## Tech Partner Manager for Each Partner

| Partner | Tech Partner Manager | Slack Channel | Deal Registration Form |
| --- | --- | --- | --- |
| EZO | [Liz Barenholtz](mailto:liz.barenholtz@zendesk.com) | [#ezoffice-ext-p](https://zendesk.enterprise.slack.com/archives/C02HKJ3KHUH) | [EZO Deal Reg Form](https://ezezo.io/partner-ezo-deal-center)  PW: ZendeskEZOFTW: |
| Oomnitza | [Liz Barenholtz](mailto:liz.barenholtz@zendesk.com) | [#oomnitza-zendesk-ext](https://zendesk.enterprise.slack.com/archives/CD31KHHJR) | Oomnitza (REQUEST MADE) |
| SweetHawk | [Gabriel Danon](mailto:gabriel.danon@zendesk.com) | [#sweethawk-zendesk-ext](https://zendesk.enterprise.slack.com/archives/C01BMM3LKEH) | [SweetHawk Deal Reg Form](https://support.sweethawk.com/hc/en-us/requests/new?ticket_form_id=37423877899789) |
| SnapCall | [Gabriel Danon](mailto:gabriel.danon@zendesk.com) | [#snapcall-ext](https://zendesk.enterprise.slack.com/archives/C0156GVN6G7) | SnapCall (REQUEST MADE) |
| Poly AI | [Mike Monteiro](mailto:mmonteiro@zendesk.com) | [#polyai-zendesk-ext](https://zendesk.enterprise.slack.com/archives/C074CP99J0Z) | [Poly AI Deal Reg Form](https://slack.com/shortcuts/Ft07NRMMK77W/f1b5dff9f937976a2aa333b57cc52792) |
| Aircall | [Mike Monteiro](mailto:mmonteiro@zendesk.com) | [#aircall-zendesk-ext](https://zendesk.enterprise.slack.com/archives/CG02PENF5) | Aircall (REQUEST MADE) |
| BCR | [Mike Monteiro](mailto:mmonteiro@zendesk.com) | [#bcr-zendesk-ext](https://zendesk.enterprise.slack.com/archives/C08C5M65X0R) | [BCR Deal Reg Form](https://conteudo.bcrcx.com/zendesk-techpartner-bcrcx) |
| Babelforce | [Mike Monteiro](mailto:mmonteiro@zendesk.com) | [#babelforce-zendesk-ext](https://zendesk.enterprise.slack.com/archives/C04BSG0SR9D) | [Babelforce Deal Reg Form](https://slack.com/shortcuts/Ft09359Z0BRR/f66e844b4b84b4284847005741041637) |
| Myndbend | [Gabriel Danon](mailto:gabriel.danon@zendesk.com) | [#myndbend-zendesk](https://zendesk.enterprise.slack.com/archives/CCSUBE214) | [Myndbend Deal Reg Form](https://docs.google.com/forms/d/e/1FAIpQLSctJsE9Jid20vjZVPE5FwV_M1mncG5ayLOrGz30GCDZXnRbyg/viewform) |
| OpenMethods | [Gabriel Danon](mailto:gabriel.danon@zendesk.com) | [#zendesk-openmethods](https://zendesk.enterprise.slack.com/archives/C05U0RT9FHS) | [OM Deal Reg Form](https://forms.cloud.microsoft/r/kkijczr9p8) |
| Zuper | [Gabriel Danon](mailto:gabriel.danon@zendesk.com) | [#zuper-zendesk-ext](http://zuper-zendesk-ext) | Zuper (REQUEST MADE -> AGREEs) |
| Salto | [Gabriel Danon](mailto:gabriel.danon@zendesk.com) | [#salto-zendesk-ext](http://salto-zendesk-ext) | Salto |
| eOne | [Gabriel Danon](mailto:gabriel.danon@zendesk.com) | [#eone-zendesk](http://eone-zendesk) | eOne |

