

# External Workspace Reservation FAQ



## Workspace Reservation Zoom Spaces

**When did Zoom launch  
Workspace Reservation  
for General Availability?**

On July 28, 2022.

**Will there be a price  
associated with  
Workspace Reservation?**

Yes, Workspace Reservation subscription and pricing will be on a per workspace basis. Zoom Rooms, Zoom Phones and Personal Zoom Rooms include a Workspace Reservation subscription at no additional charge. If users have Zoom Rooms and/or Common Area phone subscriptions, this means the Zoom Room or Common Area phone can be placed on a floor map and reserved for no additional cost.

**Will Workspace Reservation still be a feature of Zoom Rooms?**

Workspace Reservation will be its own product with its own price, but will cleanly integrate into multiple parts of the Zoom Platform including Zoom Rooms, Zoom Phone, Personal Zoom Rooms and more to follow.

**What will Workspace Reservation look like to Admins?**

[Visit the admin guide here](#)

**What will Workspace Reservation look like to Users?**

If Workspace Reservation is enabled for the account a User is in, they will see a Workspace Tab on Zoom.us. Users can also utilize the Zoom App called “Workspace Reservations” (supported on desktop clients today).

**Are Scheduling Display Only Rooms coming back for Zoom Rooms?**

We are bringing back “Scheduling Display Only” Room type. Zoom Rooms customers will still get unlimited Scheduling Display Only Rooms.

These rooms cannot be placed on a Floor Map to be reserved. In order to make them bookable through the Floor Map, Admins will need to have a Workspace Reservation subscription. To do this, simply toggle on “Convert to Workspace” in the Scheduling Display settings.

**Please note:** This option will only appear if the account has available Workspace Reservation subscriptions or Workspace Beta licenses associated with these rooms.

Workspace Beta licenses for these Scheduling Display Only rooms will be provisioned on 8/7/2022.

# Workspace Reservation

## Overview

### What is Workspace Reservation?

A new standalone product from Zoom that allows users to reserve in-office workspaces remotely or on-site when needed.

It can be used by onsite personnel looking for available spaces, offices, rooms or desks, or by remote employees wanting to find and reserve a place in the office before coming in.

Admins are able to set up workspaces with or without Zoom Appliances (Zoom Phone and Zoom Rooms Appliances).

### What is the difference between hot desking, hoteling, and Workspace Reservation?

**Hot desking** is an industry wide telephony term used to describe the process of logging into a phone when at a shared space. The phone will then link to the user's account giving them their phone line and importing their address book.

**Hoteling** is the ability for an employee to reserve a workspace before coming in, or while in the office. Hoteling reservation features are flexible, but don't include connections to phone or video appliances.

**Workspace Reservation** includes traditional functionality like hot desking and hoteling, but offers a lot more, including: support for local and remote reservation of phones and Zoom Appliances, QR code check-in, reservation of available workspaces or Zoom Rooms, support across Zoom's hardware and software ecosystem, and more.

### Will the in-person differ from the virtual event experience? If so, how?

If you are reserving a space that is configured with a Zoom subscription, such as a Zoom Phone, Personal Zoom Room or Zoom Rooms, there is no additional cost to use Workspace Reservation for these spaces.

If you are configuring a space with Workspace Reservation that is not associated with a Zoom subscription, please refer to the Zoom Pricing Page [here](#).

**How much does Workspace Reservation cost?**

If you are reserving a space that is configured with a Zoom subscription, such as a Zoom Phone, Personal Zoom Room or Zoom Rooms, there is no additional cost to use Workspace Reservation for these spaces.

If you are configuring a space with Workspace Reservation that is not associated with a Zoom subscription, please refer to the [Zoom Pricing Page here](#).

**Do Digital Signage and Kiosks work with Workspace Reservation?**

Yes, you can show live floor maps on Digital Signage and enable users to reserve workspaces and Zoom Rooms on a Kiosk.

**Who can make reservations using Workspace Reservation? Is there support for 'guests'?**

Only users with Zoom accounts within the organization using Workspace Reservation can log into after reserving them.

Guests can book Zoom Rooms without a Zoom account when on-site using a Kiosk or Scheduling Display. They cannot book desks as this requires authentication.

**What kinds of spaces are supported in Workspace Reservation?**

Any space! A reservable space can be: a workspace with no equipment, a workspace with a Zoom Phone or personal Zoom Meeting Appliance, or Zoom Rooms.

**Are consumer devices (ex. Echo Show or Facebook Portal) supported for this set up?**

Although a space can still be reserved, consumer devices are not supported for check-in/check-out, or connecting to a user's account.

**Where can a user reserve a space using Workspace Reservation?**

At home via the web (Zoom.us), or through the Workspace Reservation Zoom App on the Zoom Desktop client.

**In the office:**

- Front Desk: At a kiosk
- At the desk: On a Zoom Touch Device that has Hot Desking mode enabled
- On a scheduling display

**How can a user check-in to their reserved space?**

For Workspaces without Zoom Devices, QR codes can be printed and displayed at Workspaces for scanning to check in. On Zoom Appliances, a QR code will be displayed, as well as the ability for manual check in.

Admins can also enable check-in/out through the web portal and Zoom App.

**If there is a Zoom Appliance at the desk, will it automatically sign out at the end of the reservation period?**

Yes, if the Workspace has a Zoom Appliance, it will automatically sign out at the end of the reservation period. Users also have the option to extend the session or to check-out early.

**Do you have to link Workspace Reservation with other calendaring systems (e.g. MS O365, Google Calendar)?**

Yes, a calendar resource is necessary to set up each Workspace or Zoom Room for Workspace Reservation. Simply setup the calendaring integration for third-party calendaring systems that are supported by the Zoom platform in the Workspace Management section of the Zoom Admin Portal.

**How do Admins set up Workspace Reservation?**

Within Workspace Management, Admins can set up a reservable workspaces.

Zoom Rooms and Zoom Common Area phones attached to a Floor will automatically populate in Workspaces Management. New Desks and Reservation Only Rooms can be added directly in the Workspaces Management section, by clicking + Workspace.

Admins can upload floor maps, place Rooms and Desks on the Floor Map and update settings.

**What are some unique or recent features for Workspace Reservation?**

**As of 3Q FY2023, the following features are available:**

- Printable QR codes
- Recommendations using a user’s team, people in their department or places they normally sit
- Filter and select spaces by equipment available at that location
- Customizable questionnaires
- Dashboard and Metrics

**Will you be adding mobile functionality?**

Yes, mobile functionality is expected to arrive post-GA launch. Currently, you can access Workspace Reservation through our Zoom App, available in the Apps section of your desktop client.

**If you scan the printable QR code and the mobile functionality is not yet available, what happens?**

Good news! QR code check in currently works with our Zoom Mobile App. If you have our Zoom Rooms app, you will be able to scan the QR code and check in or reserve the workspace there. If you do not have this app, the QR code will lead you to [zoom.us](https://zoom.us) to download the Zoom Mobile App.