Beginners Guide to Web Video Conferencing

Thursday 30th April - 10.30 am
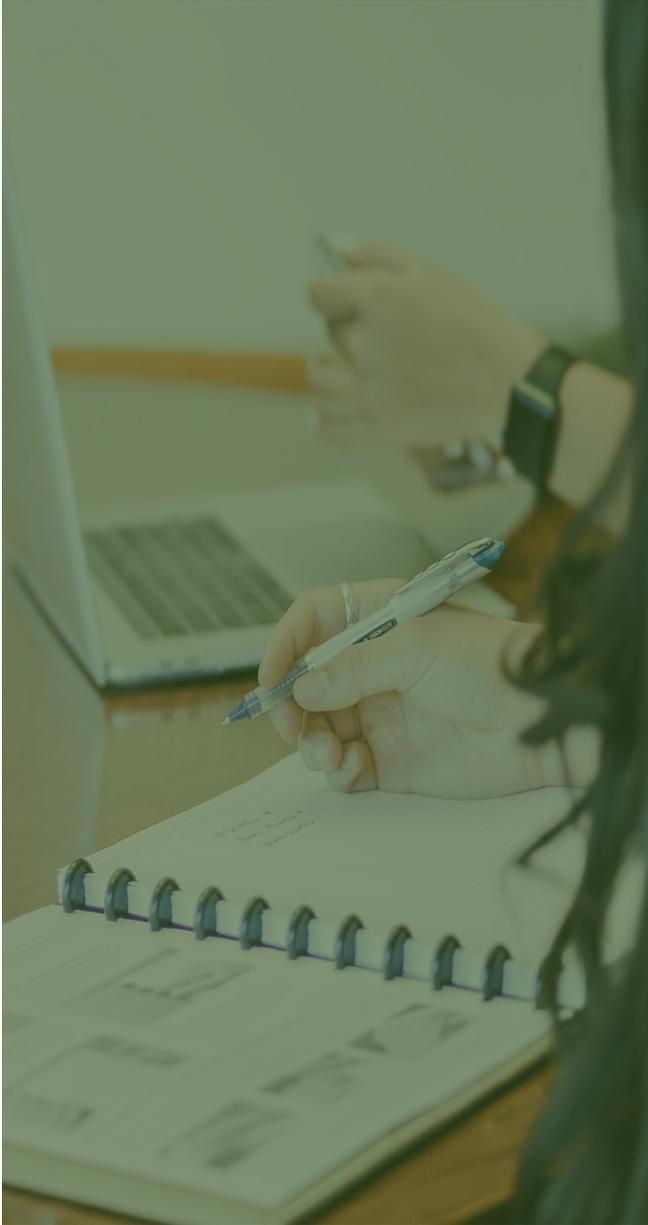
AGENDA

APPENDICES

PRESENTER

Vincent Dunne – Lead Business Analyst

**LinkedIn:** https://www.linkedin.com/in/vincent-dunne-3290b42/

Life & Career Coaching: www.evincecoaching.com

Q & A's

- Due to time limitations, we will not be able to take questions during the presentation.

- If there is something you would like to ask, you can use the 'CHAT' functionality. You can do this by:
  - Moving your mouse to display the menu bar at the bottom of the screen.
  - Select the 'Chat' options.
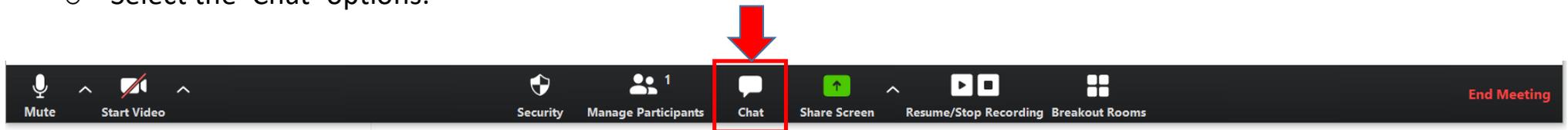
  - The 'Chat' box window will open on the bottom right of screen.
  - Enter you question in the **'Type message here...'** input field and press 'Enter' on keyboard.
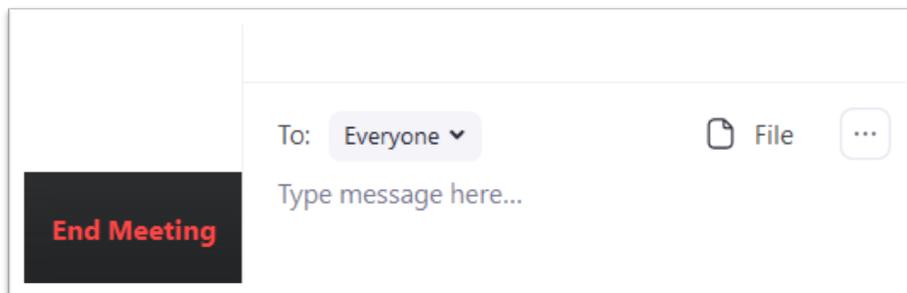
  - Lar will read out the questions after the session. (time permitting)

- Video conferencing has been around for a number of years.

