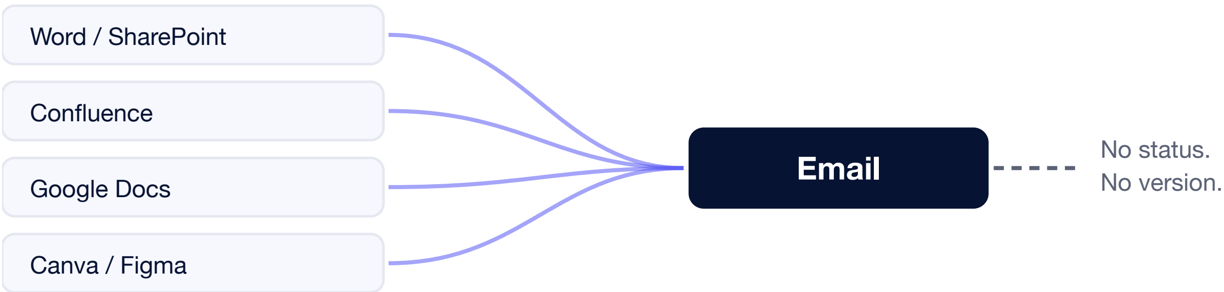
# The most-used document approval tool is email

What 455 people who approve documents at work told us about how sign-off actually happens, and why almost none of them are happy with it.




| | | | |
|---|---|---|---|
| **50%** approve by email, more than any other channel | **93%** approve documents at least monthly | **64%** need formal approval records | **96%** report a problem with how it works |

**Two pieces of research.** The same survey run twice on the Prolific panel in February 2026: 559 responses collected, 455 qualified and analysed, and every percentage in this report is calculated against those who qualified and answered. Alongside it, **five recorded interviews with existing customers** of our Confluence approvals app, quoted throughout. The interviews are a separate and much smaller study, they are not connected to the survey, and they are used for illustration rather than measurement. Method and limits from page 15.

CONTENTS

# What is in this report

EXECUTIVE SUMMARY

# Approval is not a missing feature. It is a missing system.

Nearly every tool people write in now has approval capabilities. Word has an add-in, Google Drive has had approvals for years, and Confluence has only just added its own. On the evidence of this survey, none of that has changed the outcome, because the most common place a document gets signed off is still an inbox.

That is not a story about a bad habit. It is what happens when approval-bound work is spread across several platforms and each platform's approval feature can only see its own content. Email is the one channel that reaches everybody, so approval falls out of the document and lands in a medium with no status, no version and no record. The complaints people report are the direct consequence: feedback scatters, nobody knows who still owes a decision, and the version that was approved becomes a matter of opinion.

The cost is not evenly distributed. The people whose work spans the most tools are significantly more likely to lose track of feedback, and significantly more likely to be the ones who need a formal approval record for an audit. Fragmentation and accountability land on the same desks. Seniority widens the gap again: half of individual contributors need formal records, against 86% of managers.

The most striking result is what has not helped. Respondents who already own a dedicated approval or workflow tool report the same problems at the same rates as everyone else. Every product in that category governs one platform, and most people's approval work does not fit inside one platform.

> *"This survey clearly shows there is a problem with the state of approvals today. It's too slow, too complicated and too fragmented, meaning regulated customers struggle to get necessary work done."*
>
> MARTIN WOOD, HEAD OF PRODUCT, APPFOX

AT A GLANCE

## Five things we learned

### 1 Approval has drifted out of the document

Email is the most common place a document gets signed off, on 49.9%, ahead of the tool the document actually lives in on 45.1%. The most common way to approve a document is to leave it.

### 2 Almost everyone has a problem with how this works

Just 19 people out of 455 said their approval process gives them no trouble. The complaints the rest named are, almost item for item, the things an inbox cannot do.

### 3 Nobody gets to work in one tool

61% said their approval-bound content lives in more than one platform. Half of teams run Microsoft 365 and Google Drive at the same time.

### 4 Fragmentation lands on the people who can least afford it

63% of people spread across platforms lose track of feedback, against 42% of those in a single platform. The same group is far more likely to need a formal audit trail, 80% against 59%.

### 5 Accountability climbs with seniority

50% of individual contributors need formal approval records. For people managers and above it is 86%. The person who needs the audit trail is usually not the person writing the document.

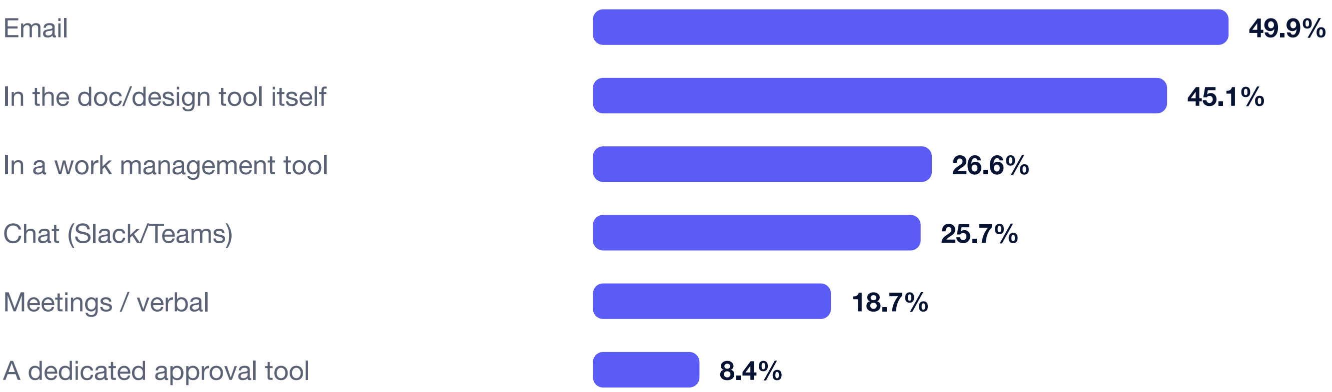
**Using these figures?** Please cite as: OneApproval, *The State of Document Approvals*, August 2026, oneapproval.io/resources/state-of-document-approvals. We are happy to provide more detail beyond this published result set.

