April 2019

#### CATEGORY REPORT

# Web Conferencing

Adobe Connect AnyMeeting Blizz BlueJeans Cisco Webex Meetings Google Hangouts GoToMeeting Lifesize Cloud Microsoft Teams

Skype Zoho Meeting Zoom









#### Web Conferencing Category Report

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### 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.

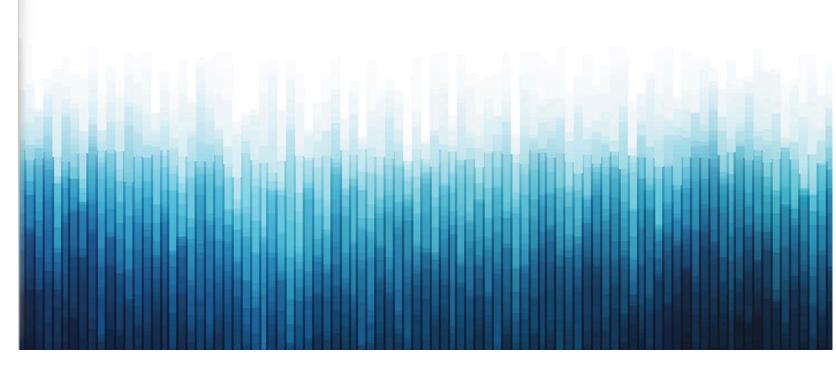


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#### **Category Report**

# Software Directory

#### WEB CONFERENCING 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 vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.



CATEGORY REPORT

### Web Conferencing Software

Adobe Connect	AnyMeeting
Seehive	S Biba
😝 Blizz	<b>■ BlueJeans</b>
🔤 EZTalks	G Google Hangouts
<ul> <li>Highfive Video Conferencing Software</li> </ul>	iLinc for Meetings
🛰 Join.me	☞ Lifesize Cloud
Mikogo	ON24 Webinar Platform
PGi GlobalMeet	Polycom Cloud Services
S Real - Time Collaboration Hub	Skype
UberConference	🚥 VeriShow Video Live chat
West Conferencing & Collaboration	<b>Workplace Chat</b>
Zoom	

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#### Arkadin Anywhere

- BigMarker
- **Cisco Webex Meetings**
- **\*** GoToMeeting
- **...** Jamvee unified conferencing
- Microsoft Teams
- > Onstream Web conferencing
- **P** ReadyTalk Global Meet Meeting
- **Skype for Business**
- **O Webinato Platform**
- **Z** Zoho Meeting



# **SOFTWARE REVIEWS** Data Quadrant

INFO~TECH Software **Reviews** 

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

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

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WEB CONFERENCING



#### **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).



# **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.

RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT		NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	🗱 Cisco Webex Meetings	9.0/10	+92	<b>;;;</b>	1% NEGATIVE 93% POSITIVE	84%	89%	94%	94
DOB MERLET	Z Zoho Meeting	8.9/10	+100	c	NEGATIVE 100% POSITIVE	82%	81%	94%	22
GG & BARRINST	Blizz	8.6/10	+91	$\overline{\mathbf{c}}$	1% NEGATIVE 92% POSITIVE	82%	82%	88%	57
GO DARGUNT	G Google Hangouts	8.5/10	+91	<b>;;;</b>	1% NEGATIVE 92% POSITIVE	80%	81%	87%	114
5	Adobe Connect	8.1/10	+86	÷	3% NEGATIVE 89% POSITIVE	77%	<b>78</b> %	88%	56
5	* GoToMeeting	8.1/10	+83	÷	5% NEGATIVE 88% POSITIVE	81%	86%	88%	26
7	<b>B</b> IUeJeans	8.0/10	+84	÷	2% NEGATIVE 86% POSITIVE	<b>78</b> %	81%	82%	18
8	Skype	7.9/10	+83	<b>;;;</b>	4% NEGATIVE 87% POSITIVE	<b>79</b> %	83%	86%	113
9	AnyMeeting	7.8/10	+84	C	4% NEGATIVE 88% POSITIVE	<b>78</b> %	81%	75%	20
10	Zoom	7.6/10	+70	$\bigcirc$	6% NEGATIVE 76% POSITIVE	78%	83%	87%	12
AVE	AGE SCORES	8.2/10	+84	$\overline{\bigcirc}$	3% NEGATIVE 88% POSITIVE	79%	82%	86%	53

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Data Quadrant

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Product Feature Summary Product Feature
 Satisfaction

# **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.

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	$\bigcirc$	8% NEGATIVE 80% POSITIVE	<b>72</b> %	75%	83%	10
	Microsoft Teams		+76	$\bigcirc$	5% NEGATIVE 81% POSITIVE	73%		<b>79</b> %	98
AVE	RAGE SCORES	8.2/10	+84	Ċ	3% NEGATIVE 88% POSITIVE	79%	82%	86%	53

	VENDORS WITH INSUFFICIENT DATA							
	UberConference		+64 😁	13% NEGATIVE 77% POSITI	 /E		85%	8
	😁 Arkadin Anywhere		+93 😇	1% NEGATIVE 94% POSITI			83%	7
	Conferencing & Collaboration		+99 😇	NEGATIVE 99% POSITI			97%	6
	BigMarker		+97 😇	NEGATIVE 97% POSITI			97%	3
	EZTalks		+100 😇	NEGATIVE 100% POSITI			87%	3
	Soin.me		+87 😇	NEGATIVE 87% POSITI			83%	3
	Mikogo		+98 😇	- NEGATIVE 98% POSITI			100%	2
	Onstream Web conferencing		+90 😁	- NEGATIVE 90% POSITI			95%	2
CATEGORY REPORT	Table of Data Quadrant Category Derview	/endor Capability Summary	Vendor Capability Satisfaction	Product Feature Summary Product Satisf	ct Feature action	Emotional Footprint Summary	Emotiona Footprint	l

