DESK.COM NOTICES AND LICENSE INFORMATION

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Services Covered

This Documentation is applicable to the services branded as Desk.com ("Desk.com Services") provided by salesforce.com, inc. ("Salesforce").

Purpose of this Documentation

This Documentation describes features, restrictions and notices associated with any:

* Information sourced from third parties and provided to Users via the Desk.com Services;

* Desk.com Services functionality that allows customers to interact with social media and other websites; and

* Desktop and mobile device software applications provided in connection with the Desk.com Services.

Customer Data

This Documentation does not modify Salesforce's obligations with respect to any data submitted by customers to Salesforce services ("Customer Data").

Third-Party Platforms

The Desk.com Services allow Users to interact with social media and other websites, including websites operated by or on behalf of a customer of the Desk.com Services (collectively "Third Party Platforms").

- Customers must enable the Desk.com Services to access their Third-Party Platform accounts.
- The Desk.com Services may access, collect, process, and/or store information or content from Third-Party Platform accounts (including information otherwise classified as Customer Data under a customer's agreement with Salesforce).
- Customers are solely responsible for any content their Users provide to any Third Party Platform.
- Customers are solely responsible for any information accessed by their Users or any third party from any Third-Party Platform.
- Customers are solely responsible for their Users' interactions or communications with third parties through any

Third-Party Platforms.
- Customers are solely responsible for any transactions relating to a separate agreement or arrangement between customers or their Users and any Third-Party Social Platform provider or website.

Third Party Content

Content from the following third parties may be available to customers through use of the Desk.com Services. Customer's use of such third party content must comply with the additional terms and polices as noted below:

- **Bing Maps**: Customer's use of Bing Maps content must comply with the Bing Maps Terms of Use.
- **Facebook**: Customer's use of Facebook content must comply with the Facebook Terms of Service and the Facebook Public API Platform Policy.
- **Google**: Customer's use of Google OpenID must comply with the Google Account Authentication APIs Terms of Service.
- **Gravatar**: Customer's use of Gravatar content must comply with the Gravatar Terms of Service.
- **Twitter**: Customer's use of Twitter content must comply with the Twitter Terms of Service, the Twitter Privacy Policy, and the Twitter Public API terms.

Third Party Applications

Integrations with the following third parties' applications may be available to customers through use of the Desk.com Services. Customer's use of such third party applications must comply with the additional terms and policies noted below:

- **Aircall App**: Customer's use of the Aircall App functionality must comply with the terms governing Customer's Aircall account, including those set forth at https://aircall.io/terms_of_use.
- **Amity App**: Customer's use of the Amity App functionality must comply with the terms governing Customer's Amity account, including those set forth at http://www.getamity.com.
- **AMC Technology App:** Customer's use of the AMC Technology App functionality must comply with the terms governing Customer's AMC Technology account, including those set forth at http://www.amctechnology.com .
- **AnswerDash App**: Customer's use of the AnswerDash App functionality must comply with the terms governing Customer's AnswerDash account, including those set forth at http://www.answerdash.com/tou .
- **Appbot App**: Customer's use of the Appbot App functionality must comply with the terms governing Customer's Appbot account, including those set forth at https://appbot.co/terms .
- **Argo App**: Customer's use of the Argo App functionality must comply with the terms governing Customer's Argo account, including those set forth at https://argo.io .
- **Bedrock Data App**: Customer's use of the Bedrock Data App functionality must comply with the terms governing Customer's Bedrock Data account, including those set forth at http://www.bedrockdata.com/terms-and-conditions.
- **Bitium App**: Customer's use of the Bitium App functionality must comply with the terms governing Customer's Bitium account, including the Bitium Master Services Agreement.
- **Caller Zen App**: Customer's use of the Caller Zen App functionality must comply with the terms governing Customer's Caller Zen account, including the Caller Zen Terms of Service.

