



IMPROVING THE SALES PROCESS, IMPROVING THE SUPPORT PROCESS

Challenge

Between product demos and technical support, Onboarding Specialist at Recruiterbox Josh Benson is in virtual meetings 2-5 times each day. Josh had been using Skype, but was running up against some real limitations. Scheduling was difficult, and having to install software on a computer was cumbersome and sometimes a security issue for his clients. Recruiterbox also found that Skype was frequently dropping participant connections during international meetings, making it difficult to use for internal meetings with Bangalore-based employees.

Solution

Recruiterbox tried **join.me**, and their issues quickly faded. Virtual meetings with prospects became instant, without security or connection issues. The ability to schedule meetings, pass presenter control, and record meeting significantly improved Josh's meetings over what he was able to do with Skype. Plus, his audio and video conferencing connections became more reliable than ever before.

Results

With **join.me**, Recruiterbox is increasing their top line and improving their bottom line.

- A new demo workflow has been put in place that's accelerating the sales process and resulting in prospects being more likely to convert.
- Recruiterbox is resolving technical problems more quickly and training clients faster, because, with **join.me**, they're able to show, not tell.
- No-download screen sharing has meant the difference between a sales prospect willing to participate in a virtual meeting, and one who says "no thanks."
- Employee productivity has increased, with less time spent trying to schedule meetings – clients can even set up their own appointments.

"**Join.me** is better than any of the other meeting options we've seen," Josh says. "It's easy to use, flexible, and just gets the job done."

 Visit **join.me** for more information.



Industry: Software (job application tracking)

Headquarters: San Francisco and Bangalore

Number of Employees: 30

"One of our core beliefs at Recruiterbox is that a product is more than a feature list. A great product turns toil into ease and drudgery into delight. Join.me echoes our own philosophy by making it easy and delightful to connect with our coworkers and clients."

– Josh Benson,
Product Onboarding
Specialist, Recruiterbox