## 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.

VENDOR	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 IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Cisco Webex Meetings	84%	<b>87</b> %	85%	86%	84%	84%	84%	<b>82</b> %	85%	<b>79</b> %	80%	85%
Zoho Meeting	82%	85%	83%	80%	<b>82</b> %	77%	81%	80%	83%	83%	89%	84%
Blizz	82%	85%	85%	86%	77%	85%	81%	<b>79</b> %	83%	80%	77%	84%
GoToMeeting	81%	81%	80%	<b>87</b> %	81%	85%	80%	<b>79</b> %	74%	80%	<b>81</b> %	82%
Google Hangouts	80%	81%	<b>79</b> %	82%	77%	82%	81%	<b>78%</b>	78%	73%	77%	85%
Skype	79%	81%	<b>79</b> %	<b>79</b> %	75%	81%	75%	80%	<b>79</b> %	<b>76</b> %	77%	86%
Zoom	78%	77%	73%	<b>79%</b>	80%	94%	71%	75%	69%	83%	<b>72</b> %	82%
BlueJeans	78%	<b>79%</b>	75%	83%	81%	<b>76</b> %	76%	<b>79</b> %	<b>78</b> %	<b>72</b> %	81%	<b>79%</b>
AnyMeeting	78%	<b>71%</b>	74%	83%	<b>81</b> %	76%	<b>79</b> %	74%	<b>79</b> %	84%	<b>81</b> %	76%
Adobe Connect	77%	<b>78%</b>	82%	77%	75%	75%	80%	75%	75%	74%	<b>79</b> %	74%
CATEGORY AVERAGE	79%	80%	<b>78</b> %	80%	79%	80%	<b>78</b> %	77%	77%	<b>78</b> %	<b>78</b> %	81%
VENDORS WITH INSUFFICIENT DATA												

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Microsoft Teams	73%	76%	<b>76</b> %	75%	73%	76%	<b>71%</b>	<b>71%</b>	<b>71</b> %	<b>71%</b>	73%	75%
Lifesize Cloud	<b>72</b> %	80%	65%	68%	75%	75%	72%	75%	75%	72%	64%	75%
CATEGORY AVERAGE	79%	80%	<b>78</b> %	80%	<b>79</b> %	80%	<b>78</b> %	77%	77%	<b>78</b> %	78%	81%
VENDORS WITH INSUFFICIENT DATA												
UberConference	78%	72%	75%	75%	81%	81%	75%	75%	88%	75%	78%	84%
Arkadin Anywhere	82%	86%	82%	<b>79</b> %	68%	89%	82%	86%	82%	82%	<b>79%</b>	89%
West Conferencing & Collaboration	91%	88%	83%	92%	92%	<b>92</b> %	96%	88%	92%	92%	92%	96%
BigMarker	89%	100%	75%	92%	92%	<b>92</b> %	83%	83%	<b>92</b> %	92%	83%	92%
EZTalks	86%	83%	83%	83%	92%	83%	83%	83%	83%	83%	83%	100%
Join.me	71%	75%	58%	75%	58%	75%	<b>67</b> %	83%	67%	<b>67</b> %	83%	75%
Mikogo	89%	100%	88%	100%	75%	75%	100%	75%	100%	100%	75%	88%
Onstream Web conferencing	88%	88%	75%	100%	88%	75%	88%	88%	100%	75%	88%	100%

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Category Overview

### **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.

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.

	eetings <b>SCO WEBEX MEETINGS</b> PRODUCT	Delights Highly Satisfies Almost Satisfies Disappoints	<b>ᡥ ᡥ ᡥ ᢜ </b> <b>ݰ </b>		7% ness Value reated
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З	Z Zoho Meeting		<b>ᡥ ᡥ  ᡥ</b>	<b>ݰ ݰ ݰ ݰ</b>	85%
4	G Google Hangouts		<mark>ᡥ</mark> ᡥ ᡥ ᡥ	<b>ᡥ ᡥ ᡥ ᡥ</b>	81%
5	* GoToMeeting		<mark>ᡥ</mark> ᡥ ᡥ ᡥ	<b>ᡥ ᡥ ᡥ ᡥ</b>	81%
6	Skype		<mark>ᡥ ᡥ </mark> *	<b>ᡥ ᡥ ᡥ ᡥ</b>	81%
7	😂 Lifesize Cloud		<mark>ᡥ</mark> ᡥ ᡥ ᡥ	<b>ᡥ ᡥ ᡥ ᡥ</b>	80%
8	<b>E</b> I BlueJeans		<mark>ᡥ</mark> ᡥ ᡥ ᡥ	<b>ᡥ ᡥ ᡥ ᡥ</b>	<b>79</b> %
9	Adobe Connect		<mark>ᡥ</mark> ᡥ ᡥ ᡥ	<b>ᡥ ᡥ ᡥ ᡥ</b>	<b>78</b> %
10	Zoom		<mark>ᡥ</mark> ᡥ ᡥ ᡥ	<b>ᡥ ᡥ ᡥ ᡥ</b>	77%
			CATE	GORY AVERAGE	80%

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

Category

E Vendor Capability Summary



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<b>ᡥ ᡥ ᡥ ᡥ</b>	45%
	4%
nts	



#### **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.

#### This section provides detailed information on user satisfaction for each 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.

