



| RightNow CX Partner Network Benefits Program | Systems Integrator Partner | | | Channel Partner (Managed Service Provider, Reseller) | | | Independent Software Vendor | | |
|--|----------------------------|-----------|-----------|---|-----------|-----------|-----------------------------|-----------|-----------|
| | Partner | Advantage | Signature | Partner | Advantage | Signature | Partner | Advantage | Signature |
| Current Annual Program Membership fee | Free | Free | Free | Free | Free | Free | Free | Free | Free |
| Referral Program | - | ✓ | ✓ | | | | - | ✓ | ✓ |
| Welcome Kit | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Named RightNow Partner Manager | | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ |
| RightNow Executive Sponsor | | ✓ | ✓ | | ✓ | ✓ | | | ✓ |
| Partner Solutions Profiles | ✓ | ✓ | Expanded | ✓ | ✓ | Expanded | ✓ | ✓ | Expanded |
| Product Roadmap & CoE Alignment | | | ✓ | | | ✓ | | | ✓ |
| Enablement | | | | | | | | | |
| RightNow Partner Portal access | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Partner Only eBriefings & Newsletters | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| RightNow University online access | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Bootcamp Training for New Partner Employees | Free | Free | Free | Free | Free | Free | Free | Free | Free |
| Discounts on add'l Classroom Courses *1 | 30% | 40% | 50% | 30% | 40% | 50% | 30% | 40% | 50% |
| Demonstration & Development site(s) access | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Sales & Marketing | | | | | | | | | |
| Summit sponsorship discount eligible | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Summit attendee passes at discount | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| RNOW, CX Partner Network logo & trademark use | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Joint Press Release program participation | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Sales & Marketing advanced programs & activities | | | ✓ | | | ✓ | | | ✓ |
| Sales Quick Start Tools | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Proactive Joint Account Planning & Alignment | | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| Technical, Services & Support | | | | | | | | | |
| Customer community & idea labs access | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Developer community & code samples access | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Developer Summit invitation | ✓ | ✓ | ✓ *2 | ✓ | ✓ | ✓ *2 | ✓ | ✓ | ✓ *2 |
| Product documentation/updates | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Web-based customer/incident support | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| PreRelease Access | | | ✓ | | | ✓ | | | ✓ |

*1 4 or > students

*2 Discount eligible