SoftwareReviews

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DATA QUADRANT REPORT

Online Forms

JUNE 2025

This report features: Google Forms | Microsoft Forms | FormAssembly | Zoho Forms | Cognito Forms | JotForm | Wufoo | Paperform | TrueContext | WPForms | Typeform | Formstack Forms | RICOH eForms Manager

2127
REVIEWS

14
PRODUCTS INCLUDED

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How to Use the Report

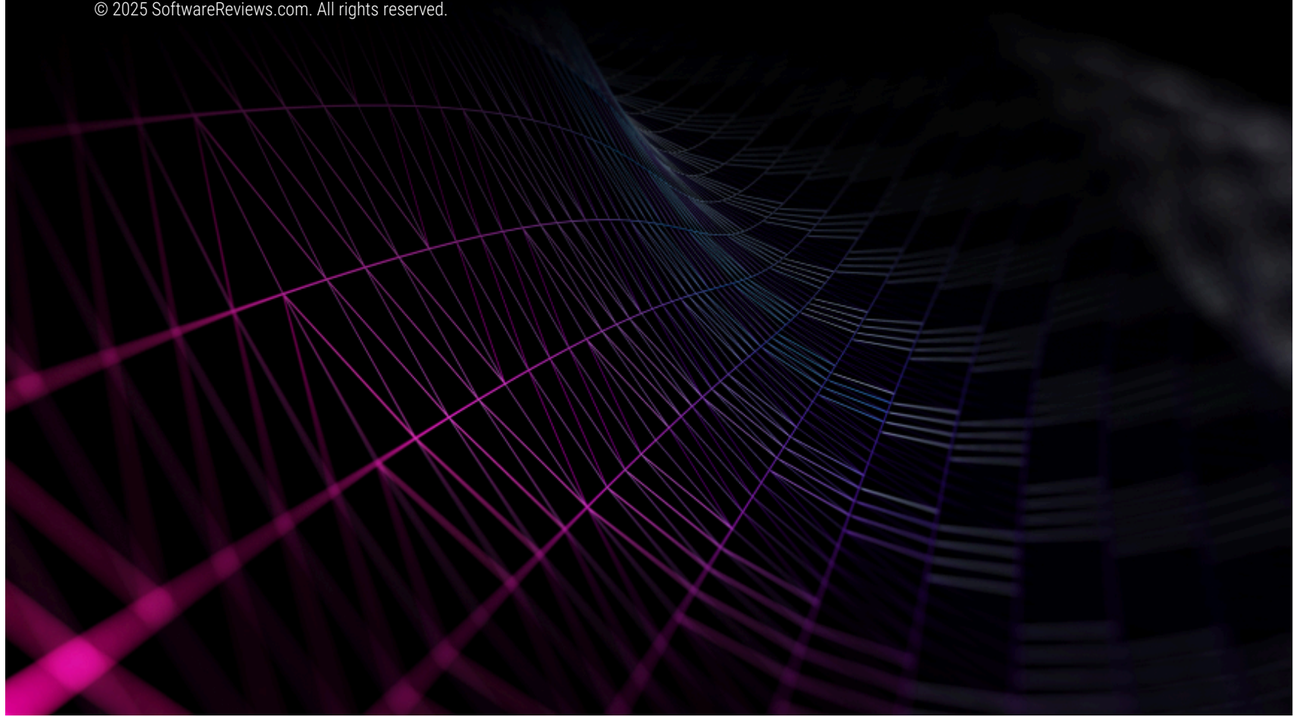
Info-Tech's Data Quadrant Reports provide a comprehensive evaluation of popular products in the Online Forms market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other products in the category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

This report is available free of charge for internal use only to assist with software evaluation and selection. Sharing, republishing, distributing, or otherwise copying any portion of this report without the express written consent of SoftwareReviews.com is strictly prohibited.

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Software Directory

ONLINE FORMS SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.