- The advent of Covid 19 has had an unparalleled impact on how we interact both personally and in business e.g. working from home, unable to go meet clients in person etc.

- Within a matter of a few short weeks, 'face to face' and 'in person' communication is no longer possible.

- This has lead to an unprecedented demand for other ways to socialise together, work together and communicate with each other.

- As a result, individuals and companies are looking to web video conferencing to fill the gap.

- As Web Video Conferencing is easily available through laptop, mobile and Tablet, this has been the go to solution for those who may not have availed of video conferencing in the past.

02. Benefits of Video Conferencing – Communication with Clients

There are a number of benefits in using Video Conferencing for communicating with clients. These include:

- Allows for greater flexibility in meeting with clients and customer engagement

- Reduced time and cost for travel

- More flexible times available

- Easier to gather a number of clients at the same time.

- Channel to get immediate access to your clients

- Increased sales leads and customer satisfaction and retention

- Sales presentations direct to Clients and potential Clients

- Efficient way for dealing with more routine tasks

02. Benefits of Video Conferencing – Team Collaboration

There are a number of benefits in using Video Conferencing for team collaboration. These include:

- Allows teams in different locations to meet.
- Reduces costs by reducing travel requirements
- Improved productivity as less time travelling
- Allows for teams to collaborate
- Builds up relationships within teams
- Staff retention – Work / Life Balance
- Increased productivity
- Optimised Attendance
- Structured meetings
- Access from PC, Laptop, Mobile or Phone – Visual and Audio options

03. 5 Steps to going live with video conferencing

Getting going with Web Video Conferencing is quick and easy. Follow the steps below to get you going.

Step 1: Decide of provider

There are a number of solutions available. Check out a list of some of the main providers in the Appendices.

Step 2: Sign up to Account

Once you have selected your provider, sign up by creating an account. Only takes a few minutes. Most providers have a free option so always good to try a few out.

Step 3: Schedule Meeting

Schedule a meeting. Most providers will allow you to set criteria for meetings. Setting up a meeting is quick and simple.

Step 4: Send out invite

When you set up a meeting, an invite will be generated which you send out to your attendees. This will contain details on how to join the meeting.
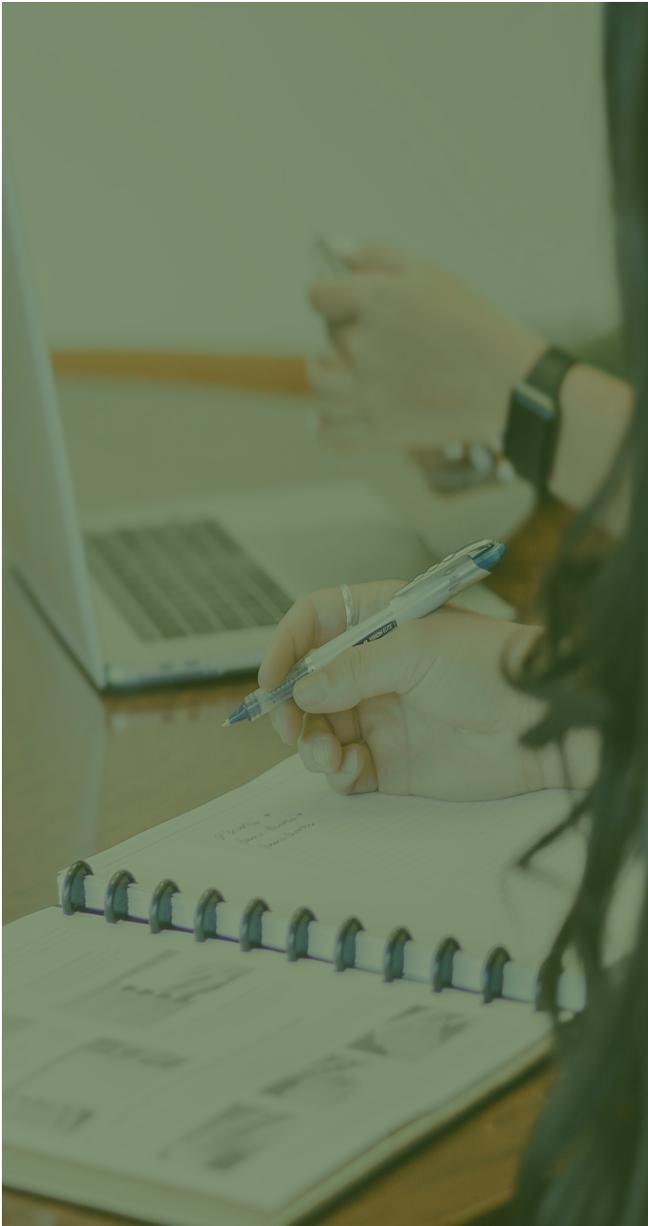
Step 5: Have meeting

