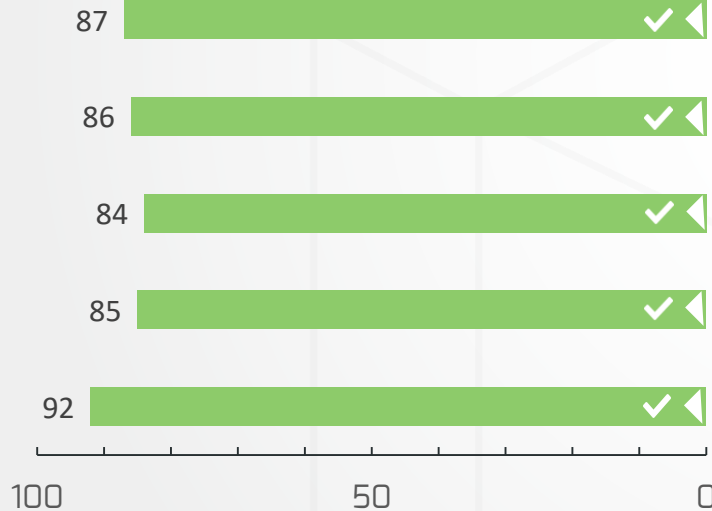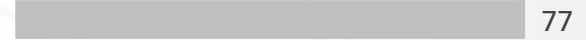# OVERVIEW

This page provides a high level summary of product performance within the Business Intelligence 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.

Webex Meetings

NET SCORE **9.0** OUT OF 10

VS.

7.6 OUT OF 10 NET SCORE

zoom

87	BUSINESS VALUE CREATED	77
86	QUALITY OF FEATURES	79
84	VENDOR SUPPORT	71
85	EASE OF IT ADMINISTRATION	69
92	NET EMOTIONAL FOOTPRINT	70

100   50   0   0   50   100
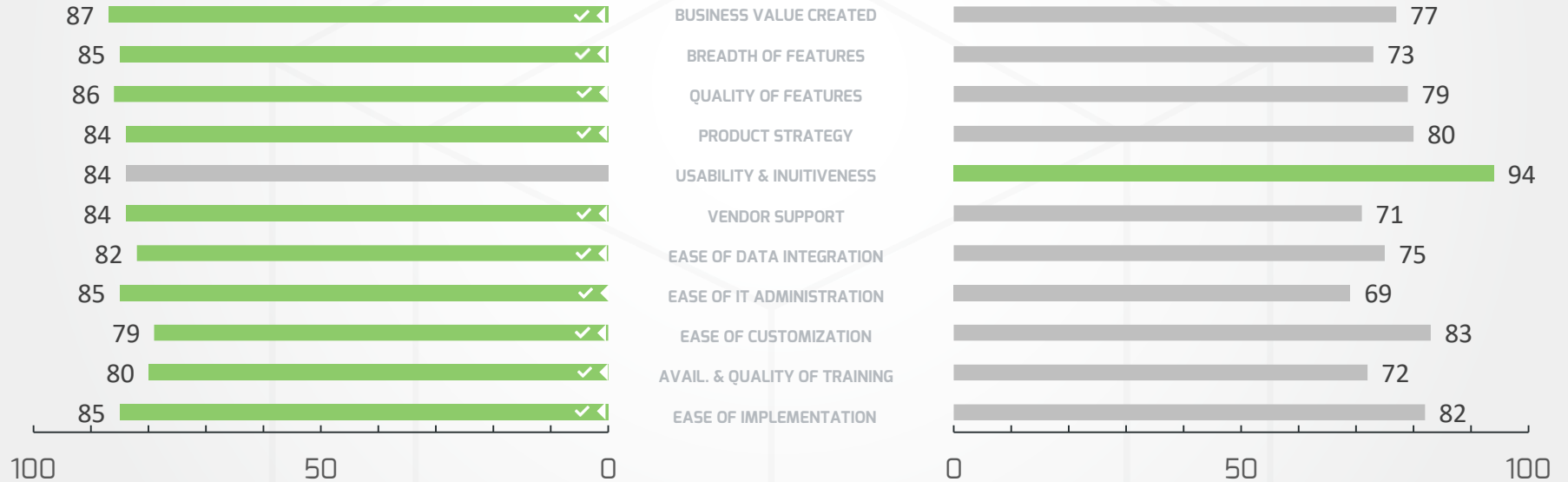
INFO~TECH
RESEARCH GROUP

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.

