CATEGORY REPORT

Web Conferencing

Adobe Connect
AnyMeeting
Blizz
BlueJeans
Cisco Webex Meetings
Google Hangouts
GoToMeeting
Lifesize Cloud
Microsoft Teams
Skype
Zoho Meeting
Zoom

684 Reviews
12 Vendors Evaluated
How to Use the Report

Info-Tech's Category Reports provide a comprehensive evaluation of popular products in the Web Conferencing 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 vendors in their 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.
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 vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

### Web Conferencing Software

<table>
<thead>
<tr>
<th>Vendor Name</th>
<th>Vendor Name</th>
<th>Vendor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Connect</td>
<td>AnyMeeting</td>
<td>Arkadin Anywhere</td>
</tr>
<tr>
<td>Beehive</td>
<td>Biba</td>
<td>BigMarker</td>
</tr>
<tr>
<td>Blizz</td>
<td>BlueJeans</td>
<td>Cisco Webex Meetings</td>
</tr>
<tr>
<td>EZTalks</td>
<td>Google Hangouts</td>
<td>GoToMeeting</td>
</tr>
<tr>
<td>Highfive Video Conferencing Software</td>
<td>iLinc for Meetings</td>
<td>Jamvee unified conferencing</td>
</tr>
<tr>
<td>Join.me</td>
<td>Lifesize Cloud</td>
<td>Microsoft Teams</td>
</tr>
<tr>
<td>Mikogo</td>
<td>ON24 Webinar Platform</td>
<td>Onstream Web conferencing</td>
</tr>
<tr>
<td>PGi GlobalMeet</td>
<td>Polycom Cloud Services</td>
<td>ReadyTalk Global Meet Meeting</td>
</tr>
<tr>
<td>Real - Time Collaboration Hub</td>
<td>Skype</td>
<td>Skype for Business</td>
</tr>
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<td>UberConference</td>
<td>VeriShow Video Live chat</td>
<td>Webinato Platform</td>
</tr>
<tr>
<td>West Conferencing &amp; Collaboration</td>
<td>Workplace Chat</td>
<td>Zoho Meeting</td>
</tr>
<tr>
<td>Zoom</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SOFTWARE REVIEWS

Data Quadrant

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

WEB CONFERENCING

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: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.
## Category Overview

This page provides a high level summary of product performance within the Web Conferencing 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.

<table>
<thead>
<tr>
<th>RANK</th>
<th>VENDOR</th>
<th>COMPOSITE SCORE</th>
<th>NET EMOTIONAL FOOTPRINT</th>
<th>NET EMOTIONAL FOOTPRINT DISTRIBUTION</th>
<th>VENDOR CAPABILITIES</th>
<th>PRODUCT FEATURES</th>
<th>LIKELINESS TO RECOMMEND</th>
<th>NUMBER OF REVIEWS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cisco Webex Meetings</td>
<td>9.0/10</td>
<td>+92</td>
<td>1% NEGATIVE</td>
<td>93% POSITIVE</td>
<td>84%</td>
<td>89%</td>
<td>94</td>
</tr>
<tr>
<td>2</td>
<td>Zoho Meeting</td>
<td>8.9/10</td>
<td>+100</td>
<td>100% POSITIVE</td>
<td>82%</td>
<td>81%</td>
<td>94%</td>
<td>22</td>
</tr>
<tr>
<td>3</td>
<td>Blizz</td>
<td>8.6/10</td>
<td>+91</td>
<td>1% NEGATIVE</td>
<td>92% POSITIVE</td>
<td>82%</td>
<td>82%</td>
<td>57</td>
</tr>
<tr>
<td>4</td>
<td>Google Hangouts</td>
<td>8.5/10</td>
<td>+91</td>
<td>1% NEGATIVE</td>
<td>92% POSITIVE</td>
<td>80%</td>
<td>81%</td>
<td>114</td>
</tr>
<tr>
<td>5</td>
<td>Adobe Connect</td>
<td>8.1/10</td>
<td>+86</td>
<td>3% NEGATIVE</td>
<td>89% POSITIVE</td>
<td>77%</td>
<td>78%</td>
<td>56</td>
</tr>
<tr>
<td>5</td>
<td>GoToMeeting</td>
<td>8.1/10</td>
<td>+83</td>
<td>5% NEGATIVE</td>
<td>88% POSITIVE</td>
<td>81%</td>
<td>86%</td>
<td>26</td>
</tr>
<tr>
<td>7</td>
<td>BlueJeans</td>
<td>8.0/10</td>
<td>+84</td>
<td>2% NEGATIVE</td>
<td>86% POSITIVE</td>
<td>78%</td>
<td>81%</td>
<td>18</td>
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<tr>
<td>8</td>
<td>Skype</td>
<td>7.9/10</td>
<td>+83</td>
<td>4% NEGATIVE</td>
<td>87% POSITIVE</td>
<td>79%</td>
<td>83%</td>
<td>113</td>
</tr>
<tr>
<td>9</td>
<td>AnyMeeting</td>
<td>7.8/10</td>
<td>+84</td>
<td>4% NEGATIVE</td>
<td>88% POSITIVE</td>
<td>78%</td>
<td>81%</td>
<td>20</td>
</tr>
<tr>
<td>10</td>
<td>Zoom</td>
<td>7.6/10</td>
<td>+70</td>
<td>6% NEGATIVE</td>
<td>76% POSITIVE</td>
<td>78%</td>
<td>83%</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>AVERAGE SCORES</td>
<td>8.2/10</td>
<td>+84</td>
<td></td>
<td>79%</td>
<td>82%</td>
<td>86%</td>
<td>53</td>
</tr>
</tbody>
</table>
## Category Overview