When meeting time comes, log in to have your meeting. Don't forget to be clear about the purpose of the meeting. Meeting etiquette is very important with web Video conferencing.

04.   Meetings and Webinars Comparison

In order to assist you in deciding what option you will go for, it is important to understand what 'meeting' and 'webinar' functionality is. The table below highlights what can be done.

MEETINGS	WEBINARS
• 1 to 1 meeting e.g. client, work colleague etc.	• Host online events with up to 100 interactive presenters
• 1 to many e.g. group of clients, teams, work colleagues.	• 100 to 10,000 view only Attendees
• Internal Meeting	• Controls for Presenters
• Customer Meeting – Engagement, lead follow up, new leads generation etc.	• Interactive capabilities for attendees
• Sales & Product promotion	
• Training	

05. Video Conferencing Solutions Comparisons

There are a number of video conferencing solutions available for personal and business users. We will look at 3 of the more well known solutions i.e.

➢ ZOOM

➢ WebEx

➢ MS Teams and Skype

Note that we are reviewing these as they are 3 of the more popular solutions. You should do your own analysis to see what solution works best for you. Please see appendices for a list of other available video conference solutions and a summary of what functionality they each provide.

Overview

Zoom is a video conferencing service you can use to virtually meet with others - either by video or audio-only or both, all while conducting live chats. And it lets you record those sessions to view later.

ZOOM – Key Features

Zoom allows you to:

- Host meetings and Webinars

- Relatively easy to use

- Accessible from laptops and mobile

- Zoom Account needed to set up a meeting

- Meeting attendees do not need Zoom account and access meeting via URL

- Can access Zoom via Browser version or downloaded APP

- Selection of plans(free and paid) to meet User's needs

- Features meeting the needs of small and large Users.

ZOOM – Meeting Functionality

Action	Functionality
Setting up a meeting	When setting up a meeting, the Host can: • Specify date, time and length of call. • Specify if meeting password is required • Specify default Video and Audio settings • Enable join before host • Mute attendees on joining • Enable Waiting room • Record Meeting automatically
During a meeting	During a meeting, the host can: • Manage attendees e.g. mute/unmute attendees • Share screen and manage who can share their screen. • Set up Whiteboard • Set Virtual back ground • Breakout rooms • Record Meetings • Lock Meetings

Mute   Start Video   Security   Manage Participants   Chat   Share Screen   Resume/Stop Recording   Breakout Rooms   End Meeting

ZOOM - Pricing

Package	Suitable for	Fee – Billed Monthly	Fee – Billed Yearly	Summary Key Features
Basic	Personal Meeting	Free	n/a	• Up to 100 participants per meeting • 1 : 1 calls , no time limit • ! : 2 or more, Calls limited to 40 mins • Unlimited number of meetings • Web and Video Conferencing features • Group Collaboration
Pro	Small Teams/ Businesses	€13.99 per month per host	€139.90 per year per host (€11.66 per month per host)	• Up to 100 participants per meeting. (can be increased) • 24 hr time limit for all calls • Unlimited number of meetings • All features of Basic plus: • User Management • Admin Feature Control • Reporting
Business	Small & Medium Businesses	€18.99 per month per host Min. 10 hosts i.e. €189.90 payable per month.	€1899.00 per year for 10 hosts (€158.25 per month for 10 hosts)	
Enterprise	Large Enterprises	€18.99 per month per host Min. 100 hosts i.e. €1899.00 payable per month.	Contact Sales	

Available Add-ons* to above packages:
- Webinar: Priced based on number of participants and number of presenters
- Zoom Rooms (Allows you to separate participants out into rooms) : Priced based on number of rooms required
- Zoom Phone
- Large Meeting: 500 and 1000 attendees
- Cloud recording: Allows you to record meeting to the cloud

*Most available on Billed monthly and Billed Yearly option.

