**Artemis for the Enterprise – FINAL 3/3/10**

### Objective: Identify must haves vs. nice to haves for levels of control/ administration and management capabilities in a web conferencing solution

**Survey Outline**

* Screeners
  + Industry
  + Role
  + Size of IT department
  + Subscriber/Planning
    - Why not subscribing/planning
  + Involved or Would be involved in managing/administering
  + Purchase involvement
  + Company size
* Web Conferencing Usage
  + Prospect Branch
    - What need included
    - Cloud-based vs on-premise
      * Why SaaS
      * Why On-premise
    - Policy – data storage
    - Allowed to record
      * Who allowed to record
    - Policy – outsiders joining
      * Policy – sharing when outsiders present
    - Providers considered
    - Anticipated % that would host or attend
      * What would prevent greater deployment
  + Customer Branch
    - What need included
    - Cloud-based vs on-premise
      * Why SaaS
      * Why On-premise
    - Policy – data storage
    - Allowed to record
      * Who allowed to record
    - Policy – outsiders joining
      * Policy – sharing when outsiders present
    - Providers using/considering
    - # of total host accounts acquired
    - % that host
    - What prevents greater deployment
    - How often conduct
    - Training required
* Web Conferencing Features
  + Out of box application integration
  + Additional application integration
  + Require single sign on
  + Import contacts
  + Policy controls
  + Levels of privileges and permissions
  + Customizing
    - Importance
    - Importance of using just internal resources
    - Typically customized features
  + Enabling/disabling
    - Importance
    - Importance of using just internal resources
  + Charge for use
  + Meeting archive
    - What store in archive
  + Use hosted Salesforce.com
    - Where store this data

Sampling Plan

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Mid-Market  (500 to 999 employees)** | | | **Enterprise**  **(1,000 or more employees)** | | |
|  | **Total** | **Current subscribers** | **Prospects** | **Total** | **Current subscribers** | **Prospects** | **Total** |
| **United States** | **800** | **200** | **200** | **400** | **200** | **200** | **400** |
| **UK** | **300** | **75** | **75** | **150** | **75** | **75** | **150** |

**[SCREENERS]**

**[ALL RESPONDENTS]**

**[TEXT]** Thank you for taking the time to complete this survey. Your opinions are important to us. Let’s start with a few background questions.

**S1. Which industry best describes your organization's primary business activity?**

**[SINGLE SELECT - 2 COLUMNS]**

1. Accounting
2. Agriculture, Forestry, Fishing
3. Automotive
4. Construction
5. Consulting
6. Education **[TERMINATE]**
7. Engineering/Architecture
8. Entertainment
9. Equipment rental
10. Financial services – Banking
11. Financial services - Credit, collections
12. Financial services - Other
13. Government (local, state, or federal, including military) **[TERMINATE]**
14. Healthcare/pharmaceutical/biotechnology
15. High tech - Hardware and Equipment
16. High tech - Internet (ASP, ISP, Web design/development, etc.)
17. High tech - Services
18. High tech – Software
19. High tech – Other **[TEXT BOX]**
20. Hospitality
21. Insurance
22. Legal
23. Manufacturing
24. Marketing/media/advertising/PR
25. Market research
26. Mining
27. Not-for-profit organization
28. Real Estate
29. Retail
30. Security services
31. Telecommunications
32. Transportation
33. Utilities
34. Wholesale trade
35. Other (specify) **[TEXT BOX]**

**[PAGE BREAK – MONITOR – GO FOR GOOD SPREAD OF INDUSTRIES – TERMINATE IF S1=6 OR S1=13]**

**S2A. Which one of the following categories best describes your primary role at work?**

**[SINGLE SELECT]**

1. You are an information technology executive, manager or staff person whose primary job position is in an IT,IS, or MIS department of your organization
2. You perform the functions of an IT staff person, but work outside of an IT, IS, or MIS department **[TERMINATE]**
3. None of the above, you do not perform IT related functions nor are you part of an IT,IS, or MIS department **[TERMINATE]**

**[PAGE BREAK – TERMINATE IF S2A=2 OR 3]**

**S2B. How large is the IT, IS, or MIS department in which you work?**

**[SINGLE SELECT]**

1. Just me
2. Two to five people
3. Six to 10 people
4. 11 to 25 people
5. 26 to 50 people
6. More than 50 people

[PAGE BREAK]

S3. Which of the following best describes your current situation regarding web conferencing?

