**Appendix C**

**NPS Calculations for individual platforms**

**Table C.1**: Feature based NPS Calculation for Zoom.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Features** | **Ratings** | | | | | **Don’t Know** | **NPS** |
| **One** | **Two** | **Three** | **Four** | **Five** |
| **Video Quality** | 27 | 62 | 105 | 92 | 51 | 28 | 17.26 |
| **Audio Quality** | 30 | 65 | 93 | 89 | 53 | 35 | 15.02 |
| **Privacy/Security** | 73 | 66 | 80 | 32 | 16 | 98 | -29.08 |
| **Multi-Device Support** | 24 | 63 | 68 | 64 | 72 | 74 | 15.66 |
| **User Friendliness of Interface** | 27 | 65 | 76 | 80 | 82 | 35 | 22.37 |
| **Screen Sharing** | 24 | 61 | 80 | 66 | 86 | 48 | 21.41 |
| **Chat Features** | 24 | 59 | 84 | 79 | 85 | 34 | 25.88 |
| **Host's Control** | 26 | 61 | 78 | 59 | 81 | 60 | 16.94 |
| **Quality of Meeting Recording** | 25 | 51 | 78 | 74 | 41 | 96 | 12.47 |
| **Average** | 32 | 62 | 83 | 71 | 63 | 57 | **13.11** |

**Table C.2**:Feature based NPS Calculation for Google Meet.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Features** | **Ratings** | | | | | **Don’t Know** | **NPS** |
| **One** | **Two** | **Three** | **Four** | **Five** |
| **Video Quality** | 18 | 49 | 88 | 91 | 67 | 52 | 30.64 |
| **Audio Quality** | 17 | 55 | 79 | 90 | 72 | 52 | 30.31 |
| **Privacy/Security** | 12 | 52 | 85 | 68 | 55 | 93 | 19.87 |
| **Multi-Device Support** | 14 | 54 | 67 | 77 | 75 | 78 | 28.29 |
| **User Friendliness of Interface** | 15 | 54 | 78 | 78 | 88 | 52 | 32.66 |
| **Screen Sharing** | 17 | 51 | 71 | 68 | 86 | 72 | 28.96 |
| **Chat Features** | 25 | 44 | 84 | 74 | 74 | 64 | 26.6 |
| **Host's Control** | 21 | 53 | 65 | 73 | 64 | 89 | 21.22 |
| **Quality of Meeting Recording** | 19 | 46 | 62 | 68 | 51 | 119 | 18.19 |
| **Average** | 18 | 51 | 76 | 77 | 71 | 75 | **26.31** |

**Table C.3**: Feature based NPS Calculation for GoToWebinar.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Features** | **Ratings** | | | | | **Don’t Know** | **NPS** |
| **One** | **Two** | **Three** | **Four** | **Five** |
| **Video Quality** | 11 | 13 | 27 | 37 | 11 | 266 | 36.37 |
| **Audio Quality** | 9 | 14 | 31 | 37 | 11 | 263 | 37.88 |
| **Privacy/Security** | 7 | 11 | 27 | 31 | 10 | 279 | 34.85 |
| **Multi-Device Support** | 10 | 12 | 26 | 21 | 14 | 282 | 19.7 |
| **User Friendliness of Interface** | 13 | 18 | 19 | 33 | 11 | 271 | 19.7 |
| **Screen Sharing** | 9 | 12 | 20 | 29 | 12 | 283 | 30.31 |
| **Chat Features** | 10 | 16 | 22 | 23 | 11 | 283 | 12.13 |
| **Host's Control** | 9 | 12 | 18 | 20 | 19 | 287 | 27.28 |
| **Quality of Meeting Recording** | 9 | 12 | 20 | 21 | 16 | 287 | 24.25 |
| **Average** | 10 | 14 | 24 | 28 | 13 | 278 | **26.95** |

**Table C.4**: Feature based NPS Calculation for Adobe Connect.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Features** | **Ratings** | | | | | **Don’t Know** | **NPS** |
| **One** | **Two** | **Three** | **Four** | **Five** |
| **Video Quality** | 6 | 8 | 18 | 9 | 0 | 322 | -83.34 |
| **Audio Quality** | 7 | 12 | 16 | 8 | 4 | 318 | -116.67 |
| **Privacy/Security** | 7 | 8 | 12 | 10 | 0 | 326 | -83.34 |
| **Multi-Device Support** | 9 | 6 | 12 | 9 | 3 | 326 | -50 |
| **User Friendliness of Interface** | 9 | 6 | 11 | 9 | 5 | 325 | -16.67 |
| **Screen Sharing** | 5 | 6 | 9 | 16 | 3 | 326 | 133.34 |
| **Chat Features** | 10 | 6 | 8 | 6 | 5 | 330 | -83.34 |
| **Host's Control** | 8 | 5 | 11 | 8 | 3 | 330 | -33.34 |
| **Quality of Meeting Recording** | 10 | 8 | 12 | 4 | 7 | 324 | -116.67 |
| **Average** | 8 | 8 | 13 | 9 | 4 | 326 | **-50.01** |

**Table C.5**: Feature based NPS Calculation for GoToMeeting.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Features** | **Ratings** | | | | | **Don’t Know** | **NPS** |
| **One** | **Two** | **Three** | **Four** | **Five** |
| **Video Quality** | 7 | 9 | 18 | 25 | 10 | 296 | 46.35 |
| **Audio Quality** | 9 | 11 | 21 | 21 | 12 | 291 | 31.71 |
| **Privacy/Security** | 11 | 6 | 18 | 16 | 9 | 305 | 19.52 |
| **Multi-Device Support** | 8 | 7 | 13 | 15 | 12 | 310 | 29.27 |
| **User Friendliness of Interface** | 12 | 9 | 17 | 19 | 9 | 299 | 17.08 |
| **Screen Sharing** | 9 | 6 | 14 | 13 | 15 | 308 | 31.71 |
| **Chat Features** | 9 | 6 | 13 | 17 | 11 | 309 | 31.71 |
| **Host's Control** | 7 | 9 | 10 | 11 | 12 | 316 | 17.08 |
| **Quality of Meeting Recording** | 10 | 8 | 13 | 10 | 13 | 311 | 12.2 |
| **Average** | 10 | 8 | 16 | 17 | 12 | 305 | **26.3** |

**Table C.6**: Feature based NPS Calculation for Zoho Meeting.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Features** | **Ratings** | | | | | **Don’t Know** | **NPS** |
| **One** | **Two** | **Three** | **Four** | **Five** |
| **Video Quality** | 6 | 6 | 18 | 11 | 3 | 321 | 18.19 |
| **Audio Quality** | 7 | 10 | 19 | 13 | 3 | 313 | -9.1 |
| **Privacy/Security** | 8 | 6 | 11 | 13 | 0 | 325 | -9.1 |
| **Multi-Device Support** | 9 | 5 | 11 | 13 | 3 | 324 | 18.19 |
| **User Friendliness of Interface** | 12 | 6 | 10 | 15 | 4 | 318 | 9.1 |
| **Screen Sharing** | 12 | 4 | 10 | 12 | 6 | 321 | 18.19 |
| **Chat Features** | 8 | 8 | 9 | 11 | 4 | 325 | -9.1 |
| **Host's Control** | 8 | 7 | 10 | 11 | 4 | 325 | 0 |
| **Quality of Meeting Recording** | 9 | 4 | 14 | 10 | 5 | 323 | 18.19 |
| **Average** | 9 | 7 | 13 | 13 | 4 | 322 | **6.07** |