Overview

Cisco WebEx is a cloud-based suite of productivity tools that keeps teams connected. Including WebEx Teams, WebEx Meetings, and WebEx Devices, this suite merges the web conferencing platform and the Spark team collaboration tool from Cisco.

WebEx allows you to:

- Host meetings and Webinars

- Relatively easy to use

- Accessible from laptops and mobile.

- Dial in option available

- WebEx Account needed to set up a meeting

- Can access WebEx via Browser version or downloaded APP

- Meeting attendees do not need WebEx account and access meeting via URL.

- Selection of paid plans to meet clients needs.

- Features meeting the needs of small and large Users.

WebEx- Meeting Functionality

| Action	Functionality
Setting up a meeting	When setting up a meeting, the Host can: • Specify date, time and length of call. • Specify if meeting password is required • Specify default Video and Audio settings • Set Meeting Agenda • Display global call-in numbers • Set Scheduling and meeting options • Personal room for calls
During a meeting	During a meeting, the host can: • Share screen and manage who can share their screen. • Lock Meetings • Write Notes • Chat • Record Meeting
WebEx Teams	• Cisco® WebEx Teams is an easy-to-use collaboration solution that keeps people and teamwork connected anytime, anywhere. WebEx Teams™ brings together messaging, file sharing, video meetings, white boarding, calling, and other tools you use to streamline teamwork and produce results faster.

WebEx- Pricing

Package	Suitable for	Fee – Billed Monthly	Fee – Billed Yearly	Summary Key Features
Free	Personal	Free	n/a	• Up to 100 participants per meeting • 24 hr limit on calls. • Unlimited number of meetings • Call in for Audio • Web and Video Conferencing features • Group Collaboration
Starter	Small Teams	€14.25 per month per host	€154.20 per year per host (€12.85 per month per host)	• Up to 100 participants per meeting. (can be increased) • 24 hr time limit for all calls • Unlimited number of meetings • All features of Free plus: • 5GB Cloud Storage • User Management • Recording Transcripts • Customisable personal Room link
Plus	Mid Sized Teams	€19.25 per month per host	€207.60 per year for host (€17.30 per month per host)	
Business	Large Enterprises	€28.50 per month per host Min. 5 hosts i.e. €142.50 payable per month.	€1539.00 per year for host (€25.65 per month per host)	
Available Add-ons* to above packages:				
*Most available on Billed monthly and Billed Yearly option.				
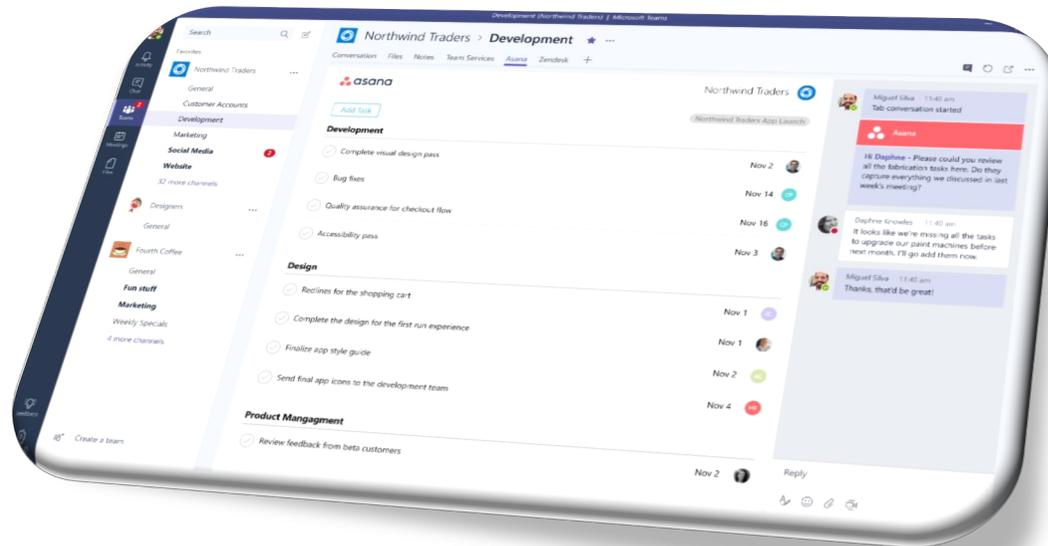
Overview

In Microsoft Teams, teams are groups of people brought together for work, projects, or common interests. Teams are made up of channels. Each channel is built around a topic, like "Team Events," a department name, or just for fun. Channels are where you hold meetings, have conversations, and work on files together.

