

<b>Subject:</b> <b>Gong Search</b>	<b>Product:</b> <b>Customer Loyalty Group</b>	<b>Approved on:</b>
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**Purpose:**

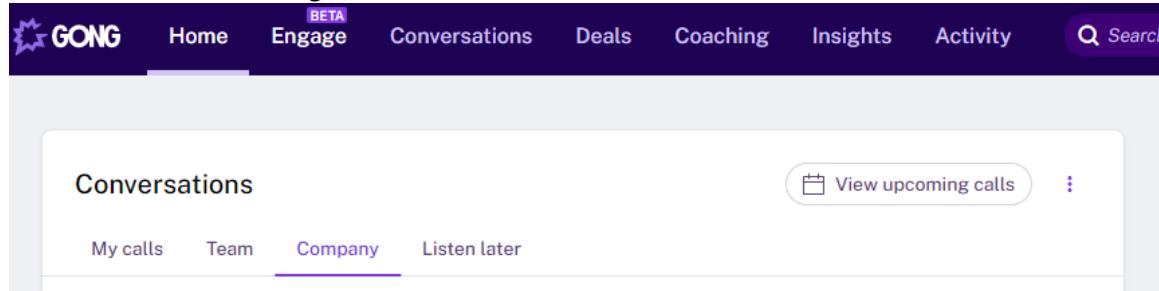
- To learn how to search for calls in Gong

**Policy:**

- Pull calls for training and QA purposes

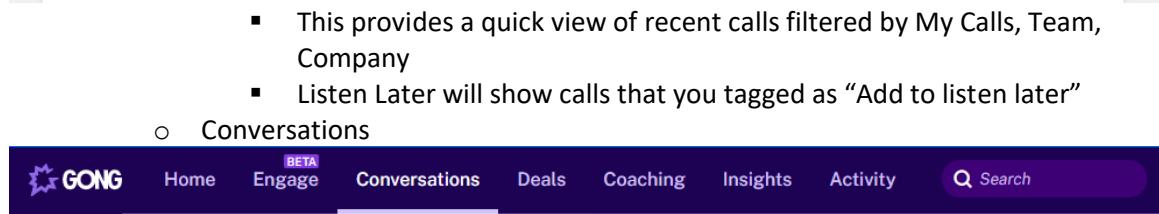
**Procedure:**

- How to locate calls in Gong
  - Home Page



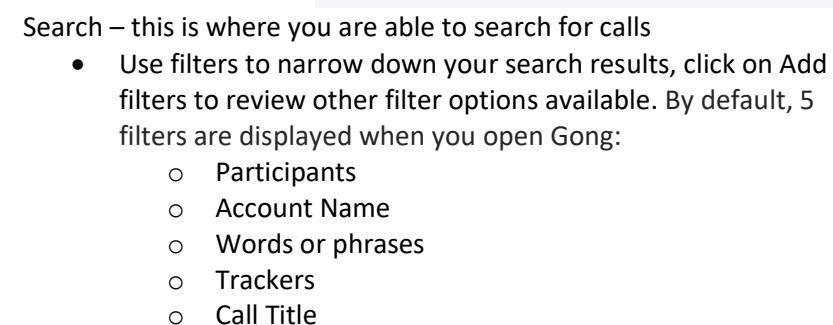
The screenshot shows the Gong software interface. At the top, there is a navigation bar with the Gong logo, Home, Engage (BETA), Conversations, Deals, Coaching, Insights, Activity, and a search bar. Below the navigation bar, the main content area is titled "Conversations". It has tabs for "My calls", "Team", "Company" (which is selected), and "Listen later". There is also a button to "View upcoming calls" and a three-dot menu icon. The "Company" tab section contains a bulleted list:

- This provides a quick view of recent calls filtered by My Calls, Team, Company
- Listen Later will show calls that you tagged as "Add to listen later"



