Top 4 Reasons to use AI at work

- **Employee Productivity:**
  - automating mundane tasks
  - leveling up workers
  - accessing and organizing knowledge
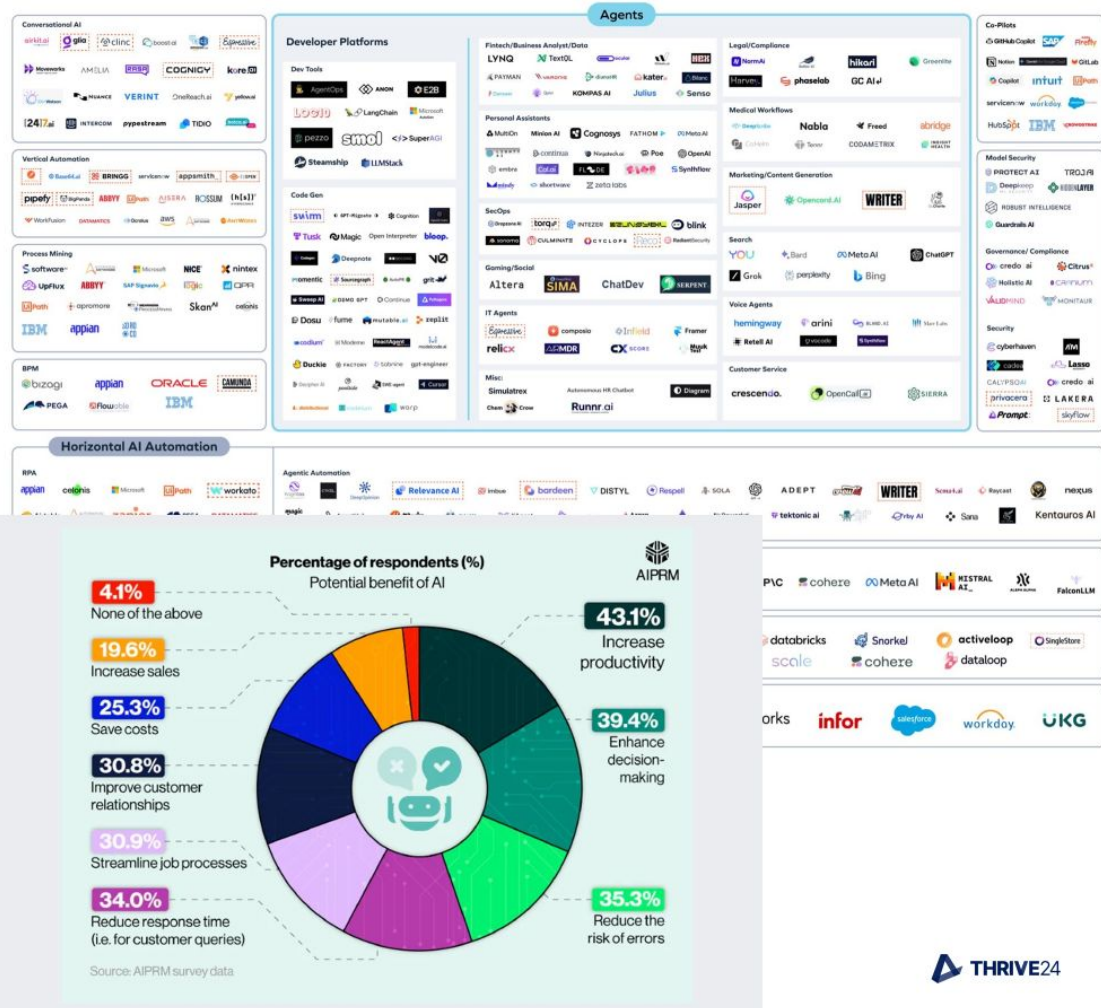
- **Employee Creativity:**
  - content generation
  - brainstorming sessions

- **Decision Making & Optimization:**
  - predictive analytics
  - performance management
  - recognizing trends in real-time