- **Callexa App**: Customer's use of the Callexa App functionality must comply with the terms governing Customer's Callexa account, including those set forth at https://feedback.callexa.com/info/agb.
- **Campfire App**: Customer's use of the Campfire App functionality must comply with the terms governing Customer's Campfire account, including the Campfire Terms of Service.
- **Cirrus Insight App**: Customer's use of the Cirrus Insight App functionality must comply with the terms governing Customer's Cirrus Insight account, including those set forth at https://www.cirrusinsight.com/terms/.
- **ClickDesk App**: Customer's use of the ClickDesk App functionality must comply with the terms governing Customer's ClickDesk account, including the ClickDesk Terms & Conditions.
- **ClientSuccess App**: Customer's use of the ClientSuccess App functionality must comply with the terms governing Customer's ClientSuccess account, including those set forth at http://www.clientsuccess.com/terms .
- **CloudCall App**: Customer's use of the CloudCall App functionality must comply with the terms governing Customer's CloudCall account, including those set forth at https://www.cloudcall.com/customer/terms/us/.
- **CustomerThermometer App**: Customer's use of the CustomerThermometer App functionality must comply with the terms governing Customer's CustomerThermometer account, including the CustomerThermometer Terms of Use.
- **Cyfe App**: Customer's use of the Cyfe App functionality must comply with the terms governing Customer's Cyfe account, including the Cyfe Terms of Use.
- **DataHero App**: Customer's use of the DataHero App functionality must comply with the terms governing Customer's DataHero account, including those set forth at https://datahero.com/termsofservice.html.
- **Elevio App**: Customer's use of the Elevio App functionality must comply with the terms governing Customer's Elevio account, including those set forth at https://elev.io/terms .
- **Flowdock App**: Customer's use of the Flowdock App functionality must comply with the terms governing Customer's Flowdock account, including the Flowdock Terms of Service.
- **Formstack App**: Customer's use of the Formstack App functionality must comply with the terms governing Customer's Formstack account, including the Formstack Terms & Conditions.
- **FullStory App**: Customer's use of the FullStory App functionality must comply with the terms governing Customer's FullStory account, including those set forth at https://www.fullstory.com/legal/tos.
- **GetFeedback App**: Customer's use of the GetFeedback App functionality must comply with the terms governing Customer's GetFeedback account, including those set forth at https://getfeedback.com/legal.
- **HelpIQ App**: Customer's use of the HelpIQ App functionality must comply with the terms governing Customer's HelpIQ account, including those set forth at http://www.helpiq.com/tos.
- **Helppier App**: Customer's use of the Helppier App functionality must comply with the terms governing Customer's Helppier account, including those set forth at http://www.helpiq.com/tos.
- **Higher Logic App**: Customer's use of the Higher Logic App functionality must comply with the terms governing Customer's Higher Logic account, including any set forth at Higher Logic's website or otherwise required by Higher Logic.
- **HipChat App**: Customer's use of the HipChat App functionality must comply with the terms governing Customer's HipChat account, including the Atlassian Customer Agreement.
- **Hipmob App**: Customer's use of the Hipmob App functionality must comply with the terms governing Customer's Hipmob account, including the Hipmob Terms of Service.
- **Inbenta App**: Customer's use of the Inbenta App functionality must comply with the terms governing Customer's Inbenta account, including any set forth at Inbenta's website or otherwise required by Ibenta.

- **Instabug App**: Customer's use of the Instabug App functionality must comply with the terms governing Customer's Instabug account, including those set forth at https://instabug.com/terms.
- **JIRA App**: Customer's use of the JIRA App functionality must comply with the terms governing Customer's JIRA account, including the Atlassian Customer Agreement.
- **Klaviyo App**: Customer's use of the Klaviyo App functionality must comply with the terms governing Customer's Klaviyo account, including the Klaviyo Terms of Service.
- **LiveChat App**: Customer's use of the LiveChat App functionality must comply with the terms governing Customer's LiveChat account, including the LiveChat Terms and Conditions.
- **MailChimp App**: Customer's use of the MailChimp App functionality must comply with the terms governing Customer's MailChimp account, including the MailChimp Terms of Service.
- **Mixpanel App**: Customer's use of the Mixpanel App functionality must comply with the terms governing Customer's Mixpanel account, including the Mixpanel Terms of Use.
- **NewVoiceMedia App**: Customer's use of the NewVoiceMedia App functionality must comply with the terms governing Customer's NewVoiceMedia account, including those set forth at http://www.newvoicemedia.com .
- **Nicereply App**: Customer's use of the Nicereply App functionality must comply with the terms governing Customer's Nicereply account, including the Nicereply Privacy and Refund Policy.
- **Olark App**: Customer's use of the Olark App functionality must comply with the terms governing Customer's Olark account, including the Olark Terms of Service.
- **OneReach App**: Customer's use of the OneReach App functionality must comply with the terms governing Customer's OneReach account, including those set forth at http://www.onereach.com .
- **PagerDuty App**: Customer's use of the PagerDuty App functionality must comply with the terms governing Customer's PagerDuty account, including the PagerDuty Terms of Service.
- **Panorama9 App**: Customer's use of the Panorama9 App functionality must comply with the terms governing Customer's Panorama9 account, including the Panorama9 General Terms and Conditions.
- **PieSync App**: Customer's use of the PieSync App functionality must comply with the terms governing Customer's PieSync account, including the PieSync Terms & Conditions.
- **Pivotal Tracker App**: Customer's use of the Pivotal Tracker App functionality must comply with the terms governing Pivotal Tracker account, including the Pivotal Tracker Web Services Agreement.
- **Preact App**: Customer's use of the Preact App functionality must comply with the terms governing Customer's Preact account, including the Preact Terms of Service.
- **Quisbee App**: Customer's use of the Quisbee App functionality must comply with the terms governing Customer's Quisbee account, including those set forth at https://www.quisbee.com .
- **RightSignature App**: Customer's use of the RightSignature App functionality must comply with the terms governing Customer's RightSignature account, including the RightSignature Terms of Use.
- **RingCentral App**: Customer's use of the RingCentral App functionality must comply with the terms governing Customer's RingCentral account, including those set forth at http://www.ringcentral.com/legal/eulatos.html .
- **Shopify App**: Customer's use of the Shopify App functionality must comply with the terms governing Customer's Shopify account, including those set forth at https://www.shopify.com/legal/terms .
- **Slack App**: Customer's use of the Slack App functionality must comply with the terms governing Customer's Slack account, including those set forth at https://slack.com/terms-of-service .
- **SnapEngage App**: Customer's use of the SnapEngage App functionality must comply with the terms governing Customer's SnapEngage account, including the SnapEngage Terms of Service.

