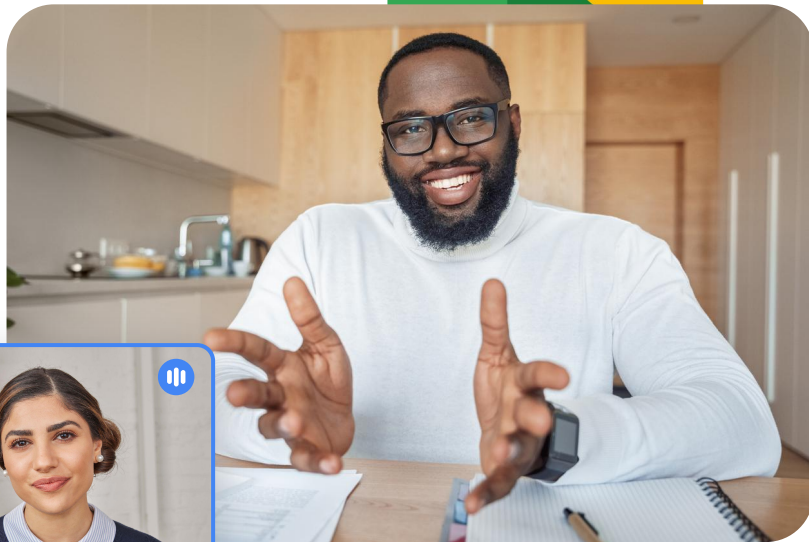




# Moving to Meet

Your guide to an easy transition

Google Workspace | 66 degrees



# Moving to Google Meet?

We built this guide in partnership with 66degrees, a leading Workspace partner, to help you create a plan for adopting Google Meet in your organization.

## Who is the guide for?

Tech leaders considering a move from Zoom to Google Meet as their main video communication platform.

## What will it cover?

This is a 3-phase plan for a complete transition over about 6 weeks. Each phase is adjustable based on the size of your organization.

## How to use it?

We encourage you to read the entire document for a holistic view of how to create a change management plan.



# The phases



## Planning

- Sponsorship and engagement
- Organization analysis
- Deployment scope and timeline
- Communication planning
- Success criteria



## Launch

- Technical enablement
- Workplace adoption
- Google Guides program



## Support and scale

- Embracing Google Meet
- Consolidation

# Planning





# About the planning phase

During this phase, your technical leaders will plan the move to Google Meet.

## Timeline

**3 to 6 weeks**, depending the size of your organization

## Outcomes

- ✓ An understanding of your team's needs and how they feel about the change
- ✓ Support from leadership and key influencers within your organization
- ✓ A solid foundation for the launch phase



## Jump to the next section

Sponsorship & engagement →

Organization analysis →

Deployment scope and timeline →

Communication planning →

Success criteria →



## Workstream 1

# Sponsorship and engagement

Having the support of leaders and influential employees in your organization is the most critical success factor in any change.

They'll champion the change and help you navigate any bumps in the road.





## Step 1

# Identify key stakeholders

## Executive sponsors

Shape company culture and drive change, usually a CEO or VP of IT

## People managers

Support direct reports in your change journey

## Google guides [↗](#)

Tech enthusiasts who drive change within departments and among users, usually departments leads

[Learn more about these roles here →](#)



**Tip:** Try creating a project committee. It'll be your central hub for managing the Google Meet switch, making sure everything runs as smoothly, aligning with your goals and minimizing disruption



## Step 2

# Build a case for change

Once you've created a good case, you can use it to build your communications and engagement content.

You can use this template to help capture your reasoning. →

## Help your teams understand

- Why the change is happening
- What's in it for them
- Why they're being asked to change





## Workstream 2

# Organization analysis

Getting to know your teams and looking at what affects Zoom users, both inside and outside your organization, will help you grasp how they function and what they need.





## Step 1

# Ask questions

Send a survey to everyone in your organization using this email template

[Go to the template →](#)

**Tip:** Tailor your questions to specific roles or departments within your organization for deeper insights.

## You'll discover

- How often and why they use Zoom
- How familiar they are with Google Meet
- How they feel about the change



## Step 2

# Identify user groups and needs

To do this, review your survey results with a focus on the following:

- 1 Identify adoption drivers**  
Which aspects of Zoom do users value most?
- 2 Understand Google Meet awareness**  
How well do individuals know Google Meet?
- 3 Identify user groups to personalize the migration journey**  
How can you address specific usage patterns and concerns?
- 4 Identify [Google Guides](#)**  
Who is best equipped to be an advocate for Google?



**Tip:** Aggregate your results in the [Google Meet Discovery Report](#)

## Consider

- Do you have a hybrid workforce using mobile devices?
- How easy is it for your workplace to adopt new technologies?
- Are you using proprietary hardware?