Webex Meetings | NET SCORE **84** | VS. | **78** NET SCORE | zoom

Webex Meetings	Capability	Zoom
87	BUSINESS VALUE CREATED	77
85	BREADTH OF FEATURES	73
86	QUALITY OF FEATURES	79
84	PRODUCT STRATEGY	80
84	USABILITY & INUITIVENESS	94
84	VENDOR SUPPORT	71
82	EASE OF DATA INTEGRATION	75
85	EASE OF IT ADMINISTRATION	69
79	EASE OF CUSTOMIZATION	83
80	AVAIL. & QUALITY OF TRAINING	72
85	EASE OF IMPLEMENTATION	82

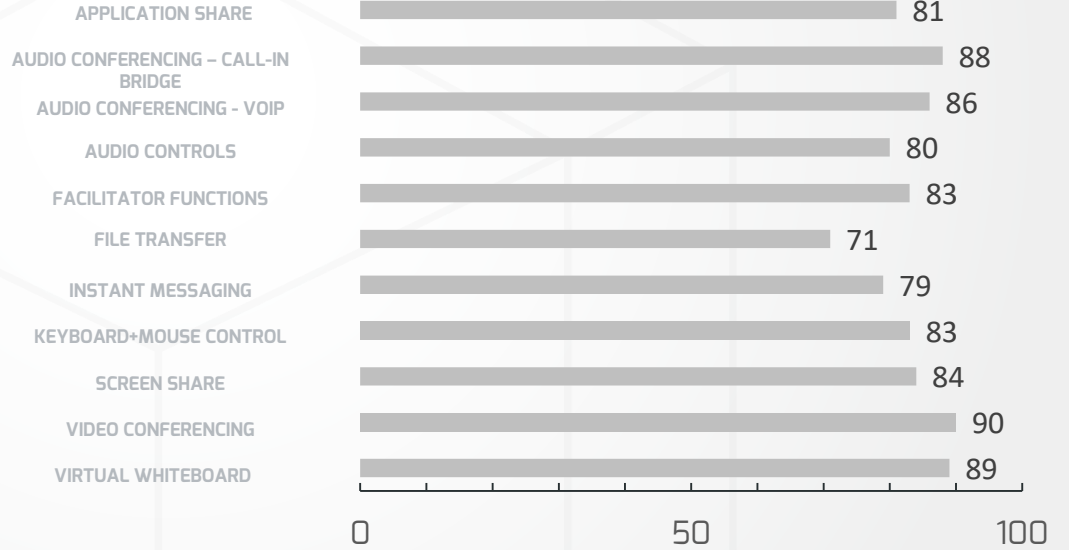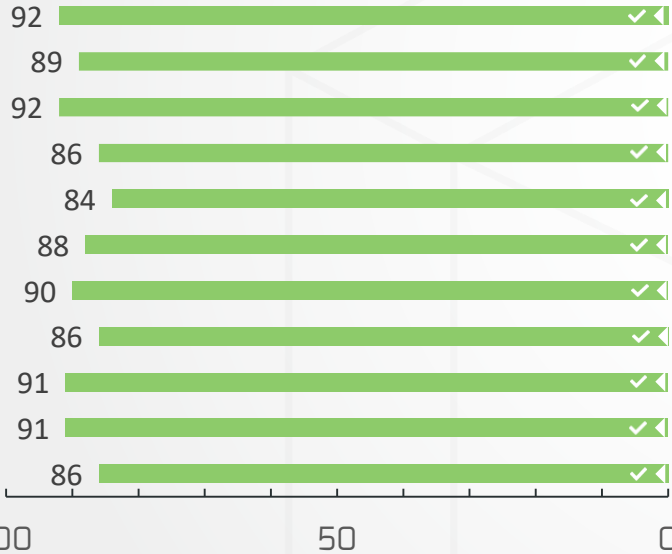100   50   0   0   50   100

PRODUCT FEATURES
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.

