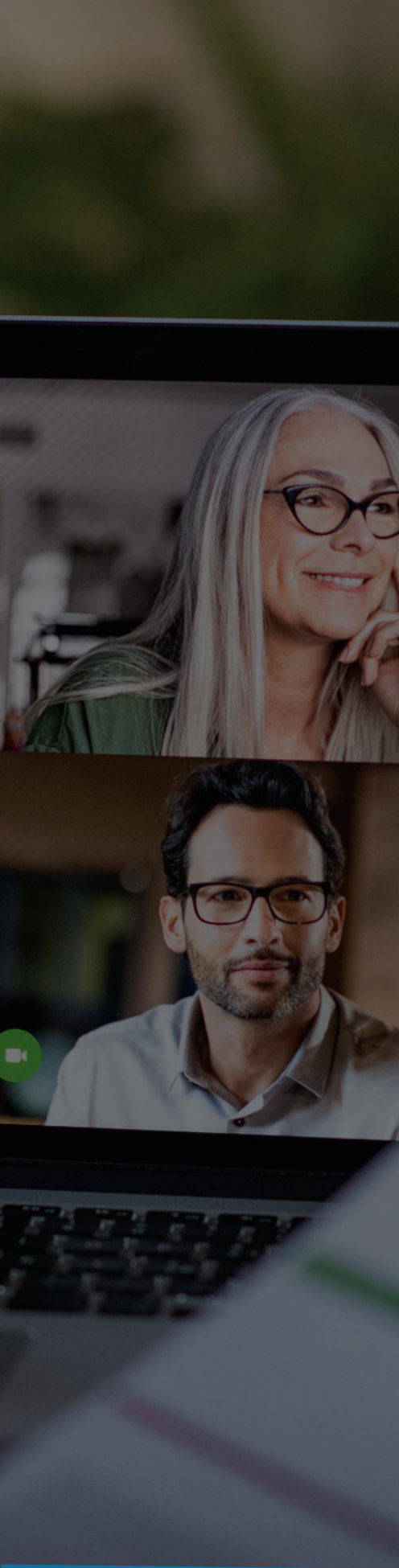


Survey:

The Voice of Employees on Virtual Meetings & Collaboration in 2021





It goes without saying that the use of video conferencing and unified communications platforms are ubiquitous in 2021, but how are employees feeling about these tools? We surveyed 125 individuals to take a pulse on virtual meetings and the state of collaboration.

First Things First: Policy is the Best Policy

As with many technology challenges and rapid transformations, the best place to start is with a good policy. Just as organizations need policies governing disaster recovery, security, and other operations-critical technologies, they can also benefit from established rules of engagement and formal written guidance around virtual meetings, especially as make pural “businesses transition into hybrid workforces with employees split between corporate and home offices.



Virtual Fatigue is Real: Support Employees

We asked respondents how long they spent on virtual meetings before and after the pandemic. Before the pandemic, the average answer was 8 hours or less per week; since the pandemic, many responded with 8 hours or more per day.

Aside from begging the obvious question as to when in the day these individuals are supposed to work, the advent of overpacked video conference calendars has given rise to a new phenomenon known as “Zoom fatigue.” This refers to the feel of mental, physical, and emotional exhaustion many of us feel after a long day of virtual meetings, and the results of our survey show how real this feeling can be.

Organizations can help eliminate Zoom fatigue and burnout by setting policies which enable employees to cut down on unnecessary meeting time. Examples include:

- Designating specific hours to remain virtual meeting free – setting aside the hours from 12:00 p.m. to 1:00 p.m. to help ensure employees get time to eat lunch and catch up on work before launching into afternoon meetings.
- Creating a policy against booking meetings at the half hour or have meetings end 5 to 15 minutes early – giving employees the chance to recharge and do work when virtual sessions end.
- Limiting after-hours virtual company events to give employees an opportunity to separate work from personal time.

Are you over “Zoom Happy Hours” or the likes?



