | Custom |
| Business Goal Meetings | 0 | 1 x 1 hour | 1 x 1 hour | Custom |
| Developer Consultation | 0 | 0 | 6 x 1 hour | Custom |
| Reporting Guidance Calls | 0 | 1 x 1 hour | 2 x 1 hour | Custom |
| Insight Builder Consultation | 0 | 0 | 4 x 1 hour | Custom |
| Training Meetings | 0 | 1 x 1 hour | 4 x 1 hour | Custom |
| Launch Bridge | 0 | 1 x 30 minutes | 2 x 30 minutes | Custom |
| Post Launch Check-in | 0 | 2 x 30 minutes | 4 x 30 minutes | Custom |
| INSTANCE DETAILS | | | | |
| Phone Numbers (Voice / SMS) | \$500 add-on can be bought for assistance with port if needed for up to 2 US / CA numbers, subject to carrier capabilities Customer can purchase US / CA numbers on their own Gladly will not assist with other Intl number purchases Ensure phone number comply with carrier regulations | Assistance with port for 2 US / CA numbers, subject to carrier capabilities Customer can purchase US / CA numbers on their own Gladly will not assist with other Intl number purchases Ensure phone number comply with carrier regulations | Assistance with port for 5 US / CA numbers, subject to carrier capabilities Customer can purchase US / CA numbers on their own Gladly will not assist with other Intl number purchases Ensure phone number comply with carrier regulations | Custom |
| IVRs | Self-guided | Gladly helps build one IVR using <u>Default</u> template capabilities | Gladly helps build two IVRs using <u>Default</u> template capabilities | Custom |
| IVR Speech Recognition | Custom | Custom | Custom | Custom |
| Sandbox | No | No | Yes | Custom |
| WhatsApp | Custom | Custom | Custom | Custom |
| Historical Conversation Import | <u>Import Requirements</u> Up to 750K rows | <u>Import Requirements</u> Up to 2 years worth of data from 1 source | <u>Import Requirements</u> Up to 3 years worth of data from 2 sources | Custom |
| Email, Chat, Social | Self-service | Self-service | Self-service | Self-service |
| CUSTOM INTEGRATIONS | | | | |
| Zapier Builds | No | Custom | Custom | Custom |
| Studio Labs work (e.g.: LUA) | No | Custom | Custom | Custom |
| Building IB Dashboards | No | Custom | Custom | Custom |
| Custom one-off scripts (e.g.: upload custom attributes) | No | Custom | Custom | Custom |
| IVR Data Dips | No | Custom | Custom | Custom |