

# Innovations that make the contact centre better

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# Zoom's journey driven by rapid innovation



A G2 Leader in UCaaS, VoIP, Video Conferencing, Contact Center & Virtual Agent

Only 2024 Gartner Peer Insights Customer's Choice for UCaaS recipient

A TrustRadius Top Rated Vendor

- Meetings
- Team Chat
- Webinars
- Rooms

2011-2014

- Phone
- Developer Platform
- App Marketplace
- Digital Signage

2015-2019

- Events
- Whiteboard

2020-2021

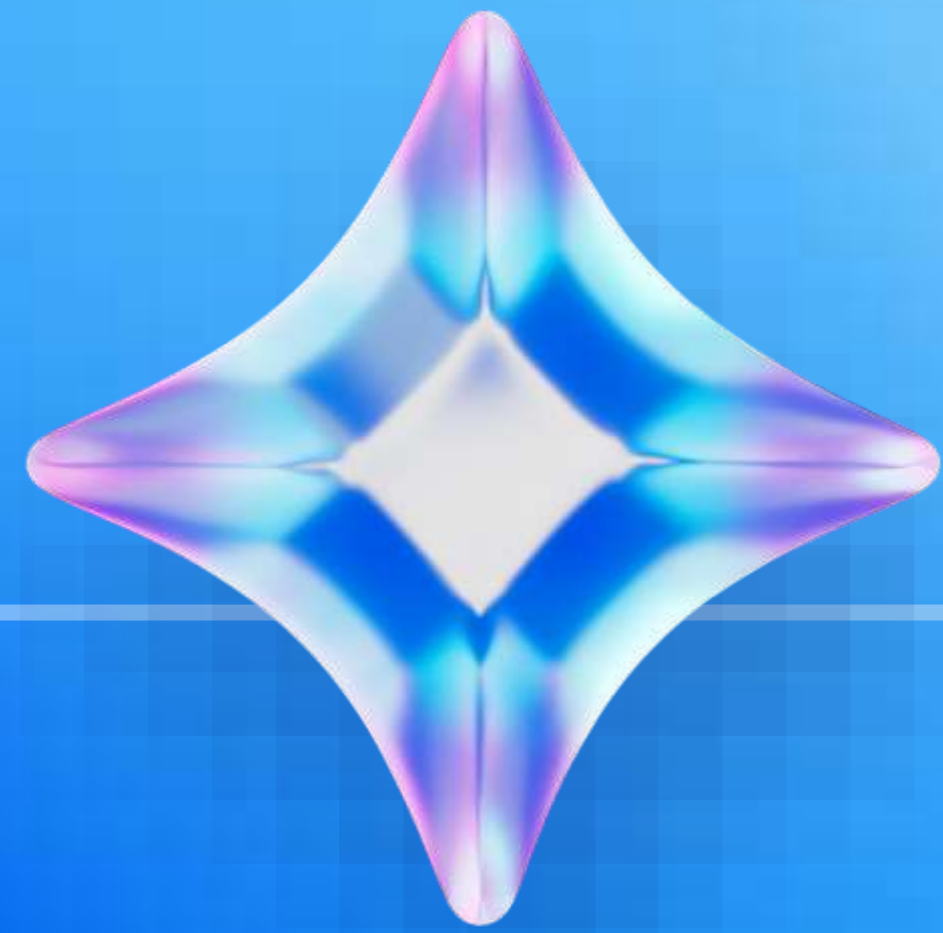
- Contact Center
- Virtual Agent
- Revenue Accelerator
- Mail & Calendar
- Workspace Reservation

2022

- AI Companion
- AI Expert Assist
- Workvivo
- Workforce Management
- Quality Management
- Docs
- Notes
- Clips
- Huddles

