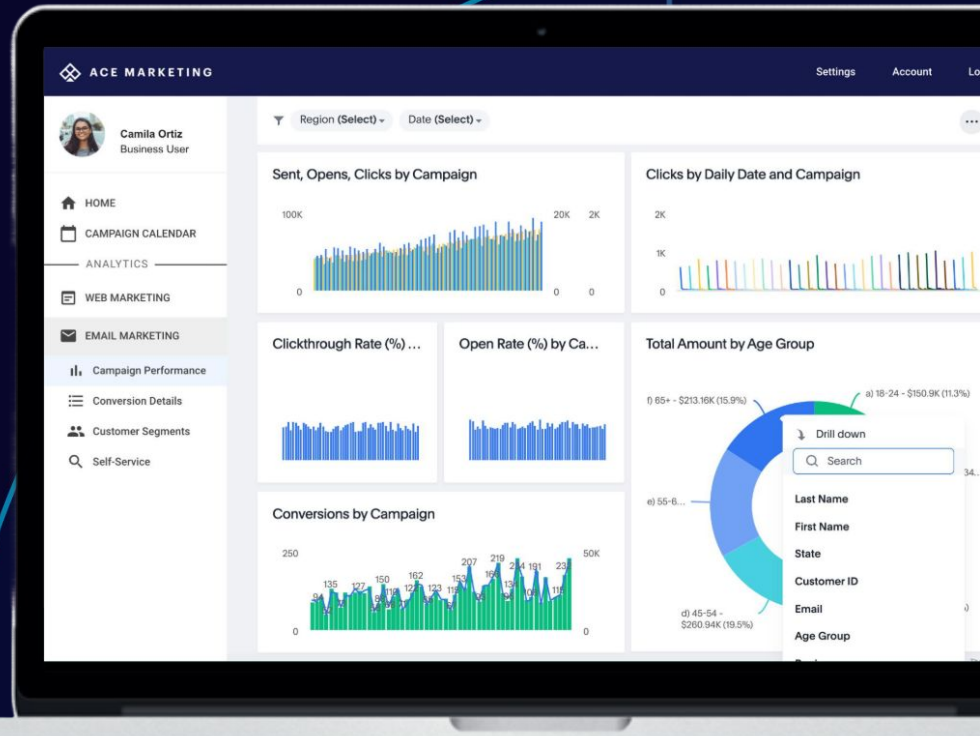


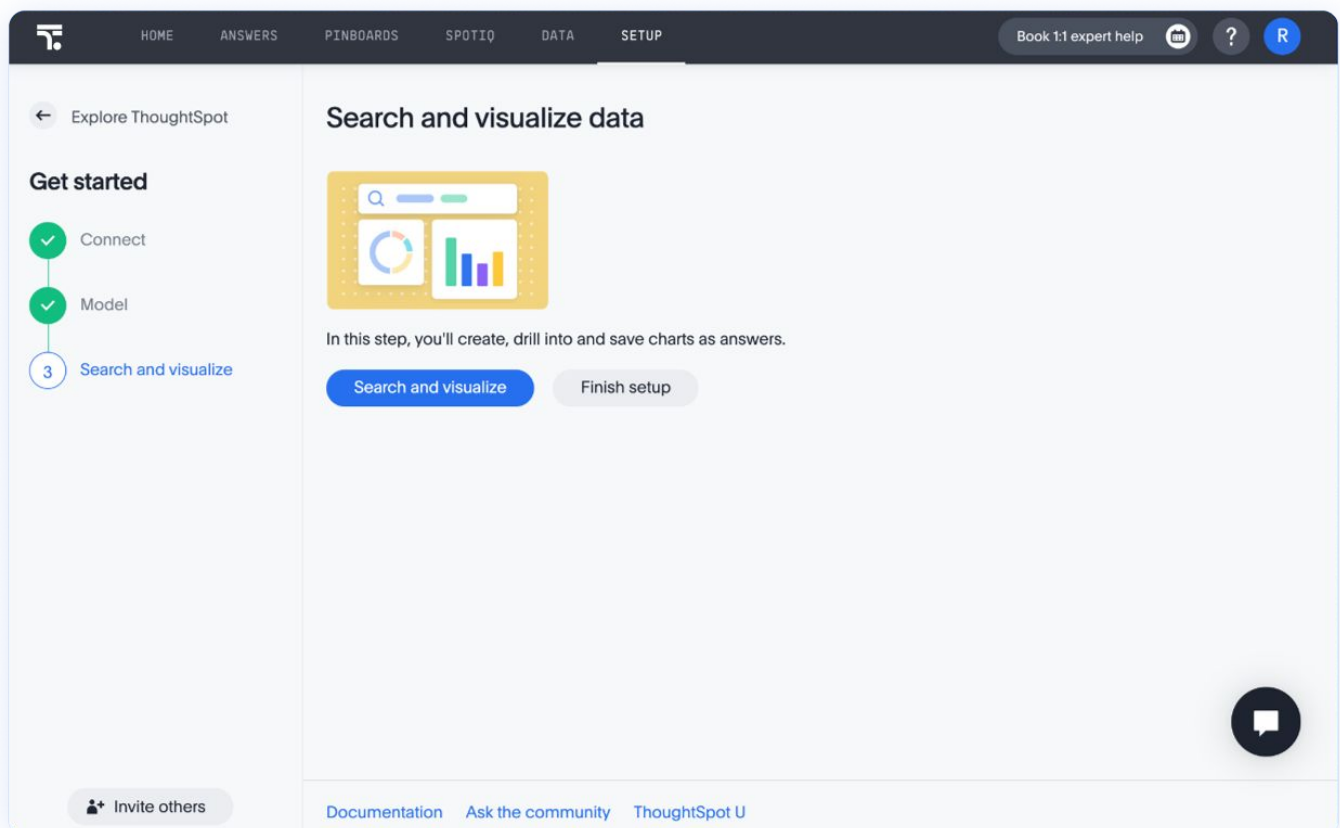
AI Analytics Virtual Office Hours

GUIDE



ThoughtSpot AI Analytics Virtual Office Hours

ThoughtSpot AI Analytics Virtual Office Hours help you plan, prioritize, optimize, and rapidly execute on your analytics transformation strategies alongside a ThoughtSpot Solutions Analyst. With ThoughtSpot, you get more than an incredible platform, you get a partnership where our team becomes your team, and your success is how we measure our success. Our team of Solution Analysts will work hand-in-hand with your team to provide solutions and best practices to achieve your goals and extract value out of your investment with ThoughtSpot.



ThoughtSpot AI Analytics Virtual Office Hours

ThoughtSpot AI Analytics Virtual Office Hours

Our team of Solutions Analysts have seen it all, and will work with you in a number of areas to ensure your business and technical needs in ThoughtSpot are being met. The AI Virtual Office Hours provides customers with technical services from a ThoughtSpot Solutions Analyst for up to 30 virtual office hours.

The screenshot shows the ThoughtSpot Data interface. The main view is titled "Retail - Apparel" and displays a table with columns for Product, Product Type, and SKU. The table is organized into two sections: "dim_retapp_products" and "dim_retapp_stores".

| dim_retapp_products | | | |
|---------------------|-----------|-----------------|------------------|
| Product | F2 jacket | Rockwall jacket | Rain star jacket |
| Product Type | Jackets | Jackets | Jackets |
| SKU | 360,234 | 360,311 | 360,235 |

| dim_retapp_stores | | | |
|-------------------|------------------|------------------|------------------|
| Store | Missouri (63144) | Missouri (63144) | Missouri (63144) |
| City | St. Louis | St. Louis | St. Louis |
| State | Missouri | Missouri | Missouri |
| Zip Code | 63144 | 63144 | 63144 |
| County | St. Louis County | St. Louis County | St. Louis County |
| Latitude | 38.627 | 38.627 | 38.627 |
| Longitude | -90.199 | -90.199 | -90.199 |
| Region | Midwest | Midwest | Midwest |

AI Virtual Office Hours include the following:

- **Best Practices**
 - Spotter Training
 - Cloud data warehouse
 - Modeling for search
 - Use-case planning
- **AI Onboarding for ThoughtSpot Agents**
 - Spotter 3
 - Spotter Model
 - Spotter Code
 - Spotter Viz
- **Security**
 - Authentication and authorization
 - Security design/implementation review and recommendations
- **Development Guidance**
 - Modeling for search, models, formulas, answers, and liveboards
 - Solution reviews of existing use-cases
- **Architecture**
 - Architecture review and health check

AI Virtual Office Hours

Office hours can be used in 1-hour increments for up to 30 virtual office hours during the term.

Pricing

The Consulting Services will be performed on a pre-paid basis for the term stated in the Order Form or online order.

Work Hours