	iouror	Delights	<b>m m m m m</b>	52%		•1	GoToMeeting	Delights	<b>ݰݰݰ</b>	54%	
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		Almost Satisfies	<b>†</b>	11%	Breadth of Features		PRODUCT	Almost Satisfies	<b>n</b>	8%	Quality of Features
BLIZZ POP PRODUCT 2 Cisco Webe 3 Z Zoho Meetin 4 Adobe Conn 5 Skype		Disappoints						Disappoints			
2 👑 Cisco Web	oex Meetings		<b>n n</b>	<b>ᡥ ᡥ ᡥ ᡥ  ᡥ ᡥ</b>	85%	2	🗱 Cisco Webex Meetings			<mark>ᡥ ᡥ ᡥ ᢜ ᢜ ᡥ </mark>	86
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😽 GoToMeet	ting		ŵ ŵ	<b>ݰ ݰ ݰ ݰ ݰ ݰ</b>	80%	5	P AnyMeeting			<b>ᡥ ᡥ ᡥ ᡥ  ᡥ </b>	83
G Google Ha	angouts		<b>n n</b>	<b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ</b>	<b>79</b> %	6	G Google Hangouts			<mark>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ </mark>	82
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B Hicrosoft	Teams		<b>m</b> m	ñ ñ ñ ñ ñ ñ ñ	76%	8	Skype			<mark>ᡥ ᡥ </mark>	79
<b>B</b> BlueJeans	5		<b>m</b> m	ñ ñ ñ ñ ñ ñ ñ	75%	9	Zoom			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	n 79
C 📮 AnyMeetin	ng		<b>n n</b>	ñ ñ ñ ñ ñ ñ	74%	10	Adobe Connect			<mark>ᡥ ᡥ</mark> ᢜ Ť Ť Ť Ť Ť	n 77
				CATEGORY AVERAG	iE <b>78</b> %					CATEGORY AVERA	GE 80

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Category Overview

Product Feature Summary

### INFO~TECH

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig

**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**

deeper into areas of particular interest or concern.

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.

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/ebex M	eetings	Highly Satisfies	<b>ᡥ ᡥ ᡥ</b>	Î.	42%	84%				Highly Satisfies	<b>ᡥ ᡥ ᡥ</b>	25%	~ g	)4 "
	SCO WEBEX MEETINGS	Almost Satisfies	<b>n</b>		12%	Product Strategy and Rate of Improvement				Almost Satisfies				ability and uitiveness
		Disappoints	5							Disappoints				
2	Z Zoho Meeting			<b>ᡥ                                    </b>	<b></b>	<b>n n</b> 829	<b>2</b>	8	Blizz		<mark>ᡥ</mark> ᡥ ᡥ	<b>† †</b> †	<b>* * *</b>	85
3	AnyMeeting			<mark>ᡥ                                    </mark>	<b></b>	<b>n n</b> 819	6 <b>3</b>	*	GoToMeeting		<b>ᡥ ᡥ </b> *	<b>† † †</b>	<b>* * *</b>	8
ł	* GoToMeeting			<mark>ᡥ ᡥ </mark> <b>ᡥ</b>	<b>* * *</b> *	<b>n n</b> 819	<b>4</b>	alulu tisto	Cisco Webex Meetings		<mark>ᡥ</mark> 🛉 🛉	<b>† †</b> †	<b>ݰ ݰ ݰ</b>	8
5	<b>B</b> IueJeans			<b>ᡥ ᡥ ᢜ ᢜ</b>	<b>* * *</b> *	<b>n n</b> 819	6 5	G	Google Hangouts		<mark>ᡥ</mark> 🛉 🛉	ŤŤ	<b>ݰ ݰ ݰ</b>	8
5	🗢 Zoom			<b>ᡥ ᡥ ᡥ </b>	<b>י װ װ װ</b>	<b>n n</b> 80'	6	6	Skype		<mark>ᡥ</mark> 谢 👘	<b>ṁ ṁ ṁ</b>	<b>ݰ ݰ ݰ</b>	8
7	G Google Hangouts			<b>ᡥ ᡥ ᡥ </b>	<b>* * *</b> *	<b>* *</b> 77	<b>6 7</b>	2	Zoho Meeting		<b>n n n</b>	<b>n n</b> 1	<b>ݰ ݰ ݰ</b>	7
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				CATE	GORY AVE	RAGE 79°	6				CA	TEGORY	AVERAGE	8

CATEGORY REPORT

Data Quadrant

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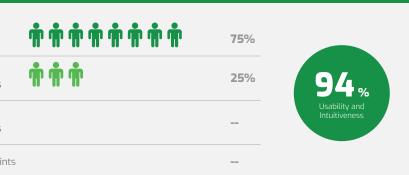
E Vendor Capability Summary