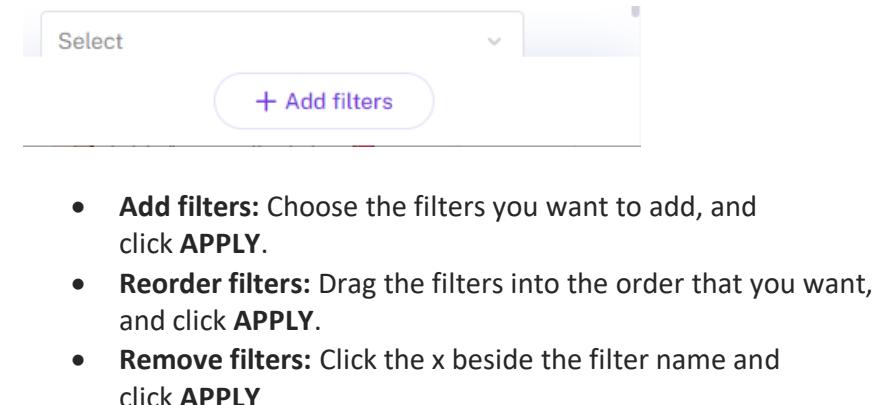
The screenshot shows the Gong software interface with the "Conversations" tab selected. At the top, there is a navigation bar with the Gong logo, Home, Engage (BETA), Conversations (selected), Deals, Coaching, Insights, Activity, and a search bar. Below the navigation bar, the main content area is titled "Conversations". It has tabs for "My calls", "Team", "Company", and "Listen later". There is also a button to "View upcoming calls" and a three-dot menu icon. The "Conversations" tab section contains a bulleted list:

- Search – this is where you are able to search for calls



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- Use filters to narrow down your search results, click on Add filters to review other filter options available. By default, 5 filters are displayed when you open Gong:
  - Participants
  - Account Name
  - Words or phrases
  - Trackers
  - Call Title



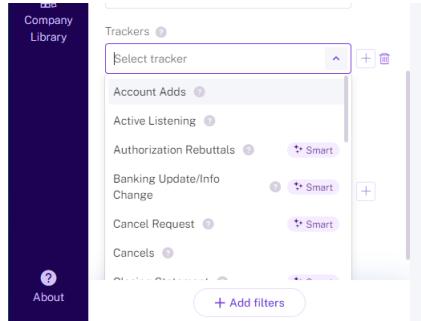
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- Add filters: Choose the filters you want to add, and click **APPLY**.
- Reorder filters: Drag the filters into the order that you want, and click **APPLY**.
- Remove filters: Click the x beside the filter name and click **APPLY**

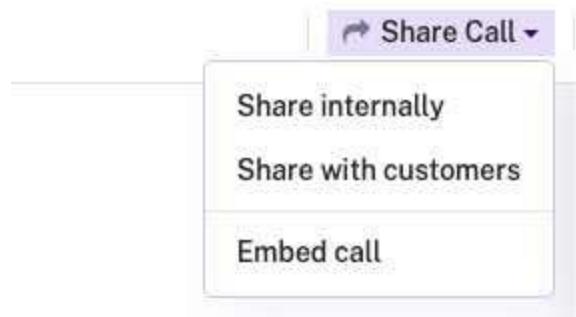
<b>Latest Revision Date:</b> <b>9/30/2020</b>	<b>Page 1 of 2</b>	<b>Author of Latest Revision:</b> <b>Talor Soden</b>
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- You can select a pre-made tracker to pull calls that match the subject you are looking for



- Your Library – will store any folders you create for calls you want to save and where you find folders shared with you
- Company Library – will have folders filled with great call examples to assist with training or agents that are looking for examples on how to handle a certain situation
- Share your call
  - Click **Share Call** at the top right of the call page. Click **Share internally** if you want to share the call who are using Gong. (Please **do not** share with customers) You can share entire calls, or call snippets.



- Start typing the name or email in the Share via Email option to send a link of that call

#### Exceptions:

- (none)

Latest Revision Date: <b>9/30/2020</b>	Page 2 of 2	Author of Latest Revision: <b>Talor Soden</b>
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