

Training and Culture Development with Jiminny

How Contractbook Uses Jiminny to See
Results



Overview

Contractbook is a document signature company that is committed to supporting the future of contracts through automation and data-driven solutions. "By utilizing a machine-compatible and efficient data format, we aim to equip your business with the tools needed to leverage cutting-edge technologies like AI and machine learning, ensuring your operations are future-ready."



The Challenge

Contractbook needed a conversation intelligence tool to not only record customer conversations, but to also turn data and analytics into actionable insights that made measuring and developing call performance easy.

Requirements

**Record Customer
Conversations**

**Data and
Analytics**

**Actionable
insights**

The Outcome

Jiminny now plays an essential role in Contractbook's internal training and onboarding, equipping their Sales, CS, and Product teams with valuable customer insights. This integration has optimized onboarding processes, enabling new team members to quickly understand customer needs and expectations. As a result, Contractbook has seen increased collaboration and improved customer retention. Enhanced insights provided by Jiminny allow Contractbook to proactively address issues and tailor their services to better meet client needs.

Outcomes

Optimised Onboarding

Ability to quickly train new employees and get feedback instantly. "Our onboarding today across the company, includes at least 10 Jiminny recordings with customers"

Internal Culture Development

Gives valuable insights in what the employees are talking to the customer about, allowing for optimization of sales and internal conversations.

Easy and Powerful Tool

Jiminny was easy to adopt, and is incredibly valuable, in training, onboarding and sales. "Jiminny is a very valuable tool to get your data foundation in order" - "It's a company-wide tool".

Data / Analytics

Provide valuable insights about customer interactions with the team.

Actionable Insights

Allow for the insights to be applied to enhance communication across the org.



"Feedback culture and asking for criticism in a constructive way is really strong within the team now."

Alexander Irschenberger, VP of Strategy