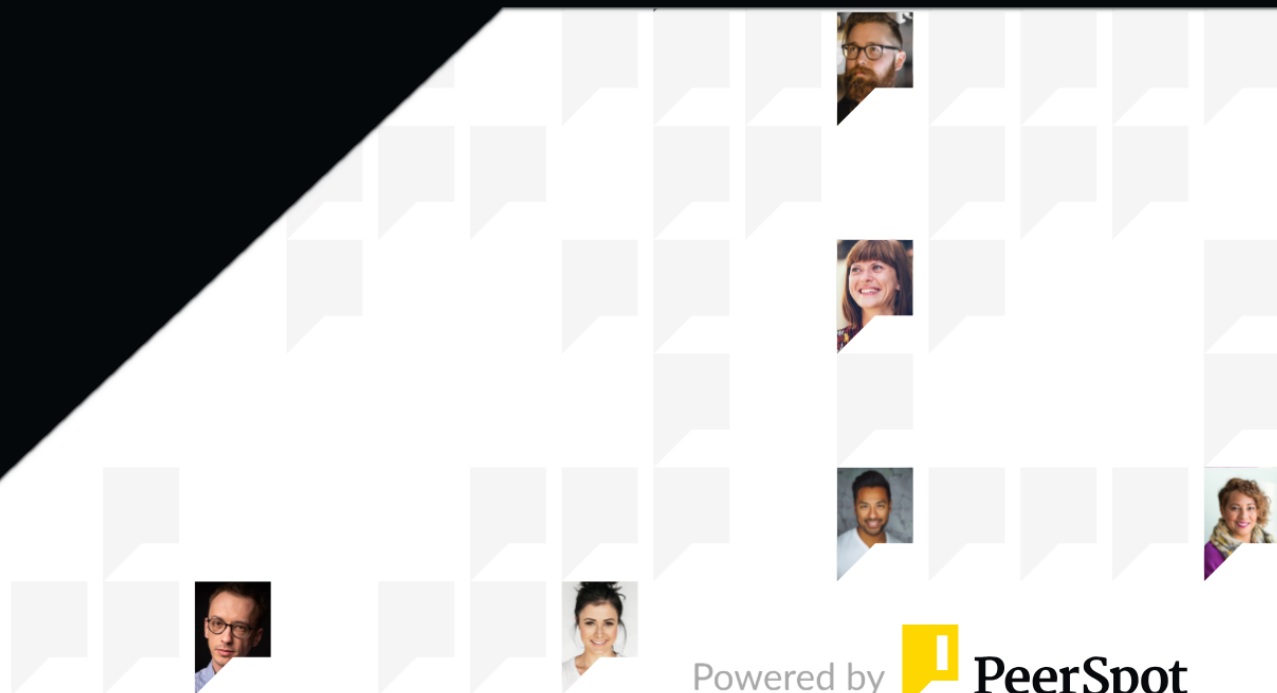




Zoom Workplace Business

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 12

Other Solutions Considered..... 13 - 15

ROI..... 16 - 18

Use Case..... 19 - 22

Setup..... 23 - 25

Customer Service and Support..... 26 - 27

Other Advice..... 28 - 30

Trends..... 31 - 32

About PeerSpot..... 33 - 34

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:

- ✓ “Since we started using Zoom Workplace Business, everything has changed in my organization.”



Yifate Yusuf

Team Lead at GE

- ✓ “Since Zoom has a really good streaming quality and works on low latency as well, we prefer to use Zoom over other communication channels for video calling and conferences, although we have other communication channels for text messages.”



Arun Basnet

Data Engineer at a computer software company with 1,001-5,000 employees

- ✓ “With Zoom or Teams, it is very easy to share content and the ability to conduct reviews is beneficial.”



Ben Li

Chief Executive Officer at AlphaBow energy



“Zoom Workplace Business positively impacts my organization by making meetings really smooth, quick, and easy.”