Category Overview

Vendor Capability Satisfaction

Product Feature Summary







### **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.

#### 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.

C		Delights <b>m m m m</b>		·· ··	···		C		Delights	<b>* * *</b> *					
Webex M	eetings	Highly Satisfies	<b>n</b> n n	<b>n</b> n	45%	84%	Webex N	Neetings	Highly Satisfies		l	38%		2 %	
	SCO WEBEX MEETINGS	Almost Satisfies	<b>m</b>		10%	Vendor Support	dor Support CISCO WEBEX MEETINGS TOP PRODUCT			Almost 👖		13%		Ease of Data Integration	
		Disappoint	S						Disappoints			2%			
2	😂 Blizz			<b>n n n</b>	<b>ᡥ ᡥ ᡥ ᡥ</b> 1	<b>m</b> 81%	2	S Skype			<b>ᡥ ᡥ ᡥ 1</b>	י <b>ה ה ה ה</b>	<b>m</b>	80%	
3	G Google Hangouts			<mark>ਜ</mark> ਾ ਜਾ ਜਾ ਜਾ	<b>* * * *</b> *	<b>m</b> 81%	3	Z Zoho Meeting			<b>* * *</b> * *	י <b>ה ה ה ה</b>	Ť	80%	
4	Z Zoho Meeting			<b>n n n</b>	<b>* * *</b> * *	<b>*</b> 81%	4	<b>BlueJeans</b>			<mark>ᡥ ᡥ ᡥ </mark>	ף <b>ה ה ה ה</b>	<b>m</b>	<b>79</b> %	
5	* GoToMeeting			<b>* * *</b>	<b>* * *</b> * *	<b>*</b> 80%	5	😂 Blizz			<b>* * *</b> * *	ף <b>ה ה ה</b> ח	Ť	79%	
6	Adobe Connect			<b>* * *</b>	<b>* * *</b> * *	<b>*</b> 80%	6	* GoToMeeting			<b>*</b> * * * *	ף <b>ה ה ה ה</b>	<b>m</b>	<b>79</b> %	
7	AnyMeeting			<mark>ਜ</mark> ਾ ਜਾ ਜਾ ਜਾ	<b>* * * *</b> *	<b>* 79</b> %	7	G Google Hangouts			<b>* * *</b> * *	ף <b>וֹז וֹז וֹז וֹ</b>	Ť	<b>78</b> %	
8	<b>B</b> I BlueJeans			<b>n</b> n n n	<b>* * * *</b> *	<b>* 76</b> %	8	Zoom			<b>* * *</b> * *	ף <b>ה ה ה ה</b>	Ť	<b>75</b> %	
9	Skype			<b>n n n</b>	<b>* * * *</b> *	<b>* 75</b> %	9	🗢 Lifesize Cloud			††††	ף <b>ה ה ה</b> ח	Ŵ	<b>75</b> %	
10	🥯 Lifesize Cloud			<b>* * *</b>	<b>* * *</b> * *	<b>* 72</b> %	10	Adobe Connect			<b>* * *</b> * *	ף <b>ז ז ז ז ז</b>	<b>m</b>	<b>75</b> %	
				CA	TEGORY AVE	RAGE 78%					CAT	GORY AVE	RAGE	77%	

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Product Feature Summary





#### **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.

#### 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.

		Delights Highly Satisfies Almost Satisfies	<b>ᡥ ᡥ ᢜ ᢜ</b> <b>ݰ </b>	<b>n</b>	48% 44% 8%	<b>85%</b> Ease of IT Administration	A	anymeeting NYMEETING PRODUCT	Delights Highly Satisfies Almost Satisfies	<b>ኯ፟ ኯ፟ ኯ፟</b> ኯ፟ ኯ፟ ኯ <b></b>	•••	40% 55% 5%	8	B4% Ease of ustomization
2	Z Zoho Meeting	Disappoints		<b></b>	 • • • • • • • • • •	<b>n</b> 83%	2	Zoom	Disappoints		<mark>ᡥ</mark> ᡥ ᡥ	 <b>װ װ װ װ</b>	<b>ᡥ ᡥ ᡥ</b>	83%
3	😂 Blizz			<b>*</b> * * * *	<b></b>	<b>83</b> %	з	Z Zoho Meeting			<b>***</b>	<b>ir ṁ ṁ</b> 1	ŧŧ	839
4	📮 AnyMeeting			<b>*</b> * * * *	<b></b>	<b>79%</b>	4	* GoToMeeting			<b>ᡥ ᡥ ᡥ</b> 1	<b>ir † †</b> (	<b>ñ ń ń</b>	809
5	Skype			<b>* * * *</b>	<b></b>	<b>79</b> %	5	😝 Blizz			<b>* * *</b> *	<b>ir ṁ ṁ</b> (	<b>* * *</b>	809
6	G Google Hangouts			<mark>ᡥ</mark> ᢜ Ť Ť	<b>ݰݰݰ</b>	<b>78</b> %	6	nut Cisco Webex Meetings			<b>ᡥ ᡥ ᡥ</b>	<b>ir ir ir</b> 1	<b>* * *</b>	<b>79</b> %
7	<b>⊡</b> t BlueJeans			<b>* * * *</b>	<b>***</b>	<b>78</b> %	7	Skype			<b>ᡥ ᡥ ᡥ *</b>	<b>i                                    </b>	<b>† † †</b>	76%
8	🗢 Lifesize Cloud			<b>* * * *</b>	<b>* * * *</b>	<b>75</b> %	8	Adobe Connect			<b>ᡥ ᡥ ᡥ</b>	<b>'n ṁ ᡥ</b> '	<b>ਜੈ ਜੈ ਜੈ</b>	749
9	Adobe Connect			<b>* * * *</b>	<b>* * * *</b>	<b>75%</b>	9	G Google Hangouts			<b>ᡥ ᡥ ᡥ</b>	<b>i                                    </b>	<b>* * *</b>	73%
0	✤ GoToMeeting			<b>* * * *</b>	<b>ݰ</b> ݰ <b>ݰ</b>	<b>74</b> %	10	<b>B</b> IUeJeans			<b>ᡥ ᡥ ᡥ</b>	<b>ir † †</b> 1	<b>ਜ ਜ ਜ</b>	72%
				CATE	GORY AVER	AGE 77%					CAT	EGORY .	AVERAGE	<b>78</b> %

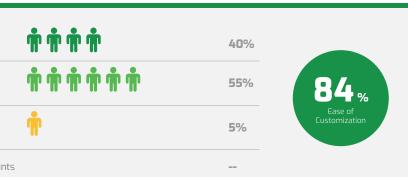
CATEGORY REPORT

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### **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.

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.

