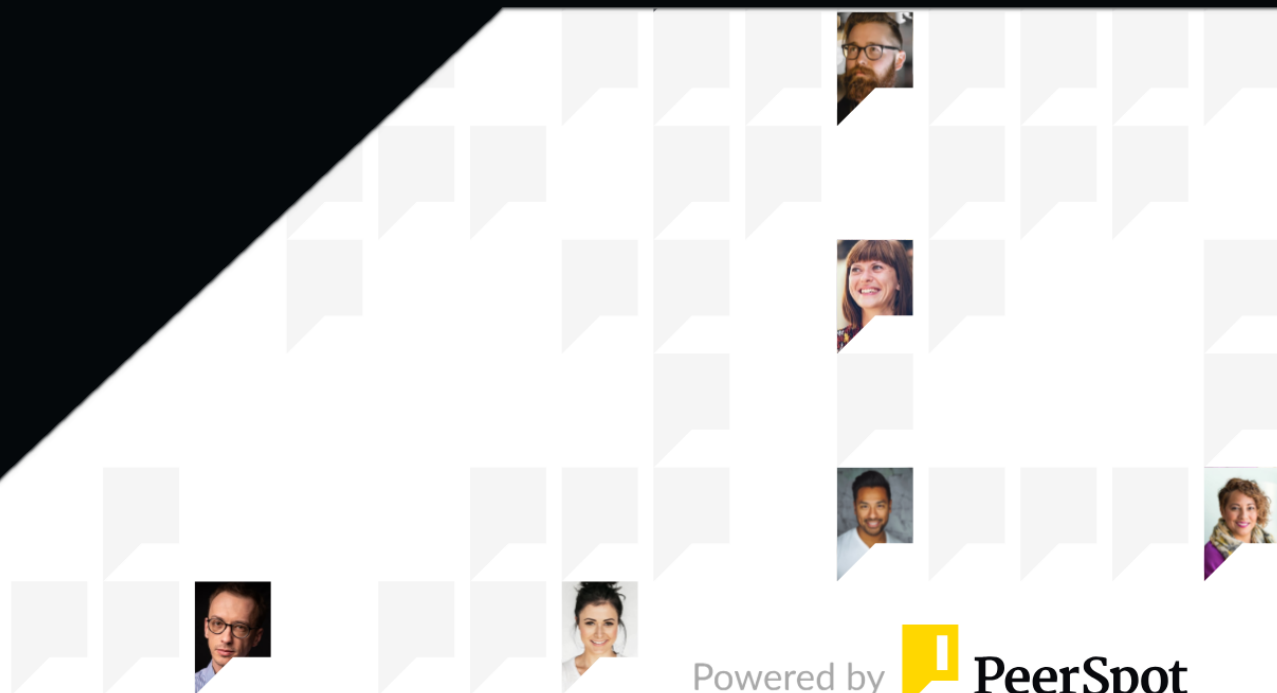




Zoom Workplace Business

Reviews, tips, and advice from real users



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Product Recap



Zoom Workplace Business

Zoom Workplace Business Recap

Zoom Workplace Business enhances communication for teams with features like video conferencing, screen sharing, and security measures. Its intuitive interface supports seamless collaboration, making it a practical choice for remote work and digital meetings.

Zoom Workplace Business is designed for efficient communication through its user-friendly platform, offering essential tools like screen sharing, breakout rooms, and remote access. Its stability and ease of use across devices make it a beneficial choice for many organizations. While integrating well with popular apps, it also delivers secure meeting environments with high audio and video quality. There are areas for enhancement such as additional security features and improved support for file sharing. Users note a need for reduced bandwidth use, better audio noise filtering, and clarity in navigation options.

What are the key features of Zoom Workplace Business?

- **Video Conferencing:** High-quality audio and video, suitable for large meetings.
- **Screen Sharing:** Allows participants to display their screens for collaborative work.
- **Breakout Rooms:** Facilitates smaller group discussions within a meeting.
- **Remote Access:** Provides capabilities to manage meetings from different devices.
- **Integration:** Connects seamlessly with apps like Outlook for enhanced productivity.

What benefits can users expect?

- **Enhanced Collaboration:** Tools to boost teamwork and communication.
- **Security Measures:** Features like authorized access and waiting rooms ensure secure meetings.
- **Flexibility Across Devices:** Compatible with numerous devices for consistent experience.
- **Meeting Engagement:** Features that support engaging and productive sessions.