2023

# AI is transforming CX



**Repetitive tasks will  
be auto-generated  
by AI**

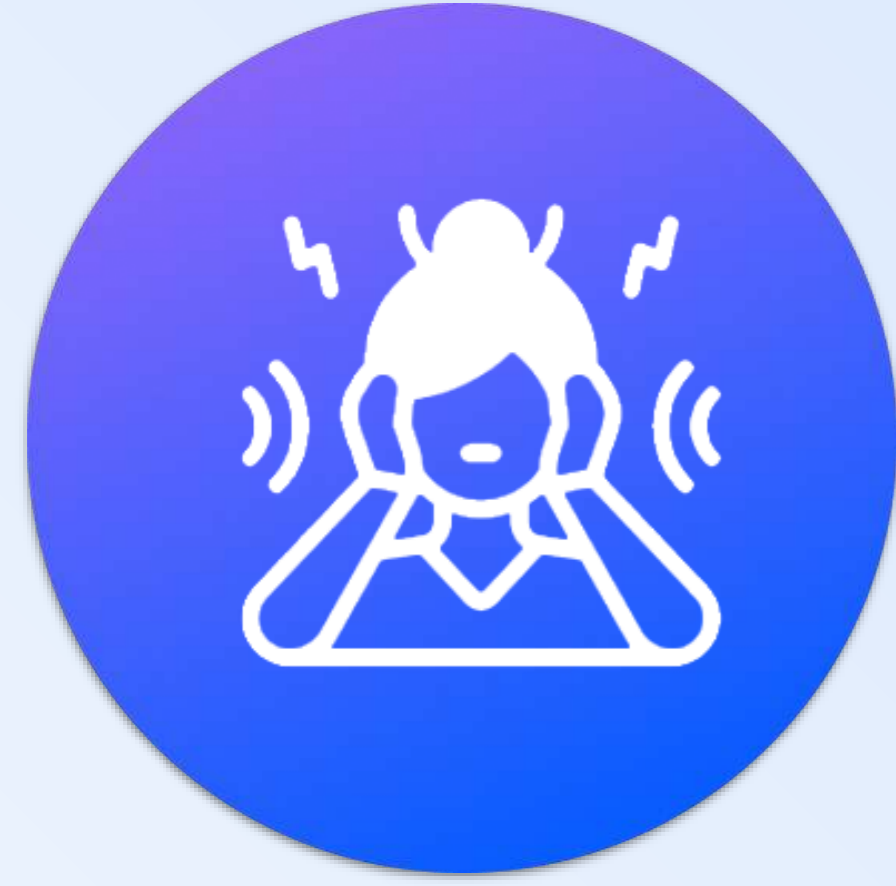


**Agents will be  
empowered to focus  
on personalized  
connections**



**Self service will be  
more conversational  
and humanized**

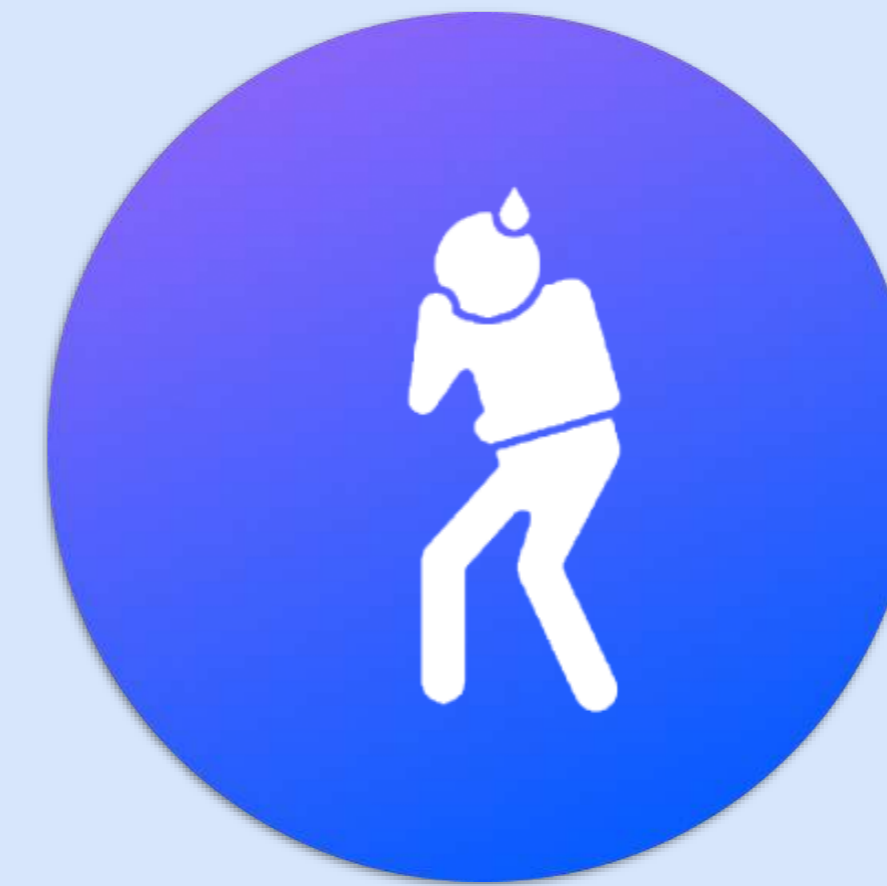
# 'AI' - What we are seeing in the market...



