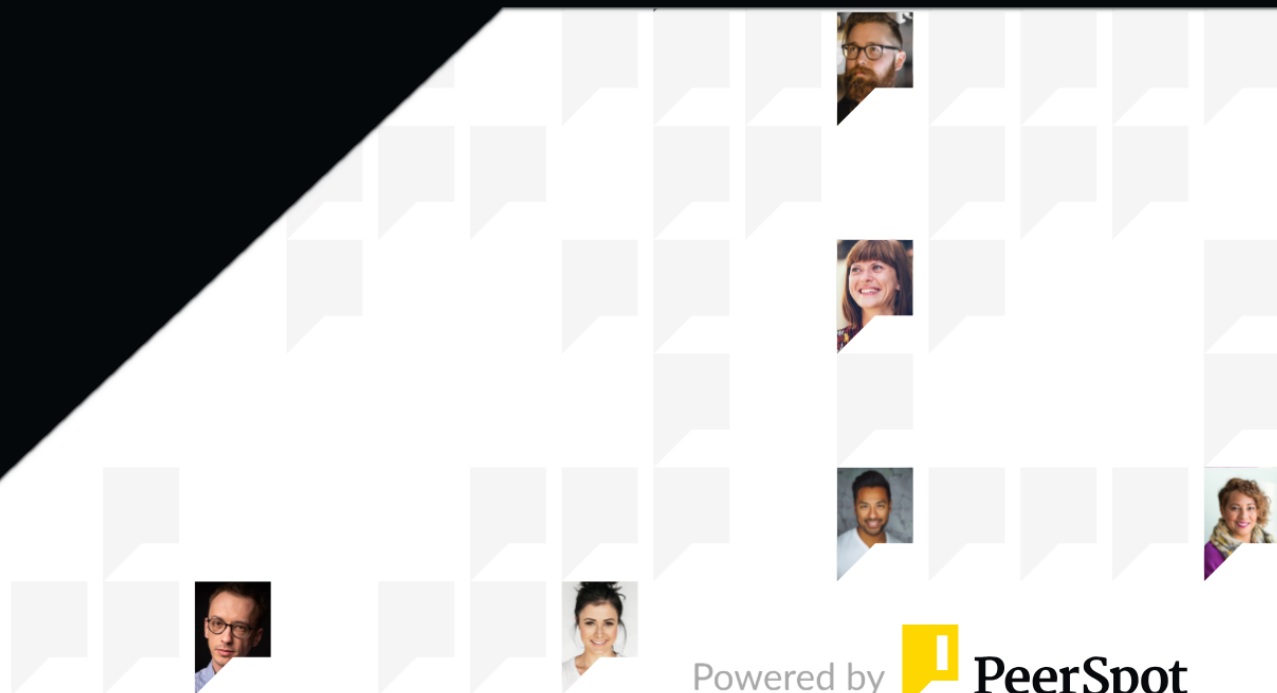


aws marketplace

Conga Sign

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Conga Sign

Conga Sign Recap

Conga Sign offers seamless integration with Salesforce, simplifying digital signature processes with ease of use and efficiency. It allows quick setup, enabling users to streamline document handling and secure electronic signatures efficiently.

Conga Sign integrates with Salesforce to enhance document generation and digital signature processes. Features like drag-and-drop signature capability and automated email transactions reduce manual overhead and enable fast, secure document handling. Integration with Conga Composer further boosts functionality, while configurable permissions and prepopulated tags improve efficiency and user experience. Challenges include limited data type support and documentation complexity, with users seeking better customer support and enhanced data residency compliance. Multilingual capabilities and simultaneous document signature features are also desired.

What are the most valuable features?

- **Salesforce Integration:** Seamlessly connects with Salesforce for efficient digital signature processes.
- **Drag-and-Drop Signatures:** Simplifies adding signatures to documents.
- **Automated Email Transactions:** Streamlines the process of sending and receiving documents.
- **Configurable Permissions:** Allows customization of access and editing rights.
- **Prepopulated Tags:** Enhances efficiency by automating document fields.