In industries like education, healthcare, and corporate sectors, Zoom Workplace Business is widely used for webinars, client meetings, and internal communications. It supports online training, and remote work and enables companies to engage effectively with clients and employees scattered across locations. Many industries value its integration capabilities which streamline workflows and contribute to productivity.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Zoom has positively impacted my organization because it's essential for communication.”



Ionut Muntean

Software Developer at KOR Financial



“No interruptions occurred, and nothing changed even when we had 30 people; it wasn't laggy or interrupting.”



BurhanGüvercin

Corporate Development Manager at Komagene



“Zoom is easy to use and easy to navigate.”



Gohar Shahzad

Finance, Budget & Management Information Systems Reporting Divisional Head (Ibg) at Allied Bank Limited



“I rate Zoom ten out of ten.”



Luiz Kazan

Head of Digital Solutions at a computer software company with 1,001-5,000 employees



“Setting up Zoom is easy.”



Renato Barbosa Moreira

Business Director at central it



“I would recommend Zoom to others because it's easy and serves its intended purpose well.”



Verified user

Product Manager at a computer software company with 51-200 employees



“The feature I really like is the summary provided by AI.”



ObertRandi

Consultant at Obeve

What users had to say about valuable features:

The best features Zoom offers include beautification mode for when you look tired and want to look a little bit better, the blurring mode for the background, the ability to share your screen, and the option to choose a gallery view or a different view.

Maayan Netzer

Customer Success Manager at PeerSpot

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“The breakout feature is one of the reasons I prefer Zoom.

“Most of the time we use the recording feature. Whenever we conduct online classes, sessions, or important meetings, we use the recording button to record everything. After recording, we edit the content and share it with office colleagues or new clients..”

Atif_Khan

Technical Consultant at AAK

[Read full review](#) 

“There is nothing particularly special to name, but it doesn't have any bugs or delays in meetings. In my opinion, these are the most helpful features of Zoom.

“I use Zoom AI commands and AI tools sometimes. They can summarize the meeting for me. I found the AI feature very helpful..”

Seif-Mohamed

Development specialist at our education

[Read full review](#) 

Zoom offers a number of interesting and valuable features. One of the most interesting is the ability to share only audio and provide ambient music without sharing a screen. The breakout room feature is much more developed than other solutions, allowing users to stay in the same meeting and move to different rooms and back to the main room. The sharing features are great for projecting people who should be in focus. Another valuable feature is the virtual entrance, which uses a username and password recognized by the Zoom system, showing the person's full name and ID. Additionally, the use of video and a good fixed background improves visibility compared to other applications. These features differentiate Zoom from others.

Luiz Kazan

Head of Digital Solutions at a computer software company with 1,001-5,000 employees

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“I haven't used breakout rooms, and I'm not aware of it, even though they have functionality where you can separate 100 people into small parties.

“I am recording, and it has been great and smooth so far, and I haven't faced any problems.

“I thought Zoom doesn't have the feature to save chats after meetings, while Teams allows for document sharing, which I know because in my latest company we were sharing documents through Teams; I didn't use that in Zoom..”

BurhanGüvercin

Corporate Development Manager at Komagene

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“I value the chat feature in Zoom as much as the screen share, and whenever we have a meeting, we also have a chat, but it's nowhere near what Slack provides. Slack has way more options such as replying to a thread, but also sending that message as a last message in the chat box.

“Breakout rooms in Zoom have helped facilitate more focused group discussions in my virtual meetings because you simply don't have to search for links to join other Zoom meetings. You just have one big call in the morning and afterwards, you split into the breakout rooms. Whenever I'm leaving my current breakout room, I'm returning to the main one, which is convenient because I don't have to search for any link to access it. Whenever I'm looking for someone, I can just browse to the breakout rooms and see whoever is in that room before joining. I don't have to join each and every room to find someone; I directly know where he or she is at.

“This helps my focus as you have separate rooms for separate purposes, which is what my organization does. We keep specific rooms for specific purposes based on the name, such as one-on-one rooms prefixed with 'one-on-one' and pairing rooms prefixed with 'pair.' It's just a basic setup, but it's pretty handy.