CHAPTER 01

# Email won by default

We gave people a list of places an approval might happen and let them choose up to two. Email came first. The tool the document itself lives in came second. A dedicated approval tool came last, behind “someone said yes in a meeting”.

Q. Where do approvals typically happen today? (Select up to 2)




All 455 respondents. Respondents chose up to two, so the column sums above 100%.

The ranking is less interesting than who picks what. Among people whose approval-bound work is spread across several platforms, email wins comfortably, 54% against 41% approving in the document. Among the minority working inside a single platform it flips: 52% approve in the document and 46% by email. If the work sits in one place, people approve it where it sits.

Email is not the villain here. It is the default, and defaults are what you get when nothing was designed.

> *“We should move out of sending emails and threads. If we have something specific, like, I don’t know what happened with this release, who approved it, was it done by our standards? Yeah, I have to look it up in Outlook.”*
>
> ATLASSIAN PLATFORM ADMINISTRATOR, PAYMENTS PROCESSING

CHAPTER 02

## An inbox cannot approve anything

Consider what an approval has to be. Someone with the authority to decide says yes, to a specific version, on a date, in a way anyone can verify later. Now consider what an inbox provides.

**There is no field for "approved".** There is a sentence somebody typed, and it might read "looks good", or "fine by me", or "yes, with the changes we discussed on Tuesday". Whether that counts as sign-off is a judgement made later, usually by someone who was not on the thread.

**There is no status.** Finding out where a document stands means scrolling back through a thread to work out who has replied and who has not. Then getting it finished means leaving email altogether and going to Teams or Slack to chase the people who have not.

> *"It ends up being just us sending documents, tagging people, and being like, hey, can you sign this? Can you sign this?"*
>
> QUALITY MANAGER, MEDICAL IMPLANT MANUFACTURER

**There is no version.** What got approved was an attachment, a copy frozen at the moment it was sent, while the live document carried on without it.

> *"Which was now the latest updated sales slide? Because there were 15 different ones. Which one was new? And then it was 'new version 2'."*
>
> COMPLIANCE OWNER, TECHNOLOGY SERVICES COMPANY

**And a thread is not an audit trail.** It sits in individual mailboxes, it is visible only to whoever was copied in, and it leaves when they do.

THE PATTERN WE THINK MATTERS MOST

### Five complaints, one cause

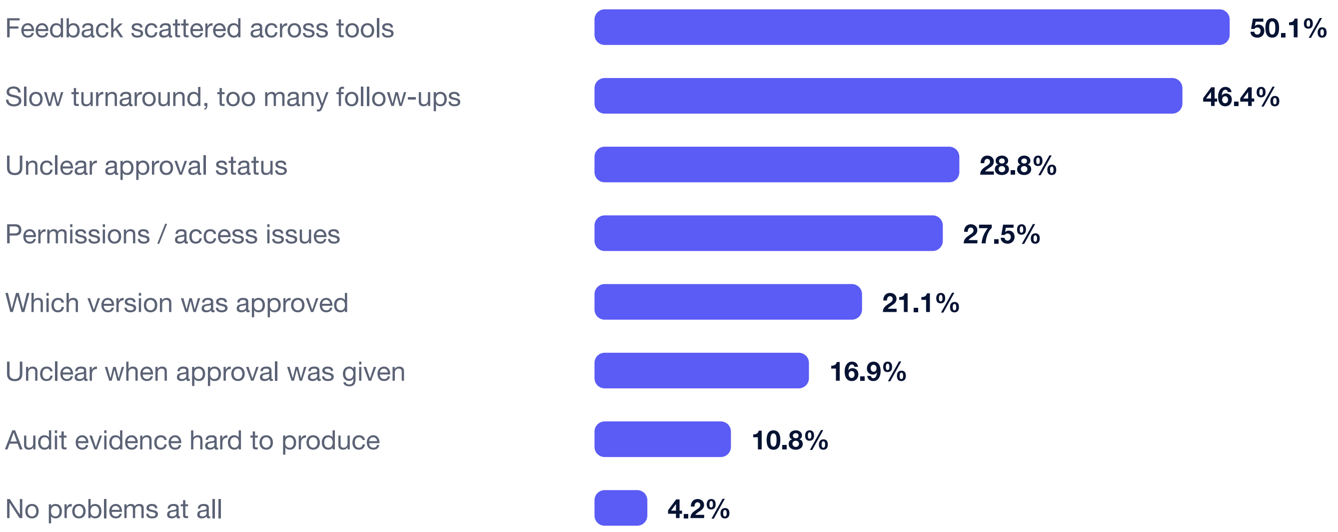
Set the five most common problems from this survey against the list above and they line up almost exactly: feedback scattered across tools, slow turnaround and chasing, not knowing who still has to approve, permissions and access, and not knowing which version was signed off. Those are not five problems to be fixed separately. They are one problem described five ways. A decision about a document is being kept somewhere the document is not.