- **Enhancing Customer Experience:**
  - agent assist
  - agent performance feedback
  - post interaction summarizations

Percentage of respondents (%)
Potential benefit of AI

- 4.1% None of the above
- 19.6% Increase sales
- 25.3% Save costs
- 30.8% Improve customer relationships
- 30.9% Streamline job processes
- 34.0% Reduce response time (i.e. for customer queries)
- 43.1% Increase productivity
- 39.4% Enhance decision-making
- 35.3% Reduce the risk of errors

Source: AIPRM survey data

THRIVE24

Empower Your Team with AI

- **AI** is already part of your **daily work**.

- Unleash the **full potential** with the **right tools**.

- **Control** the Narrative:
  - Contextual **understanding**.
  - Data **ownership** and **security**.
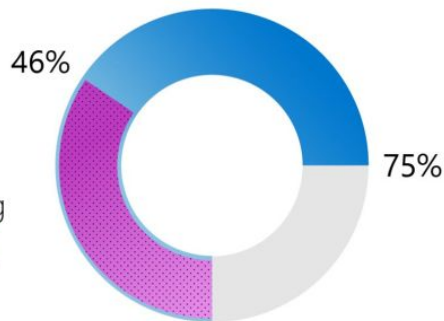 - Enterprise-wide **access**.

Take control of AI and reap the benefits.

Three Out of Four People Use AI at Work
Usage nearly doubled within the last six months.

46%

75% of people are already using AI at work

46% of them started using it less than 6 months ago

75%

Work Trend Index Report, May 2024

Survey questions:
How often do you use generative artificial intelligence (AI) for your work?
How long have you been using generative artificial intelligence (AI) at work?

THRIVE24

Reimagine teamwork with

zoom Workplace

Meetings	Team Chat	Phone	Mail & Calendar	Scheduler	Clips	Whiteboard	AI Companion	Docs	Notes	Rooms	Workspace Reservation	Digital Signage	Visitor Management	Workvivo

An open collaboration platform with zoom AI Companion

Ecosystem   Workflows   APIs   SDKs   Apps   App Marketplace
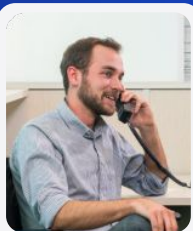
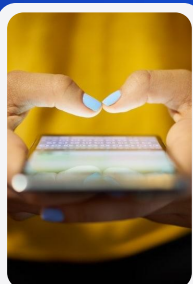Microsoft   Google   salesforce   ATLASSIAN   servicenow

We're in a communication and collaboration revolution
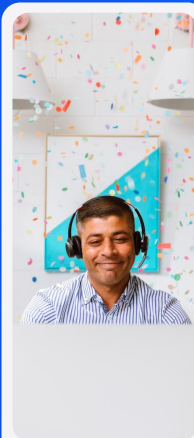
Generative AI

Meet in person

Teleconference

Messaging

Screen share

Employee Engagement

Next-gen productivity

Zoom's journey driven by rapid innovation

zoom

A Gartner Magic Quadrant Leader - UCaaS

A G2 Leader in UCaaS Platforms, VoIP, and Video Conferencing

A TrustRadius Top Rated Vendor

2011-2014
- Meetings
- Team Chat
- Webinars
- Rooms

2015-2019
- Phone
- Developer Platform
- App Marketplace
- Digital Signage

2020-2021
- Events
- Whiteboard

2022
- Contact Center
- Virtual Agent
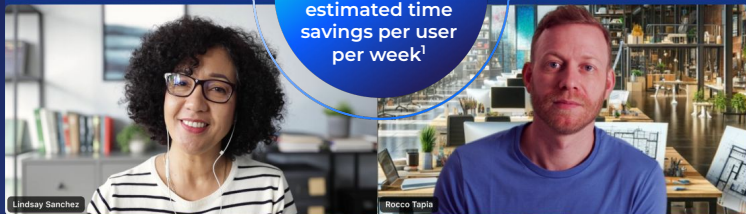- Revenue Accelerator
- Mail & Calendar
- Workspace Reservation

2023
- AI Companion
- AI Expert Assist
- Workvivo
- Workforce Engagement
- Scheduler
- Docs
- Notes
- Clips
- Huddles
- Visitor Management

© 2024 Zoom Video Communications, Inc.