## Step 2

Here are some examples of your typical users and how they might use the platform:

Typical Users	Types of Meetings	Level
Executives	Board meetings, investor presentations, strategic planning sessions, and global team communications	Medium
Administrative Staff	Scheduling and logistics, Company All Hands, webinar scheduler and breakout rooms	High
IT Administrators	Team stand-ups, sprint planning meetings, and remote troubleshooting sessions	High
Human Resources	Interviewing candidates, onboarding new employees, conducting training sessions, and virtual team building activities	High
Sales Reps	Sales pitches, demos, client presentation, and proposal discussions	High
Standard User	Daily stand-up meeting, one-on-ones, brainstorming sessions, and team huddles	Medium
Frontline	Field inspections, Daily Huddle, Shift Briefing, Remote Troubleshooting	Medium



### Step 3

# Review Zoom reports

Review how your organization is using Zoom by checking the product reports.

This will give you a clearer picture of your actual usage, highlight any cost savings, and make the transition more effective.

Here's a list of recommended reports to use →



**Tip:** Focus on the features your organization frequently uses.



## Step 4

# Perform hardware inventory

If you're using Zoom Hardware, make a list of all the gear and its capabilities to get a clear picture of what changing to Google Meet might involve.

Check out the [Dashboard Zoom Hardware](#) article for details on your equipment and how it's being used.



Keep track of everything with this [Hardware Inventory Template](#)



**Tip:** Skip this step if your organization isn't using Zoom hardware.



## Step 5

# Prepare for Meet

Before switching to Meet, your IT team should get to know its full capabilities.

You might need to turn off some features due to organizational policies or legal reasons. Use what you learned from the planning phase to pick the right settings.

You can find a full breakdown of how to do this here.





## Workstream 3

# Deployment scope & timeline

For medium to large organizations, setting a clear scope and timeline ensures a smoother transition to Google Meet. Assess how your teams use Zoom features and their meeting types to shape the switch, plan the timeline, and decide on a pilot or direct rollout.

Small organizations can skip this section and continue to **Workstream 4** →







## Step 1

# Plan for a pilot

Follow these best practices for a Google Meet pilot:

- 1 Set clear goals**  
Start with what you want to achieve and why
- 2 Identify participants**  
Select a representative group of users or departments for the pilot phase and consider involving key stakeholders and diverse user profiles
- 3 Set a timeline**  
Allow sufficient time for users to acclimate to the new platform and provide feedback
- 4 Collect feedback**  
Adjust your training and communication plans accordingly

[See an example pilot timeline here →](#)



## Step 2

# Plan for a company-wide rollout

Think about how ready your team is to change things up.

- **Messaging**  
Clear messaging should highlight the reasons behind the change and get people excited about it
- **Guidance**  
Accessible training and resources
- **Feedback plan**  
Be prepared for feedback and potential challenges
- **Stakeholder management**  
Schedule meetings with project stakeholders
- **Timeline**  
Define a specific timeline with key milestones – make sure everyone has enough time to get comfortable and share their thoughts on the new setup

[See an example rollout timeline](#) →



**Tip:** You might need to stretch out your timeline to ensure everyone is on board with the switch.



## Workstream 4

# Communication planning

It's time to spark some excitement and spread awareness among your employees. Learn how to achieve a successful launch.





## Step 1

# Create a communications plan

To get started, make a copy of this template. →

Remember that this is a general outline, and you can tailor it based on your organization's specific needs.



**Tip:** After the move, use your team surveys to measure satisfaction and progress against your initial assessment.



## Step 2

# Schedule an email campaign

Based on your [communication plan](#), schedule your important emails to be sent out by someone in your team, like HR, communications, or IT.



**Tip:** If your plan is complicated or has a tight timeline, consider sending fewer emails.

## Key milestones

- ✓ Identify your internal communications lead
- ✓ Create a timeline for sending the emails
- ✓ Make sure each email has the right information
- ✓ Stick to your email schedule



### Step 3

# Provide support & gather feedback

Consider deciding where you'd like to redirect inquiries or gather feedback.

Ideally, direct people to a familiar email address like [it-support@company.com](mailto:it-support@company.com) or set up a feedback form.



## Step 4

# Create an FAQ

Adding a frequently asked questions (FAQ) section gives people an easy resource to clear up any confusion they might have.

### Make sure to

- Keep the language straightforward and to the point
- Refresh the FAQs regularly with new info from user feedback
- Use the insights from [your survey](#) to fill your FAQ template with the questions and concerns that pop up most often



## Workstream 5

# Success criteria

Define your plan's success criteria to help show leadership the impact Google Meet will have on your organization.







## Example

**Whether you're running a pilot or going for a full-scale rollout, choose success criteria that will clearly show this impact.**

Success Measure	Method	Example Goal
<b>Cost Saving</b> Cost reduction achieved by moving from Zoom to Google Meet	Quantitative Finance/accounting reports	Comparison of pre and post cost comparison analysis will show cost savings. Post transition reduce licensing cost by 50%
<b>Improved employee experience</b> Users are fully transitioned and enthusiastic about the change and excited to be leverage Google Meet	Quantitative Employee surveys	Achieve 90% user satisfaction and enthusiastic adoption of Google Meet within three months of the transition
<b>Improved collaboration &amp; Productivity</b> Increased cross-team and cross-location communications	Quantitative Process efficiency gains Qualitative End-User surveys	Increased Usage of Google Docs, Slides, Sheets, and Chat
<b>Performance &amp; Reliability</b> Provide a stable and responsive platform	Quantitative Usage reports	Achieve a minimum of 99.5% uptime for Google Meet services and maintain an average latency of under 100 milliseconds, ensuring a high level of performance and reliability for users



# Launch





# About the launch phase

During this phase, your technical leaders will begin the shift to Google Meet.