Call Me...Maybe

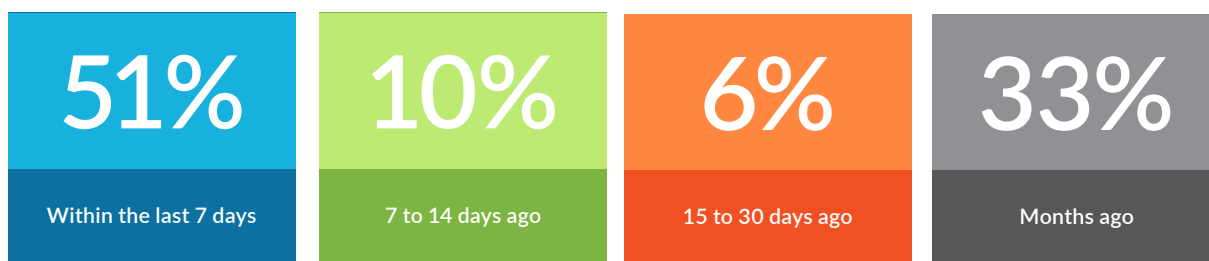
Though virtual meeting software has become increasingly prevalent, it is by no means the only option. Our survey showed that just over 50% of respondents have participated in a virtual meeting conducted over the phone in the last week, and many organizations still seem to prefer phone calls, either due to tradition or force of habit.

But consider: which is more engaging? Virtual meetings offer the option to interact with coworkers face-to-face, and usually chat and file-sharing options as well, while a phone call is much more limiting as a medium.

The results of our survey back this approach; when asked, 88% of the 125 people surveyed found meetings to be more productive when virtual rather than over the phone. To keep meetings as productive as possible, then, organizations can set a policy requiring that a virtual meeting link be sent out, either on its own or alongside a phone number, with all remote meetings.



When was the last time you joined a “phone only” conference call?



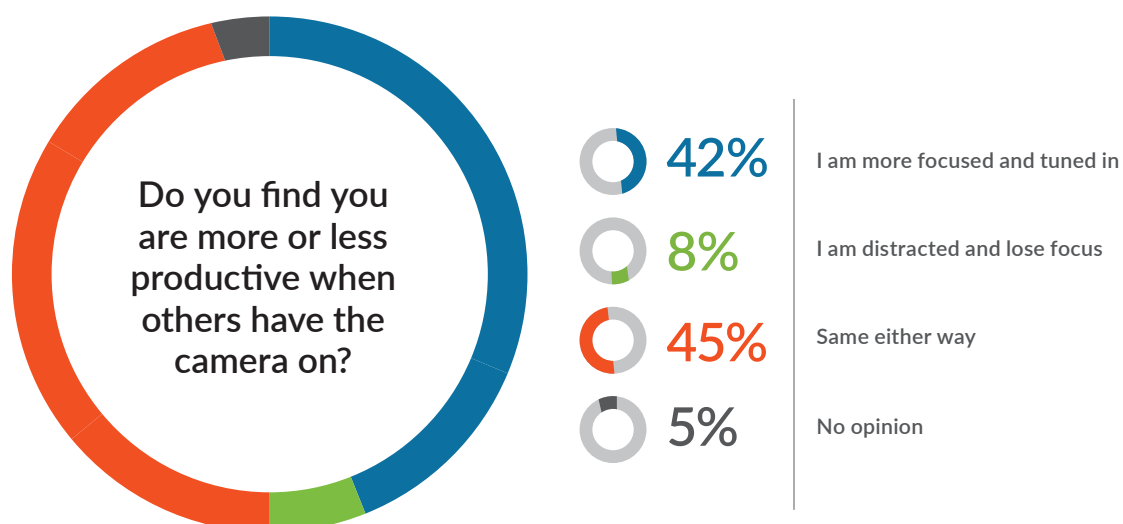
Lights, Camera, Action

Even if we accept that virtual meetings tend to work better than phone calls, virtual meetings can be carried out either with or without video. When asked whether they prefer their attendees to have their camera on or off during virtual meetings, 41% of those we surveyed said they prefer cameras on and 40% said they have no preference, while a mere 11% preferred cameras off. This seems to suggest that most people either prefer to use the video option or at least have no preference against it.

