

Zoom AI



Overview

September, 2023

Eugenio Bayo

Head of Solutions Engineering, Enterprise



Agenda



1. Market Insight & Challenges
2. Zoom's AI Approach
3. What's next: present and future innovation

Market insights & challenges

What we hear from our customers and partners on AI

Limited by high cost

"How can I afford AI? The high price points and added licensing complexity makes it difficult for us to justify."

Overwhelmed by a fragmented landscape of AI models and vendors

"There are new players every day. I don't know what LLMs or vendors to bet on."

Customer/
Partner

Concerned about data privacy and data management

"How can I be sure my data is managed properly ? I don't want my data to be used to train someone's models, unless I consent to it"

Aware of the challenges and importance of adoption

"How do I make sure that users are going to adopt new AI solutions? I don't want to deal with shelfware."

Most companies have yet to roll out AI



~80 percent

The approximate percentage of companies yet to implement generative AI in their operations on a large scale.

Generative AI is starting to move beyond the hype, but most organizations haven't moved to implementation, or even started.

How would you describe your company's level of engagement with generative AI (such as ChatGPT)?

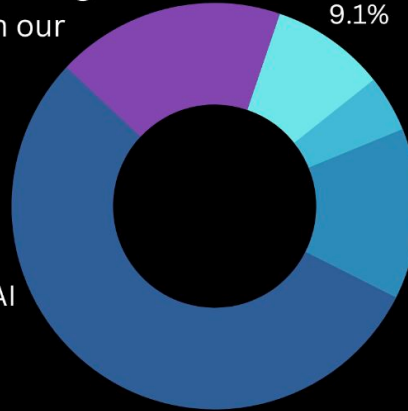
We are implementing generative AI in our operations
18.2%

We are experimenting with generative AI on a small scale
54.6%

I have no idea
9.1%

Not at all. We are not considering it or have ruled it out.
4.5%

We are looking into possible applications but have not tried it yet
13.6%



VB

Source: [Venture Beat](#)

Issues in the workplace



Too much time spent on repetitive tasks

- ✗ 60% of a person's time at work is spent on work about work, not on skilled work¹

Collaboration overload

- ✗ 90% of people are burned out from collaborative demands²

Stagnation of skills

- ✗ Nearly 60% of employees believe their skills have gone stagnant since the pandemic³

Benefits of AI



Removing repetitive tasks and increasing quality

- ✓ Automating repetitive tasks and providing a strong baseline for day-to-day tasks (i.e., composing emails, sharing notes, etc) that enable everyone to deliver better quality and faster

Information capture, synthesis and sharing

- ✓ Keeping teammates connected no matter when or where they work by capturing and sharing context, supporting co-creation

Insights and feedback

- ✓ Understanding how you communicate and collaborate with others and providing feedback and insights that help you improve

There is a need for a solution that provides the benefits of AI
while addressing quality, privacy, cost, adoption and other issues – across the enterprise.

Sources

¹[Asana](#): How work about work gets in the way of real work, Oct 2022

²[HBR](#): Where We Go Wrong with Collaboration, Apr 2022

³[Forbes](#): 70% Aren't Prepared For The Future Of Work: Demands For Upskilling Surge, Nov 2022

Agenda



1. Market Insight & Challenges
2. Zoom's AI Approach
3. What's next: present and future innovation

Zoom AI Approach



Empowering

Improved productivity
Stronger teamwork
Better customer experiences



Responsible

Focus on privacy, security,
inclusion, trust & safety
You are always in control: your
data is your data