## Timeline

**3 to 6 weeks**, depending  
the size of your organization

## Outcomes

- ✓ Prepare and monitor your Meet deployment
- ✓ Give your people the tools and info they need for a smooth switch

## Jump to the next section

Technical enablement



Workplace adoption



Google Guides program



## Workstream 1

# Technical enablement

This phase focuses on setting up and overseeing Google Meet in your organization.

Checklist for this workstream



[Launch](#)[Technical enablement](#)

## Step 1

# Enable Google Meet

Once you've prepped your network and chosen your settings, you can activate Google Meet for your organization. Decide whether to enable it for all users or just specific groups through organizational units or security groups.

[Turn on Google Meet services](#)

[Launch](#)[Technical enablement](#)

## Step 2

# Monitor and support Meet

After enabling Google Meet, IT Administrators should become familiar with the following tech resources to ensure that Google Meet is working properly in your organization.

Additional information for  
technically managing Meet





Launch

Technical enablement



### Step 3

# Expand Meet

Now is a good time to adapt your conference rooms with Google Meet hardware, and enhance Meet by adding extra features from the Workspace Marketplace.

Conference room setup  
and integrations



## Workstream 2

# Workplace adoption

Use these resources to craft a training plan that fits your team's needs.

Checklist for this workstream





[Launch](#)[Workplace adoption](#)

## Step 1

# Create training resources

Explore these Google Meet training resources to enhance you and your team's virtual meeting skills with straightforward tips and guidance.

[Google Meet training resources](#)



## Step 2

# Build a training plan

The best training plan is one that meets the needs of your audience. Follow these best practices so your people can learn skills they need.

### Before starting:

- Evaluate your training needs from the Google Meet discovery report insights
- Set clear learning goals related to your success criteria

### Content creation:

- Simplify complex topics into short, easy-to-understand pieces
- Incorporate varied formats such as videos, interactive demos, and quizzes
- Highlight real-world use of the product

### Delivery methods:

- Offer various formats including e-learning, live sessions, and self-study options
- Promote interaction through case studies and hands-on exercises
- Ensure accessibility with captions, transcripts, and alternative formats for all resources



**Tip:** If you have a Learning Management System, create courses that you can assign to users.

### Workstream 3

# Google Guides program

Google Guides are enthusiastic internal helpers ready to assist others with the transition to Google Meet. They play the role of ambassadors and educators, offering first-hand assistance to new users.

To learn about building a Guides program:

[About Google Meet Guides](#)

Checklist for this workstream





## Step 1

# Choose your Google Guides

Look for those who are excited about new tech, great with people, and have the capacity to take on the role. To find them, you can:

- Share a signup form – use insights from the Going Google Meet Survey
- Collaborate with department heads to choose the right people
- Personally select individuals you believe would make great Google Guides



**Tip:** Keep Google Guides to a maximum of 5% of your total user base. Look for company enthusiasts and include people from areas like marketing, executive administration, and operations. Choose a diverse range of people for optimum effect.



## Step 2

# Communicate the launch plan

After creating your Google Guides team, get them involved. Use an email to inform them about workshop dates and the expectations of being a Google Guide. Ensure your message covers:

- The rollout timeline, including the go-live date
- How to sign up for workshops
- Access to support materials, like FAQs



**Tip:** Keep Google Guides to a maximum of 5% of your total user base. Look for company enthusiasts and include people from areas like marketing, executive administration, and operations. Choose a diverse range of people for optimum effect.



### Step 3

# Educate Google Guides on Meet Features

From the data collected in the plan phase, participate in a specialized workshop to learn about the features of Google Meet and get familiar with using the features to help your team with questions. The workshop should include the following:

## 1 Current landscape and Zoom usage

## 2 Overview of Google Meet features

## 3 Booking a Calendar event and include Google Meet as the video conferencing tool

→ Additional features and settings in Calendar

## 4 Green Room Features

→ Camera and microphone settings

## 5 Meet features when in a meeting

→ Recording

→ Raising hand

→ Screen sharing

→ Companion mode

→ Activities

Q&A

Polls

Transcription

Whiteboarding

→ [Fun Stuff](#)

**Tip:** Tailor training programs by using insights from the planning phase to pinpoint specific skill gaps and customize learning experiences



### Step 3

# Google Guide readiness and support

Provide support after the go-live date, once your teams have switched to Google Meet. This support from Google Guides should last 1-2 weeks after the go-live and until most of the questions have stopped. Here are some ways for your Guides to help your people.