Webex Meetings — NET SCORE **89**

VS.

NET SCORE **83** — zoom

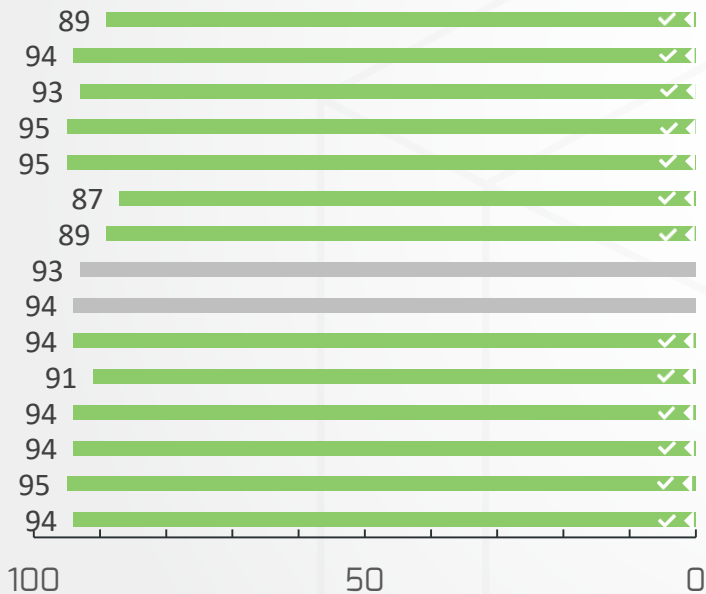| Webex Meetings	Feature	Zoom
92	APPLICATION SHARE	81
89	AUDIO CONFERENCING – CALL-IN BRIDGE	88
92	AUDIO CONFERENCING - VOIP	86
86	AUDIO CONTROLS	80
84	FACILITATOR FUNCTIONS	83
88	FILE TRANSFER	71
90	INSTANT MESSAGING	79
86	KEYBOARD+MOUSE CONTROL	83
91	SCREEN SHARE	84
91	VIDEO CONFERENCING	90
86	VIRTUAL WHITEBOARD	89

100   50   0

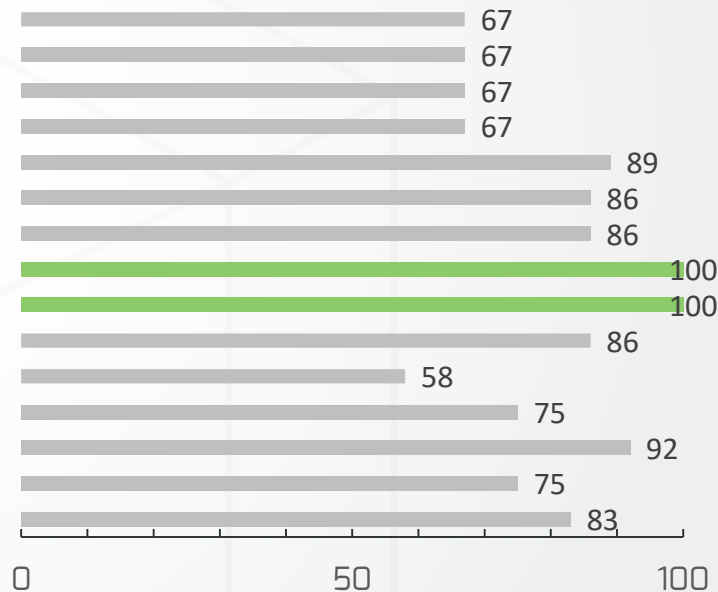0   50   100

EMOTIONAL FOOTPRINT
SUMMARY

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product.