Why should users consider Conga Sign?

- **Increased Efficiency:** Saves time by reducing manual document handling.
- **Secure Document Handling:** Provides peace of mind with secure signature processes.
- **Enhanced Document Generation:** Offers advanced functionality through integration with Conga Composer.
- **Fast Setup:** Allows quick implementation and operation.

In industries such as sales and contract management, Conga Sign facilitates efficient document generation and digital signature capture. Companies use it for managing contracts and agreements within Salesforce, streamlining their document workflow and minimizing the time required for securing vital signatures. The ability to track document status helps maintain oversight and speeds up critical sales cycles, proving essential for rapid contract executions.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The biggest advantage of Conga Sign is the ease of use; it is very simple and the interface is very good.”



Pathan Imroz

Consultant at McKesson



“Many businesses have saved their money and time on digital signatures using Conga Sign.”



Tharun Gopishetti

Software Engineer at a tech vendor with 10,001+ employees



“I find all the features very excellent and helpful, and they make the signing process efficient.”



Priya Maria

Data Engineer at Samsara

- ✓ “Conga Sign has positively impacted my organization as it is a crucial part of many projects, and in fact, we use Conga Sign in most of our projects directly.”



Verified user

Sr con at a retailer with 1-10 employees

- ✓ “Conga Sign has positively impacted my organization by being more user-friendly for customers, making their work easier, keeping customers very satisfied, and saving time when completing the agreement signing system.”



Verified user

Senior Software Engineer at a computer software company with 10,001+ employees

- ✓ “Conga Sign has positively impacted my organization by eliminating a lot of overhead, and we could move our applications.”



Verified user

Senior at a financial services firm with 51-200 employees

- ✓ “The most valuable feature is Conga’s advanced set of functionalities, which have developed over time, especially from Salesforce Classic to Lightning.”



Samy Saied

Delivery Director at Slalom

What users had to say about valuable features:

“Conga Sign offers ease of operations as one of its best features from my brief experience. Conga Sign's ease of operations comes from its speed. Conga Sign has positively impacted my organization by eliminating a lot of overhead, and we could move our applications. The kind of overhead that has been eliminated includes manual signatures..”

Verified user

Senior at a financial services firm with 51-200 employees

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“Conga Sign is mainly used for signing documents from the customer side and the business side, providing a digital signature solution that is easy to configure, set up, and debug. From a business perspective, users can directly send for the signature manually using the tags.

“The best features are that it is easy to sign and provides immediate email notifications. We receive emails immediately and the configuration takes less than 10 to 15 minutes, plus we can add tags to any PDF documents for signing.

“Conga Sign has positively impacted my organization as it is a crucial part of many projects. In fact, we use Conga Sign in most of our projects directly..”

Verified user

Sr con at a retailer with 1-10 employees

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“The best features Conga Sign offers include mostly automated systems. When we generate the document, we assign it based on the customer side. After opening the agreement, we have enabled a feature that automatically goes to the sign page. If there are fifty pages in the agreement, the page where we need to sign will come up without needing to scroll through everything. The default mailing feature assigns emails based on the primary contact and will automatically populate there. That is also a best feature.

That feature works well in practice. Our customers, based on their requirements, reach out to us. Based on that, we go through the document and reach out to Conga Sign support. They suggest features that we enable, which are very good for our customers.

Conga Sign has positively impacted my organization by being more user-friendly for customers. Their work is easier, which is why it is more impactful. The customers are also very satisfied with Conga Sign.

The specific outcomes I can share are that Conga Sign is very user-friendly, which satisfies the users. It also saves time when completing the agreement signing system..”

Verified user

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Senior Software Engineer at a computer software company with 10,001+ employees

“The best features Conga Sign offers include agreements being sent digitally, which reduces the time to get printed documents. I have the option to forward to a relevant party where I might not be the correct person. It reduces turnaround time. Taking signatures from multiple stakeholders can be done digitally.