“Zoom has positively impacted my organization because it's essential for communication. Otherwise, we would not communicate the same way. We can see each other, we can hear each other as well. We use it daily for demos and for one-on-ones. It's a tool in our arsenal that is essential. We haven't used Microsoft Teams or Google Meet, so it's hard to compare it to anything else, but we are very happy with Zoom. We see no need to switch from Zoom yet. It fulfills all our requirements, which are pretty standard: just video and audio, and also the breakout rooms..”

Ionut Muntean

Software Developer at KOR Financial

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Other Solutions Considered

Microsoft Teams and Google Meet are other solutions I have used. Microsoft Teams is a complete platform, while Google Meet offers specific camera features not available in Zoom.

Renato Barbosa Moreira

Business Director at central it

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“I've used other virtual platforms like Webex, Teams, and Skype, and Zoom definitely stands out. So, I found the things that were lacking in other products present in Zoom..”

Kallol Chaudhuri

Principal Consultant at Oracle

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“I have used similar solutions before Zoom, but it was quite some time ago. I used Microsoft Teams about 2 or 3 years ago. I used Amazon's internal platform called Chime as well..”

Ionut Muntean

Software Developer at KOR Financial

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“I have tried other solutions but haven't found any as good as Zoom. Zoom is the priority because other applications for communication and meetings have tricky and not user-friendly interfaces. When it comes to meetings, sharing data, and conferences, we choose Zoom directly..”

Atif_Khan

Technical Consultant at AAK

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“I used the free version of Zoom, so I found it inexpensive when considering pricing based on the market.

“Setting up the application was very easy; it was just two clicks and you're done..”

BurhanGüvercin

Corporate Development Manager at Komagene

[Read full review](#) 

“I tried Microsoft Teams many times, but I feel more comfortable with Zoom.

“I haven't extensively tried other platforms, but my preference for Zoom is somewhat emotional. I simply feel more comfortable with Zoom than using Google Classroom. It's not related to specific features existing or not existing..”

Seif-Mohamed

Development specialist at our education

[Read full review](#) 

ROI

Real user quotes about their ROI:

“Zoom has provided a positive ROI by saving time and money through remote meetings, eliminating the need for in-person gatherings, and reducing costs associated with travel and office space..”

Ahmad Hida

Application and BI manager at Ithmaar-solutions

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“When evaluating return on investment, two key factors come to mind. First is having ample storage, which allows you to share and retain meeting information for future reference, making it a valuable asset. Second is pricing, which is crucial for aligning the solution with your budget and ensuring it offers good value for the cost..”

Julius Mboya

Chief technical officer at Solvezy Technology Kenya Limited

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“With Zoom, you can communicate easily and have your meetings without any hindrance. You can join in from anywhere, and there are no barriers to your meetings. It saves travel time because people travel long distances to join meetings. The solution also saves costs on flights and accommodation so that people can work from their location and join meetings..”

Cletus Okolie

Senior Network Associate at AMCON, Inc.

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“Any cloud-based service offers a lot of benefits for customers. They don't have to invest in any on-prem infrastructure and they can use it on the go. They can be in the office, at home, traveling, at a hotel, or wherever, and they can start a meeting. There is no investment or recurring costs aside from the annual licenses..”

Denny Oommen

Senior Manager-Collaboration (Presales) at syndrometech

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“Zoom's ability to allow its users to hold virtual meetings is valuable for our company. It helps to hold a lot of regular meetings with team members who are located outside the company's headquarters. Before the invention of Zoom, employees were forced to come to the office to attend meetings. Zoom saves money by eliminating the need for employees to spend money on travel costs and the costs of holding meetings in the head office..”

Md. Al Imran Chowdhury

Cyber Security Analyst at Link3 Technologies

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“Seamless integration with the business processes and timely communication with the clients adds huge value to the sustenance of Business. In a Virtual world of an evolving and fast emerging tomorrow, Zoom would be playing a pivotal role in supporting and enhancing the Business Performance of Corporates across the world. My RoI is a small piece of a similar experience and experimentation with the Virtualization of the business ecosystem with Zoom..”

PraveenKambhampati

Owner at Thought Leaders Management Consulting

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Use Case

My main use case for Zoom is customer calls and internal calls. When I speak to my customers, who are in different countries or the same country, we all jump on Zoom calls.

Maayan Netzer

Customer Success Manager at PeerSpot

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“I use Zoom just for online meetings. I participate in meetings four or five times a week. We already have Zoom for meetings. I use Zoom at least from time to time..”

