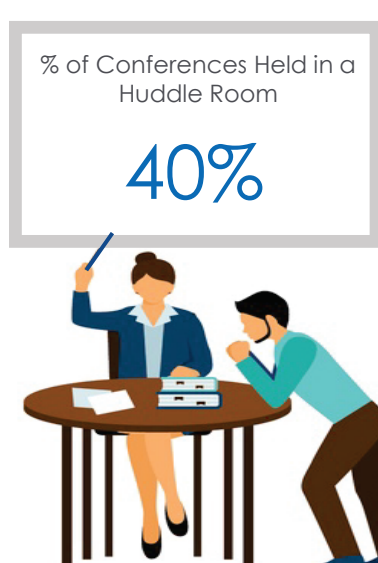# The Huddle Room Experience
What do your users *really* think?

WAINHOUSE Research

The huddle room has become an increasingly popular place to meet for groups of 6 or fewer participants. It was time for us to "check in" with the user community to see how their current experience was going – so we surveyed a group of 175 experienced huddle room users to see what was working, broken, good, and bad.

The Rise of the Huddle Room

Group collaboration is the new normal in today's workplace – and shorter, focused, and more productive meetings are where it's at. These types of meetings are ideal for the huddle room format – perhaps that's why these users hold their conferences most frequently in a huddle room!

% of Conferences Held in a Huddle Room
40%

Huddle room users told us..

They join 40% of their conferences from a huddle room – more than any other single location!

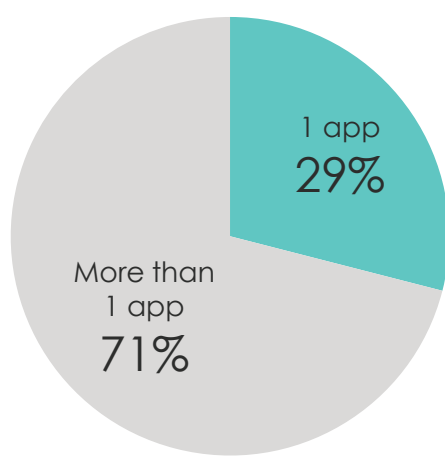…including larger conference rooms (25%) and their desks (22%)!

Huddle Rooms Conferencing – There's an App for That!

A full 97% of these users said they join web or video conferences from their huddle rooms – using Cisco, Microsoft, or GoToMeeting apps most often.

They love their conferencing apps! Most of them (70%, in fact!) use 2 or more *different* apps for web and video conferencing in their huddle rooms!
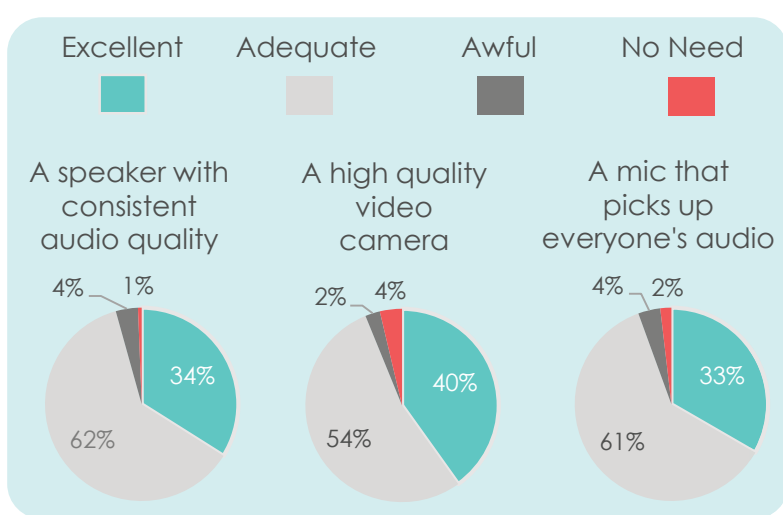
Top 3 Web / Video Conferencing Apps Used In Huddle Rooms

Cisco WebEx / Cisco Spark	Skype for Business	GoToMeeting / join me
61%	58%	50%

Number of Apps Used for web/video conferencing in Huddle Rooms:

- 1 app 29%
- More than 1 app 71%

Huddle Room Equipment: All Good Here!

