

Private Training

Description of Service

Gong will conduct a single private training and coordinate dates and times with customer. Training success requires customer's full engagement.

Project Schedule

All training services must be consumed one year from the Contract Signature Date and may not roll-over into any other period. Any training services not consumed within the year will expire with no further credit or refund and shall have no value thereafter.

Engagement Activities

Training dates/times to be mutually agreed. For each purchased session, we will agree on the participants based on persona. Each session will be no more than 1 hour unless otherwise agreed.

Example personas:

- Frontline Managers
- Sellers
- Inside Sales Teams
- Customer Success Managers

Example agenda topics:

- Understand what Gong is and how it works.
- Understand how to surface insights from your team's conversations and coaching moments.
- Learn best practices for reviewing calls, coaching, and sharing content with your team and/or organization.
- Identify strengths and areas of opportunity for your team.
- Get your questions answered about how Gong can help you be more successful.
- Get visibility into deals and how you can identify and eliminate risks in those deals.
- Understand the true state of your pipeline to accurately forecast which deals will close.
- Learn how to leverage Gong to build and close more pipeline.

Engagement Assumptions

- Training agendas will be designed by Gong to meet customer's desired outcomes and the Gong package(s) purchased. Agendas may not be modified by customer.
- Customer must provide cancellation or reschedule notice to Gong no later than five (5) business days before the agreed delivery date, otherwise, the training will be considered completed.
- Training is only offered in English.