CHAPTER 03

# Almost everyone has a problem with this

19 people out of 455 told us their approval process gives them no trouble at all. Everyone else named something, and most named several.

> Q. What are the biggest issues in your current approval process? (Select up to 3)




All 455 respondents. Respondents chose up to three.

What strikes us is how ordinary the list is. These are not exotic failures of a specialist system. They are the everyday friction of a process nobody designed and almost everybody depends on: 93% of the people we surveyed sign off documents at least monthly.

**64%** need formal approval records for audits, quality standards or regulation at least sometimes. 21% need them often. Most are assembling that evidence out of inboxes.

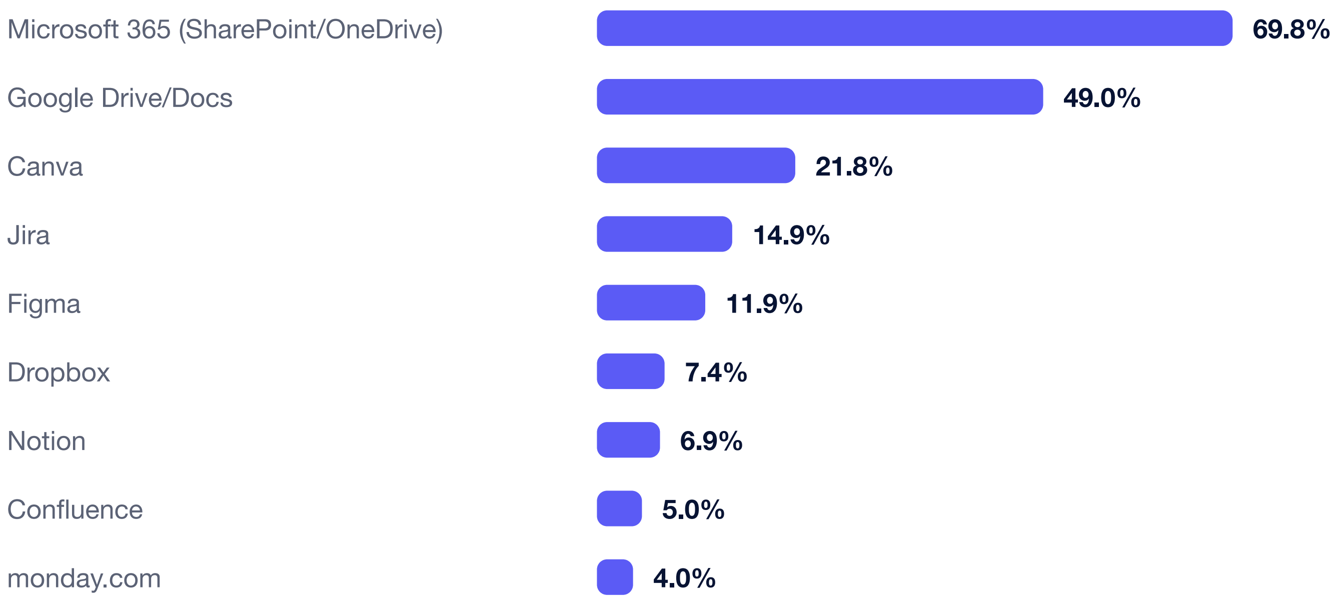
CHAPTER 04

# Nobody gets to work in just one tool

61% of respondents said the content that needs sign-off lives in more than one platform, at an average of two each. We asked this the second time we ran the survey, so it describes 202 people rather than all 455. It is the number that makes everything in the previous chapter hard to fix with a feature.

The detail is worse than the average suggests. Of the people using Microsoft 365 for approval-bound content, 43% use Google Drive for it as well. Widen the question to what the team uses generally and 101 of 202, exactly half, are running both suites at once.

> Q. Of these platforms, which ones do you use for creating and managing content that needs approval? (Select all that apply)




Second survey only, 202 respondents. Top nine of fifteen platforms; the remainder are available on request.

These are not companies that forgot to standardise and could tidy it up next quarter. Marketing is in Canva, engineering is in Confluence, the leadership deck is in PowerPoint, and the contract came back as a Google Doc. Every one of those tools has approval capabilities. Each works inside its own product, and none of them can see the others. A team spread across three tools does not get one approval process. It gets three, plus email to join them up.

You can watch people building those joins by hand.

> *"We export through a PDF, we send it to the e-signature tool, and then we embed it back into our document, and then sign on top of it on our end, because we have access. Which is a bit of a convoluted way of going about it."*
>
> QUALITY MANAGER, MEDICAL IMPLANT MANUFACTURER

### There is one other way out, and some teams take it

If the problem is that work is scattered across tools, one answer is to stop it being scattered. Move everyone onto a single platform and the approval feature inside that platform suddenly covers the whole job. One of the customers we interviewed has spent a year doing exactly that, and when we showed her a cross-platform approval view she turned it down flat.

