

USE CASE

Managing Revenue Operations with the help of Xembly.

Learn how Miru Gunarajah, SVP of Revenue Operations at Qualtrics, uses Xembly to boost team productivity.

Here's how Miru Uses Xembly to boost productivity, in Miru's own words:

1. Setting up meetings in seconds, with a quick message to Xena:

The biggest thing for me with Xembly is the scheduling. I meet with a whole bunch of folks and the top command I use is: @xena, when can I meet with this person? And it's almost exactly as I use a real executive assistant; hey, I need to go meet with this person. Can you make that happen? And that's usually the easiest for me. Instead, of having to go check calendars.

If I'm trying to schedule things with two or three people or I'm trying to get a bunch of meetings scheduled at the same time, it's just the fact that I don't need to go click through four different Google calendars. I can literally just say "schedule 15 minutes with this person on this date".

That honestly has been the biggest use case for me and has been tremendously helpful.

"The biggest thing for me with Xembly is the scheduling"



Name: Miru Gunarajah

Title: SVP of Revenue Operations

Location: Toronto, Canada

Company: Qualtrics

About Miru:

Miru manages a global team within Revenue Operations, Strategy & Programs at Qualtrics, an experience management company known for helping identify and resolve the friction points in customer & employee journeys by gathering, compiling, and analyzing feedback. As of January 2024, Qualtrics had a market cap of \$20 billion. A lot of his day is spent with sales leaders helping figure out both operationally and strategically, how to go and hit top-line growth numbers. His work includes forecasting, deal management, and making sure there's enough sales pipeline.

2. Keeping a global team on the same page with automatic meeting notes.

I take a lot of notes in meetings, including capturing to-do items, that's where the note-taking capabilities of Xembly help quite a bit. Xembly summarizes notes and gets them out for me. Especially in meetings where I'm presenting something, being able to get an automated summary has been a big help.

In the past I would have to remember to do recordings or I would have to take notes, summarize those and send them out. Because I run a global team, I alternate my team meetings between morning and evening, so, in the past, if I didn't summarize the notes, then team members typically end up missing out on important information, and from a team morale perspective trying to schedule a time where everybody can join is just near impossible when you're spread across the globe.

"In the past I would have to remember to do recordings, or I would have to take notes, summarize those, and send them out"

Now with Xembly, it's super easy. My team meeting notes are automatically sent out. The transcript is there. People can click through and get a quick synopsis. They don't have to sit through an hour long recording to figure out what happened. That's definitely saved a lot of time.

3. Capturing action items automatically when leading large meetings

For the larger meetings, it's been helpful to have the recording and being able to capture and track the action items. For instance, if I'm running a command center or a forecast call, it's easier to have that summarized by Xembly and be able to provide that at the end.

"If I'm running a command center or a forecast call, it's easier to have that summarized by Xembly and be able to provide that at the end"

I think the simplicity of having an executive assistant (almost) that can help you simplify a lot of these things, it's super, super helpful. I absolutely love it.

The top three ways Miru Gunarajah uses Xembly to boost productivity:

1. Setting up meetings with team members on the fly with a quick message to the AI executive assistant, Xena, without having to compare multiple calendars.
2. Making sure his global team is in the loop on every team meeting with meeting summaries and action items that are automatically shared.
3. Ensuring he's focused on the conversation at hand, knowing that Xena will capture notes and action items, so he can be more present.