**Noisy**



**Cynical**



**Burnt**

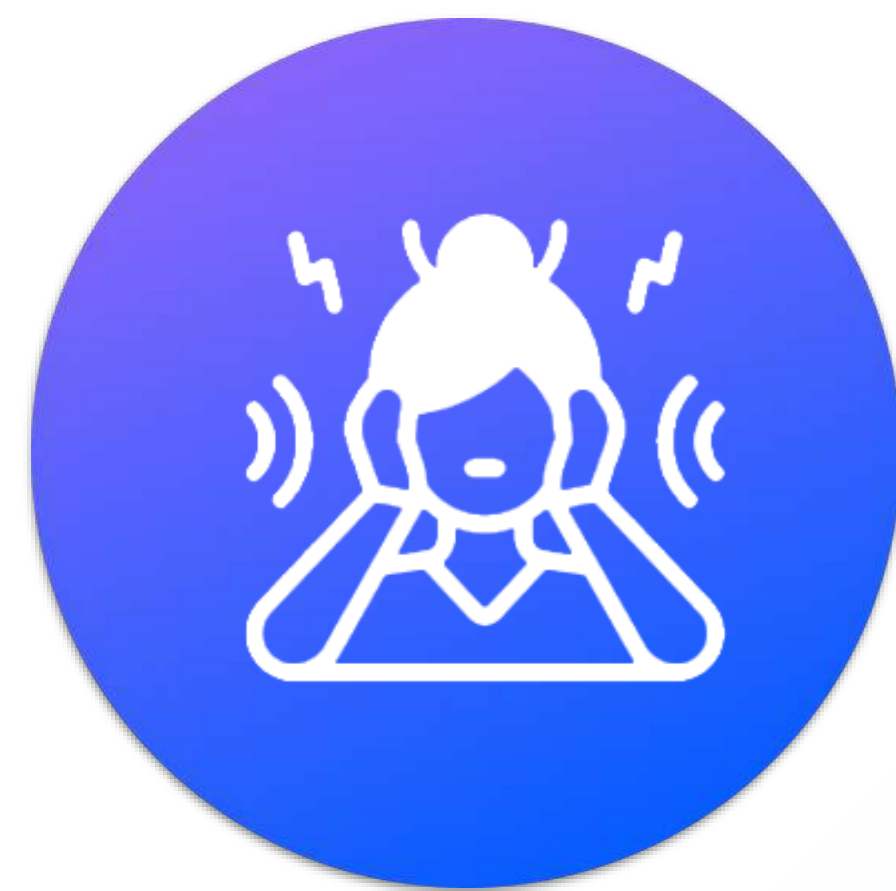


**Confused**

**Organisations are looking to use AI... But where does it fit? Where does it deliver value?**

*Customers don't buy technology; they buy solutions.  
AI is not the solution. It is a key to unlocking it.*