- 1 An email group/distribution list that end users can email with questions
- 2 A chat/messaging space or channel where users can ask questions to Google Guides
- 3 Open office hours or lunch and learns: set meeting times (with Google Meet), typically over the lunch hour, where end users can join and ask questions as Google Guides are on the call.

**Tip:** After 2 weeks of being live, it is recommended to transition support from Google Guides to internal IT/Help Desk support.

# Support and scale







# About the support and scale phase

This phase helps tech leaders grow and sustain the uptake of Google Meet. Ultimately, your success hinges on usage and user satisfaction. This requires continual monitoring of adoption rates and a robust operating model.

## Timeline

No timelines for this phase, it is on-going work

## Outcomes

- ✓ You will be able to support and scale your Google Meet adoption, while also reducing your Zoom footprint.

## Jump to the next section

[Embracing Google Meet](#)[Consolidation](#)



## Workstream 1

# Embracing Google Meet

This phase focuses on setting up and overseeing Google Meet in your organization.

Checklist for this workstream





## Step 1

# Increase the use of Meet

Create a satisfaction survey to gather feedback about the experience of switching to Google Meet. This data will help you know whether it was successful and get you thinking about how to incorporate this feedback into actionable steps.



**Tip:** Think about disseminating a version of the Google Google Meet survey five weeks after the launch, and then in quarterly increments to help measure how your people are finding it.



## Step 2

# Leverage reporting resources

By combining insights from these different reports and features, you can build a more holistic picture of Google Meet up-take within your organization.

Use these resources to highlight your successes →



## Step 3

# Ongoing engagement with your Google Guides

Many organizations will keep the Google Guides program going to maintain the uptake of Meet after the initial transition. Remember these are individuals tend to be really excited about technology – embrace this – consider doing more with your Google Guides to keep driving adoption rates.

Ideas	Description
Create a monthly Google Guides meeting cadence	Focused on education and training
Continuous recruitment	Always be on open to new technologist joining the group
Refresh resources and branding	Google Meet is a SaaS product and will continue to evolve
Maintain and optimizing	Take feedback from the group on what can be done differently. Share real-world examples from your company is highly beneficial for achieving lasting changes within your organization over time
Keep it fun	Find ways to keep the excitement going, gamify the experience.



## Workstream 2

# Consolidation

Every company has its own style and needs, making each one unique in how it uses tech. In the end, each organization needs to think carefully about how to streamline their software licenses and hardware.

Checklist for this workstream





## Step 1

# Remove duplicate licenses

By merging licenses, you'll cut down on video conferencing costs and make admin tasks easier, getting the most out of Google Meet. After reviewing your Zoom use in the planning phase and moving to Google Meet, here are some tips to scale back on Zoom:

- Set and stick to a removal deadline
- Create and honor a process for exceptions
- Provide quick tech and peer support
- Test the uninstall process before removing anything
- Look into why exceptions happen and fix them
- Keep updating and improving with new initiatives

**Tip:** You can skip the next step if your organization is not using proprietary hardware.



## Step 2

# Transition hardware

If your organization used Zoom hardware, now's the moment to plan its phase-out. Use the data from the plan phase, especially the [hardware inventory template](#), to help the move.

Consider using these resources from [the launch phase](#) to help the transition.





**Thank you**

Secure, easy-to-use video calling  
and meetings for everyone

# Appendix



# Google guides

The Google guides program trains people (usually tech enthusiasts) in all things Google across different business units of the organization.

Some of your staff will be apprehensive about the change even with communication and training – and that's where your Google guides come in. They'll make all the difference for a smooth rollout.

To learn about building a guide program



**Tip:** if you don't know who your Google Guides might be, the org analysis will help you discover them within your organization.

## The guides will help to:

- ✓ Find ways to improve team workflows by planning how people will use Google Meet to meet their needs.
- ✓ Find team members that might need more assistance, drive change as influencers, and hype the benefits to spark excitement.
- ✓ Act as a support network and gather feedback

## Top Recommended list of Reports

[Zoom Reporting for additional reports](#)

Type of Report	Why They Are Valuable	How to Leverage Them
<a href="#">Dashboard</a>	Overview of Zoom usage across the organization. This includes information regarding how many meetings are being held, feature usage including Chat, Webinar, Zoom Phone, Whiteboard and others.	Gain high-level insights on how the organization is using Zoom. Data points such as Meetings by Month, Week, and Day can help disseminate usage across the organization.
<a href="#">Meetings Tab</a>	View active and historical data pertaining to meetings that have been held. Exporting reports to a CSV is available.	Determine User Profile activity such as users that use it most, least, or not at all. You will also find feature usage in this tab such as screen sharing, recording, and phone.
<a href="#">Zoom Rooms Tab</a>	Offers information on the usage of Zoom Rooms, room configuration, and overall health of the existing devices. Exporting reports to a CSV is available.	Determine the total amount of meetings that are being held in Zoom Rooms, gaining visibility into how often these devices are being used. With this data, you can determine if the devices are an asset to the organization, a replacement is needed, or if it can be retired entirely.
<a href="#">Whiteboard Tab</a>	At-a-glance statistics of how user profiles are leveraging the whiteboard feature in Zoom.	This report will help determine if additional enablement will be needed for user profiles on using whiteboard features in Google Meet.
<a href="#">Webinars Tab</a>	View active and historical data pertaining to webinars that have been held. Exporting reports to a CSV is available.	This report will help determine if additional enablement will be needed for user profiles on using the live streaming features in Google Meet.