*“Web conferencing” is defined as an application that allows two or more people to communicate in real-time over the Internet and share files and/or applications (such as PowerPoint presentations).*

[SINGLE SELECT]

1. My organization HAS a web conferencing account(s)
2. My organization DOES NOT have a web conferencing account, but we PLAN TO acquire one within the next 12 months
3. I or my organization DOES NOT have a web conferencing account, and we do NOT plan to acquire one within the next 12 months [TERMINATE]

[PAGE BREAK – SUBSCRIBERS (S3=1) GO TO S4C; PROSPECTS (S3=2) GO TO S4P]

[ONLY FOR THOSE FOR WHOM S3=3]

**Q3A. Which of the following reasons have prevented you from acquiring and implementing a web conferencing solution? (Select all that apply)**

**[MULTIPLE SELECT -– RANDOMIZE LIST]**

1. My organization has not had a need to use web conferencing
2. Too expensive
3. Too complex to manage and maintain
4. Steep learning curve required to use it
5. Time it takes to implement it/get it up and running
6. Integration concerns
7. Security concerns
8. Scalability concerns
9. Reliability concerns
10. None of the available solutions we’ve looked at so far meets my organization’s needs (please explain) **[TEXT BOX]**
11. Other (please specify) **[TEXT BOX]**

[PAGE BREAK – TERMINATE if S3=3; IF S3=2, SKIP TO S4P]

[SUBSCRIBERS ONLY]

S4C. Are you involved in managing and/or administering your organization’s web conferencing solution?

[SINGLE SELECT]

1. Yes, I am currently involved in managing and/or administering my organization’s web conferencing solution
2. No, I am not currently involved in managing and/or administering my organization’s web conferencing solution [TERMINATE]

[PAGE BREAK – TERMINATE IF S4C=2; ALL SKIP TO S5]

[PROSPECTS ONLY]

S4P. Would you be involved in managing and/or administering your organization’s web conferencing solution?

[SINGLE SELECT]

1. Yes, I would be involved in managing and/or administering my organization’s web conferencing solution
2. No, I would not be involved in managing and/or administering my organization’s web conferencing solution [TERMINATE]

[PAGE BREAK – TERMINATE IF S4P=2]

**[ALL RESPONDENTS]**

S5. How are you involved, if at all, in deciding which software applications to purchase for use across your organization?

[SINGLE SELECT]

1. I am a final decision maker
2. I influence decisions, but I am not a final decision maker
3. I am not involved in purchase decisions for organization-wide software applications [TERMINATE]

[PAGE BREAK – TERMINATE IF S5=3]

S6. What is the total number of full-time employees at the organization for which you work, including all of its branches, divisions, and subsidiaries? (Your best estimate is fine).

[SINGLE SELECT]

1. Less than 100 employees [TERMINATE]
2. 100 to 499 employees [TERMINATE]
3. 500 to 999 employees [MID-MARKET]
4. 1,000 to 2,499 employees [ENTERPRISE]
5. 2,500 to 4,999 employees [ENTERPRISE]
6. 5,000 to 9,999 employees [ENTERPRISE]
7. 10,000 to 19,999 employees [ENTERPRISE]
8. 20,000 employees or more [ENTERPRISE]
9. Don’t Know [TERMINATE]

[PAGE BREAK: TERMINATE IF S6=1 OR 2 OR 9;

