Deploy AI Companion to your organization

Zoom AI Companion is your generative AI digital assistant, full of powerful, real-time capabilities to help users improve productivity and work together more effectively. Zoom customers can see AI Companion throughout the Zoom platform, with features currently available for Meetings, Team Chat, Whiteboard, Events, Phone, and Mail.

If you have an eligible paid Zoom plan, Zoom AI Companion is available at no additional cost to all members of your organization with paid services in their Zoom user accounts.*

We take privacy and security seriously, and Zoom does not use any of our customers' audio, video, chat, screen sharing, attachments, or other communications-like customer content (such as poll results, whiteboard, and reactions) to train Zoom's or its third-party artificial intelligence models.

If you're not familiar with Zoom's security and privacy practices, our AI Companion Security and Privacy Whitepaper provides a detailed look at our product features and approach to responsible AI, answering many questions you may have while evaluating our AI solutions.

Download the whitepaper for information on:

- How we use and protect your data
- Data flow and transmission to third parties (where relevant)
- Specific data storage and retention details for each AI Companion feature
- Our process for developing generative AI features

Control access to AI Companion features

You control how you and the people in your account use AI Companion. You can choose whether to provide access to any or all of these features to any individual, certain groups, or all employees.

For instance, you may want employees to be able to summarize meetings with AI Companion but not turn on capabilities like email or Team Chat compose while you complete more testing. You can easily switch access on or off in your account settings:

01

In a web browser, sign into Zoom

02

On the left, under **ADMIN**, click **Account Management**, then **Account Settings**, and then click **AI Companion.**

03

You'll see a list of features that you can turn on or off at the account level.

Learn more about enabling AI Companion features →

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Customize settings at group and individual levels

You can control most AI Companion features at account, group, and user levels. For example, if you wanted to specify using meeting summaries at each level:

- Account level: If you turn on meeting summary at the account level, it means that meeting hosts on your account (specifically employees within your organization with an eligible Zoom license) will be able to initiate an AI-generated summary of their meetings.
- Group level: Account owners can create groups to grant access to meeting summaries to some users and restrict it for others. This is a good way to pilot-test features for users, which we'll describe later.
- User level: Meeting hosts can choose to turn on or turn off meeting summary at their own level. Individual users can choose if they want to use AI Companion for meetings they host. They can also choose whether to use the feature on a meeting-by-meeting basis.

At the account and group levels, you can restrict settings by clicking the lock icon. This prevents users from changing these settings. For example, you could require that all meeting summaries get sent only to the meeting host.

After you turn a feature on, you have even more options to control how AI Companion outputs are shared and accessed. For example, when you turn on meeting summaries, you can decide whether to automatically send summaries only to the host, the host and internal attendees, or share summaries with all meeting invitees, including those from outside your organization.

Create a test group for AI Companion

Before you launch AI Companion for your entire organization, you could test with a pilot group with a select group of employees. This allows you to test the capabilities and gather feedback and learnings from a smaller user base first. And with our granular controls for AI Companion, it's easy to do that. Here's how:

1. Create a new group for your testers in the **User Management** section of your account.
2. Create a separate new group for non-testers.
3. In your account settings, click on the **AI Companion** tab.
   - From here, you can choose which AI Companion capabilities you want to turn on — this will be at the account level, meaning for all users on your account.
   - In the next step, you'll restrict access to the broader organization while allowing access to your test group.
4. Under **User Management**, select your test group, then go to **AI Companion** and turn on the features you want the test group to access.
5. Select your non-tester group, the one that includes all other users in your organization.
   - Click on the **AI Companion** tab, then disable all features for the non-tester group.
   - Click the lock icon to prevent users in this group from changing it.

If you want, you can assign separate admins to your test group — they won't have full admin account access, but they will be able to add and manage members in your test group. This is helpful when you want to delegate someone to manage the pilot, even if they aren't an account admin.

For further information on AI Companion features across all Zoom products, please visit the Zoom AI Companion Onboarding Center

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Increase adoption of AI Companion

After you've introduced AI Companion, you can help your employees learn how to use it effectively:

- Set up training sessions and virtual office hours via Zoom to help employees turn on AI Companion and answer questions they may have.
- Create a Zoom Team Chat channel dedicated to AI Companion so your employees can ask questions or share their own tips and best practices with each other.
- Create a committee of power users or AI enthusiasts to help employees, test new capabilities, or hold training sessions of their own, depending on their level of engagement.
- Use Zoom Clips to create easily shareable and digestible demo content across your organization.

More resources for your employees

Employees learn and engage in different ways, and we have a variety of AI Companion resources available that you can share with them.

- AI Companion support articles
- Zoom Learning Center courses
- Blogs about AI Companion

Other important information

Employees learn and engage in different ways, and we have a variety of AI Companion resources available that you can share with them.

- Check out the AI Companion page for the latest features and capabilities.
- Download our AI Companion Security and Privacy Whitepaper.
- Complete the Zoom AI Companion for Administrators course on the Zoom Learning Center.
- Visit your organization's admin account portal to enable AI Companion.
- Read more about how other leaders and employees are thinking about AI in our AI in the Workplace report.

*Included at no additional cost with the paid services assigned to Zoom user accounts. AI Companion may not be available for all regions and industry verticals.

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