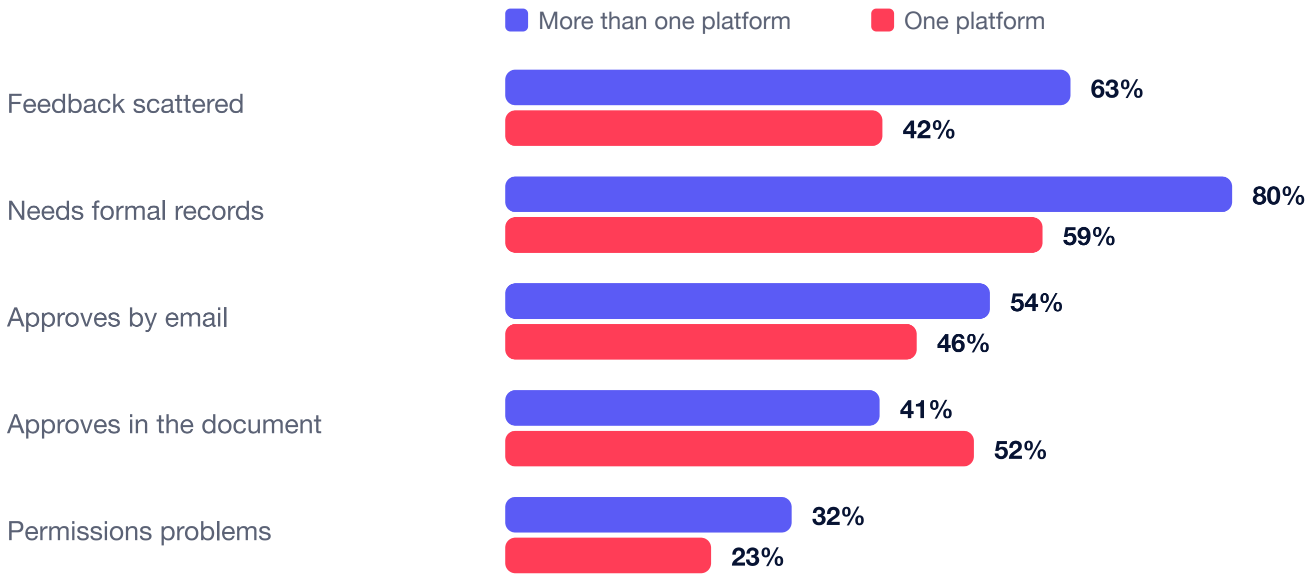
> *"I don't think we would actually need it, and I wouldn't want it, because then I would get people to go back to the way we've worked before, which we do not want. I am working really hard to keep Confluence as our single source of truth."*
>
> **COMPLIANCE OWNER, TECHNOLOGY SERVICES COMPANY**

That is a legitimate solution to the problem this report describes, and she has our respect for pulling it off. It comes with real benefits beyond approvals: one place to search, one set of permissions, better collaboration, less duplication. It also comes with a cost, which is that teams end up working in a tool they would not have chosen, and that cost is paid by people who never got a vote. Consolidation trades a scattered-approval problem for a tool-fit problem.

Our reading of the survey is that most organisations cannot make that trade even if they want to. With half of teams running two document suites simultaneously, and the mix driven by acquisitions, departmental preference and whatever the client sends, consolidation is a multi-year programme rather than a decision. The teams who manage it have solved this. Everyone else needs the approval to travel instead.

# The most tools, the most compliance

This is the one finding we set out to test rather than describe, and it held. People whose approval content is spread across platforms lose track of feedback far more often than people working inside a single tool. The same group carries markedly more compliance weight.




Second survey only. More than one platform n=123, one platform n=79. Scattered feedback and the need for formal records are significant at the 1% level. The others are not.

So the people whose approval evidence is scattered across the most places are also the people most likely to be asked to produce it, on a deadline, for someone external. That is what turns an annoyance into a business risk. In our customer interviews, nobody described the value of an approval tool as making decisions happen faster. They described being able to prove, afterwards, that a decision was made properly.

> *"It's really just in case we get audited, or we have a supplier due diligence questionnaire and they want to see a policy. I have a stamp that says our CEO has approved this version."*
>
> COMPLIANCE OWNER, TECHNOLOGY SERVICES COMPANY

**Two caveats we would rather state than have found.** The first run of the survey pointed the same way on scattered feedback (49% against 37%) but that gap was smaller, could have been chance, and rested on a looser measure of platform count. Treat the second run as the finding and the first as a check that agrees. And multi-platform teams are not worse off on every measure: they reported slow turnaround slightly *less* often (37% against 43%). The claim we will stand behind is narrow. Working across platforms goes with losing track of feedback and carrying a heavier compliance load, not with a uniformly worse experience.

CHAPTER 06

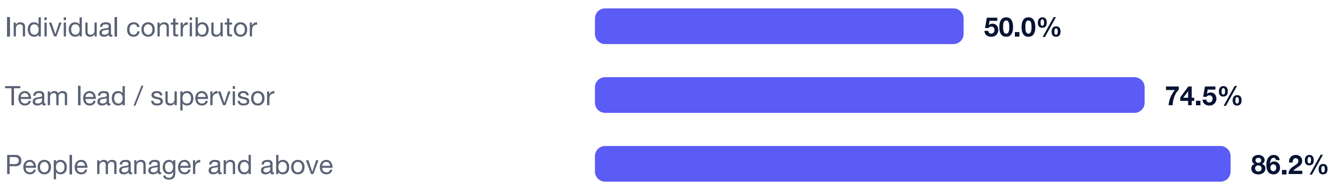
# Who carries this

The second run of the survey asked people about themselves, so this chapter describes 201 people rather than all 455. Two things in it surprised us, and one hypothesis of ours did not survive.

### Accountability climbs with seniority. The work does not.

The need for a formal approval record climbs steeply with rank. Half of individual contributors need one. Among people managers and above, it is close to nine in ten. That gap is large and statistically strong, and it says something useful about who this problem belongs to: the person who will be asked for the audit trail is usually not the person who wrote the document or chased the approval.

> Q. Do you need formal approval records for audits, quality standards, or regulatory compliance?