MICROSOFT TEAMS- Key Features

MS Teams allows you to:

- One centralised hub
- Teams and channels
- Conversation within channels team
- Chat function
- Document storage
- Online Meetings
- To take part in team collaboration, you need to have Microsoft Teams and be added to the team. Note that you do not have to work for the same company.
- Online video conferencing enabling meetings, screen sharing etc.
- Skype for Business will be de-commissioned in 2021 and replaced by Microsoft Teams.
- Microsoft Teams is included in Office packages so you should be able to get it as part of your subscription.

MS Teams & Skype - Pricing

Package	Suitable for	Fee – Billed Monthly	Fee – Billed Yearly	Summary Key Features
Microsoft Teams	Personal/Small Teams	Free	n/a	• Chat and collaboration • Meeting and Callings • Productivity Apps & Services • Security and Compliance • Administration
Microsoft 365 Business Basic	Small Teams	n/a	€4.20 per User Per month. Yearly commitment required.	• Same as above but with enhanced functionality and certain Web versions of MS apps e.g. Word, Excel, PowerPoint etc.
Microsoft 365 Business Basic	Mid Sized Teams	€12.50 per month per host	€10.50 per User Per month. Yearly commitment required.	
Office 365 ES	Large Enterprises	n/a	€10.50 per User Per month. Yearly commitment required.	

06. Considerations when choosing a solution

When deciding on a solution, as yourself the following questions:

- **What will I use it for?**
  - Video conferencing meetings?
  - Team Collaborating? Webinars?
  - All these options?

- **How often will I use the various features?**
  - Daily? Monthly? Once or twice a year?

- **Who will I be connecting with?**
  - Clients? Team Members? Both?

- **Will they be familiar with the technology?**

- **What is the usability like i.e. is it easy to use, do I like the interface etc.?**

- **How do I get training?**
  - Free training on solution providers website. Also search on YOUTUBE where you will find loads of free training videos.

All solutions will either have a free option or a free trial period for paid options. Sign up to a few and try them out. This will help you decide on what solution works best for you. Remember, there is nothing stopping you using more than one solution.
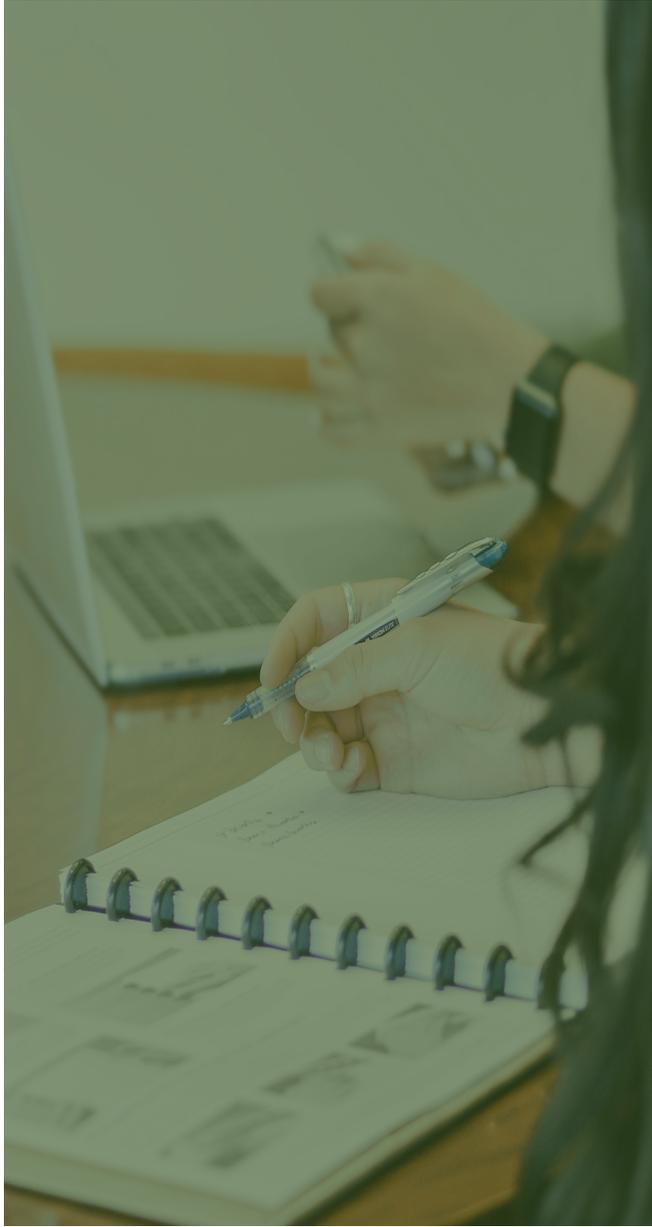
APPENDICES

