

# ZOOM MEETINGS & CALLING

Wainhouse Lab Evaluation of Meeting & Calling Solutions — commissioned by Zoom

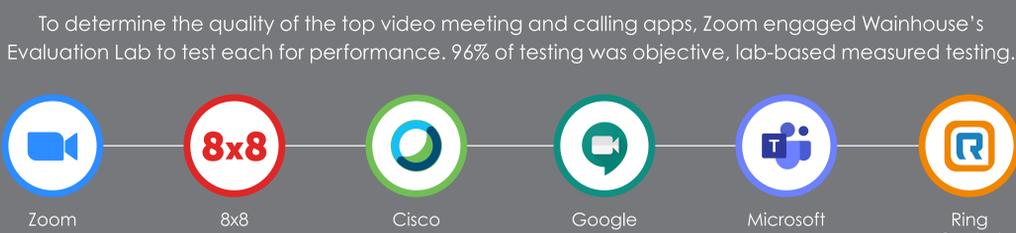
While nearly everyone is using cloud-based video meeting and calling apps today, not everyone is having the same experience.

## 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.

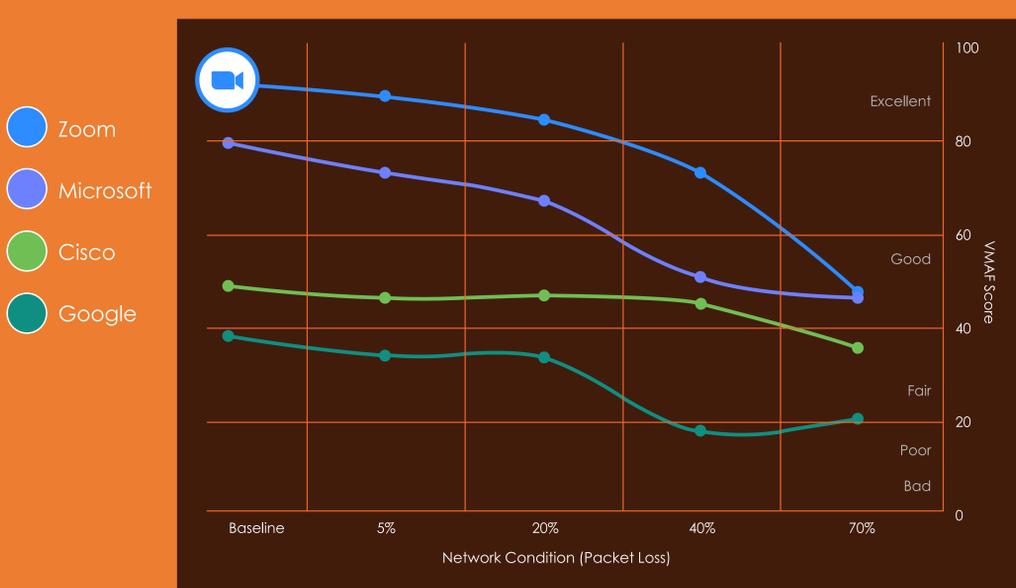


### 10 Solutions

- Zoom Meetings
- Zoom Phone
- 8x8 Work
- Cisco Webex Meetings
- Cisco WX Calling-Teams
- Cisco WX Calling-UC One
- Google Meet
- Microsoft Teams
- Ring Central App



## Zoom delivers excellent video quality at 40% packet loss



In a VisQOL test of audio quality, at 40% packet loss, Zoom Phone maintained good audio quality, outperforming the competition.

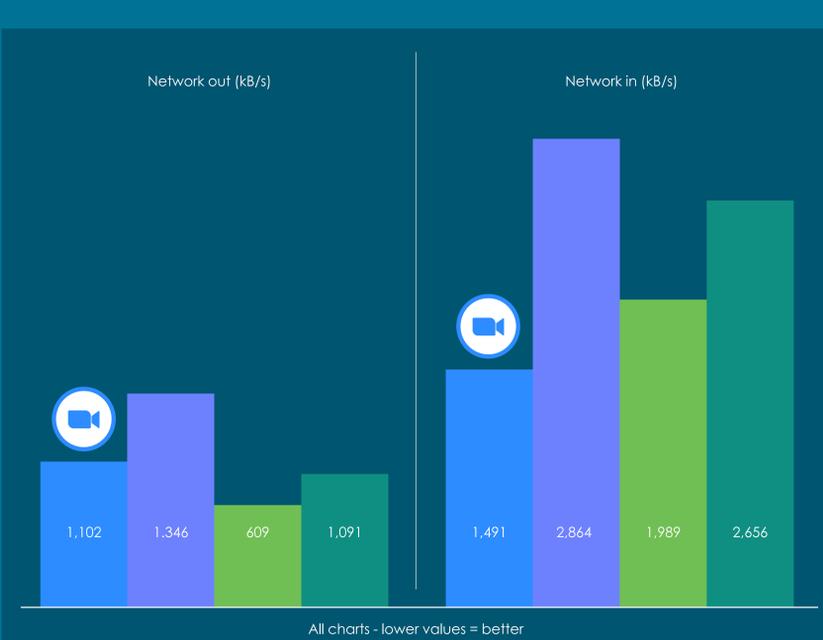
Score	Audio VISQOL (MOS)
5	Excellent >4.3
4	Good 4.0-4.3
3	Fair 3.6-4.0
2	Poor 3.1-3.6
1	Bad <3.1



In brown noise tests, Zoom's noise suppression technology reduces more noise than the competition.



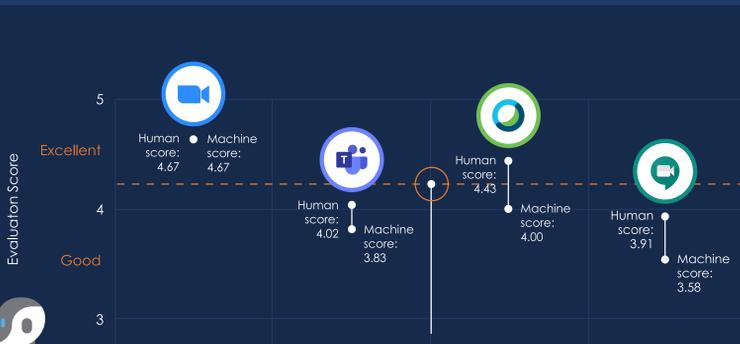
## Network utilization



In both 3 and 50 person meetings, Zoom consumes less bandwidth than most solutions.

## User satisfaction

In comparing human focus groups versus machine-based, AI-trained scoring models, Zoom measured the same top score.



Enterprise meetings human focus-group survey vs. machine score results