Verified user

Associate Vice President at a educational organization with 201-500 employees



“Zoom Workplace Business has positively impacted the organization because by using the same solution, you always know that it is going to work.”



Adam Segar

Senior Manager, Channel Sales at a outsourcing company with 1,001-5,000 employees



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



Ionut Muntean

Software Developer at KOR Financial



“Zoom Workplace Business positively impacts my company as it is a stable webinar platform that supports us in our daily work area of webinar planning.”



Katja B.

Senior Marketing Manager DACH at a tech vendor with 5,001-10,000 employees

What users had to say about valuable features:

“Zoom Workplace Business offers unlimited time with the business plan, which allows us to keep our Zoom room open all day. We can also accommodate more than 100 people as needed. I use these features, such as the unlimited room and large group capacity, every single day.

The video quality is good, and I particularly appreciate the audio filtering. It removes all my background noise far better than any other platform I have used so far.

Zoom Workplace Business helps us coordinate, which has a huge impact on our operations..”

Verified user

Manager, Production Services at a tech services company with 51-200 employees

[Read full review](#) 

“The best features Zoom Workplace Business offers are screen share and recording capabilities. I find it nice that it is integrated with Outlook and the other features of Zoom Workplace Business are particularly valuable and useful for my work.

Zoom Workplace Business positively impacts my organization by making meetings really smooth, quick, and easy. It just works. Meetings become smoother and quicker because all of the benefits that I get from meeting with my colleagues in a seamless way apply here. This has definitely increased collaboration and increased the cadence of touch points with various people.

I would continue with my review, as I find value in the platform..”

Verified user

Associate Vice President at a educational organization with 201-500 employees

[Read full review](#) 

“The best feature in Zoom Workplace Business is the stability of the audio. The audio remains connected without any interruptions over Wi-Fi. Additionally, there is the recently added transcription feature, which provides specific benefits. During English-language meetings, when it is difficult to catch what is being said, I can read the English text, which makes it much easier to understand.

“Zoom Workplace Business has a positive impact on our company in terms of video functionality. We hardly ever use video, but we use it when sharing PowerPoint presentations. Sharing PowerPoint has changed work efficiency and communication, as there is a significant advantage in being able to have conversations based on the same document..”

Otokozawa 男沢
Works at add Inc.

[Read full review](#) 

“From my point of view, the best features that Zoom Workplace Business offers include being self-explanatory when set up, making it quite clear and easy to understand, and it runs stably, at least for me.

“Most of the time it runs stably; very rarely there is a sync problem.

“Zoom Workplace Business positively impacts my company as it is a stable webinar platform that supports us in our daily work area of webinar planning.

“The use of Zoom Workplace Business affects my efficiency in webinar planning as it is quite easy and quick to set up..”

Katja B.

Senior Marketing Manager DACH at a tech vendor with 5,001-10,000 employees

[Read full review](#) 

“One of the best features Zoom Workplace Business offers is that we have unlimited time for our meeting schedule with no time limitation. Additionally, we can have a workspace and many other features that I haven't explored yet, including shared documents. Zoom Workplace Business has numerous features to provide a team with valuable tools.

“Regarding how Zoom Workplace Business has impacted my organization positively, we also had other communication channels such as Teams and Slack, but the video call experience in Zoom was really good and helpful. We also have a recording functionality which is truly helpful. While we have that on other platforms, Zoom makes it similarly easy to implement as that of other communication channels. Since Zoom has a really good streaming quality and works on low latency as well, we prefer to use Zoom over other communication channels for video calling and conferences, although we have other communication channels for text messages..”

Arun Basnet

Data Engineer at a computer software company with 1,001-5,000 employees

[Read full review](#) 

“The best features Zoom Workplace Business offers include screen sharing, clear video and audio, online meetings, large-scale events, call management, mobile apps, unified communication platform, and collaboration.