This page provides a high level summary of product performance within the Web Conferencing 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 Likelihood 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 | VENDOR | COMPOSITE SCORE | NET EMOTIONAL FOOTPRINT | NET EMOTIONAL FOOTPRINT DISTRIBUTION | VENDOR CAPABILITIES | PRODUCT FEATURES | LIKELINESS TO RECOMMEND | NUMBER OF REVIEWS
--- | --- | --- | --- | --- | --- | --- | --- | ---
11 | Lifesize Cloud | 7.2/10 | +72 | ![Net Emotional Footprint](image) | 72% | 75% | 83% | 10
-- | Microsoft Teams | -- | +76 | ![Net Emotional Footprint](image) | 73% | -- | 79% | 98

#### AVERAGE SCORES

- **Composite Score:** 8.2/10
- **Net Emotional Footprint:** +84
- **Net Emotional Footprint Distribution:** ![Net Emotional Footprint](image)
- **Vendor Capabilities:** 79%
- **Product Features:** 82%
- **Likelihood to Recommend:** 86%
- **Number of Reviews:** 53

### VENDORS WITH INSUFFICIENT DATA

| VENDOR | COMPOSITE SCORE | NET EMOTIONAL FOOTPRINT | NET EMOTIONAL FOOTPRINT DISTRIBUTION | VENDOR CAPABILITIES | PRODUCT FEATURES | LIKELINESS TO RECOMMEND | NUMBER OF REVIEWS |
--- | --- | --- | --- | --- | --- | --- | ---
-- | UberConference | -- | +64 | ![Net Emotional Footprint](image) | -- | -- | 85% | 8
-- | Arkadin Anywhere | -- | +93 | ![Net Emotional Footprint](image) | -- | -- | 83% | 7
-- | Conferencing & Collaboration | -- | +99 | ![Net Emotional Footprint](image) | -- | -- | 97% | 6
-- | BigMarker | -- | +97 | ![Net Emotional Footprint](image) | -- | -- | 97% | 3
-- | EZTalks | -- | +100 | ![Net Emotional Footprint](image) | -- | -- | 87% | 3
-- | Join.me | -- | +87 | ![Net Emotional Footprint](image) | -- | -- | 83% | 3
-- | Mikogo | -- | +98 | ![Net Emotional Footprint](image) | -- | -- | 100% | 2
-- | Onstream Web conferencing | -- | +90 | ![Net Emotional Footprint](image) | -- | -- | 95% | 2
## 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.

<table>
<thead>
<tr>
<th>VENDOR</th>
<th>OVERALL CAPABILITY SATISFACTION</th>
<th>BUSINESS VALUE CREATED</th>
<th>BREADTH OF FEATURES</th>
<th>QUALITY OF FEATURES</th>
<th>PRODUCT STRATEGY AND RATE OF IMPROVEMENT</th>
<th>USABILITY AND INTUITIVENESS</th>
<th>VENDOR SUPPORT</th>
<th>EASE OF DATA INTEGRATION</th>
<th>EASE OF IT ADMINISTRATION</th>
<th>EASE OF CUSTOMIZATION</th>
<th>AVAILABILITY AND QUALITY OF TRAINING</th>
<th>EASE OF IMPLEMENTATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Webex Meetings</td>
<td>84%</td>
<td>87%</td>
<td>85%</td>
<td>86%</td>
<td>84%</td>
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<tr>
<td>Zoho Meeting</td>
<td>82%</td>
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<tr>
<td>Blizz</td>
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<tr>
<td>GoToMeeting</td>
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<td>Google Hangouts</td>
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<tr>
<td>BlueJeans</td>
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<td>79%</td>
</tr>
<tr>
<td>AnyMeeting</td>
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<td>76%</td>
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<td>84%</td>
<td>81%</td>
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<tr>
<td>Adobe Connect</td>
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<td>75%</td>
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<td>75%</td>
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<tr>
<td>CATEGORY AVERAGE</td>
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<td>78%</td>
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<td>78%</td>
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</tr>
</tbody>
</table>