Seif-Mohamed

Development specialist at our education

[Read full review](#) 

I use Zoom for work because we do not have an account in my company, but sometimes we receive a link to join meetings. For personal use, I support technical issues that spread in breakout rooms and I have many meetings using virtual centers. Our team works every day in this virtual center, which represents the same concept as a local center that receives people, and we host all the meetings on the same Zoom account, distributed in the breakout rooms. This has been my main use of Zoom, at least in the last five years.

Luiz Kazan

Head of Digital Solutions at a computer software company with 1,001-5,000 employees

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“My use case for Zoom involves a half an hour meeting that we have daily during which someone shares their screen and we go over the plan for today, what went good in the past day, and various details. Afterwards, I pair with a colleague of mine and we either share screens or I share my screen. We collaborate on tasks that we have using Zoom, but the share screen functionality is a must. If this was not present in Zoom, we definitely wouldn't have used it..”

Ionut Muntean

Software Developer at KOR Financial

[Read full review](#) 

“I have worked with SAP but it was for a small amount of time, as I was working at a bank where they were using in-house software.

“I use Zoom for meetings, and if it's something such as tools including Windows, Linux, or Zoom for meetings, then I work with those.

“I'm not sure about buying licensing from the AWS marketplace or somewhere else because I'm not responsible for it.

“I was using mainly Teams, but for some meetings from other customers or parties, we are using Zoom as well.

“Regarding Zoom features, I wonder which features you are referring to when asking about breakout rooms.

“I am recording my meetings or webinars, and regarding cloud recording, I do that.

“Both Teams and Zoom have the same features; I've used Teams and Zoom for meetings, and I sometimes recorded the meetings, which can be done on both..”

BurhanGüvercin

Corporate Development Manager at Komagene

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“I belong to the technical side of Oracle technologies, where I use different technologies that are continuously upgrading. The generative AI is also emerging, and I am currently reading about generative AI in Oracle. Regarding BI, I can tell you about the BI publisher which I have used in many different projects for data visualization.

“BI publisher is a very strong Oracle tool through which we visualize data from different platforms such as Microsoft and Oracle EBS, ERP of Oracle.

“Most of the time, we use Zoom and Microsoft Teams for communication.

“I have used Zoom many times for communication with colleagues and to send and receive different files. It is very secure for data transferring in our offices for clients, and it is used for interviews, different meetings, and conferences.

“I use Zoom for file transferring, interviews, conferences, online sessions, and training purposes.

“I have used breakout rooms once during a training session in my previous office where thousands of people were in the Zoom meeting..”

Atif_Khan

Technical Consultant at AAK

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

Setting up Zoom is straightforward. You need to open an account, invite participants via email, provide a meeting ID, and share the meeting link with anyone joining.

Venus Sosa Iglesias

[Read full review](#) 

Student at a university with 201-500 employees

The initial setup was fairly easy. We have dealt with some situations requiring installation, but it was not difficult. There may be some confusion when registering, but it is a necessary step and cannot be much easier than it already is.

Luiz Kazan

[Read full review](#) 

Head of Digital Solutions at a computer software company with 1,001-5,000 employees

I would rate the initial setup of Zoom a nine out of ten. It was easy to integrate, although there was sometimes difficulty in sharing information or links. Otherwise, the setup was quite easy.

Snigdha Jaiswal

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Investment Banking Associate at a tech services company with 1,001-5,000 employees

The initial setup was not handled by me, as our IT department takes care of it. However, I have installed Zoom on a personal level on my laptop, and the process was very easy. I would rate it ten out of ten for ease of installation.

Gohar Shahzad

[Read full review](#) 

Finance, Budget & Management Information Systems Reporting Divisional Head (Ibg) at Allied Bank Limited

“First-time users have to download an app on the machine, which takes time and adds to the time required for the setup. Setting up Zoom for the first time took three to four minutes.

On a scale from one to ten, where one is difficult and ten is easy, I rate the solution's initial setup an eight out of ten..”

Vanita Sood

[Read full review](#) 

Project Manager at Kapylon

“I actually used both the application and the web version of Zoom for initial setup, but I downloaded the application because it has more features.

“Setting up the application was very easy; it was just two clicks and you're done.

“It was not difficult because it is easier to set up, so I didn't face any issues at all..”

