

Web Conferencing User Requirements and Preferences Survey

Introduction:

Because Web conferencing users are likely to address new online audience members on any given day, success requires the easiest possible entry and participation by a large, diverse population. To consistently address this need, PresenterNet staff members compiled input from users and prospects to identify issues that must be addressed to ensure seamlessness for all audiences.

Support for Macintosh and for Firefox immediately emerged as top priorities for all Web conferencing presenters. Requirements for special software, downloads of special plug-ins, support for multiple platforms, and support for multiple browsers topped the list of issues that might confound potential audience members attending an online event like a Webinar.

Staff members compiled data in this report through multiple resources, including user surveys, analysis of system logs, and interviews of key corporate customers. Following are the primary questions pursued, and results of the study.

1. What platforms do presenters use for Web conferencing?

Windows	Macintosh	Linux
86%	12%	2%

2. What platforms do audiences use?

Windows	Macintosh	Linux
86%	13%	1%

3. What browsers do presenters use for Web conferencing?

Internet Explorer	Firefox	Safari	Opera
80%	12%	5%	3%

4. What browsers do audiences use?

Internet Explorer	Firefox	Safari	Opera
80%	11%	6%	3%

5. Are users restricted from downloading new software or plug-ins?

Unrestricted	Restricted – Company Regulations
76%	24%

6. Are users willing to download new software and plug-ins?

Willing to download	Unwilling to Download
91%	9%

7. Are audience members likely to have Macromedia Flash installed?

Current Flash Installed	Older Version Installed	No Flash installed
91%	7%	2%

8. Do security issues such as firewalls restrict Web conferencing users?

No Problems	Minor Problems	Significant Problems
86%	9%	5%

9. Do security issues such as firewalls restrict Web conferencing audiences?

No Problems	Minor Problems	Significant Problems
91%	6%	3%