6hrs
estimated time savings per user per week[1]

Compose with AI Companion

Hi Nabil, thank you so much for taking the time to share your thoughts with me. I'm thrilled to hear that you've enjoyed working with our team and that our collaboration has been such a positive experience for you. We appreciate your kind words and the opportunity to work together. We're committed to providing the best possible service and expertise, and we look forward to continuing our successful partnership with you in the future!
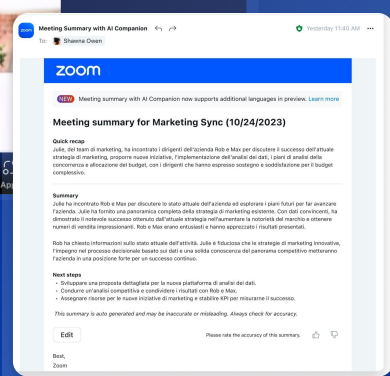
Insert   Try Another

Tell AI Companion to...   Make Longer, Make Shorter, Change Tone to...

0/1000   Generate

Share   Host tools   AI Companion   App

Meeting Summary with AI Companion   Yesterday 11:40 AM

zoom

To: Shawna Owen

NEW Meeting summary with AI Companion now supports additional languages in preview. Learn more

Meeting summary for Marketing Sync (10/24/2023)

Quick recap
Julie, del team di marketing, ha incontrato i dirigenti dell'azienda Rob e Max per discutere il successo dell'attuale strategia di marketing, proporre nuove iniziative, l'implementazione dell'analisi dei dati, i piani di analisi della concorrenza e allocazione del budget, con i dirigenti che hanno espresso sostegno e soddisfazione per il budget complessivo.

Summary
Julie ha incontrato Rob e Max per discutere lo stato attuale dell'azienda ed esplorare i piani futuri per avanzare l'azienda. Julie ha fornito una panoramica completa della strategia di marketing esistente. Con dati convincenti, ha dimostrato il notevole successo ottenuto dall'attuale strategia nell'aumentare la notorietà del marchio e ottenere numeri di vendita impressionanti. Rob e Max erano entusiasti e hanno apprezzato i risultati presentati.

Rob ha chiesto informazioni sullo stato attuale dell'attività. Julie è fiduciosa che le strategie di marketing innovative, l'impegno nel processo decisionale basato sui dati e una solida conoscenza del panorama competitivo metteranno l'azienda in una posizione forte per un successo continuo.

Next steps
• Sviluppare una proposta dettagliata per la nuova piattaforma di analisi dei dati.
• Condurre un'analisi competitiva e condividere i risultati con Rob e Max.
• Assegnare risorse per le nuove iniziative di marketing e stabilire KPI per misurarne il successo.

This summary is auto generated and may be inaccurate or misleading. Always check for accuracy.

Edit   Please rate the accuracy of this summary.

Best,
Zoom

AI Companion

Work happy with AI Companion

Empower your workday with AI Companion at no additional cost*

✓ **Get critical information instantly**

✓ **Automate routine tasks**

✓ **Stay informed throughout your workday**

✓ **Make faster more-informed decisions**

✓ **Stay armed with information you need, when you need it**

✓ **Get a headstart on your next email or chat draft**

*AI Companion is included at no additional cost with paid services in your Zoom account and may not be available for all regions or industry verticals"

1 Time savings estimate based on a per-user basis for an employee who averages 20 thirty-minute meetings a week.

zoom

Lindsay Sanchez   Rocco Tapia

zoom AI Companion

The smart assistant that empowers you to increase productivity, improve team effectiveness, and enhance skills.

Federated

High quality
Zoom's unique federated approach provides flexibility to choose & deploy the right AI models to deliver high-quality results.