“I find all the features very excellent and helpful, and they make the signing process efficient. I also love Conga Sign's Salesforce integration as it provides document tracking, which is great.

“I really appreciate the point and click interface, which does not require user training from our side. The signing process is also very easy and fast for the end-user, which makes the quoting cycle relatively quicker.

“It makes it relatively easy to capture digital signatures rather than collecting signatures manually on printed documents from multiple parties, thereby saving a lot of time..”

Priya Maria

Data Engineer at Samsara

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“The best feature is the write-back feature in Conga Sign that integrates signature details into Salesforce. However, it only supports limited data types, but it is very useful to the users.

We used Conga Sign in our previous projects, allowing users to easily drag and drop the signature onto documents. Users do not have to do much work on signatures, mentioning the name, date, and all those details. They can simply click on a button, drag the signature onto the document, and it is easy to put digital signatures.

We have dealt with many customers and implemented and configured everything the customer required. After we delivered all the features the customer requested, we received positive feedback from the customer. Additionally, we received more customers from the same organization or from within the organization. The tool has been used in multiple companies and has proven very useful to customers and our company from a revenue perspective.

Previously, when Conga Sign did not exist, signatures between two companies were done either manually or in other ways where parties would meet face to face. After Conga Sign came into the picture, the two parties can connect online. Documents are sent online to put signatures, which is very easy through email or Outlook. The two parties have not wasted time. Time has been consumed more efficiently, revenue has increased, and their revenue has increased as well..”

Tharun Gopishetti

Software Engineer at a tech vendor with 10,001+ employees

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“The biggest advantage of Conga Sign is the ease of use; it is very simple and the interface is very good. By looking at the options, any newbie can understand what needs to be done. The document generation process is very fast, and the execution takes no time, generally reducing the turnaround time by enabling electronic signatures from any kind of app, particularly in Salesforce. The workflow automation is great; I can automate the signature requests by preparing a Conga Sign solution and implementing Conga Sign features into it.

“Definitely, the real-time tracking feature helps with my workflow because it provides the status of the document, such as which document has been viewed or signed or has completed the signing process. I can track those changes as well; time tracking is again a great feature and advantage.

“As far as authentication methods are concerned, the security features of Conga Sign are quite good and meet my compliance and legal requirements. When I add the authentication capabilities, it adds an extra layer of security to the signing process, with multiple identity verification methods. This helps organizations maintain compliance and protects sensitive documents.

“Automated reminders definitely have a positive impact on document management efficiency; they reduce delays and ensure that agreements are executed on time. The very impactful thing is that there are no delays because as soon as the document is completed, I get the reminder for it, eliminating the need for manual follow-ups. By keeping the signers engaged throughout the process, automated reminders help streamline workflows and increase operational efficiency..”

Pathan Imroz

Consultant at McKesson

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Other Solutions Considered

“I am not sure if I evaluated other options before choosing Conga Sign. I am not the source of selecting that feature and did not conduct this analysis and R&D..”

Verified user

Senior Software Engineer at a computer software company with 10,001+ employees

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“As we have been using Conga products for a long time and Salesforce products, we typically picked Conga Sign and are using it. I am not sure if any other alternate products exist, but I would say for now, it is the best one to use..”

Tharun Gopishetti

Software Engineer at a tech vendor with 10,001+ employees

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“I did not use any different solution before Conga Sign because we were only using proposal documents, which did not have signing features. Recently, we introduced CLM, and that is when we started using Conga Sign..”

Verified user

Senior Software Engineer at a computer software company with 10,001+ employees

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“Many customers who approached us were using the manual process before. They were not following digital signatures; they were following the manual signature process for trustworthiness and other reasons. After we gave an introduction and explanation about Conga Sign, they were really impressed and are now using Conga Sign..”

Tharun Gopishetti

Software Engineer at a tech vendor with 10,001+ employees

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“If I consider competitors, the two that come to mind are DocuSign, which is leading, and Adobe Acrobat. These two are pretty good as well, but I personally work more on Conga Sign, so I prefer it the most. The learning curve is quite low in DocuSign and Acrobat compared to Conga Sign, which requires some hands-on experience to grasp fully..”