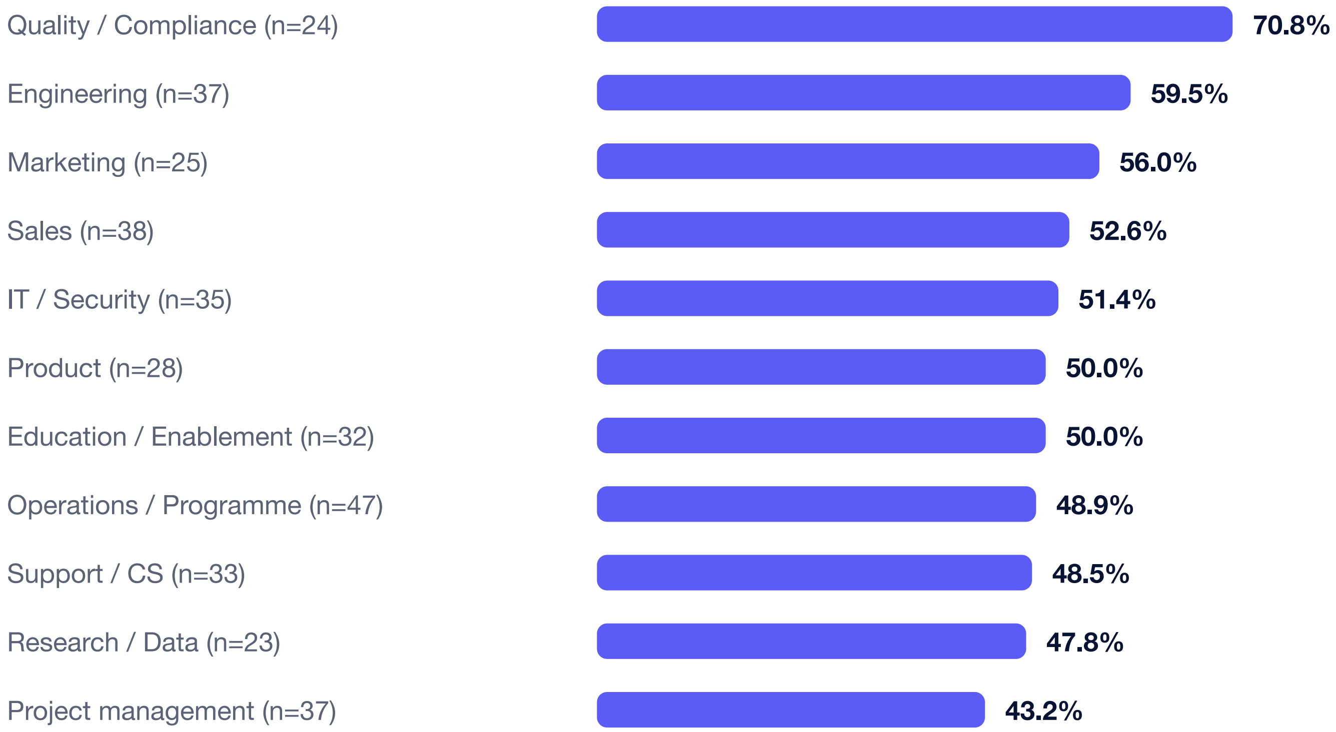



Second survey only. Individual contributor n=58, team lead n=55, manager and above n=87. Significant at the 0.1% level.

### The function that suffers most is the one meant to police it

Splitting by job function, the group most likely to report scattered feedback is Quality and Compliance. The people whose job is to keep the record straight are the ones least able to find it. The sample for that group is small, 24 people, so we would not lean hard on the size of the gap, only on its direction.

> Q. What are the biggest issues in your current approval process? (Select up to 3). Share choosing “Feedback is scattered across tools”.




Second survey only, by job function. Functions with fewer than 20 respondents are omitted. Respondents could pick up to two functions, so the groups overlap.

> **A hypothesis of ours that the data rejected.** We expected Operations to be the worst affected group, because it is the largest single function in the sample (23%) and the one most often described as living in everybody else's tools. It is not. Operations reported scattered feedback at 49%, slightly *below* the 56% of everyone else, and chasing at 30% against 43%. Neither difference is significant. Being the biggest group is not the same as being the worst served, and we would have published the opposite if we had not checked.

### Industry and size

By industry, healthcare and life sciences is the clearest outlier on compliance: 20 of 21 need formal records. Technology and software is the largest group in the sample and the most fragmented, with 70% working across more than one platform. Manufacturing is the least fragmented and reports the least scattered feedback, which fits: fewer tools, fewer places for an approval to get lost.