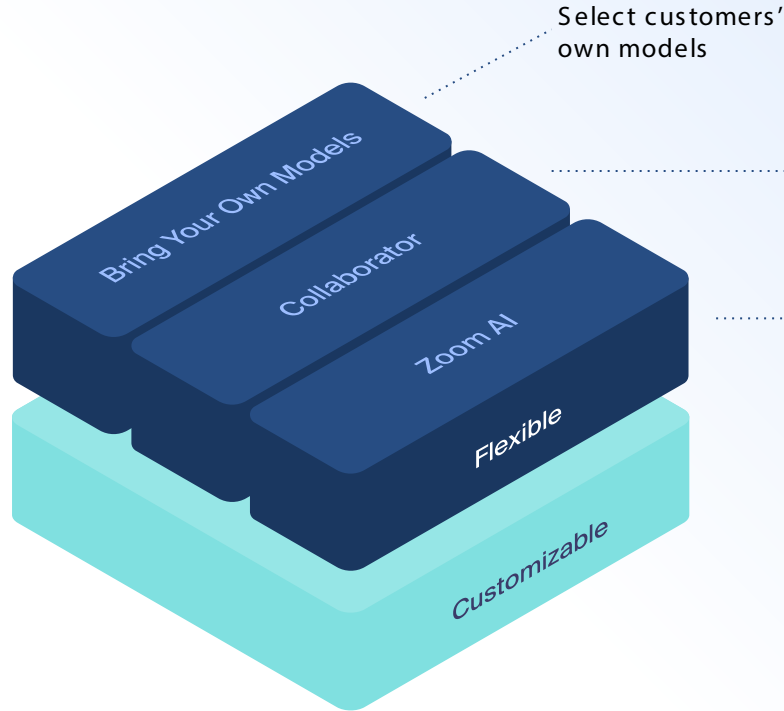
Federated

Flexibility to leverage different AI
models
Model execution customizable for
your company's jargon and scenarios

Federated approach to AI



Zoom's unique perspective on building AI



Select customers' own models



ANTHROPIC  Meta

Models from leading companies like OpenAI, Anthropic, and Meta

zoom AI

Our proprietary models

Agenda

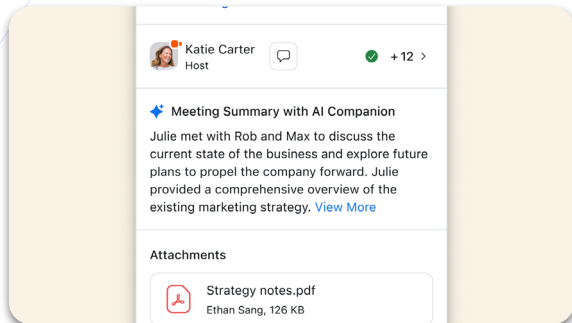


1. Market Insight & Challenges
2. Zoom's AI Approach
- 3. What's next: present and future innovation**

Zoom AI Companion works for you

Pre-Meeting

Always be ready for the conversation



Get the context you need within the invite right before starting your meeting*



In-Meeting

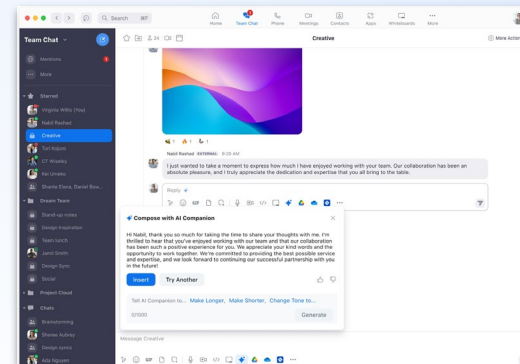
Never miss a beat during a meeting



Ask Zoom AI Companion to help you catch up with key messages and action items in real time, even if you join the meeting late