## Library of Terms/Contracts

| **Partner** | **Product** | **When redlines are necessary** | **Standard process - serving terms online** |
| --- | --- | --- | --- |
| SweetHawk | Standard Super Suite | [SweetHawk Standard Super Suite Offline Terms - Tech Partner Resell Appendix](https://docs.google.com/document/d/189EkLYT2HD3yO48_E302qF5Lc-Oie-aeBgLV_31rCLo/edit?tab=t.0) | [SweetHawk Standard Super Suite Online Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1RyhjDLZrPfrT-W3eWfiOGldmgGbBntaxBkxbfv03Ir0/edit?tab=t.0) |
| OpenMethods | Enterprise Licenses | [OpenMethods Standard Support Offline Terms - Tech Partner Resell Appendix](https://docs.google.com/document/d/1iw99KGuXrWesk-61uZKNRSp2Xgv2MxgvMnHiz0-2GLg/edit?usp=sharing) | [OpenMethods Standard Support Online Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1urYd3KO6yjGWWxUymIgjJ5bIO9bBKHf9m6NLa9ztpnE/edit?tab=t.0) |
| Salto | Salto Premium | N/A | [Salto Online Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/13y1qZ3fO2GScIPgxXZyCruNa4WUrWXqRPna7XyLDhqM/edit?usp=sharing) |
| 55PBX | CCaaS | [BCR Offline Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1MjurkD4eVJYAkuHIH-Iw6sGRPURiBvPBLl9bMhbuuHQ/edit?tab=t.0) | [BCR Online Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1MQKQgj369uJr-FrToi3FtV1BglPk-u5k0BlWRoXG4EU/edit?tab=t.0) |
| Aircall | CcaaS | [Aircall Offline Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1BDZEM36Skub6b-ASEEu9QzHRZwhPt-aou6vorlfYeJI/edit?tab=t.0) | [Aircall Online Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1XEevcMAvEfeuuTDOJLa7Qp6-lUEspsEENadU0DWwruU/edit?usp=sharing) |
| SweetHawk | Enterprise Super Suite | [SweetHawk Enterprise Super Suite Offline Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1ickAQVS2RYxksDwPwY393ysy5SesveJHaoKZbxbVQ48/edit?tab=t.0) | [SweetHawk Online Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1RyhjDLZrPfrT-W3eWfiOGldmgGbBntaxBkxbfv03Ir0/edit?tab=t.0) |
| OpenMethods | Enterprise + Premier Support | [OpenMethods Premier Support Offline Terms - Tech Partner Resell](https://docs.google.com/document/d/1egF7zdeMJxrB4gD74IyW-MpEOffRv9vTAIxCXEfxj-I/edit?usp=sharing) | [OpenMethods Standard Support Online Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1urYd3KO6yjGWWxUymIgjJ5bIO9bBKHf9m6NLa9ztpnE/edit?tab=t.0) |
| OpenMethods | Trial | TBD | TBD |
| EZO | Asset Sonar | [EZWeb Asset Sonar Offline Terms - Tech Partner Resell Appendix](https://docs.google.com/document/d/1n1dfCdzaT1zcRvOEJbjwz5KFMXUTVx1eNfW-acqnXLY/edit?usp=sharing) | [EZWeb Asset Sonar Online Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1eTMBAG-HdI3YgAQSoMi-hR79f0phy_-F0lyxqquYPmQ/edit?usp=sharing) |