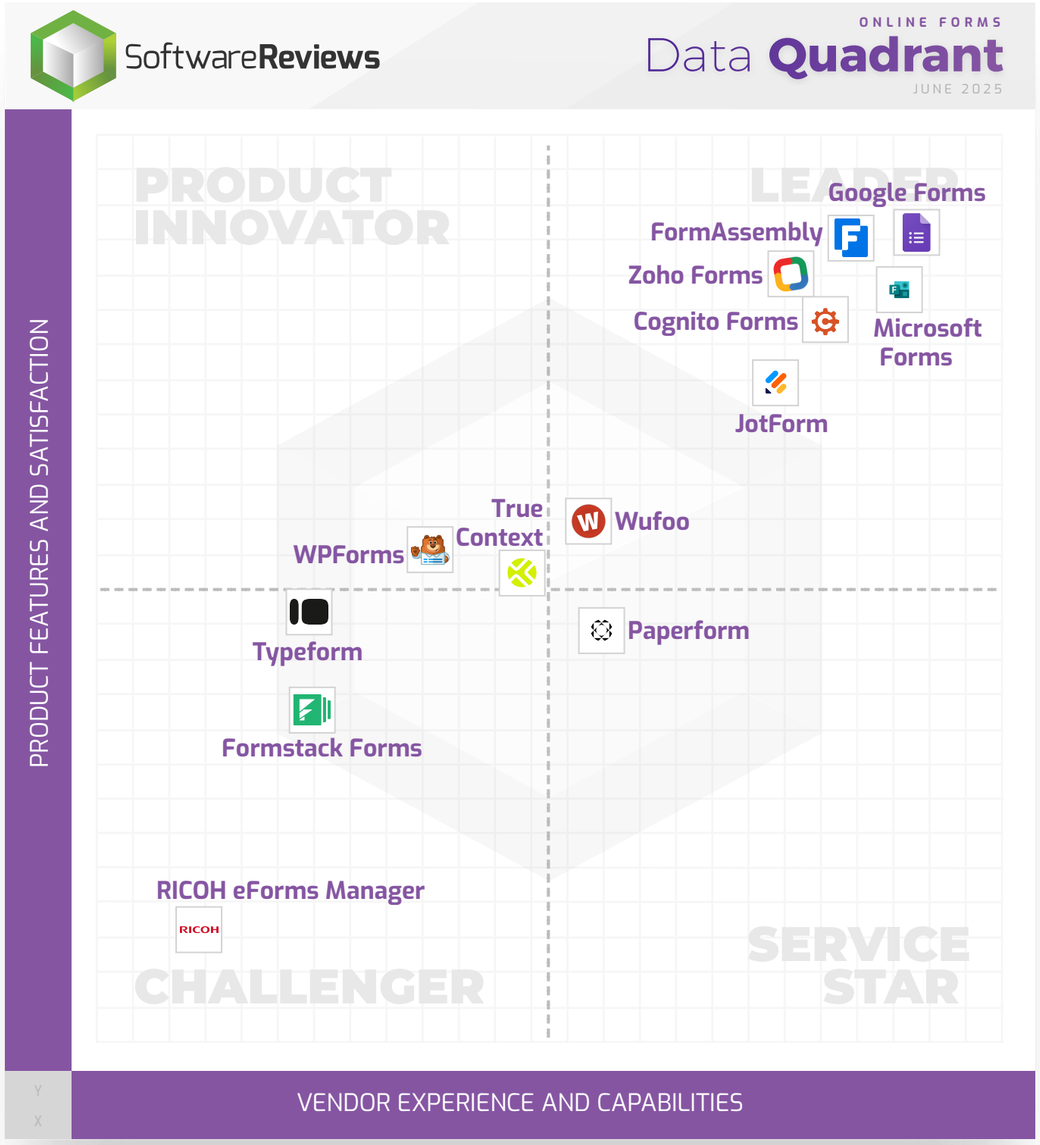
Online Forms Software

- 123FormBuilder
- Access Formatta
- Cognito Forms
- FastField
- Field2Base
- Flowfinity
- Fluix Software Solution
- FormAssembly
- Form.com
- Formidable Forms
- Formsite
- Forms on Fire
- Formstack Forms
- FormTitan
- frevvo Forms Automation
- GoCanvas
- Google Forms
- Gravity Forms
- Jadu Central
- JotForm
- Microsoft Forms
- MoreApp Form Builder
- Paperform
- Process Street
- RForms
- RICOH eForms Manager
- SIGNix
- Tracx Forms
- TrueContext
- Typeform
- WPForms
- Wufoo
- Zoho Forms

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SOFTWARE REVIEWS
Data Quadrant

Assess vendor and product performance at a glance and use the SoftwareReviews Data Quadrant to identify which products and vendors are leadings the pack and which are trailing.



= Outlier

Manager

Forms

ONLINE FORMS

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

Note: Software product placement is based on the scores provided by users, recency of the reviews, and review volume. Axes are dynamically adjusted based on the minimum and maximum values in the data set.