Empowering

Easy to use
Zoom AI Companion capabilities are embedded within the intuitive, simple, easy-to-use Zoom experience that you know and love to drive usage and adoption.

Platform-wide
Zoom AI Companion capabilities are available across the Zoom platform (Meetings, Team Chat, Phone, Mail, Whiteboard, Notes) and compatible third-party apps.

Responsible

Trusted
Zoom does not use customer data to train Zoom's or its third-party AI models. Zoom provides admin controls for managing features and users with visibility when AI Companion is active in meetings.

*May not be available for all regions or industry verticals

zoom

AI Companion across
Zoom Workplace

Team Chat

- Team chat compose
- Thread summary
- Sentence completion
- Quick schedule
- Available in 36 languages

Mail & Calendar

- Email Compose

Meetings

- Meeting summary
- Meeting questions
- Smart recording
- Summaries available in 35 languages

Phone

- Post call summary and next steps
- Voicemail prioritization
- Voicemail tasks
- Team SMS thread summary

Productivity

Whiteboard
- Content generation
- Flowcharts
- Mind Maps

Clips
- Title and description generator

Docs

Spaces

- Room recommendation

zoom

Zoom Workplace **spaces solutions**

01
Flexible, collaborative spaces of all sizes

02
Built for modern, hybrid work

03
Easy to set up, manage, and use

04
Robust third-party hardware ecosystem and interop capabilities

05
Workspace and visitor management
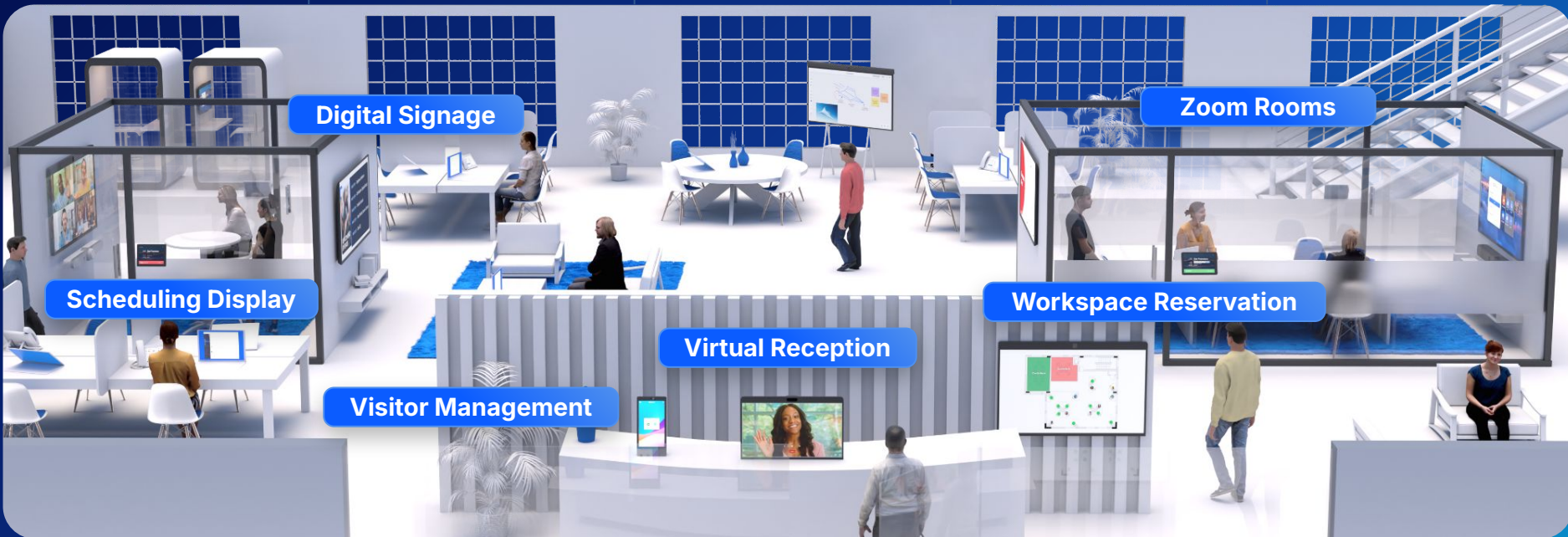
AI-enabled collaboration
for less with Zoom Workplace integrated with Microsoft