**VENDORS WITH INSUFFICIENT DATA**
# Vendor Capability Summary

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<table>
<thead>
<tr>
<th>VENDOR</th>
<th>OVERALL CAPABILITY SATISFACTION</th>
<th>BUSINESS VALUE CREATED</th>
<th>BREADTH OF FEATURES</th>
<th>QUALITY OF FEATURES</th>
<th>PRODUCT STRATEGY AND RATE OF IMPROVEMENT</th>
<th>USABILITY AND INTUITIVENESS</th>
<th>VENDOR SUPPORT</th>
<th>EASE OF DATA INTEGRATION</th>
<th>EASE OF IT ADMINISTRATION</th>
<th>EASE OF CUSTOMIZATION</th>
<th>AVAILABILITY AND QUALITY OF TRAINING</th>
<th>EASE OF IMPLEMENTATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Microsoft Teams</strong></td>
<td>73%</td>
<td>76%</td>
<td>76%</td>
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<td>73%</td>
<td>76%</td>
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<td>71%</td>
<td>73%</td>
<td>75%</td>
</tr>
<tr>
<td><strong>Lifesize Cloud</strong></td>
<td>72%</td>
<td>80%</td>
<td>65%</td>
<td>68%</td>
<td>75%</td>
<td>75%</td>
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<td>75%</td>
<td>72%</td>
<td>64%</td>
<td>75%</td>
</tr>
<tr>
<td><strong>CATEGORY AVERAGE</strong></td>
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<td><strong>81%</strong></td>
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<tr>
<td><strong>VENDORS WITH INSUFFICIENT DATA</strong></td>
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</tr>
<tr>
<td><strong>UberConference</strong></td>
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<td>81%</td>
<td>81%</td>
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<td>88%</td>
<td>84%</td>
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</tr>
<tr>
<td><strong>Arkadin Anywhere</strong></td>
<td>82%</td>
<td>86%</td>
<td>82%</td>
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<td>68%</td>
<td>89%</td>
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<td>89%</td>
</tr>
<tr>
<td><strong>West Conferencing &amp; Collaboration</strong></td>
<td>91%</td>
<td>88%</td>
<td>83%</td>
<td>92%</td>
<td>92%</td>
<td>92%</td>
<td>96%</td>
<td>88%</td>
<td>92%</td>
<td>92%</td>
<td>92%</td>
<td>96%</td>
</tr>
<tr>
<td><strong>BigMarker</strong></td>
<td>89%</td>
<td>100%</td>
<td>75%</td>
<td>92%</td>
<td>92%</td>
<td>92%</td>
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<td>92%</td>
<td>83%</td>
<td>92%</td>
</tr>
<tr>
<td><strong>EZTalks</strong></td>
<td>86%</td>
<td>83%</td>
<td>83%</td>
<td>83%</td>
<td>92%</td>
<td>83%</td>
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<td>83%</td>
<td>83%</td>
<td>83%</td>
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</tr>
<tr>
<td><strong>Join.me</strong></td>
<td>71%</td>
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<td>58%</td>
<td>75%</td>
<td>58%</td>
<td>75%</td>
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<td>67%</td>
<td>83%</td>
<td>83%</td>
<td>75%</td>
</tr>
<tr>
<td><strong>Mikogo</strong></td>
<td>89%</td>
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<td>88%</td>
<td>100%</td>
<td>75%</td>
<td>75%</td>
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<td>100%</td>
<td>75%</td>
<td>88%</td>
</tr>
<tr>
<td><strong>Onstream Web conferencing</strong></td>
<td>88%</td>
<td>88%</td>
<td>75%</td>
<td>100%</td>
<td>88%</td>
<td>75%</td>
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<td>88%</td>
<td>100%</td>
<td>75%</td>
<td>88%</td>
<td>100%</td>
</tr>
</tbody>
</table>
## Vendor Capability Satisfaction

### Vendor Capabilities

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

<table>
<thead>
<tr>
<th>Business Value Created</th>
<th>The ability to bring value to the organization.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breadth of Features</td>
<td>The ability to perform a wide variety of tasks.</td>
</tr>
<tr>
<td>Quality of Features</td>
<td>The ability to perform at or above industry standards.</td>
</tr>
<tr>
<td>Product Strategy and Rate of Improvement</td>
<td>The ability to adapt to market change.</td>
</tr>
<tr>
<td>Usability and Intuitiveness</td>
<td>The ability to reduce training due to intuitive design.</td>
</tr>
<tr>
<td>Vendor Support</td>
<td>The ability to receive timely and sufficient support.</td>
</tr>
<tr>
<td>Ease of Data Integration</td>
<td>The ability to seamlessly integrate data.</td>
</tr>
<tr>
<td>Ease of IT Administration</td>
<td>Ease of use of the backend user interface.</td>
</tr>
<tr>
<td>Ease of Customization</td>
<td>The ability to scale the solution to a business’ unique needs.</td>
</tr>
<tr>
<td>Availability and Quality of Training</td>
<td>Quality training allows employees to take full advantage of the software.</td>
</tr>
<tr>
<td>Ease of Implementation</td>
<td>The ability to implement the solution without unnecessary disruption.</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Business Value Created</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Webex Meetings</td>
<td>87%</td>
<td>Delights 51%</td>
</tr>
<tr>
<td>2 Blizz</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>3 Zoho Meeting</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>4 Google Hangouts</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>5 GoToMeeting</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>6 Skype</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>7 Lifesize Cloud</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>8 BlueJeans</td>
<td>79%</td>
<td></td>
</tr>
<tr>
<td>9 Adobe Connect</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>10 Zoom</td>
<td>77%</td>
<td></td>
</tr>
</tbody>
</table>