SUBSCRIBER/PROSPECT QUOTA CHECK (SUBSCRIBERS: S3=1; PROSPECTS: S3=2)

COMPANY SIZE QUOTA CHECK – SEE SAMPLING PLAN ABOVE]

**[WEB CONFERENICING USAGE]**

**[BRANCH FOR PROSPECTS]**

**[USE BRANCH IF S3=2]**

**Q1P. Which of the following would need to be included in a web conferencing solution in order for you to consider evaluating it for use across your organization? (Select all that apply)**

**[MULTIPLE SELECT – RANDOMIZE LIST]**

1. Desktop sharing
2. Application sharing
3. File Sharing
4. Recordings
5. Whiteboarding
6. Integrated 3rd party conferencing
7. Integrated VoIP
8. Integrated with email, calendaring, and/or IM
9. Ability to send and share video
10. Managing contacts
11. Calendaring and scheduling
12. Other (please specify) **[TEXT BOX]**

**Q2P. Would you prefer a web conferencing solution that is cloud-based (on-demand) or on-premise?**

**[SINGLE SELECT]**

1. Cloud-based (Software as a service)
2. On-premise (Installed and deployed by my organization)

**[PAGE BREAK – IF Q2P=2, SKIP TO Q2PB]**

**[ASK ONLY IF PREFER CLOUD-BASED]**

**Q2PA. Which of the following reasons best describe(s) why you prefer a Software-as-a-Service solution? (Select all that apply)**

**[MULTIPLE SELECT –RANDOMIZE LIST]**

1. Ease of deployment
2. Ease of support and maintenance
3. Ease of adding or removing users
4. Reliability
5. Lower switching costs
6. Quicker return on investment
7. Other (please specify) **[TEXT BOX]**

**[PAGE BREAK – SKIP TO Q3P]**

**[ASK ONLY IF PREFER ON-PREMISE]**

**Q2PB. Which of the following reasons best describe(s) why you prefer an on-premise solution? (Select all that apply)**

**[MULTIPLE SELECT –RANDOMIZE LIST]**

1. Enhanced data security
2. Easier to manage users and policies
3. More control over who can access shared data
4. Easier to add or remove users
5. Reliability
6. More predictable costs
7. Customization capabilities
8. Integration capabilities
9. Other (please specify) **[TEXT BOX]**

**[PAGE BREAK]**

**Q3P. Once you implement a web conferencing solution, will your organization have a policy in place to specify whether or not employees are allowed to store data (files, meetings, recordings, etc.) from web conferences in the cloud?**

**[SINGLE SELECT]**

Yes, and we will allow all data to be stored in the cloud

Yes, but we will only allow certain data to be stored in the cloud

Yes, and we will not allow any data to be stored in the cloud

No, we do not anticipate having such a policy in place

Not sure/cannot say for certain

**Q3PA. Will your organization allow web conferences to be recorded?**

**[SINGLE SELECT]**

1. Yes, we would allow web conferences to be recorded
2. Yes, but only for Web conferences attended by people inside our organization
3. No, we would not allow any web conferences to be recorded

**[PAGE BREAK – IF Q3PA=3, SKIP TO Q4P]**

**Q3PB. Who would be allowed to record web conferences?**

**[SINGLE SELECT]**

Any user

Only certain groups or users

**[PAGE BREAK]**

**Q4P. Once you implement a web conferencing solution, will your organization have a policy in place to specify whether or not people outside of your organization (i.e., customers, partners, etc.) can be invited to join web conferences?**

**[SINGLE SELECT]**

1. Yes, we will allow people from outside the organization to be invited to join web conferences
2. Yes, we will allow only those designated as a trusted partners to be invited to join

Yes, we will not allow anyone from outside the organization to be invited to join