Post - Meeting

Keep everyone aligned and coordinated



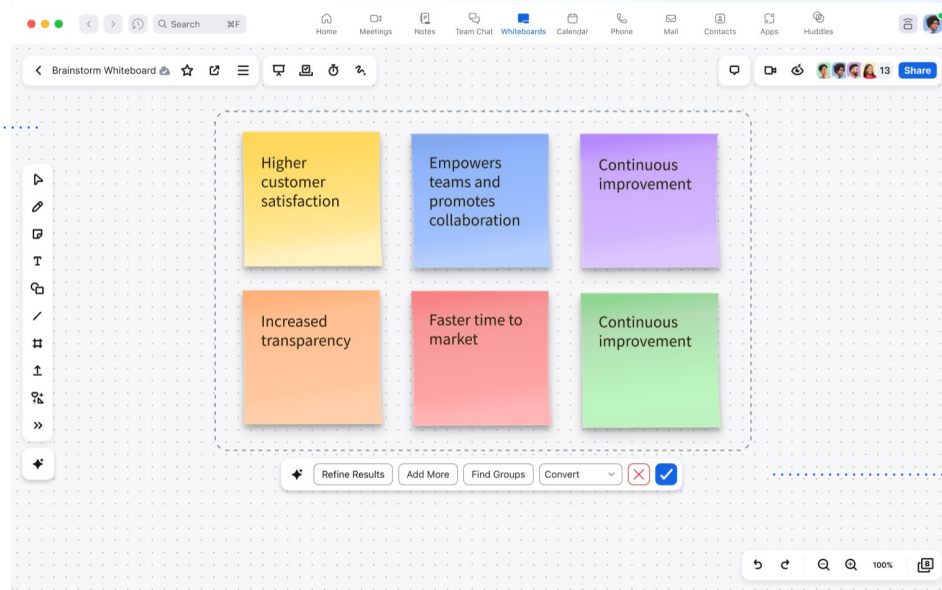
Have AI Companion draft follow-up emails and chats to make sure everyone is aligned and no action is lost

Whiteboard generation and synthesis

EXPECTED IN THE FALL

Let AI Companion help you start and wrap up brainstorm sessions

Get help starting
your brainstorm
sessions



Get your ideas
grouped

Virtual Coach

Under Development

Let Zoom IQ's virtual coach help you polish your pitch

The screenshot displays a Zoom meeting interface with a video call in progress. A sales representative is visible in a small window at the top. The main video feed shows a woman in a blue blazer. Overlaid on the right side is the 'IQ Training' interface, which includes a 'Result #10' section with 'Key Metrics' and 'Actionable Insights'. The 'Key Metrics' section shows 'Talking Speed' at 84 Words/min (green checkmark), 'Filler Words' at 15 Words/10 min (orange circle), and 'Total Content Coverage' at 76.5%. The 'Actionable Insights' section lists 'Conversational Intelligence Platform' (72%), 'Performance Improvement' (78%), and 'Better Customer Experiences' (74%). A 'Submit' button is located at the bottom of the training overlay.

IQ Training

Result #10

Key Metrics

- Talking Speed ✔ 84 Words/min
- Filler Words ● 15 Words/10 min
- Total Content Coverage** **76.5%**

Conversational Intelligence Platform
72%
Answer: Zoom IQ improves performance by helping sellers learn best practices.

Actionable Insights
82%
Answer: Zoom IQ improves performance by helping sellers learn best practices.

Performance Improvement
78%
Answer: Zoom IQ improves performance by helping sellers learn best practices.

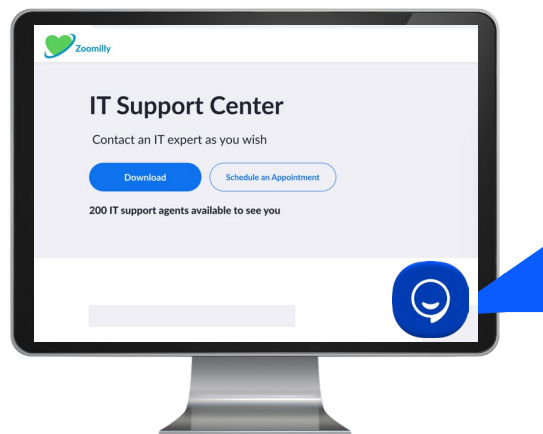
Better Customer Experiences
74%
Answer: Zoom IQ improves performance by helping sellers learn best practices.

Submit

Zoom Virtual Agent

Conversational AI & chatbot solution helps support leaders deliver more with less

- **Instantly, accurately resolves issues** and provides cost-effective support, 24/7
- Intelligent hand-offs to live agents with context for **reduce handle time** while **boosting CSAT**
- Actionable insights to **improve the customer experience**
- No-Code/low-code implementation and **low maintenance for fast ROI**
- Built on the **Zoom platform** and can integrate with leading CRM's and more



zoom
Virtual Agent

Thank You

zoom