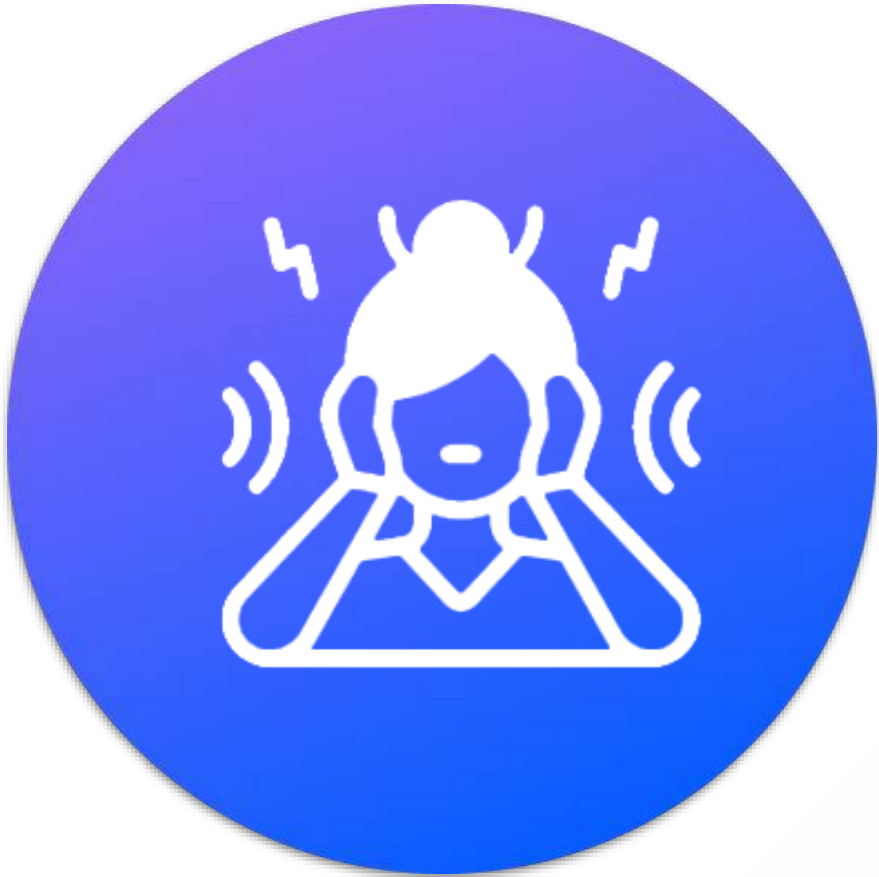
# Determining the **Solution** in a CX Journey



Noisy

How do we cut through the noise of AI?

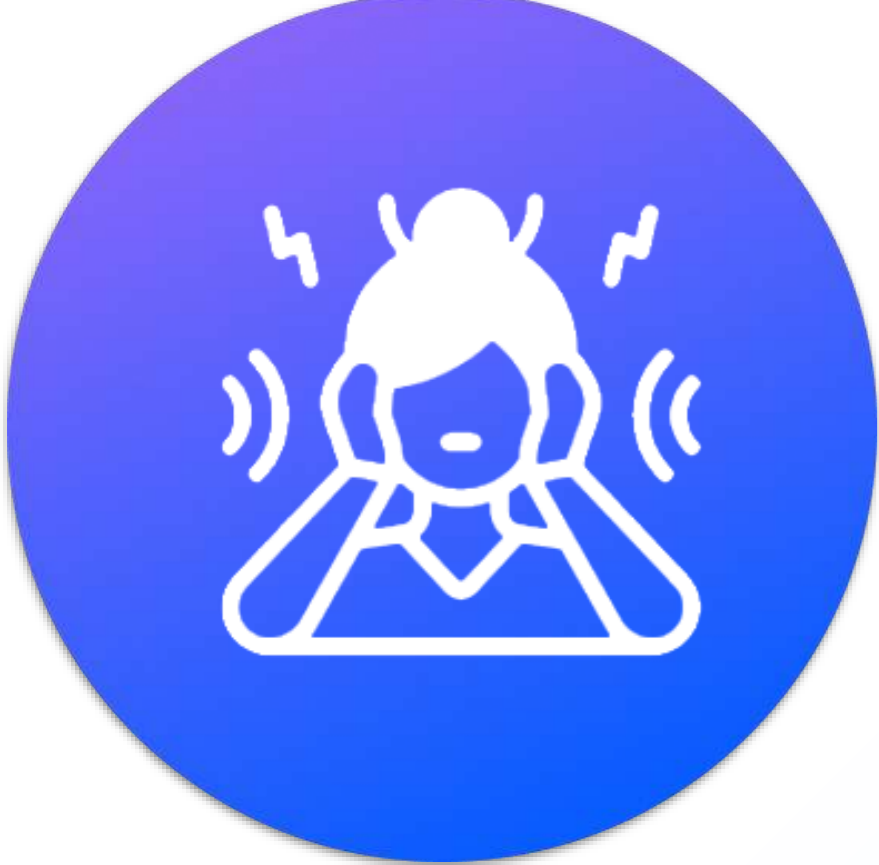
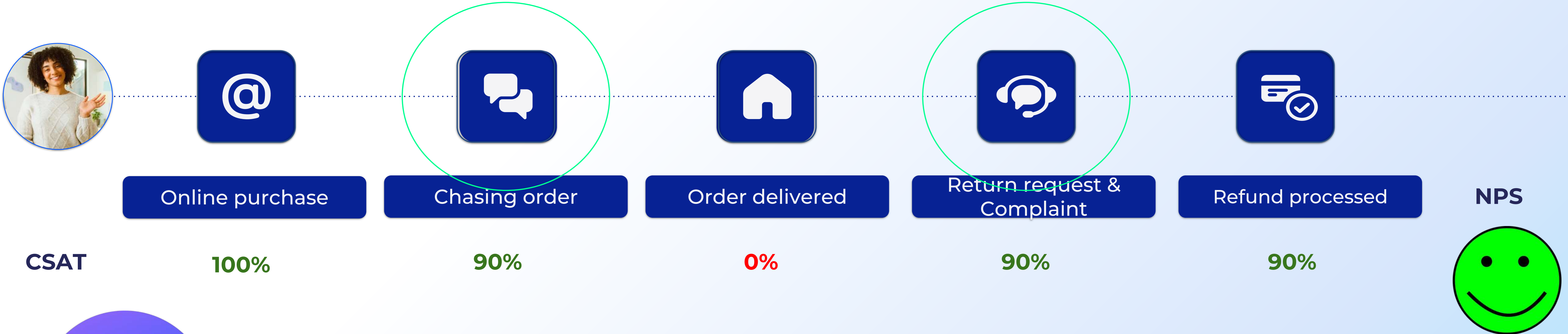
# Determining the **Solution** in a CX Journey