Overall, these surveyed users said their huddle rooms were sufficiently well equipped for high quality audio, video, and web conferencing - most saying their gear was adequate, and many saying it was "excellent".
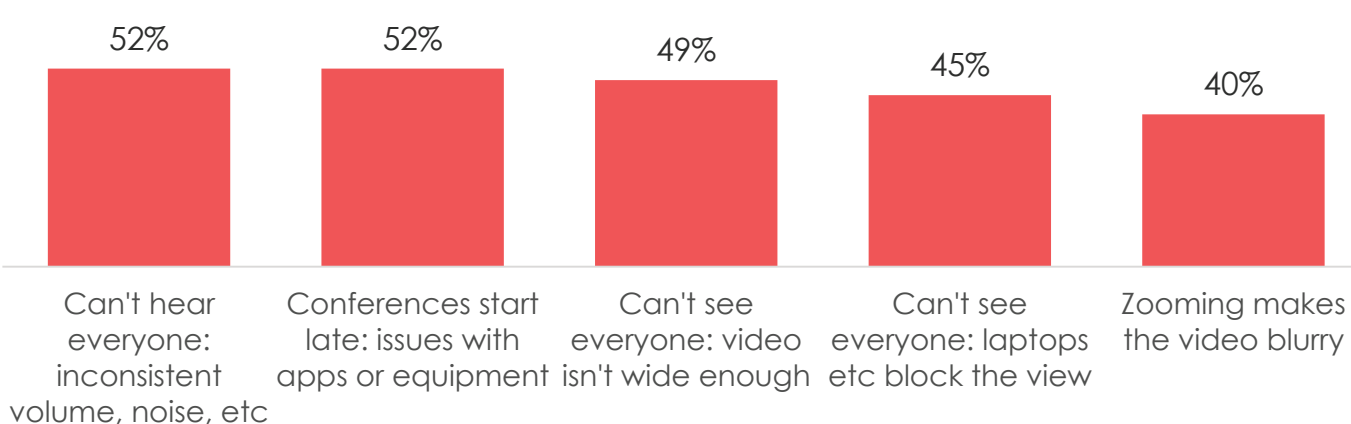
Legend: Excellent | Adequate | Awful | No Need

No gripes about their gear – but they can't see everyone on video! And what's with all that noise – is someone moving paper around on the desk?

A speaker with consistent audio quality
- 4% 1%
- 34%
- 62%

A high quality video camera
- 2% 4%
- 40%
- 54%

A mic that picks up everyone's audio
- 4% 2%
- 33%
- 61%

Huddle Room Experience: A Few Rough Edges

However, when we asked if these huddle room users experienced any conferencing-related issues, most raised their hand – from challenges seeing and hearing everyone, to conferences starting late…

When having an audio or video conference with people in other huddle rooms, do you experience any of these issues?
Showing: "Often" and "Sometimes"

Can't hear everyone: inconsistent volume, noise, etc	Conferences start late: issues with apps or equipment	Can't see everyone: video isn't wide enough	Can't see everyone: laptops etc block the view	Zooming makes the video blurry
52%	52%	49%	45%	40%

Realigning Perception And Reality

So, waitasec – these huddle room users just told us their rooms had all the gear they need.. High quality speakers, video cameras, and more.. Then why are they still experiencing issues with audio and video conferences??

The solution requires alignment of users' needs and the right equipment.

We expect the cause behind this disconnect will be unique to each user's environment – some may be using apps that their gear isn't ready to handle, while others may be using the wrong mix of devices – like joining a video conference from a speakerphone!

Of course, there's more glorious data where this came from! Click through, and see if these users sound like ones at your enterprise!