| CATEGORY AVERAGE | 80% |
# Vendor Capability Satisfaction

## 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.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
<th>Satisfaction Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLIZZ</td>
<td>52%</td>
<td>38%</td>
<td>11%</td>
<td>--</td>
<td>85%</td>
</tr>
<tr>
<td>Cisco Webx Meetings</td>
<td>85%</td>
<td>83%</td>
<td>82%</td>
<td>79%</td>
<td>80%</td>
</tr>
<tr>
<td>Zoho Meeting</td>
<td>79%</td>
<td>82%</td>
<td>83%</td>
<td>86%</td>
<td>86%</td>
</tr>
<tr>
<td>Adobe Connect</td>
<td>83%</td>
<td>82%</td>
<td>83%</td>
<td>83%</td>
<td>83%</td>
</tr>
<tr>
<td>GoToMeeting</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Google Hangouts</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
</tr>
<tr>
<td>Skype</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
<td>79%</td>
</tr>
<tr>
<td>Microsoft Teams</td>
<td>76%</td>
<td>76%</td>
<td>76%</td>
<td>76%</td>
<td>76%</td>
</tr>
<tr>
<td>BlueJeans</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
</tr>
<tr>
<td>AnyMeeting</td>
<td>74%</td>
<td>74%</td>
<td>74%</td>
<td>74%</td>
<td>74%</td>
</tr>
</tbody>
</table>

**CATEGORY AVERAGE**: 78%

## 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.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
<th>Satisfaction Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>GoToMeeting</td>
<td>54%</td>
<td>38%</td>
<td>8%</td>
<td>--</td>
<td>87%</td>
</tr>
<tr>
<td>Cisco Webx Meetings</td>
<td>86%</td>
<td>86%</td>
<td>83%</td>
<td>83%</td>
<td>83%</td>
</tr>
<tr>
<td>Blizz</td>
<td>86%</td>
<td>83%</td>
<td>83%</td>
<td>83%</td>
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</tr>
<tr>
<td>BlueJeans</td>
<td>83%</td>
<td>82%</td>
<td>82%</td>
<td>82%</td>
<td>82%</td>
</tr>
<tr>
<td>AnyMeeting</td>
<td>80%</td>
<td>80%</td>
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</tr>
<tr>
<td>Google Hangouts</td>
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</tr>
<tr>
<td>Zoho Meeting</td>
<td>79%</td>
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<tr>
<td>Skype</td>
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<tr>
<td>Microsoft Teams</td>
<td>77%</td>
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<td>77%</td>
<td>77%</td>
</tr>
<tr>
<td>Adobe Connect</td>
<td>74%</td>
<td>74%</td>
<td>74%</td>
<td>74%</td>
<td>74%</td>
</tr>
</tbody>
</table>

**CATEGORY AVERAGE**: 80%
Vendor Capability Satisfaction

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.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
</tr>
</thead>
<tbody>
<tr>
<td>CISCO WEBEX MEETINGS</td>
<td>46%</td>
<td>42%</td>
<td>12%</td>
<td>--</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZOOM</td>
<td>75%</td>
<td>25%</td>
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</tr>
</tbody>
</table>

CATEGORY AVERAGE 79%
# Web Conferencing Category Report

## Vendor Capability Satisfaction

### 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.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
<th>Category Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CISCO WEBEX MEETINGS</strong></td>
<td><img src="image1" alt="Vendor Support Delights" />45%</td>
<td><img src="image2" alt="Vendor Support Highly Satisfies" />45%</td>
<td><img src="image3" alt="Vendor Support Almost Satisfies" />10%</td>
<td><img src="image4" alt="Vendor Support Disappoints" /> --</td>
<td><strong>84%</strong></td>
</tr>
</tbody>
</table>