<u></u>		Delights <b><b><b><b><b><b></b></b></b></b></b></b>					Delights	<b>n n n n</b>	53%	
£}		Highly Satisfies	<b>ݰ ݰ ݰ ݰ</b>	45%	89%		Highly Satisfies	<b>n n n</b>	39%	
ZOHO MEET	ING	Almost Satisfies			Availability and Juality of Training	SKYPE TOP PRODUCT	Almost Satisfies		8%	Ease of Implementation
		Disappoints					Disappoints			
2 📮 AnyMeeting	I		<mark>n</mark> n n	<b>ᡥ ᡥ ᡥ ᡥ </b>	<b>81</b> %	2 G Google Hangouts		<mark>ᡥ</mark> ᡥ ᡥ	<b>ݰ</b> ݰ <b>ݰ</b>	<b>m</b> 85
3 🛠 GoToMeetii	g		<mark>ਜ</mark> ੈ ਜੈ ਜੈ	<b>ᡥ                                    </b>	81%	3 Cisco Webex Meetings		<mark>n</mark> n n	<b>* * * *</b>	<b>m</b> 85
4 El BlueJeans			<b>n n n</b>	<b>ᡥ ᡥ ᡥ  ᡥ</b>	81%	4 🚳 Blizz		<mark>ᡥ</mark> ᡥ ᡥ	<b>*</b> * * * *	<b>m</b> 84
5 👑 Cisco Webe	x Meetings		<mark>n</mark> n n	<b>ᡥ ᡥ ᡥ ᡥ ᡥ</b>	80%	5 Z Zoho Meeting		<mark>n</mark> n n	<b>ݰݰݰ</b>	<b>m</b> 84
6 Adobe Con	iect		<b>n n n</b>	<b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ</b>	<b>79</b> %	6 O Zoom		<b>m m m</b>	<b></b>	<b>m</b> 82
7 🙆 Blizz			<b>n n</b>	<b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ</b>	77%	7 * GoToMeeting		<mark>n</mark> n n	<b></b>	<b>m</b> 82
B Skype			<b>n</b> n n	<b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ</b>	77%	8 El BlueJeans		<mark>ᡥ</mark> ᡥ ᡥ	<b></b>	<b>n</b> 79
9 G Google Han	gouts		<b>n n n</b>	<b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ</b>	77%	9 📮 AnyMeeting		<b>n n n</b>	<b></b>	<b>m</b> 76
O Hicrosoft T	eams		<b>n</b> n n	<b>ᡥ ᡥ ᡥ ᡥ ᡥ</b>	73%	10 Hicrosoft Teams		<b>n</b> n n	<b></b>	<b>m</b> 7 <u>4</u>
				CATEGORY AVERAG	E 78%			C/	TEGORY AVER	AGE 81

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Data Quadrant

Category Overview

E Vendor Capability Summary

Product Feature Summary



### **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.

VENDOR	OVERALL FEATURE SATISFACTION	APPLICATION SHARE	AUDIO CONFERENCING- CALL-IN BRIDGE	AUDIO CONFERENCING - VOIP	AUDIO CONTROLS	FACILITATOR FUNCTIONS	FILE TRANSFER	INSTANT MESSAGING	KEYBOARD+MOUSE CONTROL	SCREEN SHARE	VIDEO CONFERENCING	VIRTUAL WHITEBOARD
Cisco Webex Meetings	89%	92%	89%	92%	86%	84%	88%	90%	86%	91%	91%	86%
GoToMeeting	86%	81%	88%	88%	83%	81%	92%	90%	85%	88%	92%	81%
Zoom	83%	81%	88%	86%	80%	83%	<b>71%</b>	<b>79</b> %	83%	<b>84</b> %	90%	<b>89</b> %
Skype	83%	83%	81%	86%	<b>78</b> %	<b>78</b> %	<b>82</b> %	85%	81%	85%	88%	81%
Blizz	82%	80%	86%	83%	81%	83%	81%	83%	83%	83%	80%	83%
AnyMeeting	81%	81%	81%	83%	<b>78%</b>	83%	81%	86%	75%	75%	<b>92</b> %	<b>78</b> %
BlueJeans	81%	81%	<b>78</b> %	81%	<b>72%</b>	75%	84%	91%	83%	83%	89%	75%
Zoho Meeting	81%	<b>78</b> %	<b>76</b> %	<b>78%</b>	81%	<b>78</b> %	84%	85%	86%	81%	84%	77%
Google Hangouts	81%	80%	<b>78</b> %	83%	<b>82</b> %	<b>76</b> %	<b>82</b> %	83%	81%	<b>79</b> %	81%	<b>82</b> %
Adobe Connect	77%	78%	<b>79</b> %	77%	75%	82%	80%	77%	77%	80%	73%	75%
CATEGORY AVERAGE	82%	83%	83%	84%	81%	80%	84%	85%	82%	84%	85%	81%

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Category Overview

Product Feature Summary

### **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.

VENDOR	OVERALL FEATURE SATISFACTION	APPLICATION SHARE	AUDIO CONFERENCING- CALL-IN BRIDGE	AUDIO CONFERENCING - VOIP	AUDIO CONTROLS	FACILITATOR FUNCTIONS	FILE TRANSFER	INSTANT MESSAGING	KEYBOARD+MOUSE CONTROL	SCREEN SHARE	VIDEO CONFERENCING	VIRTUAL WHITEBOARD
Lifesize Cloud	75%	<b>79</b> %	<b>72%</b>	<b>72</b> %	<b>75</b> %	<b>67</b> %	83%	75%	75%	<b>78%</b>	81%	75%
CATEGORY AVERAGE	82%	83%	83%	84%	81%	80%	84%	85%	82%	84%	85%	81%
VENDORS WITH INSUFFICIENT DATA												
UberConference	89%	95%	85%	90%	80%	95%	90%	90%	90%	95%	80%	85%
Arkadin Anywhere	89%	92%	96%	96%	88%	71%	92%	96%	83%	92%	96%	<b>79</b> %
West Conferencing & Collaboration	89%	83%	83%	92%	88%	92%	100%	88%	88%	100%	100%	71%
EZTalks	89%	75%	100%	88%	88%	88%	88%	100%	100%	88%	75%	88%
BigMarker	<b>87</b> %	75%	92%	83%	83%	83%	83%	83%	92%	100%	92%	92%
Join.me	69%	75%	75%	75%	83%	75%	75%	42%	75%	58%	<b>67</b> %	58%
Mikogo	89%	100%	100%	88%	88%	88%	75%	100%	88%	88%	88%	75%
Onstream Web conferencing	89%	88%	88%	75%	100%	88%	88%	88%	88%	100%	88%	88%
PGi GlobalMeet	80%	75%	88%	88%	100%	88%	88%	63%	75%	75%	63%	75%

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Category Overview

Product Feature Summary



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.