No, we do not anticipate having such a policy in place

Not sure/cannot say for certain

**[PAGE BREAK – IF Q4P=3 OR 4 OR 5, SKIP TO Q6P]**

**[ONLY SHOW TO THOSE WHO ALLOW OUTSIDE PEOPLE TO JOIN]**

**Q5P. When people from outside the organization join a web conference, what would your company policy allow employees to share? (Select all that apply)**

**[MULTIPLE SELECT]**

1. Files (e.g., documents, spreadsheets, presentations, etc.)
2. Applications
3. Desktop
4. Web content
5. Other (please specify) **[TEXT BOX]**
6. Nothing can be shared **[EXCLUSIVE]**

**[PAGE BREAK]**

**Q6P. Which of the following web conferencing providers are being/would be considered for use at your organization? (Select all that apply)**

**[MULTIPLE SELECT]**

1. Adobe Connect
2. AT&T Connect (previously Interwise)
3. Cisco WebEx
4. Cisco Unified MeetingPlace
5. Citrix (GoToMeeting, GoToWebinar)
6. Dimdim
7. Genesys (Intercall)
8. IBM Lotus Sametime
9. IBM/Lotus Sametime Unyte
10. Microsoft OCS Web Conferencing
11. Microsoft Office Live Meeting
12. Other (please specify) **[TEXT BOX]**
13. Don’t know **[EXCLUSIVE]**

**[PAGE BREAK]**

**Q8P. Approximately what percentage of knowledge workers do you anticipate would host web meetings on a regular basis?**

*Knowledge workers are defined as employees that are desk workers and use/have access to computers that can connect to the Internet.*

**[SINGLE SELECT]**

1. More than 75%
2. 51 – 75%
3. 26 – 50%
4. 10 – 25%
5. Less than 10%
6. Don’t know

**[PAGE BREAK – IF Q8P=1 OR 2 OR 3, SKIP TO Q12]**

**[IF 25% OR FEWER KNOWLEDGE WORKERS WILL HOST WEB CONFERENCES ON A REGULAR BASIS, ASK; IF Q8P=4 OR 5 OR 6]:**

**Q9P. Which of the following would prevent you from deploying the web conferencing solution to the majority of your company’s knowledge workers? (Select all that apply)**

**[MULTIPLE SELECT – RANDOMIZE RESPONSES]**

1. Only a small percentage of knowledge workers actually need web conferencing
2. Too expensive
3. Implementation complexity
4. Too difficult to manage users and policies
5. Too cumbersome to use
6. Security concerns
7. Scalability concerns
8. Too default to integrate into existing systems
9. Other (please specify) **[TEXT BOX]**
10. None of the above **[EXCLUSIVE]**

**[PAGE BREAK – SKIP TO Q12]**

**[BRANCH FOR SUBSCRIBERS]**

**[USE BRANCH IF S3=1]**

**Q1C. Which of the following need to be included in a web conferencing solution in order for you to consider evaluating it for use across your organization? (Select all that apply)**

**[MULTIPLE SELECT – RANDOMIZE LIST]**

1. Desktop sharing
2. Application sharing
3. File Sharing
4. Recordings
5. Whiteboarding
6. Integrated 3rd party conferencing
7. Integrated VoIP
8. Integrated with email, calendaring, and/or IM
9. Ability to send and share video
10. Managing contacts
11. Calendaring and scheduling
12. Other (please specify) **[TEXT BOX]**

**Q2C. Is your web conferencing solution cloud-based (accessed over the Internet) or on-premise?**

**[SINGLE SELECT]**

1. Cloud-based (Software as a service)
2. On-premise (Installed and deployed by my organization)

**[PAGE BREAK – IF Q2C=2, SKIP TO Q2CB]**

**[ASK ONLY IF PREFER CLOUD-BASED]**

**Q2CA. Which of the following reasons best describe(s) why you prefer a Software-as-a-Service solution? (Select all that apply)**