## Example

### 30-day pilot timeline

Week 1	Week 2	Week 3	Week 4	Week 5
Preparation & Kickoff	Training & Initial Testing	Active Testing & Feedback	Final Evaluation	Post-Pilot
<p>Technical Readiness Checklist</p> <p>Introduction to the pilot project</p> <p>Gather pilot participants</p> <p>Communicate timeline, goals and expectations</p> <p>Establish a feedback mechanism for user questions and concerns</p> <p>Pre-pilot assessment</p>	<p>Conduct initial training sessions for pilot participants</p> <p>Provide documentation and resources for self-learning</p> <p>Encourage participants to actively use Google Meet</p> <p>Monitor and address any technical issues promptly</p> <p>Collect preliminary feedback on user experience</p>	<p>Continue active testing and usage of Google Meet</p> <p>Provide ongoing support to address user issues promptly</p> <p>Conduct additional training sessions if needed</p> <p>Reinforce key features</p>	<p>Continue active testing and usage of Google Meet</p> <p>Collect final feedback from pilot participants</p> <p>Evaluate the overall success of the pilot against set objectives</p> <p>Document lessons learned, successes, and areas for improvement</p>	<p>Use insights to refine the transition plan</p> <p>Adjust communication plan for the broader company-wide</p> <p>Prepare additional training and support resources based on pilot feedback</p>

## Example

### Company-wide timeline

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Pre- Transition Planning & Communication		Google Guide Activities	Active Testing & Feedback	Training & Initial Testing	Pre-Transition	Company-wide Transition	Post-Transition
Intro to project team and company-wide kickoff announcement		Official kickoff with Google Guides	Google Guides continue active testing and usage of Google Meet	Google Meet and Zoom will be concurrently accessible	Go live prep with Google Guides	Going live with Google Meet	Continued support
Confirm and revisit the user needs assessment		Conduct initial training session for Google Guides	Provide ongoing support to address user issues promptly	Conduct training sessions for all employees on Google Meet features and usage	Pre-transition comms	Guides providing support at Go Live	Conduct refresher training sessions for any identified challenges or areas of improvement
Verify that all training materials are prepared and accessible		Provide documentation & resources for self-learning	Provide documentation and resources for self-learning		Training follow ups & tips and tricks	Office hours	Evaluate and share the overall success of the move
Ensure support documentation is available		Establish a feedback mechanism	Collect preliminary feedback on user experience	Provide documentation and resources for self-learning		Halt the creation of net new Zoom meetings	Collect feedback
Technical readiness checklist							
Finalize roster for Google Guides		Global User Training sign-up survey					
Start comms plan				Establish a feedback mechanism for any pre-transition questions			



## Preparing IT for Meet

Tasks	Description	Key Points
<a href="#">Learn about features in Google Meet</a>	Learn about the available features within Google Meet.	<p>Review the features and limitations available in Google Meet for your organization's edition of Google Workspace</p> <p>Review if any features may need to be disabled due to compliance rules within your organization or the user base</p>
<a href="#">Requirements to use Google Meet</a>	Learn about the system requirements needed to use Google Meet.	<p>Most organizations meet the basic requirements to run a web-based application, however it is good to review to ensure your end-users meet these.</p> <ul style="list-style-type: none"><li>• Supported web browser</li><li>• Supported operating system</li><li>• Minimum system requirements</li></ul>
<a href="#">Manage Meet Settings</a>	Learn about all the available settings available in the Admin Console for Google Meet and determine how it should be configured best for your users and organization.	<p>Configure Meet feature settings</p> <p>Configure Meet safety settings</p> <p>Control access to features for a subset of users using <a href="#">Organizational Units</a> or <a href="#">Security Groups</a></p> <p>It is recommended to use Security Groups when possible for enabling services and managing settings as it provides greater flexibility than using Organizational Units.</p>
<a href="#">Security and Privacy for IT Admins</a>	Learn about the security features of Google Meet and recommended best practices for secure meetings.	<p>Learn how to protect your organization's data and privacy with Google Meet's built-in features.</p> <p>Review legal compliance regulations that may require configuration in your organization</p>
<a href="#">Prepare Your Network for Google Meet</a>	Learn about the best practices and requirements for network access for Google Meet to perform optimally in your organizations environment.	<p>A few tips if you have a secure network</p> <ul style="list-style-type: none"><li>• If using VPN on endpoints, enable split tunneling for Meet Traffic</li><li>• Ensure outbound traffic for Google Meet is not restricted</li><li>• Avoid using strict QoS rules on the network, if QoS is needed, refer to the additional <a href="#">best practices for QoS</a></li></ul> <p>Leverage the resources in Monitor and Support Google Meet</p>