Pathan Imroz

Consultant at McKesson

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“I previously used DocuSign and Adobe Acrobat Sign.

“I switched from DocuSign and Adobe Acrobat Sign to Conga Sign because I prefer Conga Sign as it offers seamless integration with my other Conga products, such as Conga CPQ, Conga CLM, and Salesforce. Integration is very easy, and documents can get triggered for signatures with just a click..”

Priya Maria

Data Engineer at Samsara

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ROI

Real user quotes about their ROI:

“For Conga Sign, we have saved a lot of time sending digital signatures and can send reminder emails automatically instead of checking with customers directly, which saves a lot of time..”

Verified user

Sr con at a retailer with 1-10 employees

[Read full review](#) 

“I have seen a return on investment because agreements are sent digitally, which reduces the time to get printed documents. I have the option to forward to a relevant party where I might not be the correct person, reducing turnaround while taking signatures from multiple stakeholders digitally. It also helps increase our business as we get signatures from concerned parties easily and quickly..”

Priya Maria

Data Engineer at Samsara

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Use Case

“My main use case for Conga Sign so far is to send documents to our merchants. A quick specific example of a document I've sent to my merchants using Conga Sign is the terms and conditions..”

Verified user

Senior at a financial services firm with 51-200 employees

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“I generally use Conga Sign to streamline the document and signing process, and it is quite user-friendly compared to any other signatory application or software. The integration capabilities with the CRM platform are also immense and very good. I generally manage signatory requests and generate contracts from it to complete the signatures..”

Pathan Imroz

Consultant at McKesson

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“I have used Conga Sign mostly on the sales part. For example, for the company called XYZ, we generate the document, and once the negotiation is completed, we need to send the document for the signing part, requiring a signing sequence: first to the customers, then to the business team, which means the XYZ company heads. We use Conga Sign for that, and if we have more than one or two signers, we can add all the predefined sign tags in the document itself or include custom sign tags while sending the document in the signature part..”

Verified user

[Read full review](#) 

Sr con at a retailer with 1-10 employees

“My main use case for Conga Sign is for signing purposes. When we have any agreements, we need to get signatures using Conga Sign. We directly assign the agreements to customers, and they receive an email. Then they get the update and sign through Conga Sign.

A quick, specific example of how I recently used Conga Sign for an agreement is that we have one agreement with many products and prices. These are all the agreement details, and the customer is the seller. We generate the document and then assign it to customers. They receive an email from us, open it, and sign the document. That automatically gets assigned to the agreement..”

Verified user

[Read full review](#) 

Senior Software Engineer at a computer software company with 10,001+ employees

“My main use case for Conga Sign is gathering customers' signatures on the final document. Capturing digital signatures is relatively easy compared to correcting signatures manually on printed documents from multiple parties, which can be time-consuming and often leads to abandoning the deal before document signatures are complete, potentially resulting in business loss.

“I have used Conga Sign for all our contracts, proposals, and information forms. We use it within Salesforce, so we can have merge fields and write-back fields associated with different objects and records.

“Regarding my main use case, it is excellent for contracts and anywhere else where signatures or document tracking is required. We use it on some documents for tracking only, and it is less appropriate in those instances, but the tracking history is truly valuable for our sales team..”

Priya Maria

Data Engineer at Samsara

[Read full review](#) 

“Conga Sign is a built-in digital signature process similar to Adobe Sign and DocuSign. We typically use it in our projects to avoid the manual signature process between two companies. Business users can utilize digital signatures, which are easy and compatible for business operations.

After a document has been set up with all pricing details, agreement, and contract information, one of the business users responsible for contracting and signatures generates the document. The document is then sent to the client or customer who must review it and provide digital signatures. In the background of Conga CPQ, we have integrated Conga Sign. When the document is sent through email to the customer, they can easily verify and review the entire document and complete the digital signatures. The document is then returned to the actual business companies.