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Category Overview

This page provides a high level summary of product performance within the Online Forms category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
2025 DATA QUADRANT CHAMPION INFO~TECH	Google Forms	8.9/10	+94	-- NEGATIVE 95% POSITIVE	83%	83%	90%	1347
2025 DATA QUADRANT CHAMPION INFO~TECH	Microsoft Forms	8.9/10	+94	-- NEGATIVE 95% POSITIVE	83%	84%	88%	203
2025 DATA QUADRANT CHAMPION INFO~TECH	FormAssembly	8.9/10	+91	-- NEGATIVE 92% POSITIVE	86%	84%	91%	56
2025 DATA QUADRANT CHAMPION INFO~TECH	Zoho Forms	8.7/10	+88	3% NEGATIVE 91% POSITIVE	82%	83%	87%	122
2025 DATA QUADRANT CHAMPION INFO~TECH	Cognito Forms	8.7/10	+98	-- NEGATIVE 98% POSITIVE	86%	87%	96%	26
2025 DATA QUADRANT CHAMPION INFO~TECH	JotForm	8.6/10	+89	2% NEGATIVE 91% POSITIVE	80%	80%	85%	82
7	Wufoo	8.1/10	+89	-- NEGATIVE 90% POSITIVE	82%	84%	88%	43
8	Paperform	8.0/10	+99	-- NEGATIVE 99% POSITIVE	87%	87%	92%	38
9	TrueContext	7.9/10	+85	3% NEGATIVE 88% POSITIVE	82%	82%	87%	38
10	WPForms	7.8/10	+80	6% NEGATIVE 86% POSITIVE	81%	82%	89%	29

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Category Overview

This page provides a high level summary of product performance within the Online Forms category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
11	Typeform	7.5/10	+70	7% NEGATIVE / 77% POSITIVE	80%	84%	82%	46
12	Formstack Forms	7.4/10	+80	6% NEGATIVE / 86% POSITIVE	79%	83%	85%	27
13	RICOH eForms Manager	6.9/10	+78	5% NEGATIVE / 83% POSITIVE	77%	79%	79%	53
AVERAGE SCORES		8.2/10	+87	3% NEGATIVE / 90% POSITIVE	82%	83%	88%	162
	PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS							
--	Gravity Forms	7.3/10	+84	-- NEGATIVE / 85% POSITIVE	83%	84%	90%	17

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Vendor **Capability** Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
FormAssembly	87%	89%	89%	89%	84%	87%	84%	83%	87%	88%	83%	90%
Paperform	87%	85%	88%	87%	85%	88%	89%	88%	87%	85%	81%	88%
Cognito Forms	86%	90%	85%	86%	84%	85%	93%	78%	92%	88%	79%	89%
Google Forms	83%	86%	82%	83%	81%	85%	81%	84%	84%	83%	82%	86%
Microsoft Forms	83%	87%	81%	83%	80%	86%	81%	83%	82%	81%	81%	88%
Wufoo	82%	85%	80%	85%	77%	87%	81%	85%	80%	85%	78%	83%
Zoho Forms	82%	84%	83%	81%	80%	80%	83%	82%	87%	81%	78%	86%
TrueContext	82%	82%	79%	82%	80%	83%	81%	83%	85%	82%	81%	83%
Typeform	82%	83%	77%	85%	76%	81%	75%	83%	83%	82%	83%	88%
WPForms	81%	80%	81%	82%	76%	87%	82%	80%	88%	71%	76%	88%
CATEGORY AVERAGE	82%	84%	81%	84%	79%	84%	82%	83%	84%	81%	79%	85%

Vendor **Capability** Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
JotForm	81%	83%	81%	80%	80%	82%	78%	83%	80%	81%	79%	80%
Formstack Forms	80%	80%	78%	85%	79%	77%	81%	86%	78%	78%	72%	81%
RICOH eForms Manager	77%	79%	72%	81%	71%	80%	78%	76%	78%	75%	74%	81%
CATEGORY AVERAGE	82%	84%	81%	84%	79%	84%	82%	83%	84%	81%	79%	85%
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS												
Gravity Forms	83%	86%	86%	81%	77%	86%	83%	81%	82%	85%	80%	87%

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Online Forms software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

Business Value Created	The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.
Breadth of Features	Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.
Quality of Features	Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.
Product Strategy and Rate of Improvement	Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.
Usability And Intuitiveness	End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.
Vendor Support	The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.
Ease of Data Integration	The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.
Ease of Administration	Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.
Ease of Customization	Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.
Availability and Quality of Training	Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.
Ease of Implementation	Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.

Cognito Forms

COGNITO FORMS
TOP PRODUCT

Delights	60%
Highly Satisfies	40%
Almost Satisfies	--
Disappoints	--

90% Business Value Created

2	FormAssembly		89%	56 REVIEWS
3	Microsoft Forms		87%	203 REVIEWS
4	Google Forms		86%	1347 REVIEWS
5	Paperform		85%	38 REVIEWS
6	Wufoo		85%	43 REVIEWS
7	Zoho Forms		84%	122 REVIEWS
8	Typeform		83%	46 REVIEWS
9	JotForm		83%	82 REVIEWS
10	TrueContext		82%	38 REVIEWS
11	WPForms		80%	29 REVIEWS
12	Formstack Forms		80%	27 REVIEWS
13	RICOH eForms Manager		79%	53 REVIEWS
		CATEGORY AVERAGE	84%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms		86%	17 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.