**[MULTIPLE SELECT –RANDOMIZE LIST]**

1. Ease of deployment
2. Ease of support and maintenance
3. Ease of adding or removing users
4. Reliability
5. Lower switching costs
6. Quicker return on investment
7. Other (please specify) **[TEXT BOX]**

**[PAGE BREAK – SKIP TO Q3C]**

**[ASK ONLY IF PREFER ON-PREMISE]**

**Q2CB. Which of the following reasons best describe(s) why you prefer an on-premise solution? (Select all that apply)**

**[MULTIPLE SELECT – RANDOMIZE LIST]**

1. Enhanced data security
2. Easier to manage users and policies
3. More control over who can access shared data
4. Easier to add or remove users
5. Reliability
6. More predictable costs
7. Customization capabilities
8. Integration capabilities
9. Other (please specify) **[TEXT BOX]**

**[PAGE BREAK]**

**Q3C. Does your organization have a policy in place that specifies whether or not employees are allowed to store data (files, meetings, recordings, etc.) from web conferences in the cloud?**

**[SINGLE SELECT]**

Yes, and we allow all data to be stored in the cloud

Yes, but we only allow certain data to be stored in the cloud

Yes, and we do not allow any data to be stored in the cloud

No, we do not have a policy in place

Not sure/cannot say for certain

**Q3CA. Does your organization allow web conferences to be recorded?**

**[SINGLE SELECT]**

1. Yes, we allow web conferences to be recorded
2. Yes, but only for Web conferences attended by people inside our organization
3. No, we do not allow any web conferences to be recorded

**[PAGE BREAK – IF Q3PA=3, SKIP TO Q4C]**

**Q3CB. Who is be allowed to record web conferences?**

**[SINGLE SELECT]**

Any user

Only certain groups or users

**[PAGE BREAK]**

**Q4C. Does your organization have a policy in place that specifies whether or not people outside your organization (i.e., customers, partners, etc.) can be invited to join web conferences?**

**[SINGLE SELECT]**

1. Yes, we allow people outside of the organization to join web conferences
2. Yes, we allow only those designated as a trusted partners to join

Yes, we do not allow anyone from outside of the organization to join

No, we do not have a policy in place

Not sure/cannot say for certain

**[PAGE BREAK – IF Q4C=3 OR 4 OR 5, SKIP TO Q6C]**

**[ONLY SHOW TO THOSE WHO ALLOW OUTSIDE PEOPLE TO JOIN]**

**Q5C. When people from outside of the organization join a web conference, what does your company policy allow employees to share? (Select all that apply)**

**[MULTIPLE SELECT]**

1. Files (e.g., documents, spreadsheets, presentations, etc.)
2. Applications
3. Desktop
4. Web content
5. Other (please specify) **[TEXT BOX]**
6. Nothing can be shared **[EXCLUSIVE]**

**[PAGE BREAK]**

**Q6C. Which web conferencing providers have been acquired for use at your organization? (Select all that apply IN EACH COLUMN)**

**[MULTIPLE SELECT GRID – QUESTION DIRECTION=COLUMNS]**

**[ROWS]**

1. Adobe Connect
2. AT&T Connect (previously Interwise)
3. Cisco WebEx
4. Cisco Unified MeetingPlace
5. Citrix (GoToMeeting, GoToWebinar)
6. Dimdim
7. Genesys (Intercall)
8. IBM Lotus Sametime
9. IBM/Lotus Sametime Unyte
10. Microsoft OCS Web Conferencing
11. Microsoft Office Live Meeting
12. Other (please specify) **[TEXT BOX]**

**[COLUMNS]**

1. Currently using
2. NOT currently using, but would consider

**[PAGE BREAK]**

**Q7C. Approximately how many host accounts have been acquired in total, across all of the providers in use?**

**[SINGLE SELECT]**

1. 10 or fewer
2. 11 to 100
3. 101 to 500
4. More than 500
5. Don’t know

**[PAGE BREAK]**

**Q8C. What percentage of knowledge workers host web conferences on a regular basis?**

*Knowledge workers are defined as employees that are desk workers and use/have access to computers that can connect to the Internet.*