#### Top Products

<table>
<thead>
<tr>
<th>Rank</th>
<th>Vendor</th>
<th>Category Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Blizz</td>
<td>81%</td>
</tr>
<tr>
<td>3</td>
<td>Google Hangouts</td>
<td>81%</td>
</tr>
<tr>
<td>4</td>
<td>Zoho Meeting</td>
<td>81%</td>
</tr>
<tr>
<td>5</td>
<td>GoToMeeting</td>
<td>80%</td>
</tr>
<tr>
<td>6</td>
<td>Adobe Connect</td>
<td>80%</td>
</tr>
<tr>
<td>7</td>
<td>AnyMeeting</td>
<td>79%</td>
</tr>
<tr>
<td>8</td>
<td>BlueJeans</td>
<td>79%</td>
</tr>
<tr>
<td>9</td>
<td>Blizz</td>
<td>79%</td>
</tr>
<tr>
<td>10</td>
<td>Lifesize Cloud</td>
<td>72%</td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
<th>Category Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CISCO WEBEX MEETINGS</strong></td>
<td><img src="image5" alt="Ease of Data Integration Delights" />47%</td>
<td><img src="image6" alt="Ease of Data Integration Highly Satisfies" />38%</td>
<td><img src="image7" alt="Ease of Data Integration Almost Satisfies" />13%</td>
<td><img src="image8" alt="Ease of Data Integration Disappoints" />2%</td>
<td><strong>82%</strong></td>
</tr>
</tbody>
</table>

#### Top Products

<table>
<thead>
<tr>
<th>Rank</th>
<th>Vendor</th>
<th>Category Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Skype</td>
<td>80%</td>
</tr>
<tr>
<td>3</td>
<td>Zoho Meeting</td>
<td>80%</td>
</tr>
<tr>
<td>4</td>
<td>BlueJeans</td>
<td>79%</td>
</tr>
<tr>
<td>5</td>
<td>Blizz</td>
<td>79%</td>
</tr>
<tr>
<td>6</td>
<td>GoToMeeting</td>
<td>79%</td>
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<tr>
<td>7</td>
<td>Google Hangouts</td>
<td>78%</td>
</tr>
<tr>
<td>8</td>
<td>Zoom</td>
<td>75%</td>
</tr>
<tr>
<td>9</td>
<td>Lifesize Cloud</td>
<td>75%</td>
</tr>
<tr>
<td>10</td>
<td>Adobe Connect</td>
<td>75%</td>
</tr>
</tbody>
</table>

---

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.
Web Conferencing Category Report

Vendor Capability Satisfaction

Ease of IT 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.

### Ease of IT Administration

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Delights</th>
<th>Highly Satisfied</th>
<th>Almost Satisfied</th>
<th>Disappoints</th>
<th>Category Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>CISCO WEBEX MEETINGS</td>
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<tr>
<td>Zoho Meeting</td>
<td>83%</td>
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<tr>
<td>Blizz</td>
<td>83%</td>
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<tr>
<td>AnyMeeting</td>
<td>83%</td>
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<tr>
<td>Skype</td>
<td>79%</td>
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<td>Google Hangouts</td>
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<tr>
<td>BlueJeans</td>
<td>78%</td>
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<tr>
<td>Lifesize Cloud</td>
<td>78%</td>
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<tr>
<td>Adobe Connect</td>
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<tr>
<td>BlueJeans</td>
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</tbody>
</table>

### Ease of Customization

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Delights</th>
<th>Highly Satisfied</th>
<th>Almost Satisfied</th>
<th>Disappoints</th>
<th>Category Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANYMEETING</td>
<td>40%</td>
<td>55%</td>
<td>5%</td>
<td>--</td>
<td>84%</td>
</tr>
<tr>
<td>Zoom</td>
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<tr>
<td>Zoho Meeting</td>
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<tr>
<td>GoToMeeting</td>
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<td>Blizz</td>
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<tr>
<td>Cisco Webex Meetings</td>
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<td>Skype</td>
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<td>Adobe Connect</td>
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<td>Google Hangouts</td>
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<tr>
<td>BlueJeans</td>
<td>74%</td>
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</tr>
</tbody>
</table>

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 Capability Satisfaction

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.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoho Meeting</td>
<td></td>
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<td></td>
<td></td>
<td>89%</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skype</td>
<td></td>
<td></td>
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<td></td>
<td>86%</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>VENDOR</th>
<th>OVERALL FEATURE SATISFACTION</th>
<th>APPLICATION SHARE</th>
<th>AUDIO CONFERENCING - CALL IN BRIDGE</th>
<th>AUDIO CONFERENCING - VOIP</th>
<th>AUDIO CONTROLS</th>
<th>FACILITATOR FUNCTIONS</th>
<th>FILE TRANSFER</th>
<th>INSTANT MESSAGING</th>
<th>KEYBOARD+MOUSE CONTROL</th>
<th>SCREEN SHARE</th>
<th>VIDEO CONFERENCING</th>
<th>VIRTUAL WHITEBOARD</th>
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<tbody>
<tr>
<td>Cisco Webex Meetings</td>
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<td>92%</td>
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<tr>
<td>GoToMeeting</td>
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<td>82%</td>
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<td>Adobe Connect</td>
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<td>77%</td>
<td>82%</td>
<td>80%</td>
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<td>77%</td>
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<td>73%</td>
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<tr>
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<td>82%</td>
<td>84%</td>
<td>85%</td>
<td>81%</td>
</tr>
</tbody>
</table>
Web Conferencing Category Report

Product Feature Summary

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.