Our study also suggested that teams can achieve more in meetings when everyone has video on; over 85% of respondents found video meetings productive, and over 40% found video meetings more productive than virtual conferences with cameras turned off.

Keeping cameras on enables team members to replicate in-person conversations as closely as possible and communicate using facial expressions as well as words. Even your background, whether real or virtual, can provide a catalyst for conversation and connection. Furthermore, our survey indicated that most participants were not deterred from using their camera by concern over revealing their personal space at home.

Organizational or departmental leadership can provide guidelines on how employees handle the camera decision on a day-to-day basis through policy and precedent. Everyone needs a break from the camera sometimes but encouraging employees to participate with video during particularly important meetings, or simply whenever they feel comfortable, has the potential to boost productivity and engagement.



All-In-One, One for All

An organization's technical capabilities are only as good as the tools they use. Today, the industry is moving towards secure, cloud-based, all-in-one communications platforms that allows real-time collaboration on any device.

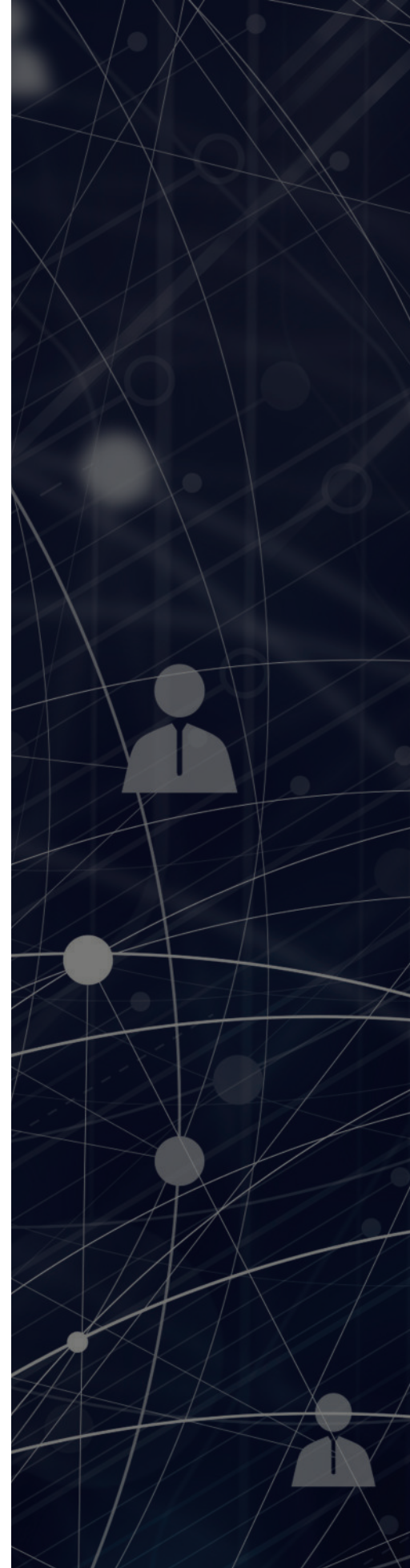
To demonstrate why this type of platform is so universally useful, let's look at some of the very real threats to productivity that companies are facing today:

- Bad communications amongst departments
- Too many emails and difficulty finding the right emails
- A virus or ransomware that takes away your proprietary work
- Lost documents, or inability to access the right document version
- A slow or broken computer
- Delayed communications
- Inaccurate interpretation of communications
- Internet outages

By using an enterprise-grade cloud-based communications platform, companies can address these issues:

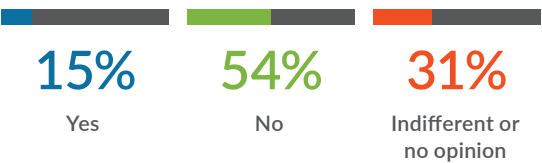
- Emails and documents are stored in the cloud and easy to locate and share
- Data and information are accessible from any device
- Communication happens in real time, and
- Collaboration is possible at the touch of the button via video, voice, or chat.