The primary use case for Conga Sign is to process digital signatures. Previously, companies and customers who approached us were using manual processes. For several companies without the same headquarters to meet for signatures between organizations, which would occur in other countries, digital signatures have become very easy. They can send documents in online mode, and signatures can be completed in less time..”

Tharun Gopishetti

Software Engineer at a tech vendor with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The only area for improvement I experienced while working on Conga Sign is that the setup is quite complex; the initial implementation takes some time..”

Pathan Imroz

Consultant at McKesson

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“The initial setup was pretty straightforward, likely one of the easier implementations I've done. As long as one follows the instructions, anyone can do it..”

Chris Leszka

Director at Informa

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“The initial setup is fairly easy. It's mainly about installing the Salesforce package, setting configurations, and uploading templates, although learning to set up templates has a learning curve..”

Samy Saied

Delivery Director at Slalom

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“The initial setup involves configuration and authentication processes, which require careful attention. While the initial setup is manageable, a few hours are needed for SMS authentication during the first-time setup..”

Ajay Pal

Associate Consultant at a consultancy with 10,001+ employees

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“My advice for others looking into using Conga Sign is that it is more user-friendly and easy to set up. However, the solution is not available for everyone. Thus, you should provide KTs or videos that will be more useful for new customers. You need to promote the features better because if customers are not familiar, they cannot use them..”

Verified user

Senior Software Engineer at a computer software company with 10,001+ employees

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“Quick setup means that once we install Conga Sign, we go to Conga Sign setup from the App Launcher, and we can follow the step-by-step process on the left side, clicking one by one until it automatically sets up the signature part. For emails, we will have checkbox fields on the Conga Sign setup page; whoever needs signing can be selected with those checkboxes, allowing us to use that feature directly instead of writing code.

“From the business side, we see that anyone can set up Conga Sign within 10 to 15 minutes without needing a developer, and we experience no issues with it. If more customization is needed, then we check with the product team from Conga..”

Verified user

[Read full review](#) 

Sr con at a retailer with 1-10 employees

Customer Service and Support

“I haven't had to use Conga Sign's technical support team. My only experience is related to the composer tool, where they were helpful for an issue we had..”

Chris Leszka

Director at Informa

[Read full review](#) 

“The customer support for Conga Sign is good. Based on our severity, they will respond. They will automatically follow up every time if we are not responding. If we respond quickly, then they mostly respond as soon as possible..”

Verified user

Senior Software Engineer at a computer software company with 10,001+ employees

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“I have only contacted their support once or twice. They were responsive and quick, except for one instance which was not on par. Not needing to reach out often is indicative of the solution’s simplicity and effectiveness..”

Samy Saied

Delivery Director at Slalom

[Read full review](#) 

“The technical support is highly rated. They provide one point of contact for projects and respond swiftly to emails, offering video call support and instant connection via Teams. I would rate their service as eight out of ten..”

Ajay Pal

Associate Consultant at a consultancy with 10,001+ employees

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“When we raise a request to the support team about any issues with Conga Sign, they resolve the issue in less than 24 hours. When we use the solution's out-of-box functionality, sometimes Conga Sign functionality breaks, and fixing it takes some time, but the Conga support team is always helpful and resolves the issues very soon..”

Tharun Gopishetti

Software Engineer at a tech vendor with 10,001+ employees

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“I have collaborated with technical support from Conga Sign many times.

“Conga Sign's support is always helpful; I have never found support as good as I have with Conga Sign. I usually get a response back within an hour or two, and they arrange a call quickly to resolve any issues I am facing.

“For the support from Conga Sign, I would definitely give it a nine..”

Pathan Imroz

Consultant at McKesson

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Other Advice

“My advice to others looking into using Conga Sign is to use it to reduce time overhead. My company has a business relationship with this vendor other than being a customer; we are partners. I find this interview good and do not think anything should change for the future. I am providing this review a rating of 10..”