Video Conferencing Solutions Comparison Table

Product	RingCentral Meetings	Zoho Meeting	Microsoft Teams	GoToMeeting	ClickMeeting	Intermedia AnyMeeting	Cisco Webex Meetings	BlueJeans Meetings	Join.me	Zoom Meeting
Lowest Price		SEE IT								
Editors' Rating	●●●●○	●●●○○	●●●●○	●●●●○	●●●●○ EDITORS' CHOICE	●●●○○	●●●●○ EDITORS' CHOICE	●●●●○	●●●○○	●●●●○ EDITORS' CHOICE
Free Version Offered	✓	✓	—	✓	✓	✓	✓	—	✓	✓
International Numbers	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Toll-Free Numbers	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Multi-National Toll-Free Numbers	✓	✓	✓	✓	✓	✓	✓	—	✓	✓
Multi-Language Support	✓	—	✓	✓	✓	—	✓	✓	—	✓
Whiteboard Tools	✓	—	✓	✓	✓	✓	✓	✓	✓	✓
Share Mouse / Keyboard	✓	—	✓	✓	✓	✓	✓	✓	✓	✓
In-App Private Chat	✓	—	✓	✓	✓	✓	✓	✓	✓	✓
Third-Party Recording Tools	—	—	✓	—	✓	✓	✓	✓	—	✓
Social Media Integration	✓	—	—	✓	✓	✓	✓	✓	✓	✓
Cloud Storage	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Read full article at: https://uk.pcmag.com/cloud-services/9067/the-best-video-conferencing-software-for-2020

Video Conferencing Solutions URL Links

There below table contains links to some commonly used web conferencing solutions.

	Website	Pricing Options
	https://www.ringcentral.com/	https://www.ringcentral.com/office/plansandpricing.html
	https://www.zoho.com/meeting/	https://www.zoho.com/meeting/meeting-pricing.html
	https://teamsdemo.office.com/	https://www.microsoft.com/en-ie/microsoft-365/microsoft-teams/compare-microsoft-teams-options
	https://www.gotomeeting.com/en-ie	https://www.gotomeeting.com/en-ie/meeting/pricing-ma
	https://clickmeeting.com/	https://clickmeeting.com/pricing
	https://www.intermedia.net/	n/a
	https://www.webex.com/	https://www.webex.com/pricing/index.html
	https://www.bluejeans.com/	https://store.bluejeans.com/
	https://www.join.me/	https://www.join.me/pricing
	https://www.zoom.us/	https://www.zoom.us/pricing
	https://slack.com/intl/en-ie/	https://slack.com/intl/en-ie/pricing
	https://twist.com/	https://twist.com/pricing?lang=en

Video Conferencing Solutions URL Links

The table bellows displays useful links for info on video conferencing. Note that these links are included for information purposes. Inclusion does not verify correctness of information and you should carry out your own research.

Description	URL Link
Article reviews some of the main Web Video Conferencing solutions.	https://www.techradar.com/best/best-video-conferencing-software
Article reviews some alternatives to ZOOM	https://www.theverge.com/2020/4/1/21202945/zoom-alternative-conference-video-free-app-skype-slack-hangouts-jitsi
Article about ZOOM security	https://www.tomsguide.com/news/zoom-security-privacy-woes
Article about ZOOM security	https://www.msn.com/en-ie/money/technology/zoom-releases-security-updates-in-response-to-zoom-bombings/ar-BB137mKI?ocid=spartandhp
Comparison between Zoom, MS Teams and Google Meets	https://www.pocket-lint.com/apps/news/151947-zoom-vs-microsoft-teams-vs-google-meet-what-s-the-difference
Comparison between Zoom and Webex	https://www.dgicommunications.com/zoom-vs-webex/
ZOOM – Virtual Background Tutorial	https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background