SECURITY LACKING WITH DIAL-IN CONFERENCING

While 70% report that it’s quite normal to discuss confidential information on conference calls, over 50% say it’s normal not to know who’s on those calls.

- Always: 7%
- Never: 20%
- Often: 43%
- Sometimes: 25%
- Rarely: 63%

Problems with enterprise conferencing

When it comes to conferencing tools, there’s a list of common frustrations and irritations that plague most calls – from bad connections and background noise to slow downloads to view a shared screen.

Despite advances in conferencing technology, the majority of business users still rely on an antiquated method for joining: dialing in with numbers and codes. These disruptions affect everything from productivity to the bottom line. Here’s a look at the business impacts from poor conferencing practices.

1 Wainhouse Research 2016
2 Based on average of 114,000 working minutes per year
3 LoopUp customer data
4 Enterprise Conferencing: User Behavior & Impact Report
5 Based on figures from Bureau of Labor & Statistics and Adzuna

Source: Enterprise Conferencing User Behavior & Impact Report from Sapio Research, commissioned by LoopUp

Only 22% of people report connecting to their conference calls via a mobile device, even though they make it easier to move freely about the workplace.

- 22% of respondents report waiting over 5 minutes to get web conferencing tools set up
- Only 12% of conference callers say they feel as comfortable on video calls as they do on audio even though 88% said they believe it can be useful in their meetings
- 71% of enterprise conference calls don’t include a web conferencing element, and many use either audio only or sharing slides via email

WEB CONFERENCING WOefully UNDERUTILIZED

- 55% of business users are still dialing in to conference calls with numbers and codes
- 61% of business users are still dialing in to conference calls with numbers and codes

An average of 15 minutes of every conference call is wasted on technology challenges getting started or distractions throughout

- Calculating the cost of wasted time on conference calls

<table>
<thead>
<tr>
<th>Conference Call Wastage</th>
<th>Cost in £ (Based on average of 114,000 working minutes per year)</th>
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<tbody>
<tr>
<td>15 minutes</td>
<td>£260 (Based on average of 114,000 working minutes per year)</td>
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瞭望者