## Turning on Google Meet services

Tasks	Description	Key Points
<a href="#">Turn on Meet</a>	Learn how to enable Google Meet for your organization.	<ul style="list-style-type: none"><li>• Enable Google Meet for your users either using <a href="#">organizational units</a> or <a href="#">security groups</a></li><li>• If you are only enabling a subset of users, use security groups for enabling services and managing settings as it provides greater flexibility than using organizational units.</li></ul>
<a href="#">Set meeting in Calendar</a>	Learn how to make Google Meet the default conferencing provider, and enable automatic conference creation on Calendar events.	<ul style="list-style-type: none"><li>• During the implementation<ul style="list-style-type: none"><li>• Give your teams the option to add in a Google Meet link during this phase</li></ul></li><li>• Company-wide transition<ul style="list-style-type: none"><li>• Set Google Meet as the default conferencing provider to be able to generate meeting IDs with Calendar events</li><li>• Make sure Google Meet is added to all new Calendar events</li></ul></li></ul>



## Technical management of Meet

Tasks	Description	Key Points
<a href="#">Meet Quality Tool</a>	Learn about the Meet Quality Tool, it provides useful information about meetings and devices used in the organization to see overall health, and discover issues.	<ul style="list-style-type: none"><li>• Understand how to review the overall performance of Google Meet for your users</li><li>• Utilize the Meet Quality tool during initial rollout to ensure users are not facing unexpected issues</li></ul>
<a href="#">Manage Google Meet Hardware</a>	Learn about the management and troubleshooting information for deployed Google Meet Hardware	<ul style="list-style-type: none"><li>• Change settings for individual devices</li><li>• Monitor status of devices and peripherals</li><li>• Review Qualified Peripherals for Google Meet</li></ul>
<a href="#">Advanced Troubleshooting</a>	Learn about common issues that users may experience with Google Meet and steps to resolve those issues	<ul style="list-style-type: none"><li>• Review some of the common reported issues with Google Meet in the event one of these issues is reported in your organization</li></ul>
<a href="#">Contact Meet Support</a>	Methods of contacting support for questions or issues with Google Meet	<ul style="list-style-type: none"><li>• <a href="#">Troubleshoot Meet Hardware</a></li><li>• <a href="#">Collect Meet Hardware Logs</a></li><li>• <a href="#">Before you contact support: Gather key information</a></li></ul>

## Conference room setup and integrations

Tasks	Description	Key Points
<a href="#">Room Design Guide</a>	Determine the best hardware for your space	<ul style="list-style-type: none"> <li>Use the Room design guide to understand how to design successful conference rooms of various sizes</li> </ul>
<a href="#">Certified Hardware</a>	Learn about devices that have been certified for use with Google Meet	<ul style="list-style-type: none"> <li>Review the list of certified hardware to see what can be used from previous setups</li> <li>Non-certified hardware may work with Google Meet, however any issues that may occur will not be supported by Google</li> </ul>
<a href="#">Use Meet hardware to join a Zoom Meeting</a>	Allow users to join legacy Zoom meetings from Google Meet conference rooms	<ul style="list-style-type: none"> <li>Configure Zoom Admin policies as required in the documentation</li> <li>Setup an interop token for Google Meet and Zoom</li> </ul>
<a href="#">Create buildings, features &amp; Calendar resources</a>	Create conference rooms in Google Calendar so users can find and book rooms for meetings	<ul style="list-style-type: none"> <li>Create a hierarchy of buildings</li> <li>Create a list of resources (conference rooms)</li> <li>Create features that can be assigned to conference rooms</li> </ul>
<a href="#">Live stream a video meeting</a>	Learn how to utilize the live streaming feature of Google Meet for hosting large internal meetings and all hands.	<ul style="list-style-type: none"> <li>Review the editions of Google Workspace that can livestream</li> <li>Review who can view a livestream and the limitations</li> <li>Create events on Google Calendar for participants and view-only users</li> </ul>
<a href="#">Use Meet with 3rd Party Conferencing Systems</a>	Learn to use Meet Hardware with third party conferencing platforms and hardware.	<ul style="list-style-type: none"> <li><a href="#">Allow Meet hardware to join 3rd party video conferencing systems</a></li> <li><a href="#">Allow 3rd party devices to join Meet video Meetings</a></li> <li><a href="#">Meet Interoperability FAQ</a></li> </ul>
<a href="#">Use Add-ons with Google Meet</a>	Learn how to use third-party add-ons from the Google Workspace Marketplace for additional functionality	<ul style="list-style-type: none"> <li>Third-party add-ons are not supported nor maintained by Google and should be individually reviewed before being added to your organization for security and privacy compliance.</li> <li><a href="#">Manage the Marketplace app allowlist</a> to prevent users from using unapproved add-on</li> </ul>



## Training Resources

### Google Workspace Learning Center

Google Meet product based learning to help users get ready for the transition:

[Google Meet training and help](#)

- [Meet quick start guides](#)
- [Meet cheat sheets](#)
- [Meet productivity guides](#)
- [Meet troubleshooting & more resources](#)

### Switch from Zoom to Meet

Learn the differences between Zoom and Google Meet

- [At Glance - Zoom to Meet Guide](#)
- [Extended Zoom to Meet Transition Guide](#)

### Meet Fun Stuff Guide

A guide to that highlights features that would be considered as ancillary fun features of Google Meet. These features help drive collaboration, engagement, accessibility, and a general sense of joy while using Google Meet!