Consulting Services work performed is predicated on a forty-hour (40-hour) work week (at eight (8) hours per day), 9:00 am – 5:00 pm local time, Monday through Friday, excluding customer holidays and travel hours.

Customer Responsibilities and Resources

Customer acknowledges and agrees that: (a) ThoughtSpot's obligations relating to Consulting Services are conditioned and dependent upon Customer's timely fulfillment of its responsibilities as set forth in this Service Description, and (b) Customer's failure to timely fulfill its responsibilities may result in additional expenses and that any resulting delay in the Consulting Services or timelines will not be attributable to ThoughtSpot.

Customer will provide to ThoughtSpot:

- Access to necessary subject matter personnel, such as the Infrastructure Administrator, Database Administrator, Network Administrator, Project Manager, Business User, Business Sponsor etc., on an as-needed basis for the completion of the tasks specified above.
- Remote access to necessary tools, applications, and documentation needed to provide the Consulting Services.
- The schedule for, and internal coordination of, the work session(s) necessary to complete the Consulting Services.
- Any documentation related to data models and business transformation rules at the commencement of the Consulting Services engagement.
- Resources to conduct testing during the validation phase of the Consulting Services

Consulting Services Terms and Conditions

References to Consulting Services herein will apply to “Professional Services” if such term is used in the agreement between Customer and ThoughtSpot governing services purchases.

ThoughtSpot will provide the Consulting Services described herein as identified on the corresponding Order Form or online order. No services are included in this offering except as expressly included in this document. Customer agrees to pay the total fee amount on the Order Form or online order regardless of the total number of hours completed.

If Customer participates in an Advisory Board or other feedback program, then notwithstanding anything to the contrary in any other agreement between the parties, to the extent Customer provides any suggestions, proposals, ideas, recommendations, or other input regarding ThoughtSpot products or services, ThoughtSpot may use the foregoing for any purpose without obligation of any kind. All feedback is provided “as-is” and without warranty, and Customer is not identified as its source.

About ThoughtSpot

ThoughtSpot is the Agentic Analytics Platform company for the enterprise. With natural language and AI, ThoughtSpot empowers everyone in an organization to ask data questions, get answers, and take action. Code-first for data teams and code-free for business users, ThoughtSpot is intuitive enough for anyone to use, yet built to handle large, complex cloud data at scale. Customers like Lyft and Unilever are unlocking the full potential of their data with ThoughtSpot.