- **Swiftype App**: Customer's use of the Swiftype App functionality must comply with the terms governing Customer's Swiftype account, including those set forth at https://swiftype.com .
- **Talkdesk App**: Customer's use of the Talkdesk App functionality must comply with the terms governing Customer's Talkdesk account, including the Talkdesk Terms of Service.
- **Teckst**: Customer's use of the Teckst App functionality must comply with the terms governing Customer's Teckst account, including those set forth at http://teckst.com/terms-conditions/ .
- **ThinkCX App**: Customer's use of the ThinkCX App functionality must comply with the terms governing Customer's ThinkCX account, including those set forth at http://www.thinkcx.com/company/toc.htm .
- **Totango App**: Customer's use of the Totango App functionality must comply with the terms governing Customer's Totango account, including the Totango Terms of Service.
- **Trello App**: Customer's use of the Trello App functionality must comply with the terms governing Customer's Trello account, including the Trello Terms of Service.
- **Twilio App**: Customer's use of the Twilio App functionality must comply with the terms governing Customer's Twilio account, including the Twilio Terms of Service.
- **Usabilla App**: Customer's use of the Usabilla App functionality must comply with the terms governing Customer's Usabilla account, including the Usabilla Terms of Use.
- **Userlike App**: Customer's use of the Userlike App functionality must comply with the terms governing Customer's Userlike account, including the Userlike Terms and Conditions.
- **VerbalizeIt App**: Customer's use of the VerbalizeIt App functionality must comply with the terms governing Customer's VerbalizeIt account, including the VerbalizeIt Terms of Service.
- **Viralheat App**: Customer's use of the Viralheat App functionality must comply with the terms governing Customer's Viralheat account, including the Viralheat Terms of Service.
- **Webhooks App**: Customer's use of the Webhooks App functionality must comply with the terms governing Customer's use of Webhooks, including those set forth at https://github.com/aspnet/WebHooks/blob/master/LICENSE.txt.
- **Wombat App**: Customer's use of the Wombat App functionality must comply with the terms governing Customer's Wombat account, including those set forth at https://wombat.co/terms_of_service .
- **xCALLY App**: Customer's use of the xCALLY App functionality must comply with the terms governing Customer's use of xCALLY, including any applicable terms set forth at http://www.xcally.com/.
- **Zapier App**: Customer's use of the Zapier App functionality must comply with the terms governing Customer's Zapier account, including the Zapier Terms of Service.

Integrations with Salesforce Services

The Desk.com Services offers integrations with certain Salesforce Services. Please refer to Salesforce Notices and License Information for features, restrictions, notices and license information associated with any:

- information sourced from third parties and provided to users via the Salesforce Services;
- Salesforce Services functionality that allows users to interact with social media and other websites; and
- desktop and mobile device software applications provided in connection with the Salesforce Services.

Distributed Software

Any notices required by licensors related to the Desk.com mobile applications may be found on the [Desk.com Open Source website](#).