<table>
<thead>
<tr>
<th>VENDOR</th>
<th>OVERALL FEATURE SATISFACTION</th>
<th>APPLICATION SHARE</th>
<th>AUDIO CONFERENCING-CALL-IN BRIDGE</th>
<th>AUDIO CONFERENCING-VOIP</th>
<th>AUDIO CONTROLS</th>
<th>FACILITATOR FUNCTIONS</th>
<th>FILE TRANSFER</th>
<th>INSTANT MESSAGING</th>
<th>KEYBOARD-MOUSE CONTROL</th>
<th>SCREEN SHARE</th>
<th>VIDEO CONFERENCING</th>
<th>VIRTUAL WHITEBOARD</th>
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</thead>
<tbody>
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<td>79%</td>
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<td>81%</td>
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<tr>
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<th>OVERALL FEATURE SATISFACTION</th>
<th>APPLICATION SHARE</th>
<th>AUDIO CONFERENCING-CALL-IN BRIDGE</th>
<th>AUDIO CONFERENCING-VOIP</th>
<th>AUDIO CONTROLS</th>
<th>FACILITATOR FUNCTIONS</th>
<th>FILE TRANSFER</th>
<th>INSTANT MESSAGING</th>
<th>KEYBOARD-MOUSE CONTROL</th>
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<td>79%</td>
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<tr>
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<td>BigMarker</td>
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<td>92%</td>
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<td>75%</td>
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<tr>
<td>PGi GlobalMeet</td>
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<td>100%</td>
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</table>
Web Conferencing Category Report

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 Web Conferencing software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

<table>
<thead>
<tr>
<th>Product Features</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Application share</td>
<td>Ability to share a single application only for viewing by web conference participants</td>
</tr>
<tr>
<td>Audio conferencing - VoIP</td>
<td>Voice conferencing through a web conference bridge</td>
</tr>
<tr>
<td>Audio conferencing-call-in bridge</td>
<td>Voice conferencing through a PSTN conference bridge</td>
</tr>
<tr>
<td>Audio controls</td>
<td>Ability to control the participation of attendees’ audio, including muting functions</td>
</tr>
<tr>
<td>Facilitator functions</td>
<td>Features that assist with meeting facilitation, including raising hand or voting buttons</td>
</tr>
<tr>
<td>File transfer</td>
<td>Ability to transfer files between meeting participants</td>
</tr>
<tr>
<td>Instant messaging</td>
<td>Sending of instant messages to individuals or to the group</td>
</tr>
<tr>
<td>Keyboard+mouse control</td>
<td>Host can grant or remove control</td>
</tr>
<tr>
<td>Screen share</td>
<td>Ability to share a computer screen for viewing by web conference participants</td>
</tr>
<tr>
<td>Video conferencing</td>
<td>Interactive video conferencing using a webcam</td>
</tr>
<tr>
<td>Virtual whiteboard</td>
<td>Whiteboard application that enables drawing and diagramming</td>
</tr>
</tbody>
</table>

Application share

Ability to share a single application only for viewing by web conference participants

<table>
<thead>
<tr>
<th>Product</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
</tr>
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<tbody>
<tr>
<td>Skype</td>
<td>72%</td>
<td>24%</td>
<td>4%</td>
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</tr>
<tr>
<td>Zoom</td>
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<td>81%</td>
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<td>81%</td>
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<tr>
<td>BlueJeans</td>
<td>81%</td>
<td>81%</td>
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</tr>
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<td>GoToMeeting</td>
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<tr>
<td>Blizz</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Google Hangouts</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Lifesize Cloud</td>
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CATEGORY AVERAGE 83%
## Audio conferencing - VoIP
Voice conferencing through a web conference bridge

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<thead>
<tr>
<th>Product</th>
<th>Feature</th>
<th>Delights</th>
<th>Highly Satisfies</th>
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<th>Disappoints</th>
<th>Satisfaction</th>
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<td>CISCO WEBEX MEETINGS</td>
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<tr>
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<td><em>Skype</em></td>
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</tr>
<tr>
<td>4</td>
<td><em>Zoom</em></td>
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### CATEGORY AVERAGE
84%

## Audio conferencing - call-in bridge
Voice conferencing through a PSTN conference bridge

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<thead>
<tr>
<th>Product</th>
<th>Feature</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
<th>Satisfaction</th>
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<td>CISCO WEBEX MEETINGS</td>
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### CATEGORY AVERAGE
83%
## Audio controls

Ability to control the participation of attendees' audio, including muting functions.

### CISCO WEBEX MEETINGS

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<td>36%</td>
<td>9%</td>
<td>--</td>
<td>83%</td>
</tr>
<tr>
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<td>36%</td>
<td>9%</td>
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<td>36%</td>
<td>9%</td>
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</tr>
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<td>78%</td>
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<tr>
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<td>7</td>
<td>55%</td>
<td>36%</td>
<td>9%</td>
<td>--</td>
<td>78%</td>
</tr>
<tr>
<td>Adobe Connect</td>
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<td>36%</td>
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<tr>
<td>Lifesize Cloud</td>
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<td>75%</td>
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<td>36%</td>
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<td>--</td>
<td>75%</td>
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</tbody>
</table>

### CATEGORY AVERAGE

Audio controls: 81%

## Facilitator functions

Features that assist with meeting facilitation, including raising hand or voting buttons.