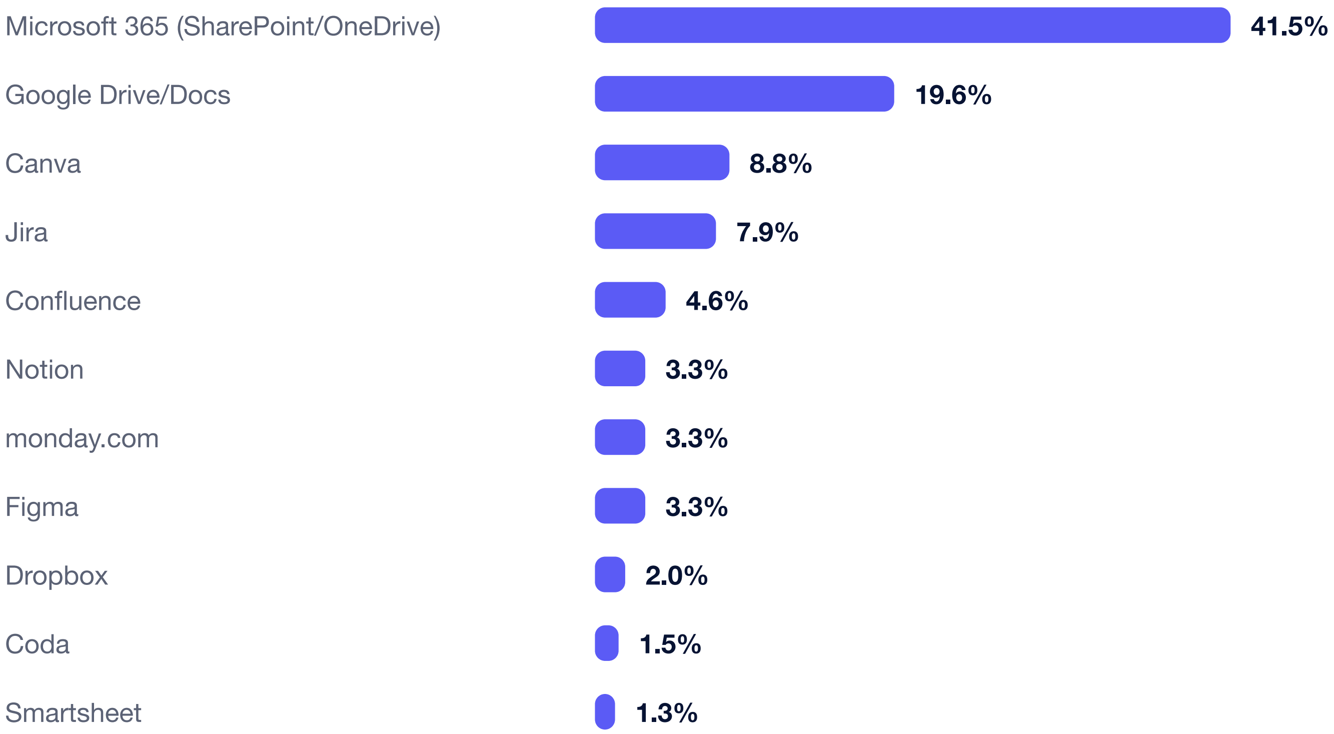
Organisation size behaves in a way we did not expect. Fragmentation does not climb with headcount. Teams of 51 to 200 report a higher rate of multi-platform approval work than teams of 201 to 1,000, and the difference across the whole size range is not significant. Whatever drives tool sprawl here, it is not simply how many people you employ.

CHAPTER 07

# People would fix Microsoft 365 first

41.5% chose Microsoft 365 the first time we asked. 41.6% chose it the second. Google Drive came second both times, and after those two the field falls away steeply.

> Q. If you could improve approvals in ONE tool, which would it be?




All 455 respondents, single choice. The remaining 3 options each drew under 1%.

We asked this differently each time on purpose: once about which tool would benefit from a better approval experience, once about where approvals are most painful or most frequent. Two different questions, twelve days apart, agreeing to within a tenth of a point. That is the most stable result in the set, and it points somewhere specific. The approval problem people most want solved is sitting inside the document suite they already pay for.

Google Drive moving from 14.6% to 25.7% between the two runs is the one figure here we would not lean on. Twelve days apart on this sample, it is interesting rather than a trend.

CHAPTER 08

# What a tool can and cannot fix

Two findings in this survey cut against the idea that software solves this on its own, and both deserve stating before we describe what we think software should do.

> **Owning an approval tool did not show up as a win.** 23 of our respondents already approve inside a dedicated approval or workflow tool, the QMS and e-signature category. Their answers looked like everybody else's: scattered feedback at 57% against 54%, chasing at 52% against 38%, and not one of the 23 reported no problems at all. With 23 people none of those gaps is statistically meaningful, so read this as no measurable improvement rather than as evidence that such tools make things worse. The likely reason it is not a clear win is structural: every product in that category governs a single platform, and 61% of people have approval-bound content in more than one.

The second finding is more uncomfortable. One customer we interviewed, whose approval process has never been audited, was candid about what their sign-offs are actually worth.

> *"Documents are not really looked at with too much accuracy. People are skipping through."*
>
> ATLASSIAN PLATFORM ADMINISTRATOR, PAYMENTS PROCESSING

Where nobody ever checks the record and nobody reads the document, an approval trail is decoration. No product fixes a process that exists only on paper, and it would be misleading to pretend otherwise.

But skim-approving is not purely a discipline problem, and this is where software has more to offer than a timestamp. People skim because they are handed a whole document and left to work out what changed and whether any of it concerns them. That is a solvable problem:

- **Show what changed, not everything.** If the approver sees a diff against the version they last approved, attention goes to the part that moved rather than being spread thinly across forty pages.
- **Summarise the change in plain language.** A short, generated account of what is different, and which sections it touches, turns a reading task into a checking task.
- **Ask fewer people.** If nothing in a revision touches the area someone was included for, they do not need to approve it. Removing an unnecessary approver is faster than chasing one, and it protects the attention of the people whose review actually matters.
- **Make the record a by-product.** If sign-off happens in the document, the audit trail assembles itself, and nobody has to reconstruct it from an inbox six months later.

None of that makes an unaudited process meaningful. It does mean the choice is not simply between rigorous review and rubber-stamping. A lot of what looks like carelessness is a reviewer being given no help to focus.