Looking to a hybrid workforce, survey respondents stated virtual communications platforms will be critical regardless of physical location. Thus, crafting a clear and effective strategy for all-in-one virtual communications represents a worthwhile long-term investment, as does developing policies around how that tool is used (e.g., authentication, security, meeting hours, etc.).

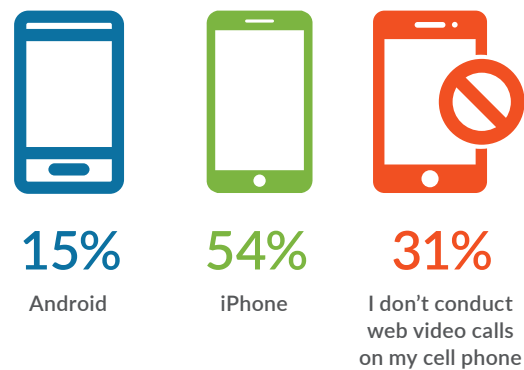


More Interesting Datapoints

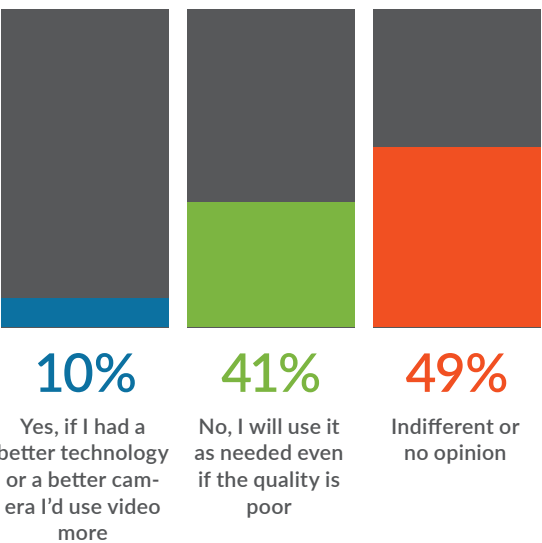
Do you find it rude or offensive when others do not turn on the camera while yours is on?



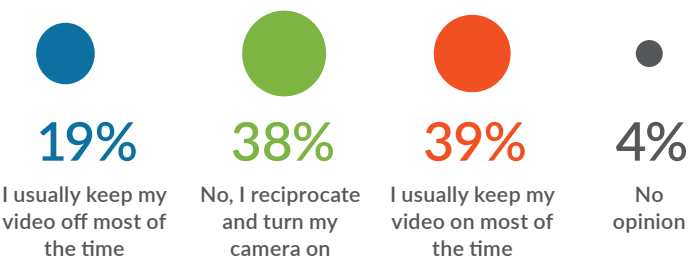
Do you use an Android or an iPhone when taking web calls on your phone?



Is bad/old technology or a bad/old webcam a cause for you to avoid using video during meeting?



Do you personally keep your video off even while other's are on?



Dataprise Managed Communication and Collaboration

Our Managed Communication and Collaboration offers a variety of solutions to keep your company connected. Our expertise and industry partnerships can help you identify and implement the right communication solution to fit your needs, overall ensuring business continuity, reducing complexity, and enabling mobility for your organization.

Unified-Communications-as-a-Service (UCaaS)

UCaaS is a single cloud communications solution offering integrated voice, video, messaging and team messaging. We can help find the right technology and capabilities for your workforce needs.

Top UCaaS features include:

- Hosted PBX
- Video Conferencing
- Instant Messaging
- Mobile Apps
- Desk and softphones
- Toll-Free and Local Numbers



Contact-Center-as-a-Service (CCaaS)

Support and communicate with your customers seamlessly with CCaaS. This cloud-based, high-quality customer experience solution allows your company to achieve inbound and outbound communication with customers or prospects.

Top CCaaS features include:

- Intelligent Call and Email Routing
- Integrations with CRM, Database and RESTful API
- Workforce Optimization and Management
- On-Demand Access to Customer Account Information and History
- Voice, Email, Chat, and Social Media Channels



**Contact Us to Learn More about
Managed Communication and Collaboration**

www.dataprise.com | [1.888.519.8111](tel:18885198111)
