How do you quantify quality?
Things like participant layout, menu items, and overall look and feel are subjective personal preferences. However, things like video and audio quality and performance on poor networks can be measured objectively.
And these quality metrics matter.
In a VisQOL test of audio quality, at 40% packet loss, Zoom Phone maintained good audio quality, outperforming the competition.
In brown noise tests, Zoom’s noise suppression technology reduces more noise than the competition.

Network utilization

User satisfaction