- Reaction Emojis
- Backgrounds
- Custom Backgrounds
- AR/Filters
- Raise your hand without clicking anything
- Picture-in-Picture
- Casting your meeting to other devices
- Add-ons

Gemini in Google Meet Features

- Generated Backgrounds
- Real-time Translated Captions

Resource: [\[Template\] Google Meet Project - Fun Stuff Guide](#)

# Reporting Tools

Admin Console	Work Insights	Bigquery Export
<p>Google Workspace provides administrators with various insightful Google Meet usage reports, offering a comprehensive understanding of your organization's platform utilization. Below is a breakdown of the available reports:</p> <ul style="list-style-type: none"> <li><a href="#">Google Meet Apps Report</a>: View Number of active users during a specified time period</li> <li><a href="#">Meet log events</a>: These detailed reports offer the most granular data on Meet activity. You can find information like: <ul style="list-style-type: none"> <li>Meeting start and end times</li> <li>Organizer and participant details</li> <li>Joining locations (device type, network location)</li> <li>Meeting features used (recording, transcription, etc.)</li> <li>Abuse reports submitted</li> <li>Call ratings</li> </ul> </li> <li><a href="#">Attendance tracking &amp; live stream reports</a>: These reports track meeting attendance and engagement for meetings with attendance tracking enabled. You can see: <ul style="list-style-type: none"> <li>List of participants and their attendance times</li> <li>Number of viewers for live streams</li> </ul> </li> </ul>	<p><a href="#">Work Insights</a> is a reporting tool for Google Workspace that gives you insights into the impact of your Google Workspace deployment. Using easy-to-read charts, you can see metrics on your organization's Google Workspace adoption, productivity, and collaboration.</p> <ul style="list-style-type: none"> <li>Product Adoption &amp; Engagement</li> <li>Work Patterns</li> <li>Collaboration Treads</li> </ul>	<p>You can export Google Workspace logs and usage reports to Google BigQuery. With BigQuery, you can:</p> <ul style="list-style-type: none"> <li>Analyze individual user activity information</li> <li>Build reports across apps by combining activity reports with usage data from other apps used in your organization.</li> <li>Perform advanced searches on Google Workspace</li> <li>Report aggregated usage metrics for user accounts</li> <li>Create custom reporting and dashboards using analytics tools like <a href="#">Looker Studio</a> and third-party visualization partners that are integrated with BigQuery.</li> </ul> <p><a href="#">About reporting logs and BigQuery</a></p>

## Resources to help phase out Zoom

Tasks	Description	Key Points
<a href="#">Room design guide</a>	Determine the best hardware for your space	<ul style="list-style-type: none"> <li>Utilize the room design guide to understand the principles of designing successful conference rooms of various sizes</li> </ul>
<a href="#">Certified hardware</a>	Devices that have been certified by Google for use with Google Meet	<ul style="list-style-type: none"> <li>Review the list of certified hardware to see what can be used from previous setups</li> <li>Non-certified hardware may work with Google Meet, however any issues that may occur will not be supported by Google</li> </ul>
<a href="#">Create buildings, features &amp; Calendar resources</a>	Create conference rooms in Google Calendar so users can find and book rooms for meetings	<ul style="list-style-type: none"> <li>Create a hierarchy of buildings</li> <li>Create a list of resources (conference rooms)</li> <li>Create features that can be assigned to conference rooms</li> </ul>
<a href="#">Use Meet hardware to join a Zoom meeting</a>	Allow users to join legacy Zoom meetings from Google Meet conference rooms	<ul style="list-style-type: none"> <li>Configure Zoom admin policies as required in the documentation</li> <li>Setup an interop token for Google Meet and Zoom</li> </ul>
<a href="#">Use Meet with 3rd Party conferencing systems</a>	Find out how to make Meet hardware work with other conferencing platforms and use non-Meet hardware with Google Meet for seamless interoperability.	<ul style="list-style-type: none"> <li><a href="#">Allow Meet hardware to join 3rd party video conferencing systems</a></li> <li><a href="#">Allow 3rd party devices to join Meet video Meetings</a></li> <li><a href="#">Meet interoperability FAQ</a></li> </ul>

## Sponsorship and engagement checklist

### Identify key stakeholders

- Executive Sponsor(s) identified (e.g., CEO, VP of IT)
- Project committee formed
- People managers identified

### Build a reason for change

- Reasons for change clearly articulated
- Benefits of Google Meet for individual employees communicated
- Communications and engagement content aligned with reasons for change

## Organization analysis checklist

### Team member survey

#### Identify user groups and needs

- Results of survey reviewed
- Adoption drivers identified
- Google Meet awareness assessed