### CISCO WEBEX MEETINGS

<table>
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<tr>
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<th>Delights</th>
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<th>Almost Satisfies</th>
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<tr>
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<td>13%</td>
<td>--</td>
<td>83%</td>
</tr>
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<td>82%</td>
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<td>37%</td>
<td>13%</td>
<td>--</td>
<td>81%</td>
</tr>
<tr>
<td>Zoho Meeting</td>
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<td>49%</td>
<td>37%</td>
<td>13%</td>
<td>--</td>
<td>81%</td>
</tr>
<tr>
<td>Skype</td>
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<td>37%</td>
<td>13%</td>
<td>--</td>
<td>78%</td>
</tr>
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<td>Adobe Connect</td>
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<td>49%</td>
<td>37%</td>
<td>13%</td>
<td>--</td>
<td>75%</td>
</tr>
<tr>
<td>Google Hangouts</td>
<td>10</td>
<td>49%</td>
<td>37%</td>
<td>13%</td>
<td>--</td>
<td>75%</td>
</tr>
<tr>
<td>BlueJeans</td>
<td>11</td>
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<td>37%</td>
<td>13%</td>
<td>--</td>
<td>75%</td>
</tr>
</tbody>
</table>

### CATEGORY AVERAGE

Facilitator functions: 80%

---

**Web Conferencing Category Report**

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.
# Web Conferencing Category Report

## Product Feature Satisfaction

### File transfer

Ability to transfer files between meeting participants

<table>
<thead>
<tr>
<th>Product</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
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<table>
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<th><strong>GOTOMEETING</strong></th>
<th><strong>TOP PRODUCT</strong></th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
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<tr>
<td><strong>Zoho Meeting</strong></td>
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<td><img src="5/5" alt="5/5" /></td>
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</tr>
<tr>
<td><strong>Google Hangouts</strong></td>
<td>83%</td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>Skype</strong></td>
<td>85%</td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>Blizz</strong></td>
<td>79%</td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>Adobe Connect</strong></td>
<td>77%</td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
</tbody>
</table>

**CATEGORY AVERAGE** 84%

### Instant messaging

Sending of instant messages to individuals or to the group

<table>
<thead>
<tr>
<th>Product</th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BlueJeans</strong></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>BlueJeans</strong></th>
<th><strong>TOP PRODUCT</strong></th>
<th>Delights</th>
<th>Highly Satisfies</th>
<th>Almost Satisfies</th>
<th>Disappoints</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cisco Webex Meetings</strong></td>
<td>84%</td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>GoToMeeting</strong></td>
<td>90%</td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>AnyMeeting</strong></td>
<td>86%</td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>Zoho Meeting</strong></td>
<td>85%</td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>Google Hangouts</strong></td>
<td>83%</td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>Skype</strong></td>
<td>85%</td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>Blizz</strong></td>
<td>55%</td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>Zoom</strong></td>
<td>79%</td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
<tr>
<td><strong>Adobe Connect</strong></td>
<td>77%</td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="4/5" alt="4/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
<td><img src="5/5" alt="5/5" /></td>
</tr>
</tbody>
</table>

**CATEGORY AVERAGE** 85%
# Product Feature Satisfaction

## Keyboard+mouse control

Host can grant or remove control

<table>
<thead>
<tr>
<th>Product</th>
<th>Category Average</th>
<th>Country</th>
<th>Category Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoho Meeting</td>
<td>86%</td>
<td>2</td>
<td>Cisco Webex Meetings</td>
</tr>
<tr>
<td>GoToMeeting</td>
<td>85%</td>
<td>3</td>
<td>Skype</td>
</tr>
<tr>
<td>BlueJeans</td>
<td>83%</td>
<td>4</td>
<td>Zoom</td>
</tr>
<tr>
<td>Blizz</td>
<td>83%</td>
<td>5</td>
<td>BlueJeans</td>
</tr>
<tr>
<td>Zoom</td>
<td>83%</td>
<td>6</td>
<td>Blizz</td>
</tr>
<tr>
<td>Skype</td>
<td>81%</td>
<td>7</td>
<td>Zoho Meeting</td>
</tr>
<tr>
<td>Google Hangouts</td>
<td>81%</td>
<td>8</td>
<td>Adobe Connect</td>
</tr>
<tr>
<td>Adobe Connect</td>
<td>77%</td>
<td>9</td>
<td>Google Hangouts</td>
</tr>
<tr>
<td>Lifesize Cloud</td>
<td>75%</td>
<td>10</td>
<td>Lifesize Cloud</td>
</tr>
<tr>
<td><strong>CATEGORY AVERAGE</strong></td>
<td><strong>82%</strong></td>
<td><strong>91%</strong></td>
<td></td>
</tr>
</tbody>
</table>