“The feature I find myself using the most is an AI-powered collaboration platform that is used to streamline communication, increase employee engagement, optimize in-person time, and improve productivity. The screen sharing is very effective and a helpful tool where we are able to screen share with our colleagues and discuss different tasks and project management ideas. Collaboration has become very efficient, and remote working has also become efficient and prevalent in my organization. We have been able to save a lot of time using Zoom Workplace Business. It has been a game-changer.

“Zoom Workplace Business elevates the experience with Zoom AI Companion included at no additional cost. It is designed to help employees be more productive, collaborate better, enhance their skills, and unlock time savings..”

Yifate Yusuf

Team Lead at GE

[Read full review](#) 

Other Solutions Considered

Years ago, several different solutions were used before, but the reason for the change is uncertain. It was a good improvement to use Zoom Workplace Business only.

Adam Segar

Senior Manager, Channel Sales at a outsourcing company with 1,001-5,000 employees

[Read full review](#) 

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

[Read full review](#) 

“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

[Read full review](#) 

“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

[Read full review](#) 

“We previously used Microsoft Teams. The reason why we switched from Teams to Zoom Workplace Business is because of Zoom Workplace Business call handling, ease of use, meetings, and better contact center integration, which is head and shoulders above Microsoft. Also, the cost of Zoom Workplace Business is much more affordable and cost-effective. It is very easy to use and has reliable, high-quality video and audio compared to Teams..”

Yifate Yusuf

Team Lead at GE

[Read full review](#) 

“I did previously use different solutions before Zoom Workplace Business. I have used Microsoft Teams and Slack. The preference of using the communication channel depended upon the client that we were working for. If the client had Teams as their communication channel, we used to use Teams, and the same applies for Slack and Zoom. The decision of which communication channel to use was not on our end; it was on the client's end. We always referred to the client for what they were using and what they felt comfortable connecting to.

“Before choosing Zoom Workplace Business, I didn't evaluate other options much because it was not in my hands at any time..”

Arun Basnet

Data Engineer at a computer software company with 1,001-5,000 employees

[Read full review](#) 

ROI

Real user quotes about their ROI:

The general impression is that whenever you purchase something from the AWS Marketplace, it is going to be a faster transaction that is more transparent, indicating a return on investment.

Adam Segar

Senior Manager, Channel Sales at a outsourcing company with 1,001-5,000 employees

[Read full review](#) 

“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

[Read full review](#) 

“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

[Read full review](#) 

“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.

[Read full review](#) 

“The contact center platform is head and shoulders above other competitors. It has allowed our team to quickly assist our customers with their questions and concerns. We are able to cut our communication cost significantly and gain features we could have only dreamed of. Concerns about data breaches and security have improved, so we do not have that concern anymore. We are able to gain more productivity and boost collaboration among team members and clients through the use of Zoom Workplace Business..”

Yifate Yusuf

Team Lead at GE

[Read full review](#) 

“I have seen a return on investment with Zoom Workplace Business, especially in terms of smooth meetings. I can say that we had smooth meetings during Zoom calls. However, for time saved and the other metrics, I'm not quite sure because we could have instant messaging and instant connection on any channel of communication that we have, such as Teams or Slack. But for the smooth connection and smooth meeting sessions, I would really say we had smoother meetings..”

Arun Basnet

Data Engineer at a computer software company with 1,001-5,000 employees

[Read full review](#) 

Use Case

“Zoom Workplace Business is used primarily for global meetings. We use Zoom Workplace Business for meetings with overseas companies and also for meetings with domestic companies..”

Otokozawa 男沢
Works at addd Inc.

[Read full review](#) 

“Zoom Workplace Business is my team's primary tool for virtual collaboration. We use several breakout rooms where the teams reside to develop their features and handle other work. We utilize breakout rooms in Zoom all day, every day. As soon as we start work in the morning, we hop on to our Zoom breakout room where we coordinate until the end of the day, typically..”

