

Drive Product Adoption & Customer Engagement



Contextual Training

Bring training to your clients within your product through the GainsightPX Knowledge Center Bot



Drive Adoption

Deliver contextual training to support users throughout their experience, without leaving your platform



Targeted Training

Target training materials based on user behavior, leveraging the features of GainsightPX

Train your customers to ensure long-term success with the right training at the right time every time within the GainsightPX Knowledge Center Bot.

The Thought Industries Platform and GainsightPX Knowledge Center Bot integration enables you to search for and include your training materials within the Knowledge Center Bot.

With this seamlessly deliver your training materials directly within your product.

You can expect better product understanding through your training materials and connect the efforts of your training team to your user engagement metrics.



Screenshot: Training content within the Knowledge Center Bot

Ways to Leverage the Integration

- ⊕ Display articles specific to administrator training. Limit the GainsightPX Knowledge Center Bot to show only articles tagged with 'Administrator Training'
- ⊕ Display videos specific to your onboarding process. Limit the GainsightPX Knowledge Center Bot to only show videos tagged with 'Onboarding'

Provide resources to further educate your users to not only execute an action within your product, but also –and more importantly– how to do their job better and realize better results with your product.

Delivering this content directly within the GainsightPX Knowledge Center Bot ensures users can consume training content without leaving your product.

About Thought Industries

Thought Industries supports B2B organizations to ignite behavioral change through effective, engaging customer training resulting in higher engagement, adoption, proficiency, and retention. With the Thought Industries Platform, enterprise businesses create, manage, monetize, distribute, and analyze their end-to-end customer training initiatives through a modern, user-friendly interface. Thought Industries makes it easy to handle complex training operations at scale to empower growth.

Discover how the #1 B2B customer training platform can help your business.