CHAPTER 09

# What needs to change

Nearly every tool people work in has approval capabilities, and the outcomes in this survey are still poor. That is because the approval lives inside one tool while the work is spread across several, so the moment a document needs a yes from someone standing in a different tool, the process leaves the document and goes to email.

Four requirements follow from the data. They describe what an approval process has to do, whoever builds it, and they are worth holding any candidate against, including ours.

### 1. Approval state belongs with the document

Anyone opening the file should see whether it was signed off, by whom, and against which version, without going to look somewhere else. The moment that state lives in a different system from the document, keeping the two in step becomes a person's job, and that person forgets.

### 2. It has to span the tools an organisation actually uses

The people carrying the most compliance risk are the ones spread across the most platforms, so anything that governs a single platform reaches them last. Two routes get you there: consolidate the work into one tool, which some teams manage and which is a real answer, or use something that works across the tools you already have. What does not work is an approval feature per platform and email to join them up, which is what most of our respondents have now.

### 3. The record has to be exportable as evidence

Without anybody reassembling it from an inbox afterwards. For two thirds of the people we surveyed, producing that evidence is the point of having a process at all, and for managers it is closer to nine in ten.

### 4. It has to earn the approver's attention

Ask fewer people, show them what changed rather than everything, and tell them why they are being asked. An approval nobody reads is not worth collecting, however well it is recorded.

CHAPTER 10

# Method, and what this cannot tell you

We ran the same survey twice on the Prolific panel in February 2026, the first on the 6th and the second on the 18th, so we could see which answers held up. Both screened on the same question: had the respondent been involved in a formal or informal approval of a document or design in the previous three months, as a requester, an approver or a coordinator. Anyone answering no was removed before the substantive questions. The second run added a further screener asking whether any of those approvals were for digital documents or design assets held in the named tools, and added the demographic questions.

The first survey collected 312 responses of which 253 qualified. The second collected 247 of which 202 qualified. Pooled base 455.

### Denominators

Every percentage is calculated against the people who qualified and answered: 455 pooled, 202 for the second survey only, or 201 for the demographic questions. Never against the 559 responses collected. The 104 people in that gap were removed for having no approval experience, so counting them would dilute a statistic about approvals with people who do not do any. That single choice moves the formal-records figure from 64% to 52%.

### Significance

Comparisons between groups were tested with two-proportion z-tests. Differences described in this report as holding up are significant at the 1% level or better. Where a difference did not clear that bar, the report says so rather than reporting the gap as real.

### Response quality

SurveyMonkey flagged 2 of the 455 analysed responses as low quality. They were left in. Removing them moves no figure in this report by more than 0.2 points.

### Wording changes between the two runs

Three answer options changed. The dedicated-tool option was widened in the second run to name QMS and e-signature software, which is the most likely reason that figure rose. The formal-records question added GDPR-related controls to its examples. One problem option moved from the author's point of view to the reader's. Pooled figures for those three are footnoted in the appendix.

### The interview quotes are separate research

The quotes come from five recorded interviews with existing customers of our Confluence approvals app, anonymised. That study is unconnected to the survey, the sample is tiny and self-selected, and it cannot show how common anything is. It appears here to put words to patterns the survey counts, never to support a percentage. It also produced a direct challenge to our own product direction, reported in Chapter 04.

### Limits

- Prolific is a paid online panel, not a random sample of everyone who approves documents. Roles, employers and industries are self-reported and unverified.

- Everything here is reported experience rather than measured behaviour. There are no cycle times, no counts of follow-ups and nothing observed directly.
- The group comparisons show association, not cause.
- The first survey asked no demographic questions, so every figure in Chapter 06 rests on 201 people.
- Job functions were a pick-two question, so those groups overlap and cannot be summed.
- Several industry, function and organisation-size groups contain fewer than 25 people. Counts are printed beside those figures for that reason.
- Fielded February 2026 and published August 2026. Atlassian, Microsoft and Google have all changed their own approval features in between, and Confluence's own approvals arrived after the fieldwork.

### Reuse

These figures may be quoted with attribution to OneApproval. We are happy to provide more detail beyond this published result set: oneapproval.io/contact.

CHAPTER 11

# Appendix

The core approval questions, both runs side by side, for anyone who wants to check the figures used above. Counts in brackets. Where an option was reworded between runs, the pooled column is a judgement call and is footnoted. Demographic breakdowns are in Chapter 06. The full question-by-question dataset, including the questions not reproduced here, is available on request.

## Where approvals happen (up to two answers)

The second run widened the dedicated-tool option to name QMS and e-signature software, the most likely reason that row rose. Its pooled figure is the least reliable in this report.

| Option | Survey 1 (n=253) | Survey 2 (n=202) | Pooled (n=455) |
|---|---|---|---|
| In the doc/design tool itself | 44.7% (113) | 45.5% (92) | 45.1% |
| In a work management tool | 25.7% (65) | 27.7% (56) | 26.6% |
| Email | 49.4% (125) | 50.5% (102) | 49.9% |
| Chat (Slack/Teams) | 22.1% (56) | 30.2% (61) | 25.7% |
| Meetings / verbal | 17.0% (43) | 20.8% (42) | 18.7% |
| A dedicated approval tool | 5.9% (15) | 11.4% (23) | 8.4% |

## Biggest problems (up to three answers)

One option changed from the author's point of view in the first survey to the reader's in the second. Both land within a point of each other.