Sample enterprise setup of
→ 5,000 Users
→ 2,500 Phone Users
→ 100 Common Area Phones
→ 200 Room Systems

$3.3M Incremental

- Spaces 3%
- Phone 14%
- Chat 10%
- Meetings 18%
- AI 55%
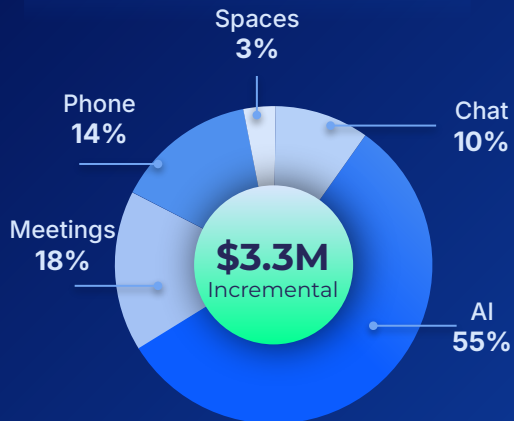
Microsoft Office 365

ZOOM + Microsoft

Enterprise Premier
Zoom Workplace
$350/year

AI	AI Companion	✓ Included
Chat	Zoom Team Chat	✓ Included
Meetings	Live Translation	✓ Included
	Meeting Summary	✓ Included
Phone	Zoom Phone w- Domestic Calling Plan (2,500 Phone Users)	✓ Included
	Common Area Phones	✓ Included
	SMS	✓ Included
Spaces	Zoom Rooms	✓ Included
	Conference Room Connector	✓ Included
	Visitor Management	✓ Included
	Workspace Reservation	✓ Included
Events	Zoom Sessions	✓ Included

Annual cost per user: **$350**
Total annual cost: **$1,750,000**

Microsoft

O365 E3/M365 E3
Included

Microsoft Copilot (5,000 users)	$360/year
Microsoft Teams (5,000 users)	$63/year
Teams Premium (5,000 users)	$120/year
Teams Phone w- Calling Plan (2,500 Phone Users)	$180/year
Teams Shared Device	$96/year
SMS	3rd Party
Teams Room Pro	$480/year
Cloud Video Interop	3rd Party
—-----	3rd Party
Microsoft Places	Teams Premium
—-----	3rd Party

Annual cost per user: **$665**
Total annual cost: **$3,324,60**

zoom

83% The Zoom platform saves revenue teams time by removing technical challenges and making meetings more productive

Productivity

2hrs 48% of respondents save **at least 2 hours** per week by limiting workflow distractions when using a single platform[1]

Time Saved

The ROI of an all-in-one platform

Preparedness

82% agree that they are more prepared due to continuous meeting chat[1]

Organization

78% of respondents agree that a unified platform helps them better manage their work[1]
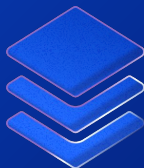
zoom

ZOOM Workplace

Best-in-breed, high-quality experiences with a lower total cost of ownership
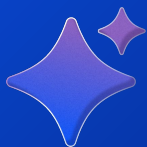
AI Companion
included at no additional cost

Drive impact with AI Companion included at no additional cost for paid plans

Open platform

Enable seamless experiences and choice by integrating with your preferred business apps
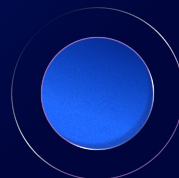
It just works

Feel confident in your technology with trusted, easy-to-use solutions

Cost effective

Increase business value and lower your total cost of ownership

Innovative

Stay agile as business needs change with our rapid speed of innovation

Thank You

THRIVE24