Webex Meetings — NET SCORE **92** NET EMOTIONAL FOOTPRINT

VS.

70 NET EMOTIONAL FOOTPRINT — NET SCORE **zoom**

Webex Meetings	Dimension	Zoom
89	ALTRUISTIC	67
94	INTEGRITY	67
93	FAIR	67
95	TRUSTWORTHY	67
95	CLIENT-FRIENDLY POLICIES	89
87	UNDER PROMISED	86
89	CLIENT'S INTEREST FIRST	86
93	NEGOTIATION GENEROSITY	100
94	FRIENDLY NEGOTIATION	100
94	TRANSPARENT NEGOTIATION	86
91	UNIQUE FEATURES	58
94	SECURITY PROTECTS	75
94	RELIABLE	92
95	ENABLES PRODUCTIVITY	75
94	PERFORMANCE ENHANCING	83

100   50   0

0   50   100

EMOTIONAL FOOTPRINT
SUMMARY

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product.
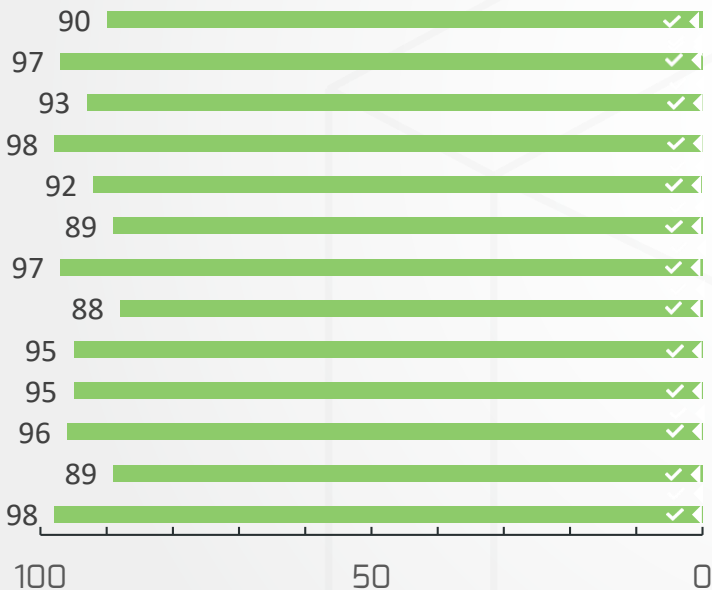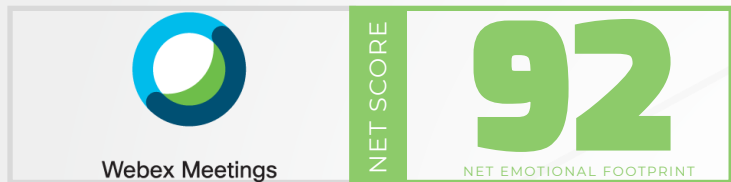
Webex Meetings — NET SCORE **92** NET EMOTIONAL FOOTPRINT

VS.

70 NET EMOTIONAL FOOTPRINT — NET SCORE — zoom

Webex Meetings	Metric	Zoom
90	SAVES TIME	73
97	CARING	73
93	EFFICIENT	73
98	RESPECTFUL	91
92	INSPIRING	73
89	INCLUDES PRODUCT ENHANCEMENTS	64
97	HELPS INNOVATE	73
88	APPRECIATES INCUMBENT STATUS	73
95	EFFECTIVE	55
95	CONTINUALLY IMPROVING	73
96	NET RELATIONSHIP FOOTPRINT	88
89	IMPORTANCE TO PROFESSIONAL SUCCESS	75
98	STRENGTH OF EMOTIONAL CONNECTION	75

100   50   0   0   50   100