

# User Satisfaction Ratings

Data is scoped to the Conversation Intelligence & Sales Coaching category. All reviews were collected as of July 18, 2024



Mindtickle



Gong

Rating

★★★★★ (2,009)

★★★★★ (5,755)

Ease of Use

94%

93%

Has the product been a good partner in doing business?

95%

94%

Quality of Support

94%

93%

Speech-to-Text

94%

83%

Lead Qualification

95%

84%

Artificial Intelligence

94%

87%

Customer Scoring

94%

87%

Machine Learning

94%

88%

Playbook Creation

93%

87%

Leaderboard

93%

89%

(User Satisfaction Ratings continues on next page)

# User Satisfaction Ratings (continued)



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Knowledge Base	95%	90%
Competition	93%	89%
Coaching Materials	94%	90%
Real-Time Updates	93%	90%
Notifications	93%	90%
Scorecard	94%	90%
Coaching Card	93%	90%
Call Analysis	94%	91%
Product Direction (% positive)	92%	91%
Video Record	94%	92%
Review	94%	93%
AI Text Summarization	90%	89%



## About G2

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