

Tailored Training

Description of Service

Gong will conduct a single tailored training and coordinate dates and times with Customer as described below. Training success is dependent upon Customer's participation and ongoing 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

Tailored Session: The training date/time will be mutually agreed and coordinated by Gong. For each purchased session on the Order Form there will be a designated for a mutually agreed-upon audience based on persona and each session will be no more than one hour unless otherwise agreed upon.

Training is suggested though not limited to the below personas:

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

Below are the sample agenda topics that may be incorporated into a session:

- 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.

Engagement Assumptions

- Each training session agenda may be modified by persona or system configuration.
- If Customer is training on Gong Deals it is recommended that the content noted above be delivered over 2 sessions to improve attendee content retention but may be delivered in one 1.5 – 2 hour workshop if mutually agreed.
- Customer must provide cancellation or reschedule notice no later than 5 business days prior to agreed upon delivery, otherwise service is considered completed.
- The expiration date is one year from the contract signature date.