

Streamline data collection and accelerate signing with Web Forms

In the digital-first world, consumers increasingly expect convenient, fast and flexible experiences. Static PDFs and manual paperwork create high-friction workflows that feel outdated and can undermine trust. When users encounter non-responsive or cumbersome documents, they often question how their sensitive data is being handled. With more than 75% of users abandoning forms – and almost 30% citing security concerns – it's clear that organisations are frustrating customers and missing out on critical information.

Although PDFs are technically digital, they remain static files that don't validate, save or integrate data into a company's internal systems. Employees who manage these forms face repetitive steps across disconnected tools and departments just to ensure consistent, secure data collection. Organisations can't afford to waste valuable expertise on manual data entry and administrative tasks.

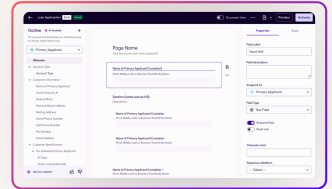
Transform your customer experience with interactive Web Forms

DocuSign Web Forms enables organisations to modernise how they capture information. By combining the speed of AI-assisted automation, powered by DocuSign Iris, with the precision of a no-code builder, organisations can create and deploy professional, branded forms in minutes. The result:

- Easier creation
- Faster agreement completion
- Trusted digital experiences
- Ability to unlock the value of structured data

Create and deploy forms quickly

Web Forms empowers users to build and maintain forms with simple clicks – now enhanced by AI-assisted creation. Simply upload a PDF or eSignature template, and DocuSign's document intelligence automatically identifies fields, labels and field types to generate a ready-to-use form in seconds. For total control, a dynamic side-by-side view allows you to verify AI suggestions against the original document in real time. Whether leveraging AI-powered automation or the intuitive no-code builder, anyone in your organisation can deploy and update forms in minutes, freeing up valuable resources while saving time and money.



“The fields coming over organically from the eSignature template made it so easy”

Nichole Lindgren
Product Consultant, **Securian Financial**

“It was very responsive and easy to make changes quickly.”

Mike Smith
Vice President, **Baltimore Life Companies**

Accelerate agreement completion

Web Forms provides interactive, mobile-responsive fillable forms to capture customer data on any device. By utilising intelligent field detection, Web Forms creates a guided experience that feels less like a document and more like a conversation. Move away from static files using conditional logic that adapts to user input and smart layouts that organise information into logical pages and sections.

Once a form is built, creators can instantly distribute a link to recipients. Upon form submission, Web Forms automatically populates the agreement with the captured data, creating a frictionless transition to the signing stage. Because it is built into DocuSign IAM, users can seamlessly layer on powerful capabilities like identity verification the moment an agreement is ready for signature.

Deliver trusted experiences for signatories

Trusted by more than a billion users, eSignature is the world's No. 1 way to sign electronically, and Web Forms is built on the same secure platform. DocuSign prioritises protecting sensitive information so customers can conduct business online with peace of mind. Web Forms supports customisable branding across every form, ensuring a consistent experience that matches the look and feel of existing brand materials. It's an easy way for DocuSign customers to increase trust with their customers.

Unlock the value of data

Web Forms helps organisations maximise the value of the customer data they collect. With intelligent field detection, the platform suggests standardised labels and data types during setup, ensuring information is structured and high quality from the start. Built-in tools make it easy to generate reports, filter data and analyse trends over time. These visualisations, bolstered by the accuracy of AI-assisted mapping, uncover actionable insights that support smarter, data-based decisions. Finally, leverage DocuSign award-winning APIs to seamlessly integrate this structured information directly into existing systems of record.

Get in touch with your DocuSign representative or [contact our sales team](#) today to find out more.

Use case examples

Financial services

- Account opening forms
- Loan application forms
- Credit card applications
- Direct deposit forms

Insurance

- Home insurance quotes
- Policy changes
- Beneficiary changes
- Health insurance claims

Education

- New student enrolment
- Scholarship application forms
- Financial aid forms
- Emergency care plan

Government

- Housing and rental assistance application forms
- Small business grant forms
- Unemployment claim forms
- Permit requests

Healthcare and Life Sciences

- Clinical trial enrolment
- New outpatient registration
- Informed consent forms
- Patient discharge

Additional forms

- Supplier agreement forms
- Vendor and employee onboarding
- Customer intake and service requests
- Sales leads/customer engagement
- Equipment requests
- Feedback surveys

About DocuSign

DocuSign brings agreements to life. Nearly 1.9 million customers and more than a billion people in over 180 countries use DocuSign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, DocuSign unleashes business-critical data that is trapped inside documents. Until now, these were disconnected from business systems of record, costing organisations time, money and opportunity. Using the DocuSign AI-native IAM platform, organisations can create, commit and manage agreements with solutions created by the number one company in e-signature and contract lifecycle management (CLM).

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