Noisy

What are you trying to solve?

# Determining the **Solution** in a CX Journey



Noisy

Where can we use AI to Innovate?

Everyone is  
responsible  
for great CX





# An AI-first total experience

Empowers & connects all employees for great CX



Predict customer & agent needs



Automate routine tasks and queries



Humanize engagements



# 88%

Of customer journeys  
start in self-service &  
touch multiple channels

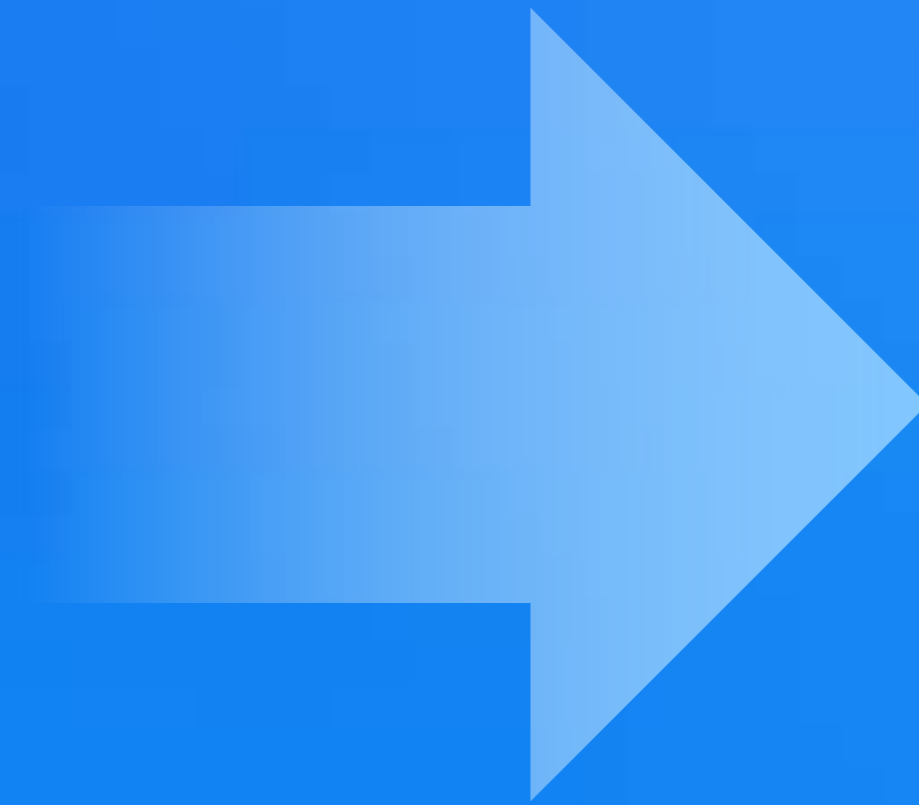