| Oomnitza | Oomnitza Asseet Management | [Oomnitza Offline Terms - Tech Partner Resell Appendix](https://docs.google.com/document/d/1vrl3-4qvsudHXKKFG9PV4QWTs0P4HQGPlx8Qdn3GiQQ/edit?tab=t.0) | [Oomnitza Online Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1koSAn68YHXsS4t3VFaB82WsIwpuvs3bvT8PwBpLH5q0/edit?tab=t.0) |
| Myndbend | Process Manager | [Myndbend Offline Terms - Tech Partner Resell Appendix](https://docs.google.com/document/d/16P9HKEAa99R_dT29wFU2Sw-kDsMPbQjFUZrL260hy8w/edit?usp=sharing) | [Myndbend Online Terms - Tech Partner Pricing Appendix](https://docs.google.com/document/d/1HeCdRpqGti3b7pQJd8LbEwuC8GHjE7jjJiRPUIzaCL0/edit?usp=sharing) |
| Zuper | Field Service Management | [Zuper - Tech Partner Resell Appendix - OFFLINE Terms (2025.05.07)](https://docs.google.com/document/d/1nmeqK9O4UehaNgY_NR-_ohJEXv7Dpn53ZO4ucU47908/edit?tab=t.0) | [Zuper - Tech Partner Resell Appendix - ONLINE Terms (2025.05.07)](https://docs.google.com/document/d/1l37Dl6U8OWMdIPTqd2FQfXRCiA5i_1iVUUqp2Kga7DA/edit?tab=t.0) |
| PolyAI | Voice Bot | [PolyAI - Tech Partner Resell Appendix - OFFLINE Terms (2025.05.08)](https://docs.google.com/document/d/1mLUSXPpCaz8wMr4wTPiNQjWdC5YvIQ5ZOf6j3oa2Vb8/edit?tab=t.0) | [PolyAI - Tech Partner Resell Appendix - ONLINE Terms (2025.05.08)](https://docs.google.com/document/d/1lqNh6w7H-5FXUspLTL6_uq30SBza94LYAT2bQpKvS9E/edit?tab=t.0) |
| Babelforce | CCaaS | [Babelforce - Tech Partner Resell Appendix - OFFLINE Terms (2025.05.13)](https://docs.google.com/document/d/1hDzEw-jtUj9OF9pR-a_-I5G-vVsJVN8dY3Rw1mwlVbc/edit?tab=t.0) | [Babelforce - Tech Partner Resell Appendix - ONLINE Terms (2025.05.13)](https://docs.google.com/document/d/1cVqlrHT8hCCNo5RHKNW-fJ6-KC-uOmpn50RaLgtLVSE/edit?tab=t.0) |
| SnapCall | Video/AI | [Snapcall - Tech Partner Resell Appendix - OFFLINE Terms (2025.05.13)](https://docs.google.com/document/d/1F2q_tp8gtpBJm09FmErUGvBm5thNwrNS6fR5MsBVfs4/edit?tab=t.0) | [Snapcall - Tech Partner Resell Appendix - ONLINE Terms (2025.05.13)](https://docs.google.com/document/d/1cdTI5LYwUr48C1PuvQqzUI-ujGPk2Nu5qd0Ehd93hRs/edit?tab=t.0) |
| eOne | iPaaS | [eOne - Tech Partner Resell Appendix - OFFLINE Terms (2025.05.20)](https://docs.google.com/document/d/18oTLVzogsJaeqt4RuhesN_xyFsa_poPhYXT0yyDgOXI/edit?tab=t.0) | [eOne - Tech Partner Resell Appendix - ONLINE Terms (2025.05.20)](https://docs.google.com/document/d/1091PSA1K2atvko4aibmODuWQ2T7yAcCfrr-0451qh0Q/edit?tab=t.0) |
| Cloudset | Workflows | [Cloudset - Tech Partner Resell Appendix - OFFLINE Terms (2025.05.20)](https://docs.google.com/document/d/12KIw9lw2Vq3RUy6uEaQ-yg4uzBO9wxJm_0KnMWADIJA/edit?tab=t.0) | [Cloudset - Tech Partner Resell Appendix - ONLINE Terms (2025.05.20)](https://docs.google.com/document/d/11RqH4MvuzzcUlpzkha7ymMcTcXD68ppNl4B1pPzDNVk/edit?tab=t.0) |