FormAssembly

FORMASSEMBLY

TOP PRODUCT

Delights	65%
Highly Satisfies	26%
Almost Satisfies	9%
Disappoints	--

89% Breadth of Features

2	Paperform		88%	38 REVIEWS
3	Cognito Forms		85%	26 REVIEWS
4	Zoho Forms		83%	122 REVIEWS
5	Google Forms		82%	1347 REVIEWS
6	WPForms		81%	29 REVIEWS
7	JotForm		81%	82 REVIEWS
8	Microsoft Forms		81%	203 REVIEWS
9	Wufoo		80%	43 REVIEWS
10	TrueContext		79%	38 REVIEWS
11	Formstack Forms		78%	27 REVIEWS
12	Typeform		77%	46 REVIEWS
13	RICOH eForms Manager		72%	53 REVIEWS
		CATEGORY AVERAGE	81%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms		86%	17 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Quality of Features

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.

FormAssembly

FORMASSEMBLY
TOP PRODUCT

Delights	55%
Highly Satisfies	44%
Almost Satisfies	1%
Disappoints	--

89% Quality of Features

2	Paperform	87%	38 REVIEWS
3	Cognito Forms	86%	26 REVIEWS
4	Typeform	85%	46 REVIEWS
5	Wufoo	85%	43 REVIEWS
6	Formstack Forms	85%	27 REVIEWS
7	Microsoft Forms	83%	203 REVIEWS
8	Google Forms	83%	1347 REVIEWS
9	WPForms	82%	29 REVIEWS
10	TrueContext	82%	38 REVIEWS
11	Zoho Forms	81%	122 REVIEWS
12	RICOH eForms Manager	81%	53 REVIEWS
13	JotForm	80%	82 REVIEWS
	CATEGORY AVERAGE	**84%**	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	81%	17 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

Paperform

PAPERFORM

TOP PRODUCT

Delights	**50%**
Highly Satisfies	**41%**
Almost Satisfies	**9%**
Disappoints	**--**

85%
Product Strategy and Rate of Improvement

2	Cognito Forms	84%	26 REVIEWS
3	FormAssembly	84%	56 REVIEWS
4	Google Forms	81%	1347 REVIEWS
5	TrueContext	80%	38 REVIEWS
6	Microsoft Forms	80%	203 REVIEWS
7	Zoho Forms	80%	122 REVIEWS
8	JotForm	80%	82 REVIEWS
9	Formstack Forms	79%	27 REVIEWS
10	Wufoo	77%	43 REVIEWS
11	Typeform	76%	46 REVIEWS
12	WPForms	76%	29 REVIEWS
13	RICOH eForms Manager	71%	53 REVIEWS
	CATEGORY AVERAGE	**79%**	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	77%	17 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Usability And Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

Paperform

PAPERFORM
TOP PRODUCT

Delights	**55%**
Highly Satisfies	**41%**
Almost Satisfies	**4%**
Disappoints	**--**

88%
Usability And Intuitiveness

2	FormAssembly	87%	56 REVIEWS
3	Wufoo	87%	43 REVIEWS
4	WPForms	87%	29 REVIEWS
5	Microsoft Forms	86%	203 REVIEWS
6	Cognito Forms	85%	26 REVIEWS
7	Google Forms	85%	1347 REVIEWS
8	TrueContext	83%	38 REVIEWS
9	JotForm	82%	82 REVIEWS
10	Typeform	81%	46 REVIEWS
11	Zoho Forms	80%	122 REVIEWS
12	RICOH eForms Manager	80%	53 REVIEWS
13	Formstack Forms	77%	27 REVIEWS
	CATEGORY AVERAGE	**84%**	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	86%	17 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.