Verified user

Senior at a financial services firm with 51-200 employees

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“I would recommend Conga Sign, especially for mid to small-sized organizations. If a company works around the firewall blocking issue, it is scalable and great to have both the composer and e-signature tool together. Prior to being acquired, Conga Sign was a perfect fit for us. On a scale from one to ten, I would rate Conga Sign an eight..”

Chris Leszka

Director at Informa

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“My advice for others looking into using Conga Sign is that it is well suited for most clients who have trust in digital signatures and want to reduce turnaround. However, there are still some clients who do not prefer digital signatures and prefer printed agreements with wet signatures. Conga Sign uses the latest digital signing legal regulations, so this is a customer-to-customer issue. I have given this review a rating of 9..”

Priya Maria

Data Engineer at Samsara

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“The first thing is to compare the pricing and features of Conga Sign, as it is implemented purely from the [Salesforce](#) side, unlike [DocuSign](#) or [Adobe Sign](#), which require integration with third-party applications. That is the best feature I can highlight about Conga Sign.

“My company is a partner for Conga.

“On a scale of 1-10, I rate Conga Sign a 10..”

Verified user

Sr con at a retailer with 1-10 employees

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“Definitely, Conga Sign generally reduces the whole manual effort.

“The reduction is seen through numerous automated tasks; I have minimized manual effort significantly. As soon as the contract is ready for signing, it goes automatically to the signers who get the notification to sign it within a certain time slot, which greatly reduces my effort.

“Conga Sign is definitely worth buying, despite the higher price for small businesses.

“I would give Conga Sign an overall rating of eight out of ten..”

Pathan Imroz

Consultant at McKesson

[Read full review](#) 

“A signature has to be very secure and confidential. More security packages have been installed in [Conga CPQ](#) and Salesforce. It is very secure. Using AI, you cannot have data stolen from documents sent to customers.

Using AI, we can better improve Conga Sign where digitalization has been enhanced, and documentation, the UI, the text part, and the signature part can be improved. Using AI, the accuracy of the signature process can also be improved. AI will help improve this whole process.

We are deploying documents or Conga Sign features to higher environments within the Salesforce premises and Conga platform only. We do not require any other third-party applications to deploy the changes.

Salesforce is a cloud itself. We are using the Salesforce cloud itself.

It will vary between the business-to-business use case. Many businesses have saved their money and time on digital signatures using Conga Sign.

If the document is a quote or proposal, we can send only that file. We can upload and attach any file from local storage. If the customer signs the document between the two parties, the second signature should be done by the other customer. It will be notified to the other customers, and they can do signatures at both ends. It is pretty easy and simple. The signature part of the document, the digital signature, has been completed. I advise users and customers that they can go for Conga Sign. It is not overly complex, and it is not that financially expensive for the license either. I encourage users to use Conga Sign. I would rate my overall experience with this product as an 8 out of 10..”

Tharun Gopishetti

Software Engineer at a tech vendor with 10,001+ employees

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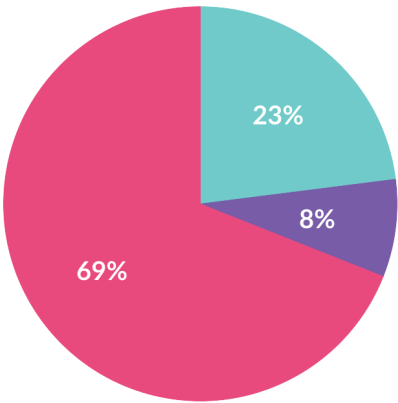
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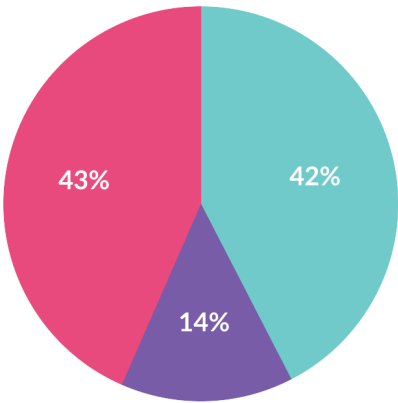


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944