BurhanGüvercin

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Corporate Development Manager at Komagene

Customer Service and Support

Zoom provides more pages and information for consultation than direct support. I haven't hired support that allows me to speak exclusively with someone, so I'm not able to answer specifically about that part.

Luiz Kazan

Head of Digital Solutions at a computer software company with 1,001-5,000 employees

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I have never used Zoom's support. There is a wealth of information available on the internet because many users have asked for support and the solutions are published online. These solutions are easy to find on Google.

Renato Barbosa Moreira

Business Director at central it

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“We contacted the support team for some activation with Brevo. We wanted to integrate the Brevo platform with events or webinars. The support structure is good. The team replies within a short duration and tries to answer our queries..”

PradeepKumar25

Associate Manager at Tech Mahindra Limited

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“I am not impressed with the tool's support. It was a bit chaotic how things were organized. It felt like there was a lack of coordination, even regarding my account or tasks. Eventually, things got done, but it took a while. The organization seemed disjointed, with people unsure of their roles and relying on others to solve problems..”

Arjen Voort

Global Account Manager at a insurance company with 10,001+ employees

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“I haven't had the opportunity to contact Zoom's tech support because everything has been running smoothly. Our organization has a separate team that handles Zoom requests, and they interact with it's proprietary support team on our behalf. So far, I haven't encountered any issues requiring me to contact them..”

VenkateshN

Pre - Sales Consultant at Tata Consultancy

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“I had to contact customer service and support a couple of times, but I think there were a couple of times when Zoom itself contacted me. I think it had crashed once, but they had emailed me saying that if I was experiencing something, it would take about twenty-four hours to be fixed..”

Alyssa Lawson

Founder at SMPLX

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Other Advice

“I integrate with Google Calendar when integrating Zoom with Teams, since I am working with Teams. I would rate Zoom an 8.5 on a scale of 1 to 10, where 10 is the best, perfect solution, and 1 is the worst..”

BurhanGüvercin

Corporate Development Manager at Komagene

[Read full review](#) 

I rate Zoom ten out of ten. I personally use Zoom more for personal reasons and helping people than for my company's use. My company uses Microsoft solutions, especially Teams, for my job meetings. I use Meeting, Google Meet, Zoom, and other solutions if requested by a company or for personal matters. I am involved with a nonprofit organization where I use Zoom frequently, hence my extensive experience.

Luiz Kazan

Head of Digital Solutions at a computer software company with 1,001-5,000 employees

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I don't want to add anything else about the features.

I don't want to add more about the needed improvements.

“I do not have any additional thoughts about Zoom before we wrap up.

“On a scale of one to ten, I would rate Zoom an eight. .”

Maayan Netzer

Customer Success Manager at PeerSpot

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“I can confirm I'm being contacted from PeerSpot, which is the leading review website for enterprise tech solutions. Some time ago I shared feedback on [Oracle Analytics Cloud](#) solutions.

“I use this solution for file transferring, interviews, conferences, online sessions, and training purposes.

“The price is reasonable. On a scale of 1–10, I rate Zoom a 9..”

Atif_Khan

Technical Consultant at AAK

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“I was doing research on [Moodle](#) and [EduWave](#).

“Regarding software, I use [Office 365](#), Windows, Linux, and Zoom for meetings.

“I use a platform called Stati Fitch for learning tools.

“My team uses [Notion](#) for communication with team members and students.

“I use both the cloud-based version of Zoom and the application on my device,

though I prefer the desktop version more.

“My email contains 'Seif' (S E I F).

“I work as a business development specialist in an education company.

“I would rate Zoom nine out of 10 on a scale from one to ten..”

Seif-Mohamed

Development specialist at our education

[Read full review](#) 

“I do not use Zoom's recording feature during most meetings, but on Fridays, we usually hold a demo called demo day. During the demo, whatever we've been working on for the past week is showcased to our colleagues. We use recording during the demo, but aside from that, we don't really use it. It's just once a week most of the cases.

“The recording feature in Zoom hasn't helped in my post-meeting processes because I never replay any of the recordings. Those who are a bit higher up in the organization usually use them to take notes in retrospect, but personally, it didn't help me at all.

“I'm not sure if I've integrated Zoom with Slack or Microsoft Teams. Currently, I have integrated Slack with [Jira](#) and [Confluence](#), but not with Zoom. I wonder how that works; if I have a meeting on my calendar, will Slack notify me that I should be entering there, or going back to Zoom?

