



## Tell us about your customer training and education programs.

These answers provide insights into the depth of a vendor's training program, ensuring that customers are adequately supported in their journey with the product and services.

- **Training Formats:** What formats do you offer for training (e.g., live sessions, webinars, video tutorials, written guides)?
- **Training Depth:** Are there different levels of training available, such as beginner, intermediate, and advanced?
- **On-Site Training:** Do you provide on-site training options for teams?
- **Customized Training:** Can training be customized to our organization's specific needs or use cases?
- **Training Frequency:** How often is training offered? Can we schedule sessions at our convenience?
- **Training Costs:** Is there an additional cost for training sessions, or is it included in the product/service package?
- **Certifications:** Do you offer certification programs for users who complete training?
- **Training Updates:** How often is training material updated, especially when there are product or service updates?
- **Multilingual Options:** Is training available in multiple languages or specific languages on request?
- **Hands-On Experience:** Do training sessions offer practical, hands-on experience or exercises?
- **Training Access:** Can training materials be accessed anytime for refresher courses or onboarding new team members?
- **Interactive Elements:** Do you incorporate quizzes, interactive simulations, or other engaging elements in your training modules?
- **Feedback Loop:** How do you collect feedback on training sessions to ensure continuous improvement?
- **Dedicated Trainers:** Are there dedicated trainers or training teams, and what is their expertise?
- **Group vs. Individual:** Do you offer both group training sessions and one-on-one training options?

- **Training Duration:** How long are typical training sessions, and is there a recommended duration for effective learning?
- **Support Post-Training:** Is there a support mechanism in place for questions or clarifications after training sessions?
- **Training Metrics:** Do you track and share metrics on training participation, completion, and effectiveness?
- **Onboarding:** What does the initial training or onboarding process look like for new customers?
- **Continued Learning:** Beyond initial training, are there ongoing learning opportunities or advanced courses available?