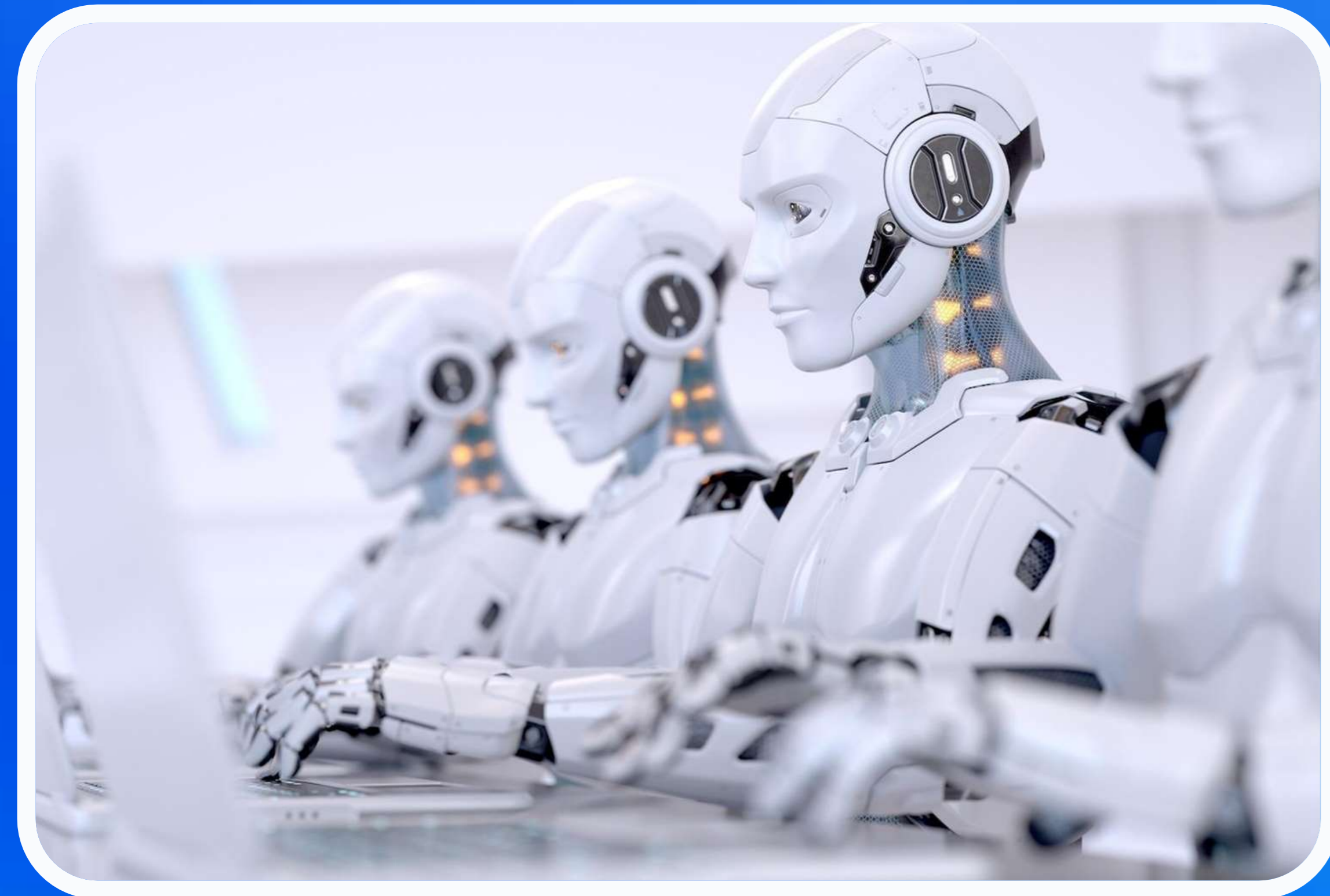
Gartner, 2023



Give  
customers  
more  
flexibility



# Prioritizing Human Connection



# Zoom Customer Experience

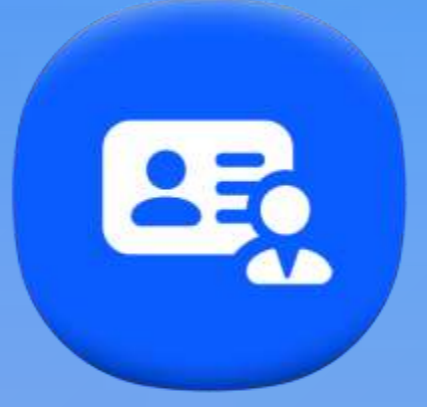
 zoom  
AI Companion



Contact Center



Virtual Agent



Workforce  
Management



Quality  
Management



AI Expert Assist

Zoom's secure and reliable platform



# Thank you!

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