“Zoom's security framework has helped my organization ensure communication privacy and data protection, but I'm just a regular user. If it helps, we've never had anyone from outside our organization accidentally join our rooms.

“I switched to Zoom for daily use simply because I changed jobs and that's how the setup was already laid out for my new team. It wasn't a personal choice; it just happened given the context.

“I have used documents or manuals for Zoom once when I searched for how to stop the camera from following me around. Apparently, there is this option called 'main stage,' and if you enable it, then whenever you move around, the camera on your MacBook zooms in on your face. This option is no longer easily accessible; I cannot find it anymore. The setting should be in the video settings, but it's not. It is somewhere, but I can hardly find it. I changed it a month ago and now I can no longer see where it is.

“My overall rating for Zoom is 9 out of 10..”

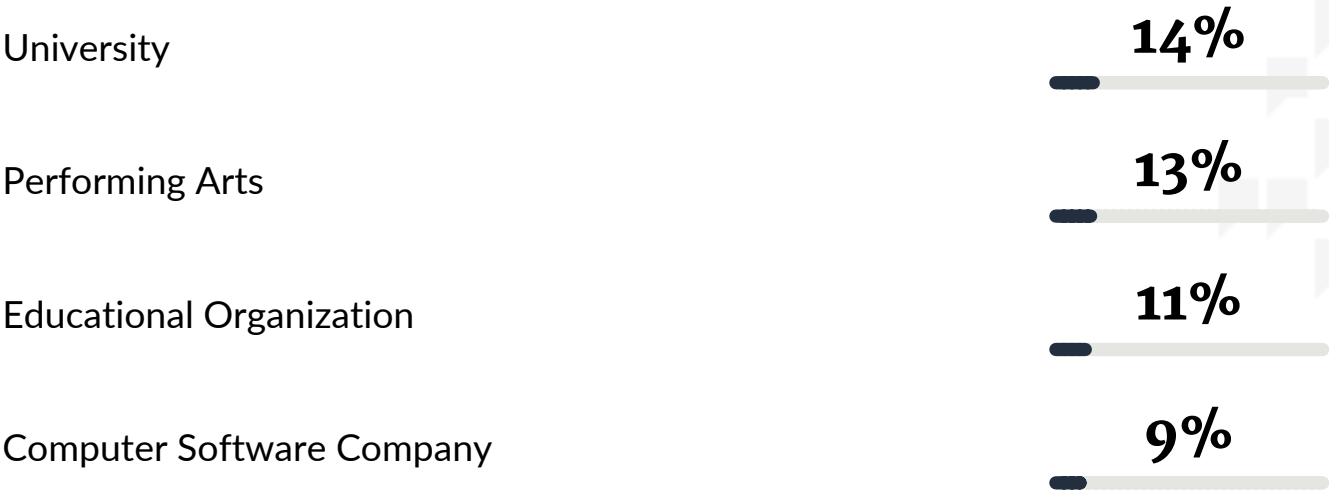
Ionut Muntean

Software Developer at KOR Financial

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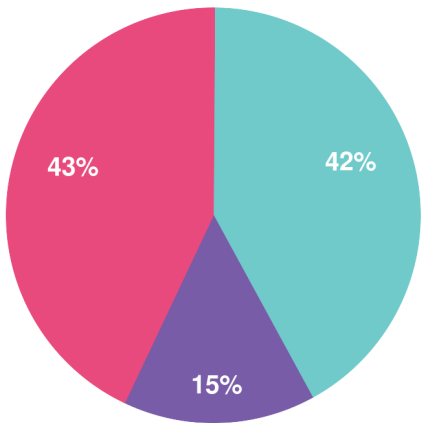
Top Industries

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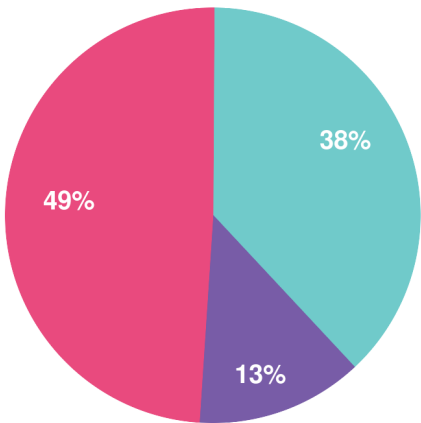


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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