Description of Service
"Certification" means passing a Gong certification exam. Learners are granted two opportunities to pass a certification exam with a score of 80% or higher. If a learner does not take the exam (within 1 year of purchase) or does not pass the exam within two attempts, a new exam must be purchased. Learners will have access to free "study guide" content to prepare for each exam.

Our first certification is the Program Manager Launch Certification, which targets Program Managers who want to learn how to configure and launch Gong in their organization. Subsequent certifications will target other personas and workflows (e.g., Program Managers who want to learn how to use Gong to achieve outcomes post-launch, RevOps professionals, and Frontline Managers), and are sold separately.

Project Schedule
Certifications are valid for two years. For recertification, each individual can:

1. Retake the certification exam, or
2. Take a more advanced certification exam for the same persona, or
3. Complete 30 professional development units ("PDUs") before the certification expiration date.*

*PDUs are issued upon the completion of additional Gong Academy content.

Engagement Assumptions
● Learners will be given 2 attempts to pass the exam within 1 year of purchase date.
● Each person being certified, requires an additional Certification purchase.
● Certification is only offered in English.