



# Summarizing Customer Feedback Reviews

AA

I'm a Product Manager at DocuSign. I want you to read the user reviews we received on G2 and summarize them to me.

1. We have used this software for a while now and I feel like I have enough experience that I am able to say confidently that the pros absolutely outweigh the cons. When initially setting up your company, profiles, and users there can be a little bit of confusion depending on which version you are subscribing to. When I looked at reviews for this software before deciding to pull the trigger I saw quite a few people say that they were unhappy with the customer service they had received while using DocuSign. I don't know if I am an outlier or just didn't have the same issues they did because I have never had any problems getting in touch with someone, getting my problems solved in a reasonable amount of time, or getting my issues escalated to the right level of support who is able to help me with my problem.
2. The only downside to DocuSign is that you cannot try out all of the features during the 30-day free trial. I think it would be beneficial to utilize the features that the paid plans offer during the free trial to determine if they would be helpful before committing to a paid plan. However, there is a paid plan starting at \$10 a month, so at least there is a plan that wouldn't break the bank.
3. I don't think that DocuSign offers enough information about how the signers information is protected. People now more than ever are concerned with who all has their information. They need to be reassured. I don't think that everyone is convinced that signing online digitally is as secure as actually signing documents in person.
4. I wouldn't say I like that DocuSign does not offer a comprehensive range of features. Entering each tag manually is tedious, and pre-made templates are mainly limited to commonly used documents, making them unsuitable for business use. Moreover, the transition between their old user interface and a new one has caused considerable delays with no accompanying enhancements or benefits.
5. People may need help understanding DocuSign when it comes to the signature process.



The reviews of DocuSign generally mention that the pros outweigh the cons, but there are a few specific areas where users have had issues. Some users have had difficulty with customer service and technical support, while others have had issues with the organization of bulk forms. Some users have also had difficulty with editing documents and the signature process. Additionally, some users have had issues with the password provided for signing documents, which can be invalid or expired. Overall, users seem to appreciate the software, but have had issues with specific features and customer service.