**[SINGLE SELECT]**

1. More than 75%
2. 51 – 75%
3. 26 – 50%
4. 10 – 25%
5. Less than 10%
6. Don’t know

**[PAGE BREAK - IF Q8C=1 OR 2 OR 3, SKIP TO Q10C]**

**[IF 25% OR FEWER KNOWLEDGE WORKERS HOST WEB CONFERENCES ON A REGULAR BASIS, ASK; IF Q8P=4 OR 5 OR 6]:**

**Q9C. Which of the following would prevent you from deploying the web conferencing solution to more of your organization’s knowledge workers? (Select all that apply)**

**[MULTIPLE SELECT – RANDOMIZE RESPONSES]**

1. Only a small percentage of knowledge workers actually need web conferencing
2. Price
3. Implementation complexity
4. Too difficult to manage users and policies
5. Too cumbersome to use
6. Security concerns
7. Scalability concerns
8. Too default to integrate into existing systems
9. Other (please specify) **[TEXT BOX]**
10. None of the above **[EXCLUSIVE]**

**[PAGE BREAK]**

**Q10C. Of the employees who have access to web conferencing, on average how often do they conduct web conferences?**

**[SINGLE SELECT]**

1. More than once a week
2. Once a week
3. More than once a month (but fewer than once a week)
4. Once a month
5. Once every six months
6. Less than once every six months
7. Don’t know

**Q11C. How much internal training has been required to teach employees how to use the web conferencing your organization has acquired?**

**[SINGLE SELECT]**

1. Extensive training has been required
2. Limited training has been required
3. No training has been required
4. Other (please specify) **[TEXT BOX]**
5. Don’t know

**[PAGE BREAK]**

**[WEB CONFERENCING FEATURES]**

**[ALL RESPONDENTS]**

**[TEXT] We’re now going to ask you some questions about what you need in a web conferencing solution.**

**Q12. Which of the following applications do you want a web conferencing solution to integrate with “out of the box”? (Select all that apply)**

**[MULTIPLE SELECT – RANDOMIZE RESPONSES]**

1. Microsoft Office
2. Microsoft Outlook
3. IBM Lotus Notes
4. CRM systems
5. Instant Messenger (Microsoft OCS, Lotus Sametime, Yahoo, Google Talk, etc)
6. Other (please specify) **[TEXT BOX]**
7. None /I don’t expect it to integrate with anything “out of the box” **[EXCLUSIVE]**

**Q13. With which of the following, if any, would you like to integrate web conferencing, if the provider made the APIs accessible? (Select all that apply)**

**[MULTIPLE SELECT]**

1. Interactive whiteboard
2. 3rd party audio
3. CRM systems
4. Other (please specify) **[TEXT BOX]**
5. None of the above/I don’t want to integrate with anything **[EXCLUSIVE]**

**[PAGE BREAK]**

**Q14. Do you require that a web conferencing solution be integrated into your organization’s user directory via single sign-on?**

**[SINGLE SELECT]**

1. Yes
2. No

**Q15. Do you (or would you) allow users to import contacts from any of the following sources into a web conferencing solution? (Select all that apply)**

**[MULTIPLE SELECT]**

1. User directory (such as Active Directory)
2. Gmail
3. Yahoo
4. LinkedIn
5. Other (please specify) **[TEXT BOX]**
6. None of the above **[EXCLUSIVE]**

**[PAGE BREAK]**

**Q16. Which of the following policy controls do you require in a web conferencing solution? (Select all that apply)**

**[MULTIPLE SELECT]**

1. Control who can share specific information (files, desktop, web applications, etc)
2. Control who can access shared files and documents
3. Control who can access meeting recordings
4. Other (please specify) **[TEXT BOX]**
5. None of the above **[EXCLUSIVE]**

