

Professional Services Description

This Service Description specifies and describes the Professional Services which can be ordered by the Partner.

Parloa Partner Success Package

The Parloa Partner Success Package provides up to a total of 25 hours (via twice-weekly touchpoints) of structured implementation guidance from a dedicated Parloa Agent Architect. Designed for organizations beginning their AI agent journey and seeking expert guidance from design through go-live for a specified customer engagement.

Consultation hours may be applied flexibly across the following advisory areas:

- Use case discovery workshops
- AI Agent best practices sessions
- Analytics and measurement planning
- Testing, evaluation, bug fixing, and improvement guidance
- Go-live preparation and support

Engagement terms:

- A partner must be in Delivery Readiness Journey - Phase 3 to qualify for this package.
- A recurring twice-weekly touchpoint is required as a condition of this package. Sessions must be scheduled a minimum of 48 hours in advance. Ad hoc requests are subject to Agent Architect's availability and cannot be guaranteed without advance notice.
- All hours delivered under this package are strictly advisory and consultative in nature. Parloa consultants will not perform hands-on implementation, configuration, or direct platform access. Partners are responsible for implementing all recommendations.
- This package includes up to 25 consultation hours over 13 weeks. Hours are non-transferable and do not roll over to subsequent months. Unused hours expire at the end of 13 weeks.
- Session cancellations or rescheduling requests must be submitted no less than 24 hours prior to the scheduled session. Late cancellations or no-shows will be counted against the monthly hour allotment.
- This package is subject to Parloa's standard Master Services Agreement.

Parloa Partner Silver Consulting Package

The Parloa Partner Silver Consulting Package provides up to 40 flexible advisory hours per fiscal year, delivered by a dedicated Parloa Agent Architect. This package is designed for partners seeking strategic guidance and expert input across the full spectrum of AI agent development - from initial design through ongoing optimization. Hours may be applied across topics as your needs evolve.

Consultation hours may be applied flexibly across the following advisory areas:

- AI Agent building sessions
- Agent flow and performance reviews
- Simulation and evaluation analysis
- Best practices for training and testing
- Prompt design and optimization
- Advisory sessions for custom Datahub and insights dashboards

Engagement terms:

- A partner must be in Delivery Readiness Journey - Phase 4 to qualify for this package.

- A recurring thrice-monthly touchpoint is required as a condition of this package. Sessions must be scheduled a minimum of 48 hours in advance. Ad hoc requests are subject to Agent Architect's availability and cannot be guaranteed without advance notice.
- All hours delivered under this package are strictly advisory and consultative in nature. Parloa consultants will not perform hands-on implementation, configuration, or direct platform access. Clients are responsible for implementing all recommendations.
- This package includes up to 40 consultation hours per fiscal year. Hours are non-transferable and do not roll over to subsequent years. Unused hours expire at the end of each fiscal year.
- Session cancellations or rescheduling requests must be submitted no less than 24 hours prior to the scheduled session. Late cancellations or no-shows will be counted against the monthly hour allotment.
- This package is subject to Parloa's standard Master Services Agreement.

Parloa Partner Gold Consulting Package

The Parloa Partner Gold Consulting Package provides up to 80 flexible advisory hours per fiscal year, delivered by a dedicated Parloa Agent Architect. This package is designed for partners seeking strategic guidance and expert input across the full spectrum of AI agent development - from initial design through ongoing optimization. Hours may be applied across topics as your needs evolve.

Consultation hours may be applied flexibly across the following advisory areas:

- AI Agent building sessions
- Agent flow and performance reviews
- Simulation and evaluation analysis
- Best practices for training and testing
- Prompt design and optimization
- Advisory sessions for custom Datahub and insights dashboards

Engagement terms:

- A partner must be in Delivery Readiness Journey - Phase 4 to qualify for this package.
- A recurring once-weekly touchpoint is required as a condition of this package. Sessions must be scheduled a minimum of 48 hours in advance. Ad hoc requests are subject to Agent Architect's availability and cannot be guaranteed without advance notice.
- All hours delivered under this package are strictly advisory and consultative in nature. Parloa consultants will not perform hands-on implementation, configuration, or direct platform access. Clients are responsible for implementing all recommendations.
- This package includes up to 80 consultation hours per fiscal year. Hours are non-transferable and do not roll over to subsequent years. Unused hours expire at the end of each fiscal year.
- Session cancellations or rescheduling requests must be submitted no less than 24 hours prior to the scheduled session. Late cancellations or no-shows will be counted against the monthly hour allotment.
- This package is subject to Parloa's standard Master Services Agreement.