#### Review product usage data

- Zoom usage reports reviewed
- Insights gained on Zoom usage patterns

### Perform hardware inventory

- Inventory of Zoom hardware completed
- Hardware capabilities documented
- Impact of hardware transition assessed

#### Prepare for Google Meet

- Learn about features in Google Meet
- Review features and limitations based on organization's needs
- Understand requirements to use Google Meet
- Manage Meet settings in Admin Console
- Learn about security features and best practices
- Prepare network for optimal Google Meet performance

## Deployment scope and timeline checklist

### Plan for a pilot (for larger organizations)

- Goals and objectives of pilot outlined
- Pilot participants selected
- Specific timeline for pilot phase defined
- Feedback collection plan established

### Plan for a company-wide rollout

- Internal awareness plan developed
- Training and resources accessible to all users
- Timeline for transition set with key milestones
- User feedback mechanisms in place



## Communication planning checklist

### Create communications plan

- Communications plan developed
- Plan tailored to organization's needs

### Schedule email campaign

- Email schedule defined
- Communications updated with relevant information

### Provide support resources and gather feedback

- Support resources identified and communicated
- Feedback mechanism established

### Create FAQ (Frequently Asked Questions)

- FAQ section created
- FAQ regularly updated based on feedback

### Success criteria:

- Success criteria defined
- Criteria align with organizational goals
- Plan in place to measure success post-implementation

## Technical enablement checklist

### Enable Google Meet

- Turn on Google Meet for the organization
- In Calendar:
- Make Google Meet the default video conferencing provider
- Automatically add video conferencing to events users create

### Monitor and support Google Meet

- Familiarize with Meet quality tool
- Manage Google Meet hardware
- Troubleshoot common issues
- Know how to contact Google Meet support
- Learn how to gather necessary information for troubleshooting

### Expand adoption and functionality of Google Meet

- Determine room design based on space
- Review certified hardware for Google Meet
- Enable Google Meet hardware to join Zoom meetings
- Create conference rooms and resources in Google Calendar
- Learn about live streaming features and limitations
- Implement interoperability with third-party conferencing systems
- Manage add-ons from Workspace Marketplace

## Workplace adoption checklist

### Create training resources

- Explore Google Workspace learning center
- Provide Meet quick start guides, cheat sheets, and productivity guides
- Educate users on transitioning from Zoom to Meet
- Introduce fun features of Google Meet
- Customize training materials for organization's needs

### Build a training plan

- Analyze training needs based on Google Meet discovery report
- Set clear learning objectives tied to success criteria
- Create relevant and engaging content
- Offer flexible delivery methods
- Ensure accessibility for diverse learning styles

## Google Guides program checklist

### Nominate Google Guides

- Choose Google Guides based on enthusiasm and availability
- Communicate launch plan and expectations to Google Guides
- Include timeline, workshop schedules, and support materials in communication
- Conduct specialized workshop to educate Google Guides on Meet features

### Educate Google Guides on Meet features

- Cover current landscape and Zoom usage
- Provide overview of Google Meet features
- Train on booking Calendar events with Google Meet
- Familiarize with additional Meet features and settings
- Tailor training based on insights from planning phase

### Google Guide readiness and support

- Establish support channels for Google Guides and end users
- Hold open office hours or lunch and learns for end user support
- Transition support from Google Guides to internal IT/Help Desk after initial phase

## Embracing Google Meet checklist

### Engage in team-wide adoption

- Distribute satisfaction survey to gather feedback
- Consider disseminating a version of the Google Meet survey five weeks after launch and quarterly thereafter
- Analyze feedback and incorporate it into action steps

### Leverage reporting resources

- Utilize Admin Console reports for Google Meet usage insights
- Explore Work Insights for metrics on Google Workspace adoption and collaboration
- Export Google Workspace logs and usage reports to Google BigQuery for advanced analysis
- Review and highlight key insights to drive ongoing engagement and improvements

### Drive ongoing engagement with Google Guides

- Establish a monthly Google Guides meeting cadence for education and training
- Continuously recruit new technologists to join the Google Guides program
- Refresh resources and branding to keep materials up-to-date
- Maintain and optimize the program based on feedback and real-world examples
- Incorporate fun elements to keep excitement high and gamify the experience

## Consolidation checklist

### Remove duplicative licenses

- Enforce removal deadline for duplicative Zoom licenses
- Design and honor exception process for unique cases
- Ensure responsive technical and peer support during transition
- Test uninstall process prior to removal
- Investigate and address reasons for exceptions
- Report cost savings using the Zoom cost savings calculator

### Transition hardware (skip if not applicable)

- Plan transition of Zoom Hardware based on information from hardware inventory template
- Determine best hardware for conference rooms using room design guide
- Review list of certified hardware for compatibility with Google Meet
- Create conference rooms in Google Calendar and configure features
- Set up interop token for using Meet Hardware with third-party conferencing systems
- Ensure smooth transition from Zoom Hardware to Google Meet-compatible devices

# Additional Resources

[Google Meet Product Site](#)

[Google Meet Learning Center](#)

[Google Meet Product Support](#)

[Google Meet Blog](#)

[Google Workspace LinkedIn](#)