Verified user
Manager, Production Services at a tech services company with 51-200 employees

[Read full review](#) 

“My main use case for Zoom Workplace Business is internal meetings and client meetings. A typical example of how I use Zoom Workplace Business for these meetings is that we agree that a meeting needs to happen, send a calendar invite and attach a Zoom Workplace Business invite link to the calendar invite, and then join the meeting. We oftentimes screen share or record the meeting..”

Verified user

[Read full review](#) 

Associate Vice President at a educational organization with 201-500 employees

“My main use case for Zoom Workplace Business is creating professional webinars and running them on the platform.

“A concrete example of how I used Zoom Workplace Business for a webinar includes setting it up and connecting it with Marketo, which means the complete participant management runs via Marketo..”

Katja B.

[Read full review](#) 

Senior Marketing Manager DACH at a tech vendor with 5,001-10,000 employees

“Zoom Workplace Business has been our cornerstone to our success as an organization, keeping our team connected across the state and nationally. It is one of the best virtual meeting platforms where we use it to hold meetings, annual, weekly, and daily with our clients and our team members. It is very easy to use and has other robust features such as screen sharing where we can share our screen while discussing a certain project. Hence, project management becomes very seamless and smooth.

“We can collaborate with our remote and in-office team efficiently while sharing ideas and brainstorming. Zoom Workplace Business is also used for phone calls, meetings, virtual open office hours, team chat, document sharing, and measuring call volume. We also use Zoom Workplace Business for delivery and for large training events both externally and internally. Zoom has been a great contributor to our success, especially in the digital world..”

Yifate Yusuf

Team Lead at GE

[Read full review](#) 

“My main use case for Zoom Workplace Business is mostly the meetings, daily stand-ups, client calls, and discussion sessions for our company. It is primarily for business purposes.

“I can give you a specific example of how I used Zoom Workplace Business in my daily workflow. We had Zoom Workplace Business as our online communication channel, and we used it to have our meeting schedule and daily calls. We also had client meetings on Zoom. Most of the time, we were using Zoom, and we have our calendar synced with Zoom so that any meeting or appointment that has been created gets directly synced up to Zoom. This allows us to attend it directly from our calendar or Zoom account or vice versa.

“Our daily stand-ups are scheduled on a recurring basis, and we often join the same Zoom call. That is how it basically works for me..”

Arun Basnet

Data Engineer at a computer software company with 1,001-5,000 employees

[Read full review](#) 

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

[Read full review](#) 

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.

Verified user

[Read full review](#) 

Finance, Budget & Management Information Systems Reporting Divisional Head (lbg) at a financial services firm with 10,001+ employees

“It is very easy to set up. Everything falls into place the moment you start using Zoom Workplace Business. Your experience will be elevated to phenomenal because it is a game-changer..”

Yifate Yusuf

[Read full review](#) 

Team Lead at GE

“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

[Read full review](#) 

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

[Read full review](#) 

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

[Read full review](#) 

“I haven't had any experience with customer support for Zoom Workplace Business because I haven't had any major issues that required me to connect to customer support..”

Arun Basnet

Data Engineer at a computer software company with 1,001-5,000 employees

[Read full review](#) 

“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

[Read full review](#) 

“I would add that customer support, especially the team from Zoom, is very proactive, dedicated, and supportive 24/7. The user interface is very great and user-friendly. Zoom has one of the best customer support globally, very proactive and responsive, very solution-oriented and professional..”

Yifate Yusuf

Team Lead at GE

[Read full review](#) 

“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

[Read full review](#) 

Other Advice

“Zoom Workplace Business receives a rating of 10 from me. I gave it a 10 because it is useful and reliable for us. The advice I would give to others looking into using Zoom Workplace Business is that it is reliable, so it seems worth it..”

Verified user

Manager, Production Services at a tech services company with 51-200 employees

[Read full review](#) 

“My advice to others looking into using Zoom Workplace Business is that they should give it a try. It's a really good communication platform for conference calls, meetings, daily meetings, client calls, and any sort of communication, audio call, or video call. I would rate this product an 8 out of 10..”