## Screen share

Ability to share a computer screen for viewing by web conference participants

<table>
<thead>
<tr>
<th>Product</th>
<th>Category Average</th>
<th>Country</th>
<th>Category Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Webex Meetings</td>
<td>88%</td>
<td>2</td>
<td>GoToMeeting</td>
</tr>
<tr>
<td>Skype</td>
<td>85%</td>
<td>3</td>
<td>Skype</td>
</tr>
<tr>
<td>Zoom</td>
<td>84%</td>
<td>4</td>
<td>Zoom</td>
</tr>
<tr>
<td>BlueJeans</td>
<td>83%</td>
<td>5</td>
<td>BlueJeans</td>
</tr>
<tr>
<td>Blizz</td>
<td>83%</td>
<td>6</td>
<td>Blizz</td>
</tr>
<tr>
<td>Zoho Meeting</td>
<td>81%</td>
<td>7</td>
<td>Zoho Meeting</td>
</tr>
<tr>
<td>Adobe Connect</td>
<td>80%</td>
<td>8</td>
<td>Adobe Connect</td>
</tr>
<tr>
<td>Google Hangouts</td>
<td>79%</td>
<td>9</td>
<td>Google Hangouts</td>
</tr>
<tr>
<td>Lifesize Cloud</td>
<td>78%</td>
<td>10</td>
<td>Lifesize Cloud</td>
</tr>
<tr>
<td><strong>CATEGORY AVERAGE</strong></td>
<td><strong>84%</strong></td>
<td><strong>91%</strong></td>
<td></td>
</tr>
</tbody>
</table>
**Product Feature Satisfaction**

### Video conferencing

Interactive video conferencing using a webcam

<table>
<thead>
<tr>
<th>Product</th>
<th>Feature</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>GoToMeeting</td>
<td>Delights</td>
<td>72%</td>
</tr>
<tr>
<td></td>
<td>Highly Satisfies</td>
<td>22%</td>
</tr>
<tr>
<td></td>
<td>Almost Satisfies</td>
<td>6%</td>
</tr>
<tr>
<td></td>
<td>Disappoints</td>
<td>--</td>
</tr>
</tbody>
</table>

**GOTOMEETING**

**TOP PRODUCT**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Product</th>
<th>Satisfies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AnyMeeting</td>
<td>92%</td>
</tr>
<tr>
<td>2</td>
<td>Cisco Webex Meetings</td>
<td>91%</td>
</tr>
<tr>
<td>3</td>
<td>Zoom</td>
<td>90%</td>
</tr>
<tr>
<td>4</td>
<td>BlueJeans</td>
<td>89%</td>
</tr>
<tr>
<td>5</td>
<td>Skype</td>
<td>88%</td>
</tr>
<tr>
<td>6</td>
<td>Zoho Meeting</td>
<td>84%</td>
</tr>
<tr>
<td>7</td>
<td>Google Hangouts</td>
<td>81%</td>
</tr>
<tr>
<td>8</td>
<td>Zoho Meeting</td>
<td>81%</td>
</tr>
<tr>
<td>9</td>
<td>Lifesize Cloud</td>
<td>81%</td>
</tr>
<tr>
<td>10</td>
<td>Blizz</td>
<td>80%</td>
</tr>
</tbody>
</table>

**CATEGORY AVERAGE 85%**

### Virtual whiteboard

Whiteboard application that enables drawing and diagramming

<table>
<thead>
<tr>
<th>Product</th>
<th>Feature</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoom</td>
<td>Delights</td>
<td>89%</td>
</tr>
<tr>
<td></td>
<td>Highly Satisfies</td>
<td>89%</td>
</tr>
<tr>
<td></td>
<td>Almost Satisfies</td>
<td>--</td>
</tr>
<tr>
<td></td>
<td>Disappoints</td>
<td>--</td>
</tr>
</tbody>
</table>

**ZOOM**

**TOP PRODUCT**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Product</th>
<th>Satisfies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cisco Webex Meetings</td>
<td>86%</td>
</tr>
<tr>
<td>2</td>
<td>Blizz</td>
<td>83%</td>
</tr>
<tr>
<td>3</td>
<td>Google Hangouts</td>
<td>82%</td>
</tr>
<tr>
<td>4</td>
<td>GoToMeeting</td>
<td>81%</td>
</tr>
<tr>
<td>5</td>
<td>Skype</td>
<td>81%</td>
</tr>
<tr>
<td>6</td>
<td>AnyMeeting</td>
<td>78%</td>
</tr>
<tr>
<td>7</td>
<td>Zoho Meeting</td>
<td>77%</td>
</tr>
<tr>
<td>8</td>
<td>Lifesize Cloud</td>
<td>75%</td>
</tr>
<tr>
<td>9</td>
<td>Adobe Connect</td>
<td>75%</td>
</tr>
</tbody>
</table>

**CATEGORY AVERAGE 81%**