Cognito Forms

COGNITO FORMS

TOP PRODUCT

Delights	**71%**
Highly Satisfies	**29%**
Almost Satisfies	**--**
Disappoints	**--**

93% Vendor Support

2	Paperform	89%	38 REVIEWS
3	FormAssembly	84%	56 REVIEWS
4	Zoho Forms	83%	122 REVIEWS
5	WPForms	82%	29 REVIEWS
6	Formstack Forms	81%	27 REVIEWS
7	Google Forms	81%	1347 REVIEWS
8	TrueContext	81%	38 REVIEWS
9	Wufoo	81%	43 REVIEWS
10	Microsoft Forms	81%	203 REVIEWS
11	JotForm	78%	82 REVIEWS
12	RICOH eForms Manager	78%	53 REVIEWS
13	Typeform	75%	46 REVIEWS
	CATEGORY AVERAGE	**82%**	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	83%	17 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

Paperform

PAPERFORM
TOP PRODUCT

Delights	54%
Highly Satisfies	46%
Almost Satisfies	--
Disappoints	--

88% Ease of Data Integration

2	Formstack Forms		86%	27 REVIEWS
3	Wufoo		85%	43 REVIEWS
4	Google Forms		84%	1347 REVIEWS
5	JotForm		83%	82 REVIEWS
6	FormAssembly		83%	56 REVIEWS
7	Typeform		83%	46 REVIEWS
8	TrueContext		83%	38 REVIEWS
9	Microsoft Forms		83%	203 REVIEWS
10	Zoho Forms		82%	122 REVIEWS
11	WPForms		80%	29 REVIEWS
12	Cognito Forms		78%	26 REVIEWS
13	RICOH eForms Manager		76%	53 REVIEWS
		CATEGORY AVERAGE	83%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms		81%	17 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.

Cognito Forms

COGNITO FORMS

TOP PRODUCT

Delights	**67%**
Highly Satisfies	**33%**
Almost Satisfies	**--**
Disappoints	**--**

92% Ease of Administration

2	WPForms	88%	29 REVIEWS
3	Paperform	87%	38 REVIEWS
4	FormAssembly	87%	56 REVIEWS
5	Zoho Forms	87%	122 REVIEWS
6	TrueContext	85%	38 REVIEWS
7	Google Forms	84%	1347 REVIEWS
8	Typeform	83%	46 REVIEWS
9	Microsoft Forms	82%	203 REVIEWS
10	Wufoo	80%	43 REVIEWS
11	JotForm	80%	82 REVIEWS
12	RICOH eForms Manager	78%	53 REVIEWS
13	Formstack Forms	78%	27 REVIEWS
	CATEGORY AVERAGE	**84%**	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	82%	17 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

FormAssembly

FORMASSEMBLY
TOP PRODUCT

Delights	60%
Highly Satisfies	34%
Almost Satisfies	7%
Disappoints	--

88% Ease of Customization

2	Cognito Forms	88%	26 REVIEWS
3	Paperform	85%	38 REVIEWS
4	Wufoo	85%	43 REVIEWS
5	Google Forms	83%	1347 REVIEWS
6	Typeform	82%	46 REVIEWS
7	TrueContext	82%	38 REVIEWS
8	Zoho Forms	81%	122 REVIEWS
9	JotForm	81%	82 REVIEWS
10	Microsoft Forms	81%	203 REVIEWS
11	Formstack Forms	78%	27 REVIEWS
12	RICOH eForms Manager	75%	53 REVIEWS
13	WPForms	71%	29 REVIEWS
	CATEGORY AVERAGE	**81%**	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	85%	17 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

FormAssembly

FORMASSEMBLY
TOP PRODUCT

Delights	40%
Highly Satisfies	54%
Almost Satisfies	6%
Disappoints	--

83% Availability and Quality of Training

2	Typeform	83%	46 REVIEWS
3	Google Forms	82%	1347 REVIEWS
4	TrueContext	81%	38 REVIEWS
5	Microsoft Forms	81%	203 REVIEWS
6	Paperform	81%	38 REVIEWS
7	JotForm	79%	82 REVIEWS
8	Cognito Forms	79%	26 REVIEWS
9	Zoho Forms	78%	122 REVIEWS
10	Wufoo	78%	43 REVIEWS
11	WPForms	76%	29 REVIEWS
12	RICOH eForms Manager	74%	53 REVIEWS
13	Formstack Forms	72%	27 REVIEWS
	CATEGORY AVERAGE	79%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	80%	17 REVIEWS

Vendor **Capability** Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

FormAssembly

FORMASSEMBLY

TOP PRODUCT

Delights	63%
Highly Satisfies	36%
Almost Satisfies	1%
Disappoints	--

90% Ease of Implementation

2	Cognito Forms	89%	26 REVIEWS
3	Microsoft Forms	88%	203 REVIEWS
4	Paperform	88%	38 REVIEWS
5	WPForms	88%	29 REVIEWS
6	Typeform	88%	46 REVIEWS
7	Google Forms	86%	1347 REVIEWS
8	Zoho Forms	86%	122 REVIEWS
9	Wufoo	83%	43 REVIEWS
10	TrueContext	83%	38 REVIEWS
11	RICOH eForms Manager	81%	53 REVIEWS
12	Formstack Forms	81%	27 REVIEWS
13	JotForm	80%	82 REVIEWS
	CATEGORY AVERAGE	**85%**	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	87%	17 REVIEWS