### **Application share**

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

Application share	Ability to share a single application only for viewing by web conference participants	0	)	Delights
Audio conferencing - VoIP	Voice conferencing through a web conference bridge		SCO WEBEX	Highly Satisfies
Audio conferencing-call-in bridge	Voice conferencing through a PSTN conference bridge	M	EETINGS	Almost Satisfies
Audio controls	Ability to control the participation of attendees' audio, including muting functions			Disappoints
Facilitator functions	Features that assist with meeting facilitation, including raising hand or voting buttons	2	S Skype	
File transfer	Ability to transfer files between meeting participants	з	Zoom	
Instant messaging	Sending of instant messages to individuals or to the group	4	P AnyMeeting	
Keyboard+mouse control	Host can grant or remove control	5	<b>B</b> IUeJeans	
Screen share	Ability to share a computer screen for viewing by web conference participants	6	* GoToMeeting	
Video conferencing	Interactive video conferencing using a webcam	7	😂 Blizz	
Virtual whiteboard	Whiteboard application that enables drawing and diagramming	8	G Google Hangouts	

Category Overview

9

10

**☞** Lifesize Cloud

Adobe Connect

Product Feature Summary

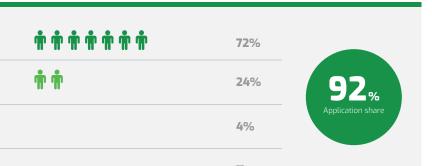




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<b>ݰ ݰ ݰ ݰ ݰ ݰ</b>	80%
<b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ</b>	<b>79</b> %
<b>ᡥ ᡥ ᡥ ᢜ ᢜ ᢜ</b>	78%
CATEGORY AVERAGE	83%

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<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	81%
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<mark>ᡥ ᢜ ᢜ ᢜ ᢜ Ť Ť Ť Ť Ť</mark>	<b>78</b> %





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.

### **Audio conferencing - VolP**

Voice conferencing through a web conference bridge

### Audio conferencing-call-in bridge

Voice conferencing through a PSTN conference bridge

C		Delights	<b>m m m</b>	<b>n n</b> n	<b>67</b> %		0	)	Delights
	SCO WEBEX	Highly Satisfies	<b>ᡥ ᡥ </b>		33%	92%		SCO WEBEX	Highly Satisfies
M		Almost Satisfies				Audio onferencing - VolP	M		Almost Satisfies
		Disappoints				_			Disappoints
2	* GoToMeeting			<b>*</b> * * * *	<b></b>	88%	2	Zoom	
3	Skype			<b>*</b> * * * *	<b>.</b>	86%	З	* GoToMeeting	
4	Zoom			<b>* * *</b> * *	<b>.</b>	86%	4	😝 Blizz	
5	AnyMeeting			<b>* * *</b> * *	ñ ñ ñ ñ ñ	83%	5	Skype	
6	G Google Hangouts			<b>* * *</b> * *	<b></b>	83%	6	AnyMeeting	
7	😝 Blizz			<b>n n n n</b>	<b></b>	83%	7	Adobe Connect	
8	<b>BlueJeans</b>			<b>ᡥ ᡥ ᡥ ᡥ</b>	ñ	81%	8	G Google Hangouts	
9	Z Zoho Meeting			<b>n n n n</b>	<b></b>	<b>78</b> %	9	<b>B</b> IueJeans	
10	Adobe Connect			<b>n n n n</b> 1	ñ ñ ň ň ň	77%	10	Z Zoho Meeting	
				CAT	EGORY AVERAGE	84%			

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Category Overview

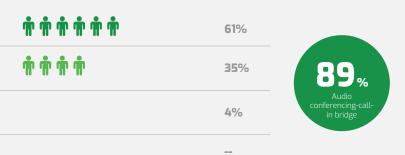
Product Feature Summary





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TEG	OR	Y	<b>AV</b> (	ER/	AGE	83%

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<mark>ᡥ ᡥ ᡥ ᡥ ᢜ ᢜ ᢜ ᢜ </mark> ᢜ	81%
<b>ᡥ ᡥ ᡥ ᡥ  ᡥ   </b>	81%
<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	<b>79</b> %
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<mark>ᡥ</mark> ᡥ ᡥ <b>ᡥ </b>	<b>78</b> %
<mark>ᡥ</mark> ᡥ ᡥ <b>ᡥ </b>	<b>76</b> %
CATEGORY AVERAGE	83%



**^ ^ ^ ^ ^ ^** 

### INFO~TECH

18

88%

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.