Arun Basnet

Data Engineer at a computer software company with 1,001-5,000 employees

[Read full review](#) 

“My advice for others considering Zoom Workplace Business is that it is a stable platform that is easy to use and certainly a good decision to implement.

“There is no business relationship between my company and the provider of Zoom Workplace Business that goes beyond a normal customer relationship. I gave this review a rating of 9..”

Katja B.

Senior Marketing Manager DACH at a tech vendor with 5,001-10,000 employees

[Read full review](#) 

“On a scale of 1 to 10, I would rate Zoom Workplace Business an eight because it is very good but not perfect.

Zoom Workplace Business is deployed in my organization in a hybrid cloud model. It supports remote and hybrid work models in my organization as it is vital. We seamlessly integrate with Slack in addition to Outlook, and there were no integration challenges. I would recommend any business to use Zoom Workplace Business because it just works. My overall review rating for Zoom Workplace Business is 8 out of 10..”

Verified user

Associate Vice President at a educational organization with 201-500 employees

[Read full review](#) 

“We use it sometimes for meetings. I work for an energy company.

Both solutions are simple and very easy to use. We sometimes use both solutions as our business associates use both as well.

The implementation was mostly handled by the IT team. It is much easier now compared to previous solutions. When sharing content, both Zoom and Teams work effectively.

My overall rating for this solution is 8 out of 10..”

Ben Li

Chief Executive Officer at AlphaBow energy

[Read full review](#) 

“A quick specific example of a recent project or meeting where Zoom Workplace Business made a difference for our team is when working on a telephony project, it was possible we reduced the cost as much as we could. Zoom Workplace Business was there to reduce the cost for us, especially because we did not have to meet daily. We just had to use Zoom Workplace Business meetings to discuss and gather the progress of our projects. We were able to complete the project having met only three to four times. It really saved us a lot of time and cost.

“Zoom Workplace Business has enabled us to cut our communication and traveling costs significantly and gain features we could have only dreamed of prior to our alternative solution. The scalability of Zoom Workplace Business allows me to go online to a live meeting with 10 people, 10 participants or more, or even 1,000 participants at webinars and conferences, and it does not lag.

“My advice to others looking into using Zoom Workplace Business is that it has a great unified communication platform. If you are looking to bring chat, meetings, contact center, and phone systems all under one platform, this is the real deal. It is also very cost-effective, easy to use, and has one of the best customer supports. I am amazed by how cost-effective Zoom Workplace Business is with robust features, and the video and audio quality is top-notch, enhancing collaboration for our clients and team members. I rate Zoom Workplace Business a 9 out of 10..”

Yifate Yusuf

Team Lead at GE

[Read full review](#) 

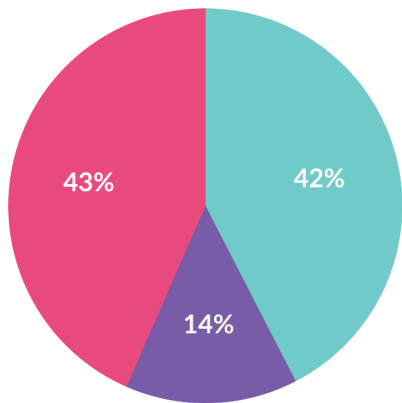
Top Industries

by visitors reading reviews

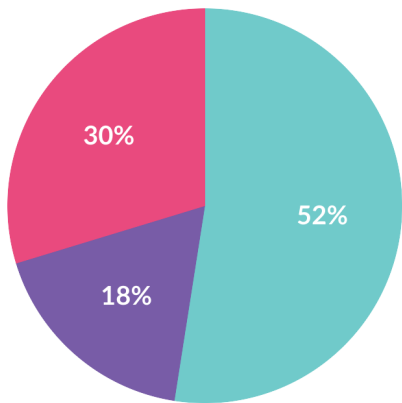


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944