

Subprocessors

Name of Third Party Subprocessor	Description	Location
Slack Technologies, LLC, a Salesforce company	Slack is a virtual messaging and communication tool, which customers may opt to use to communicate about support requests after logging the initial request through ZenDesk.	United States of America
Thenai.ai (Pivoting Owl, Inc.)	Thenai.ai is an internal helpdesk automation tool to assign, manage and track support requests across ZenDesk and Slack.	United States of America
Zendesk, Inc.	Zendesk is a cloud helpdesk software provider. It is compliant with SOC 2/3, ISO 27001. Solo uses Zendesk to accept customer support tickets, manage and automate the technical support services.	United States of America
Planhat, Inc.	Planhat is a cloud-based customer success portal software provider. It is compliant with SOC 2. Solo uses Planhat to organize account information relevant to our support services.	United States of America
Inkeep, Inc.	Inkeep is a cloud-based AI documentation assistant. It is compliant with SOC 2. Solo uses Inkeep enhance the quality of its support.	United States of America