### **Audio controls**

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

### **Facilitator functions**

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

CISCOWEBEX MEETINGS TOP PRODUCT 2 * GoToMeeting	Delights	<b>ᡥ                                    </b>	<b>n</b> 55	%		0		Delights	<b>* * * *</b>	499	6	
	Highly Satisfies	<b>ᡥ ᡥ ᡥ</b>	36	%	B6% Vebex Meetings			Highly Satisfies	<b>n n n n</b>	379	6	84%
MEETINGS	Almost Satisfies	ń	9%		Audio controls	M	EETINGS	Almost Satisfies	Ŵ	13%		Facilitator functions
	Disappoint	5		-				Disappoints				
2 😽 GoToMeeting			<mark>ᡥ                                    </mark>	ŧ ŧ ŧ	83%	2	AnyMeeting			<b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ</b>	ŧ ŧ ŧ	83
G Google Hang	its		<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ	ŧ ŧ ŧ	82%	3	😝 Blizz			<b>ݰ</b> ݰ <b>ݰ</b> ݰ	ŗ 'n 'n 'n	83
🖌 🙆 Blizz			<b>ᡥ ᡥ  ᢜ  ᢜ</b>	r r r	81%	4	🗢 Zoom			<b>ݰ ݰ ݰ ݰ ݰ</b>	<b>.</b>	83
Z Zoho Meeting			<b>ᡥ ᡥ  ᢜ ᢜ</b>	r r r	81%	5	Adobe Connect			<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ	ŗ ŗ ŗ	82
5 OZoom			<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ	ŧ ŧ ŧ	80%	6	* GoToMeeting			<mark>ᡥ ᡥ ᡥ </mark>	<b>.</b>	81
Skype			<b>ᡥ ᡥ ᢜ ᢜ </b> ᢜ	ŧ ŧ ŧ	78%	7	Z Zoho Meeting			<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ	ŗ 'n 'n 'n	78
AnyMeeting			<mark>ᡥ ᡥ </mark>	<b>n                                    </b>	<b>78</b> %	8	Skype			<mark>ᡥ ᡥ </mark>	<b>.</b>	78
Adobe Conne	t		<b>ᡥ ᡥ  ᢜ </b>	<b>n                                    </b>	75%	9	G Google Hangouts			<b>* * * *</b> * * *	ŗ 'n 'n 'n	76
D 🗢 Lifesize Clou			<b>ᡥ ᡥ ᢜ ᢜ</b>	r r r	<b>75</b> %	10	<b>B</b> IUeJeans			<b>ᡥ ᡥ ᡥ ᡥ ᡥ</b>	r n n	75
			CATEGOR	Y AVERAG	E 81%					CATEGOR	Y AVERAGE	E 80

CATEGORY REPORT

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Category Overview

Product Feature Summary



	Emotional	
)	Footprint	

	10/0
<b>*</b> * * * * * * * * *	<b>78</b> %
<mark>ᡥ ᡥ </mark>	76%
<b>ᡥ                                    </b>	<b>75</b> %
CATEGORY AVERAGE	80%

<mark>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ 해 해 </mark>	<b>82</b> %
<mark>ᡥ                                    </mark>	81%
<b></b>	<b>78</b> %



19

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.

#### **File transfer**

Ability to transfer files between meeting participants

#### **Instant messaging**

Sending of instant messages to individuals or to the group

*	GoToMeeting 🖉 🕬 🐨 🕼	Delights	<b>ᡥ ᡥ ᡥ ᡥ </b>			В	lueJeans	Delights	<b>* * *</b> *	<b>n</b> 63	3%	
GOTOMEETING TOP PRODUCT		Highly Satisfies	<b>ᡥ                                    </b>		92% File transfer		UEJEANS	Highly Satisfies	<b>ᡥ                                    </b>	38		91% tant messaging
		Almost Satisfies					PRODUCT	Almost Satisfies				
		Disappoints						Disappoints				
2	🕮 Cisco Webex Meetings			<mark>ᡥ</mark> ᡥ <b>ᡥ  ᡥ </b>	88%	2	👑 Cisco Webex Meetings			<b>ݰ ݰ ݰ ݰ ݰ</b>	<b>ݰ ݰ ݰ ݰ</b>	90%
3	<b>B</b> I BlueJeans			<b>ݰ ݰ ݰ ݰ ݰ ݰ ݰ ݰ</b>	84%	З	✤ GoToMeeting			<b>ᡥ ᢜ ᢜ ᢜ ᢜ</b>	<b>ݰ ݰ ݰ ݰ</b>	90%
4	Z Zoho Meeting			<b>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ</b>	84%	4	AnyMeeting			<b>ᡥ                                    </b>	<b>ݰ ݰ ݰ ݰ</b>	86%
5	🗢 Lifesize Cloud			<b>ᡥ                                    </b>	83%	5	Z Zoho Meeting			<b>ᡥ ᡥ ᡥ ᢜ ᢜ</b>	<b>* * * *</b>	85%
6	G Google Hangouts			<mark>ᡥ ᡥ ᡥ ᡥ                              </mark>	82%	6	Skype			<mark>ᡥ                                    </mark>	<b>* * * *</b>	85%
7	Skype			<mark>ᡥ ᡥ ᡥ ᡥ ᡥ ᢜ ᢜ </mark> ᢜ <b>Ť</b>	82%	7	G Google Hangouts			<mark>ᡥ</mark>	<b>† † † †</b>	83%
8	😝 Blizz			<mark>ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ </mark> <b>ᡥ ᡥ </b>	81%	8	😂 Blizz			<b>ᡥ ᡥ ᡥ ᡥ </b>	<b>* * *</b>	83%
9	P AnyMeeting			<mark>ᡥ ᡥ </mark>	81%	9	Zoom			<b>* * * * *</b>	<b>* * *</b>	<b>79</b> %
10	Adobe Connect			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	80%	10	Adobe Connect			<b>* * * * *</b>	<b>* * *</b>	77%
				CATEGORY AVERAG	84%					CATEGO	RY AVERAG	E 85%

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Category Overview

Vendor Capability Satisfaction





Emotional	

<b>ᡥ ᡥ ᡥ  ᡥ  ᡥ                       </b>	90%
<b>ᡥ ᡥ ᡥ  ᡥ   </b>	90%
<b>ݰ ݰ ݰ ݰ ݰ ݰ ݰ ݰ </b>	86%
<mark>ᡥ ᡥ </mark>	85%
<mark>ᡥ</mark> ᢜ ᢜ ᢜ Ť Ť Ť Ť	85%
<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	83%
<b>ᡥ                                    </b>	83%
<mark>ᡥ ᡥ</mark> ᢜ <b>ᢜ ᢜ ᢜ ᢜ ᢜ</b> Ť	<b>79</b> %
<mark>ᡥ ᡥ</mark> ᡥ <b>ᡥ  ᡥ </b>	77%
CATEGORY AVERAGE	85%



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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.

