

ONLINE MEETING PLATFORM STUDY:

How do customers feel about online meeting platforms?



73%

of all respondents **used an online meeting platform** within the past week



54%

of online meeting participants **used more than one platform** in the past week | 26% used three or more platforms in the past week



43%

said they have had a **change in working conditions** and are now working remotely | Only 4% of respondents said they are not affected by COVID-19



49%

Zoom was the most popular online meeting platform in the past week | Skype and Google Hangouts/Meet are also popular



34%

of respondents rate online meeting platforms as **Excellent or Perfect** | 51% rate online meeting platforms as Good or Great | Only 3% rate online meeting platforms as Poor or Unacceptable



46%
54%

personal use **nearly matches** business use | Business users are more satisfied



77%

of meeting participants said it was **Somewhat or Very Easy** to connect to the meeting

69% of connections took less than one minute

Most meeting participants use their laptop to join the meeting with the built-in microphone for audio

The more online meeting features used [e.g., sharing screen, seeing who is speaking, using webcam, mute], the higher overall satisfaction

Larger meetings [6+ participants] rate higher than smaller meetings [<6]



59%

of participants **had issues** during the online meeting

35% had two or more issues

Garbled audio is the most frequently reported error after user error [e.g., user forgot to unmute to talk and noisy, unmuted participants when not talking]

Difficulty joining meeting, poor resolution when sharing screen and audio/video not working are issues that negatively impact satisfaction the most



WANT MORE DETAILS?

Contact your J.D. Power data and analytics expert or email us at TMTInfo@jdpa.com to learn more.