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Product **Feature** Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	DATA ANALYSIS AND SURVEY FUNCTION	DRAG AND DROP DESIGN	ELECTRONIC SIGNATURES	FIELD CONFIGURATION AND CUSTOMIZATION	SECURITY	WORKFLOW AUTOMATION
Paperform	87%	84%	81%	93%	86%	90%	87%
Cognito Forms	86%	80%	87%	89%	89%	90%	83%
Wufoo	84%	81%	87%	83%	81%	88%	86%
Typeform	84%	81%	87%	81%	84%	85%	86%
Microsoft Forms	84%	81%	84%	83%	84%	87%	83%
FormAssembly	84%	80%	85%	75%	88%	89%	84%
Zoho Forms	83%	85%	83%	81%	82%	85%	84%
Formstack Forms	83%	80%	82%	84%	84%	82%	86%
Google Forms	83%	84%	83%	81%	82%	83%	83%
WPForms	82%	77%	86%	83%	83%	84%	80%
CATEGORY AVERAGE	83%	81%	83%	84%	82%	85%	83%

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Product **Feature** Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	DATA ANALYSIS AND SURVEY FUNCTION	DRAG AND DROP DESIGN	ELECTRONIC SIGNATURES	FIELD CONFIGURATION AND CUSTOMIZATION	SECURITY	WORKFLOW AUTOMATION	
TrueContext	82%	81%	80%	86%	80%	82%	83%	
JotForm	80%	79%	80%	83%	77%	83%	80%	
RICOH eForms Manager	79%	78%	79%	85%	71%	80%	80%	
CATEGORY AVERAGE	83%	81%	83%	84%	82%	85%	83%	
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS								
Gravity Forms	84%	85%	91%	79%	87%	83%	81%	

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Product **Feature** Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	APIS AND INTEGRATION	MOBILITY	STATE TRANSFORMATION	VERSION MANAGEMENT
Paperform	87%	86%	88%	85%	85%
Cognito Forms	86%	83%	88%	87%	90%
Wufoo	84%	86%	82%	87%	80%
Typeform	84%	82%	84%	88%	82%
Microsoft Forms	84%	81%	86%	81%	81%
FormAssembly	84%	90%	86%	84%	81%
Zoho Forms	83%	82%	83%	80%	83%
Formstack Forms	83%	81%	80%	80%	87%
Google Forms	83%	81%	85%	84%	82%
WPForms	82%	81%	86%	71%	76%
CATEGORY AVERAGE	83%	81%	84%	82%	81%

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Product **Feature** Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	APIS AND INTEGRATION	MOBILITY	STATE TRANSFORMATION	VERSION MANAGEMENT	
TrueContext	**82%**	**76%**	**84%**	**79%**	**81%**	
JotForm	**80%**	**78%**	**83%**	**76%**	**76%**	
RICOH eForms Manager	**79%**	**72%**	**72%**	**78%**	**74%**	
CATEGORY AVERAGE	**83%**	**81%**	**84%**	**82%**	**81%**	
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS						
Gravity Forms	**84%**	**88%**	**88%**	**65%**	**67%**	

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Product Features

This table lists and describes all the features that are evaluated in the Online Forms software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features

Data Analysis and Survey Function	Can capture survey data and multiple data sets may be output for analysis.
Drag and Drop Design	Form design is intuitive and can be done through a simple interface.
Electronic Signatures	Form signatures can be captured, stored and reported on electronically

Standard Features

APIs and Integration	Has inbuilt APIs allowing access to the database layer without having to go through JDBC/ODBC.
Mobility	Integrating the mobile users' voice and real-time communications services with core enterprise communications lets them do their jobs regardless of location.
Field Configuration and Customization	Field elements can be customized to meet requirements
Security	Software provides appropriate data and access security.
Workflow Automation	Offers a rules and routing engine to automate business workflows
State Transformation	Image capture through OCR/ICR, barcode generation.
Version Management	Ability to create and view multiple versions of a content asset through iterative edits in accordance with pre-defined limitations.

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Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Data Analysis and Survey Function

Mandatory Feature

Can capture survey data and multiple data sets may be output for analysis.