### **Keyboard+mouse control**

Host can grant or remove control

#### **Screen share**

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

$\sim$	0	Delights	<b>ᡥ                                    </b>	50%		C		Delights	<b>* * *</b> * *	<b>64</b> %		
Ę		Highly Satisfies	<b>* * * *</b> *	45%	86%	Webex M		Highly Satisfies	<b>ᡥ ᆥ ᆥ</b>	35%		91"
ZOHO MEETING TOP PRODUCT		Almost Satisfies		5%	Keyboard+mouse control	M	EETINGS PRODUCT	Almost Satisfies		1%		creen share
		Disappoints						Disappoints			-	
2	া Cisco Webex Meetings			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	<b>* *</b> 86%	2	* GoToMeeting			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	י <b>ה ה</b>	88
3	<b>*</b> GoToMeeting			<mark>ᡥ                                    </mark>	<b>* *</b> 85%	З	Skype			<mark>ᡥ </mark> * * * * * *	י <b>ה ה</b>	85
4	<b>B</b> I BlueJeans			<b>ݰ ݰ ݰ ݰ ݰ ݰ</b>	<b>* *</b> 83%	4	Zoom			<mark>ᡥ ᡥ </mark>	ף <b>וֹדָ וֹד</b>	84
5	😂 Blizz			<mark>ᡥ</mark> ᡥ ᢜ <b>ᢜ </b> ᢜ <b>ᢜ</b>	<b>* *</b> 83%	5	<b>E</b> BlueJeans			<mark>ᡥ</mark> ᡥ <b>ᡥ </b> ᢜ <b>ᡥ</b> ᢜ	ף <b>וֹדָ וֹד</b>	83
6	Zoom			<b>ᡥ ᡥ </b>	<b>* *</b> 83%	6	😝 Blizz			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	ף <b>וֹדָ וֹד</b>	83
7	S Skype			<mark>ᡥ</mark> ᡥ ᢜ <b>ᢜ </b> ᢜ <b>ᢜ</b>	<b>* *</b> 81%	7	Z Zoho Meeting			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	ף <b>ווֹי וּי</b>	81
8	G Google Hangouts			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	<b>* *</b> 81%	8	Adobe Connect			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	ף <b>וֹדָ וֹד</b>	80
9	Adobe Connect			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	<b>* *</b> 77%	9	G Google Hangouts			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	ף <b>ווֹי וּי</b>	79
0	😂 Lifesize Cloud			<mark>ᡥ</mark> ᡥ <b>ᡥ </b>	<b>* *</b> 75%	10	😂 Lifesize Cloud			<mark>ᡥ ᡥ</mark> ᢜ ᢜ ᢜ ᢜ	י <b>יוֹי יוֹי</b>	78
				CATEGORY AV	/ERAGE 82%					CATEGORY A	VERAGE	84

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Category Overview

Product Feature Summary





	0370
<mark>ᡥ ᡥ </mark>	84%
<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ Ť Ť	83%
<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ Ť Ť	83%
<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	81%
<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	80%
<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	<b>79</b> %
<mark>ᡥ ᡥ </mark>	<b>78</b> %
CATEGORY AVERAGE	84%



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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.

#### **Video conferencing**

Interactive video conferencing using a webcam

#### Virtual whiteboard

Whiteboard application that enables drawing and diagramming

		Delights	<b>ᡥ ᡥ </b>	72%				Delights
	<b>GoTo</b> Meeting by BegMet	Highly Satisfies	ŵ ŵ	22%	2%			Highly Satisfies
GOTOMEETING TOP PRODUCT		Almost Satisfies $r$ 6%			Almost Satisfies			
		Disappoints			_			Disappoints
2	P AnyMeeting		<b>m</b>	<b>n n n n n n n n</b>	<b>92</b> %	2	👑 Cisco Webex Meetings	
3	nut Cisco Webex Meetings		<b>m</b>	<b>* * * *</b> * * * * * *	91%	3	😝 Blizz	
4	Zoom		÷.	<b>ᡥ                                    </b>	90%	4	G Google Hangouts	
5	<b>E</b> l BlueJeans		<b>m</b>	<b>* * * * * * *</b> * * *	89%	5	<b>*</b> GoToMeeting	
6	Skype		<b>m</b>	<b>n                                    </b>	88%	6	Skype	
7	Z Zoho Meeting		m	<b>n                                    </b>	84%	7	AnyMeeting	
B	G Google Hangouts		<b>m</b>	<mark>ề</mark> ở ở ở ở ở ở ở	81%	8	Z Zoho Meeting	
Ð	😂 Lifesize Cloud		<b>m</b> (	<b>ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ</b>	81%	9	🗢 Lifesize Cloud	
0	😝 Blizz		<b>m</b>	<mark>ề</mark> ở ở ở ở ở ở ở ở	80%	10	Adobe Connect	
				CATEGORY AVERAGE	85%			

CATEGORY REPORT

Table of Contents Category Overview Vendor Capability Satisfaction







(22)



<mark>ᡥ</mark> ᢜ Ť Ť Ť Ť Ť Ť Ť	86%
<mark>ᡥ ᡥ </mark>	83%
<mark>n</mark> n n n n n n n n n n n	<b>82</b> %
<mark>ᡥ </mark> * * * * * * *	81%
<mark>ᡥ ᡥ </mark>	81%
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<mark>ᡥ</mark> ᡥ <b>ᡥ </b> ᢜ <b>ᢜ </b> ᢜ <b>ᢜ</b>	77%
<mark>ᡥ ᡥ ᡥ </mark>	<b>75</b> %
<mark>ᡥ ᡥ </mark>	<b>75</b> %