## Terms to add to the Service Order

(1) "Special Terms and Notes" Section - ***RevOps***

* RevOps will include the following language in the "Special Terms and Notes" section of the Service Order when either a Standard Resell or Unified MSA Resell motion is included in a Service Order Form:

English:

"The attached Zendesk Technology Partner Resell Appendix specifies the details of the Tech Partner Resell SKU purchased by Subscriber under this Service Order Form."

Portuguese (BR):

"O anexo de Revenda de Parceiros de Tecnologia Zendesk ("Zendesk Technology Partner Resell Appendix") especifica os detalhes da SKU de Revenda de Parceiros de Tecnologia adquirido pelo Assinante sob esta Ordem de Serviço."

(2) Zendesk Technology Partner Resell Appendix to Service Order Form - ***Tech Alliances***

* The Appendix attached to the Service Order will include:
  + the name of the specific tech resell partner's services that the customer is purchasing under the Service Order (e.g., Salto, SweetHawk, etc.);
  + the applicable terms that govern the customer's use of the tech resell partner's services as either Unified MSA Resell or Standard Resell;
    - For Unified MSA Resell:
      * "The Tech Partner Resell services from [Insert Unified MSA Technology Partner] ordered under the Service Order Form are Unified MSA Technology Partner Services subject to the Technology Partner Services section of the Supplemental Terms available at: https://support.zendesk.com/hc/en-us/articles/4408831944730-Supplemental-terms-Zendesk-s-service-specific-terms."
    - For Standard Resell:
      * "The Tech Partner Resell services from [Insert Tech Resell Partner name] ("Tech Partner") ordered under the Service Order Form are Non-Zendesk Services (as defined under the Agreement). Subscriber's use of the Tech Partner Resell services is subject to Tech Partner's applicable terms, between Subscriber and Tech Partner, available at: https://support.zendesk.com/hc/en-us/articles/6845371595802-Terms-for-the-Zendesk-technology-partner-resell-program."
  + the pricing chart with the Tech Partner services being resold by Zendesk.
* Tech Alliances will be responsible for completing the Appendix to the Service Order, including filling in the applicable tech partner's name, including the correct Unified MSA or Standard Resell MSA language, and pricing chart.
* Once the Appendix is completed, Tech Alliances will provide the Appendix to RevOps to attach to the Service Order.

## FAQ

What do we do with redlines?

* If the customer redlines the partner terms, those terms should be passed to the partner to review and approve.
  + When passing redlines to partner terms back to the partner, only share the partner terms themselves (and not the Zendesk Tech Partner Pricing Appendix).
* But if any changes are made to the Zendesk terms in the Tech Partner Pricing Appendix they should be routed to Commercial Legal to review.
* AEs should submit requests through the Legal Helpcenter
* If Tech Partners see any redlines added to their terms that impact Zendesk, they will flag this to Zendesk

What are the thresholds for partners to allow redlines?

## Other Resources

* [[Rep Name] - [Account Name] - Resell Checklist - [Date]](https://docs.google.com/document/u/0/d/1SOxS9osCHJt5MKCU3sbb3SC6fFn1uRrrBWy9gURHGqg/edit)
* [Tech Alliances | Tech Partner Resell Sales Instructions](https://docs.google.com/presentation/u/0/d/1k8EnL7ruufUkR6yqv7s4S_6JAOGHoSGVA-ywZm6OzLM/edit)
* [SOW Generator V2](https://docs.google.com/forms/d/e/1FAIpQLSed7wlZNcMcxdHo7n7byq65MEMD5ifqWf6GL2LRUJvZ6Ywdcw/viewform)
* [Standard Resell Partner Online Terms](https://support.zendesk.com/hc/en-us/articles/6845371595802)
* Shared slack channel:

## Next steps

**RevOps training**

* Revops is taking on more operational elements
* Here are the improvements we’ll have by july 8th and how we’ll streamline processes moving froward
* -revops role isn’t super material or different than most transactions

**Next steps:**

* Micah and Carlos work on training deck
  + Micah to take first pass
* Eric to find SME volunteers/nominees
* Goal to have initial call/training session mid June
* Micah/Carlos get deal reg forms by mid June as well
  + Micah has contacted majority of partners. Still need to contact 4 partners re: the change
* Micah/Carlos to test Tech Partner Pricing appendix.