| Option | Survey 1 (n=253) | Survey 2 (n=202) | Pooled (n=455) |
|---|---|---|---|
| Feedback scattered across tools | 46.6% (118) | 54.5% (110) | 50.1% |
| Slow turnaround, too many follow-ups | 51.8% (131) | 39.6% (80) | 46.4% |
| Unclear approval status | 28.1% (71) | 29.7% (60) | 28.8% |
| Permissions / access issues | 26.9% (68) | 28.2% (57) | 27.5% |
| Which version was approved | 22.1% (56) | 19.8% (40) | 21.1% |
| Unclear when approval was given | 16.6% (42) | 17.3% (35) | 16.9% |
| Audit evidence hard to produce | 8.7% (22) | 13.4% (27) | 10.8% |
| No problems at all | 4.7% (12) | 3.5% (7) | 4.2% |

## Need for formal approval records

The second run added GDPR-related controls to the examples, the most likely cause of the rise.

| Option | Survey 1 (n=253) | Survey 2 (n=202) | Pooled (n=455) |
|---|---|---|---|
| Yes, often | 17.4% (44) | 24.8% (50) | 20.7% |
| Sometimes | 39.9% (101) | 47.5% (96) | 43.3% |
| No | 34.0% (86) | 24.8% (50) | 29.9% |
| Not sure | 8.7% (22) | 3.0% (6) | 6.2% |

### The one tool people would improve

The first survey asked which tool would benefit from a better approval experience; the second asked where approvals are most painful or frequent.

| Option | Survey 1 (n=253) | Survey 2 (n=202) | Pooled (n=455) |
|---|---|---|---|
| Microsoft 365 (SharePoint/OneDrive) | 41.5% (105) | 41.6% (84) | 41.5% |
| Google Drive/Docs | 14.6% (37) | 25.7% (52) | 19.6% |
| Canva | 8.3% (21) | 9.4% (19) | 8.8% |
| Jira | 7.5% (19) | 8.4% (17) | 7.9% |
| Confluence | 7.1% (18) | 1.5% (3) | 4.6% |
| Notion | 4.3% (11) | 2.0% (4) | 3.3% |
| monday.com | 5.1% (13) | 1.0% (2) | 3.3% |
| Figma | 2.8% (7) | 4.0% (8) | 3.3% |
| Dropbox | 3.2% (8) | 0.5% (1) | 2.0% |
| Coda | 0.8% (2) | 2.5% (5) | 1.5% |
| Smartsheet | 1.6% (4) | 1.0% (2) | 1.3% |
| Miro | 1.2% (3) | 0.5% (1) | 0.9% |
| Box | 0.4% (1) | 0.5% (1) | 0.4% |
| Linear | 0.0% (0) | 0.5% (1) | 0.2% |

### How often involved in approvals

The second run relabelled the two lowest-frequency options.

| Option | Survey 1 (n=253) | Survey 2 (n=202) | Pooled (n=455) |
|---|---|---|---|
| Daily | 7.5% (19) | 10.9% (22) | 9.0% |
| Weekly | 54.5% (138) | 54.0% (109) | 54.3% |
| Monthly | 30.8% (78) | 27.2% (55) | 29.2% |
| Quarterly | 4.3% (11) | 7.9% (16) | 5.9% |
| Less often | 2.8% (7) | 0.0% (0) | 1.5% |

### Platforms the team uses (multiple answers)

| Option | Survey 1 (n=253) | Survey 2 (n=202) | Pooled (n=455) |
|---|---|---|---|
| Microsoft 365 (SharePoint/OneDrive) | 78.7% (199) | 80.2% (162) | 79.3% |
| Google Drive/Docs | 53.0% (134) | 65.8% (133) | 58.7% |
| Canva | 26.9% (68) | 35.1% (71) | 30.5% |
| Dropbox | 23.3% (59) | 22.8% (46) | 23.1% |
| Jira | 19.4% (49) | 22.3% (45) | 20.7% |
| Figma | 13.4% (34) | 17.8% (36) | 15.4% |
| Confluence | 15.8% (40) | 9.4% (19) | 13.0% |

| Option | Survey 1 (n=253) | Survey 2 (n=202) | Pooled (n=455) |
|---|---|---|---|
| Notion | 11.5% (29) | 14.4% (29) | 12.7% |
| monday.com | 11.9% (30) | 12.4% (25) | 12.1% |
| Smartsheet | 6.3% (16) | 9.4% (19) | 7.7% |
| Miro | 5.9% (15) | 6.4% (13) | 6.2% |
| Coda | 2.8% (7) | 3.0% (6) | 2.9% |
| Basecamp | 1.2% (3) | 2.0% (4) | 1.5% |
| Linear | 1.6% (4) | 0.5% (1) | 1.1% |
| Box | 0.8% (2) | 1.5% (3) | 1.1% |

### Platforms holding content that needs approval (second survey only)

Base is all 202 second-survey respondents. This is the question behind the 61% figure: 123 selected more than one, at an average of 2.06 platforms each.

| Platform | Share | Count |
|---|---|---|
| Microsoft 365 (SharePoint/OneDrive) | 69.8% | 141 |
| Google Drive/Docs | 49.0% | 99 |
| Canva | 21.8% | 44 |
| Jira | 14.9% | 30 |
| Figma | 11.9% | 24 |
| Dropbox | 7.4% | 15 |
| Notion | 6.9% | 14 |
| Confluence | 5.0% | 10 |
| monday.com | 4.0% | 8 |
| Miro | 4.0% | 8 |
| Smartsheet | 3.5% | 7 |
| Coda | 3.0% | 6 |
| Basecamp | 2.5% | 5 |
| Box | 2.0% | 4 |
| Linear | 0.0% | 0 |