Zoho Forms

ZOHO FORMS
TOP PRODUCT

Delights	51%
Highly Satisfies	39%
Almost Satisfies	9%
Disappoints	1%

85% Data Analysis and Survey Function

2	Google Forms	84%	1347 REVIEWS
3	Paperform	84%	38 REVIEWS
4	Microsoft Forms	81%	203 REVIEWS
5	Typeform	81%	46 REVIEWS
6	TrueContext	81%	38 REVIEWS
7	Wufoo	81%	43 REVIEWS
8	Formstack Forms	80%	27 REVIEWS
9	Cognito Forms	80%	26 REVIEWS
10	FormAssembly	80%	56 REVIEWS
11	JotForm	79%	82 REVIEWS
12	RICOH eForms Manager	78%	53 REVIEWS
13	WPForms	77%	29 REVIEWS
	CATEGORY AVERAGE	**81%**	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	85%	17 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Drag and Drop Design

Mandatory Feature

Form design is intuitive and can be done through a simple interface.

Cognito Forms

COGNITO FORMS
TOP PRODUCT

Delights	57%
Highly Satisfies	36%
Almost Satisfies	7%
Disappoints	--

87% Drag and Drop Design

2	Wufoo	87%	43 REVIEWS
3	Typeform	87%	46 REVIEWS
4	WPForms	86%	29 REVIEWS
5	FormAssembly	85%	56 REVIEWS
6	Microsoft Forms	84%	203 REVIEWS
7	Zoho Forms	83%	122 REVIEWS
8	Google Forms	83%	1347 REVIEWS
9	Formstack Forms	82%	27 REVIEWS
10	Paperform	81%	38 REVIEWS
11	JotForm	80%	82 REVIEWS
12	TrueContext	80%	38 REVIEWS
13	RICOH eForms Manager	79%	53 REVIEWS
	CATEGORY AVERAGE	83%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	91%	17 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Electronic Signatures

Mandatory Feature

Form signatures can be captured, stored and reported on electronically

Paperform

PAPERFORM
TOP PRODUCT

Delights	74%
Highly Satisfies	24%
Almost Satisfies	2%
Disappoints	--

93% Electronic Signatures

2	Cognito Forms	89%	26 REVIEWS
3	TrueContext	86%	38 REVIEWS
4	RICOH eForms Manager	85%	53 REVIEWS
5	Formstack Forms	84%	27 REVIEWS
6	Microsoft Forms	83%	203 REVIEWS
7	JotForm	83%	82 REVIEWS
8	Wufoo	83%	43 REVIEWS
9	WPForms	83%	29 REVIEWS
10	Zoho Forms	81%	122 REVIEWS
11	Typeform	81%	46 REVIEWS
12	Google Forms	81%	1347 REVIEWS
13	FormAssembly	75%	56 REVIEWS
	CATEGORY AVERAGE	84%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	79%	17 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Field Configuration and Customization

Mandatory Feature

Field elements can be customized to meet requirements

Cognito Forms

COGNITO FORMS

TOP PRODUCT

Delights	62%
Highly Satisfies	34%
Almost Satisfies	4%
Disappoints	--

89% Field Configuration and Customization

2	FormAssembly	88%	56 REVIEWS
3	Paperform	86%	38 REVIEWS
4	Microsoft Forms	84%	203 REVIEWS
5	Typeform	84%	46 REVIEWS
6	Formstack Forms	84%	27 REVIEWS
7	WPForms	83%	29 REVIEWS
8	Google Forms	82%	1347 REVIEWS
9	Zoho Forms	82%	122 REVIEWS
10	Wufoo	81%	43 REVIEWS
11	TrueContext	80%	38 REVIEWS
12	JotForm	77%	82 REVIEWS
13	RICOH eForms Manager	71%	53 REVIEWS
	CATEGORY AVERAGE	82%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	87%	17 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Security

Mandatory Feature

Software provides appropriate data and access security.

Paperform

PAPERFORM
TOP PRODUCT

Delights	62%
Highly Satisfies	37%
Almost Satisfies	1%
Disappoints	--

90% Security

2	Cognito Forms	90%	26 REVIEWS
3	FormAssembly	89%	56 REVIEWS
4	Wufoo	88%	43 REVIEWS
5	Microsoft Forms	87%	203 REVIEWS
6	Zoho Forms	85%	122 REVIEWS
7	Typeform	85%	46 REVIEWS
8	WPForms	84%	29 REVIEWS
9	Google Forms	83%	1347 REVIEWS
10	JotForm	83%	82 REVIEWS
11	TrueContext	82%	38 REVIEWS
12	Formstack Forms	82%	27 REVIEWS
13	RICOH eForms Manager	80%	53 REVIEWS
	CATEGORY AVERAGE	85%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	83%	17 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Workflow Automation

