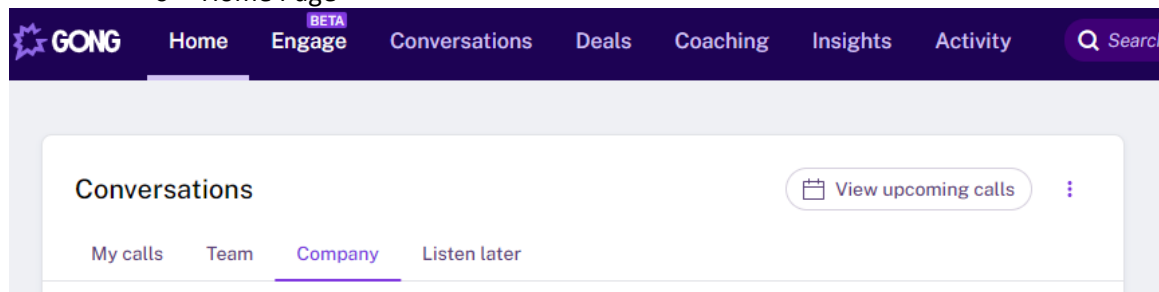| Subject: Gong Search	Product: Customer Loyalty Group	Approved on:

Purpose:
- To learn how to search for calls in Gong

Policy:
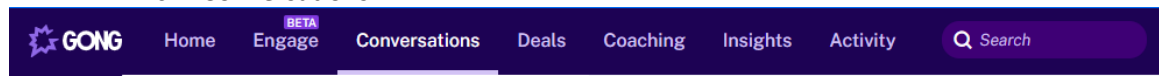- Pull calls for training and QA purposes

Procedure:
- How to locate calls in Gong
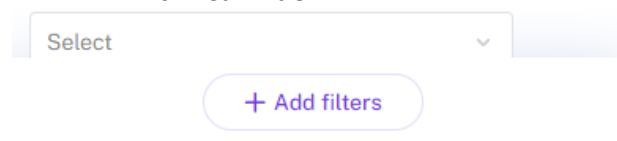 - Home Page

  - ▪ 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"
  - Conversations

  - ▪ Search – this is where you are able to search for calls
    - 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
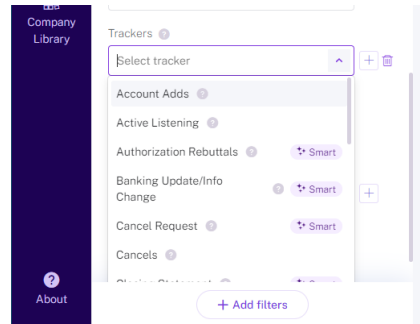   - Trackers
      - Call Title

    - **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**.
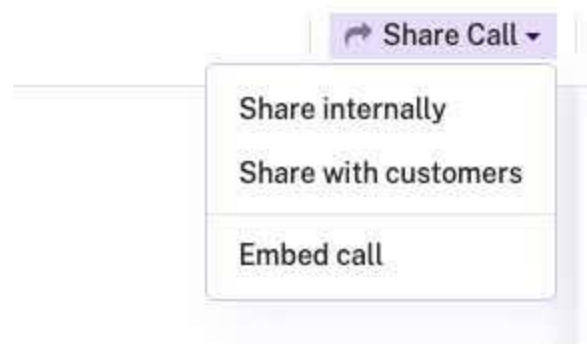   - **Remove filters:** Click the x beside the filter name and click **APPLY**

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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
  - o 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.

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

Exceptions:

- (none)

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