

Summary: Webex vs. Zoom vs. Teams

Quickly compare features, support options, integrated programs and more for Cisco Webex, Zoom and Microsoft Teams.

	Webex	Zoom	Teams
Best suited for:			
Small businesses	Free	Basic (Free), Pro	Free, Essentials
Midsize businesses	Meet, Suite	Pro, Business	Business Basic, Standard
Large enterprises	Enterprise	Enterprise	Business Premium
Participant capacity	100 to 1,000	100 to 1,000	Up to 300
Meeting duration	40 minutes to 24 hours	40 minutes to 30 hours	Up to 30 hours
Number of pricing tiers	4	3	4
Breakout rooms	•	•	Available*
AI assistant	Available	Available	Available
Chat	•	•	•
Polling	Available	Available	•
Whiteboarding	•	3 to Unlimited	•
Screen sharing	•	•	•
File sharing	•	•	•
Recording	•	•	Available
Recording encryption	Available	•	•
Transcription	Available	Available	Available
End-to-end encryption	•	•	•
Analytics & reporting	Available	Available	Available
Closed captions	Available	•	•
Cloud storage per user	Local, 10 GB cloud, Unlimited cloud tiers	Local to 5 GB cloud	10 GB to 1 TB
Scheduling	•	•	•
Search	•	•	•
Overlapping meetings	Available		
Chat with external accounts	•	•	•

*At least one of the pricing tiers includes this feature.

Summary: Webex vs. Zoom vs. Teams (cont.)

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	Webex	Zoom	Teams
User authentication	Available	•	Available
Lobby	•	•	•
Appearance filters		•	•
Backgrounds	•	•	•
Reactions, emojis & GIFs	•	•	•
Video clips	•	5 to Unlimited	Available
Audio optimization	•	Available	•
Dial-in	Available	Available	Available
FedRAMP authorized	Available		
HIPAA/BAA compliance	•		
GDPR control		•	
Support	Help center, chat, call, case form and representative based on plan	Help center, chat, phone, tickets, Knowledge Base, Zoom Community, chatbot based on plan	Phone, web
Integrations	Microsoft Outlook, Google Calendar, Microsoft Office Suite 365, iOS, Samsung Smart Signage, Workplace from Facebook and more	Microsoft, Google, ServiceNow, Zapier, Marketo, PayPal, Eventbrite, HubSpot, Salesforce, Calendly, Chili Piper and more	Microsoft services including Word, Excel, PowerPoint, Outlook, Access, Publisher, Bookings, OneDrive, SharePoint, Viva Engage, Planner, Stream and Loop, plus Skype contact import and Clipchamp video tools

*At least one of the pricing tiers includes this feature.