Mandatory Feature

Offers a rules and routing engine to automate business workflows

Paperform

PAPERFORM
TOP PRODUCT

Delights	55%
Highly Satisfies	38%
Almost Satisfies	7%
Disappoints	--

87% Workflow Automation

2	Typeform	86%	46 REVIEWS
3	Wufoo	86%	43 REVIEWS
4	Formstack Forms	86%	27 REVIEWS
5	Zoho Forms	84%	122 REVIEWS
6	FormAssembly	84%	56 REVIEWS
7	TrueContext	83%	38 REVIEWS
8	Google Forms	83%	1347 REVIEWS
9	Cognito Forms	83%	26 REVIEWS
10	Microsoft Forms	83%	203 REVIEWS
11	WPForms	80%	29 REVIEWS
12	RICOH eForms Manager	80%	53 REVIEWS
13	JotForm	80%	82 REVIEWS
	CATEGORY AVERAGE	83%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	81%	17 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

APIs and Integration

Standard Feature

Has inbuilt APIs allowing access to the database layer without having to go through JDBC/ODBC.

FormAssembly

FORMASSEMBLY
TOP PRODUCT

Delights	71%
Highly Satisfies	25%
Almost Satisfies	1%
Disappoints	3%

90% APIs and Integration

2	Wufoo	86%	43	REVIEWS
3	Paperform	86%	38	REVIEWS
4	Cognito Forms	83%	26	REVIEWS
5	Zoho Forms	82%	122	REVIEWS
6	Typeform	82%	46	REVIEWS
7	Google Forms	81%	1347	REVIEWS
8	Microsoft Forms	81%	203	REVIEWS
9	Formstack Forms	81%	27	REVIEWS
10	WPForms	81%	29	REVIEWS
11	JotForm	78%	82	REVIEWS
12	TrueContext	76%	38	REVIEWS
13	RICOH eForms Manager	72%	53	REVIEWS
	CATEGORY AVERAGE	**81%**		

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	88%	17	REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Mobility

Standard Feature

Integrating the mobile users' voice and real-time communications services with core enterprise communications lets them do their jobs regardless of location.

Cognito Forms

COGNITO FORMS
TOP PRODUCT

Delights	53%
Highly Satisfies	47%
Almost Satisfies	--
Disappoints	--

88% Mobility

2	Paperform	88%	38 REVIEWS
3	WPForms	86%	29 REVIEWS
4	Microsoft Forms	86%	203 REVIEWS
5	FormAssembly	86%	56 REVIEWS
6	Google Forms	85%	1347 REVIEWS
7	TrueContext	84%	38 REVIEWS
8	Typeform	84%	46 REVIEWS
9	JotForm	83%	82 REVIEWS
10	Zoho Forms	83%	122 REVIEWS
11	Wufoo	82%	43 REVIEWS
12	Formstack Forms	80%	27 REVIEWS
13	RICOH eForms Manager	72%	53 REVIEWS
	CATEGORY AVERAGE	84%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	88%	17 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

State Transformation

Standard Feature

Image capture through OCR/ICR, barcode generation.

Typeform

TYPEFORM
TOP PRODUCT

Delights	61%
Highly Satisfies	30%
Almost Satisfies	8%
Disappoints	--

88% State Transformation

2	Wufoo		87%	43 REVIEWS
3	Cognito Forms		87%	26 REVIEWS
4	Paperform		85%	38 REVIEWS
5	FormAssembly		84%	56 REVIEWS
6	Google Forms		84%	1347 REVIEWS
7	Microsoft Forms		81%	203 REVIEWS
8	Zoho Forms		80%	122 REVIEWS
9	Formstack Forms		80%	27 REVIEWS
10	TrueContext		79%	38 REVIEWS
11	RICOH eForms Manager		78%	53 REVIEWS
12	JotForm		76%	82 REVIEWS
13	WPForms		71%	29 REVIEWS
		CATEGORY AVERAGE	82%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	65%	17 REVIEWS

Product **Feature** Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Version Management

Standard Feature

Ability to create and view multiple versions of a content asset through iterative edits in accordance with pre-defined limitations.

Cognito Forms

COGNITO FORMS
TOP PRODUCT

Delights	61%
Highly Satisfies	39%
Almost Satisfies	--
Disappoints	--

90% Version Management

2	Formstack Forms	87%	27 REVIEWS
3	Paperform	85%	38 REVIEWS
4	Zoho Forms	83%	122 REVIEWS
5	Google Forms	82%	1347 REVIEWS
6	Typeform	82%	46 REVIEWS
7	TrueContext	81%	38 REVIEWS
8	FormAssembly	81%	56 REVIEWS
9	Microsoft Forms	81%	203 REVIEWS
10	Wufoo	80%	43 REVIEWS
11	WPForms	76%	29 REVIEWS
12	JotForm	76%	82 REVIEWS
13	RICOH eForms Manager	74%	53 REVIEWS
	CATEGORY AVERAGE	81%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Gravity Forms	67%	17 REVIEWS