**Q17. At what level(s) do you (or would you) grant privileges and permissions?**

**[MULTIPLE SELECT]**

1. User
2. Group
3. Department
4. Geography
5. Project
6. Other (please specify) **[TEXT BOX]**
7. None of the above/Would not grant privileges and permissions **[EXCLUSIVE]**

**[PAGE BREAK]**

**Q18A. How important is it to be able to customize a web conferencing site’s look and content (customize logos, add/change/remove fields etc.)?**

**[SINGLE SELECT]**

1. 1 - Not at all important
2. 2
3. 3
4. 4
5. 5 - Extremely important

**Q18B. How important is it for you to be able to do this customizing using ONLY internal resources, as opposed to using a provider’s professional services?**

**[SINGLE SELECT]**

1. 1 - Not at all important
2. 2
3. 3
4. 4
5. 5 - Extremely important

**Q18C. Which features do you (would you) typically customize on a web conferencing site? (Select all that apply)**

**[MULTIPLE SELECT]**

1. The appearance of the conferencing site: logos, colors, company name, etc.
2. Fields
3. Drop-down lists
4. Radio buttons
5. Policy-related messages
6. Other (please specify) **[TEXT BOX]**
7. None of the above/Would not customize anything **[EXCLUSIVE]**

**[PAGE BREAK]**

**Q19A. How important is it to be able to enable/disable conferencing features at a group, department and user level?**

**[SINGLE SELECT]**

1. 1 - Not at all important
2. 2
3. 3
4. 4
5. 5 - Extremely important

**Q19B. How important is it for you to be able to do this enabling/disabling using ONLY internal resources, as opposed to using a provider’s professional services?**

**[SINGLE SELECT]**

1. 1 - Not at all important
2. 2
3. 3
4. 4
5. 5 - Extremely important

**[PAGE BREAK]**

**Q20. Do you (would you) charge other cost centers or departments for using the web conferencing solution?**

**[SINGLE SELECT]**

1. No, we do not/would not charge back
2. Yes, we do/would charge back at regular intervals (i.e., monthly) based on usage
3. Yes, we do/would charge back another way (please specify) **[TEXT BOX]**
4. Other (please specify) **[TEXT BOX]**

**[PAGE BREAK]**

**Q20A. Would you consider using a cloud-based meeting archive site for posting various meeting-related assets (e.g., recordings, chat and Q&A archives, poll results, documents/presentations, etc.)?**

**[SINGLE SELECT]**

1. Yes
2. No, the archive would need to be on-premise (not cloud-based)
3. No, we would not consider a meeting archive at all

**[PAGE BREAK – IF Q20A=3, SKIP TO Q21]**

**Q20B. Which of the following would you allow users to store in the meeting archive? (Select all that apply).**

**[MULTIPLE SELECT]**

1. Meeting recordings
2. Attendee lists
3. Meeting related files (e.g., documents, spreadsheets, presentations)
4. Post meeting follow up files
5. Chat/QA archives
6. Poll results
7. Other specify

**[PAGE BREAK]**

**Q21. Does your company use the cloud-based version of Salesforce.com?**

**[SINGLE SELECT]**

1. Yes
2. No, but we plan to start using it within the next 12 months
3. No, but we plan to start using it further out than 12 months
4. No, and no plans to start using it in the foreseeable future
5. Don’t know

**[PAGE BREAK – IF Q21=2 OR 3 OR 4 OR 5, SKIP TO END/COMPLETE]**

**[IF USING HOSTED SALESFORCE, ASK]**

**Q21A. Where does your company store the data associated with Salesforce.com?**

**[SINGLE SELECT]**

1. All of the data is stored in the cloud
2. Some of the data is stored in the cloud, some on-premise
3. All of the data is stored on-premise
4. Don’t know

**[END – LINK OUT]**