

# Empower your customers with smarter, AI-driven self-service

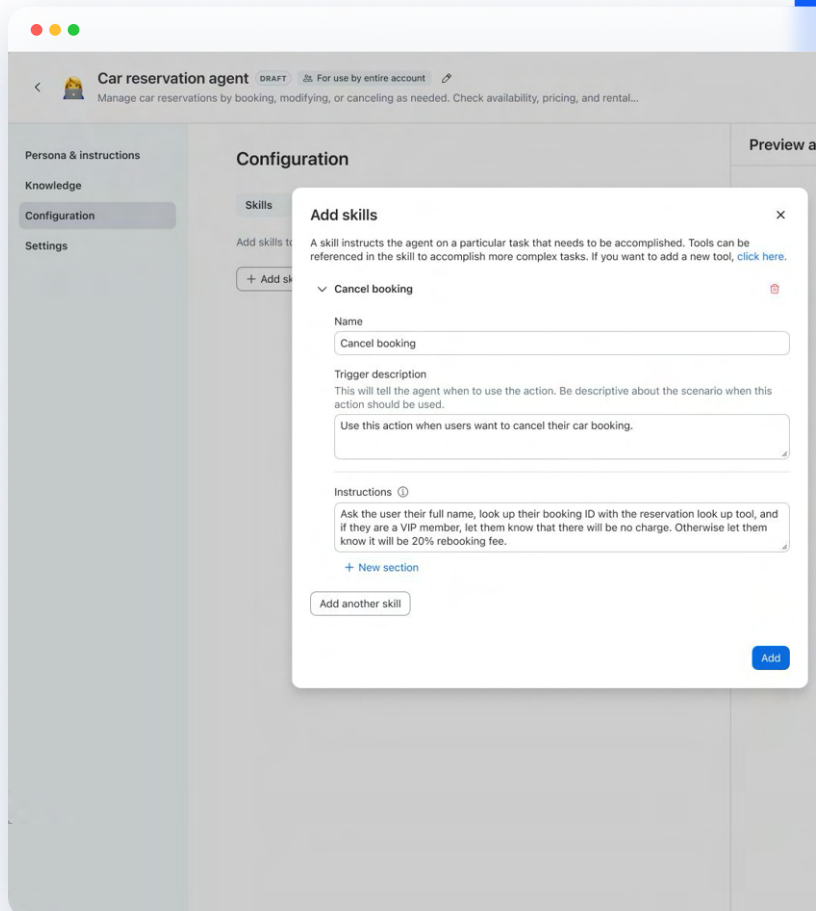
Zoom Virtual Agent for Voice



**Meet Zoom Virtual Agent for Voice, the next evolution of AI for customer service, purpose-built to transform voice-based interactions with natural, fluid, and highly scalable automation.**

Leveraging the **agentic AI framework**, Zoom Virtual Agent for Voice delivers fast, intelligent service that not only understands customer needs but **solves complex, end-to-end problems independently**, helping reduce live agent escalations and improve customer satisfaction at scale. Zoom Virtual Agent for Voice replaces generic, rule-based automation with dynamic, personalized interactions that resolve complex issues more accurately and with less friction. And because it's part of Zoom's unified platform, Zoom Virtual Agent for Voice provides seamless handoffs, consistent AI-driven experiences between virtual and live agents, and complete visibility across the entire customer journey – helping businesses optimize faster and deliver even better service.

Thanks to AI Studio's natural language-driven configuration, businesses can quickly build and deploy specialized virtual agents. It takes the heavy lifting from IT and CX teams while providing hassle-free, on-brand customer service that just works.





## Rapid Deployment and Time to Value

Deploy your virtual agents in record time with Zoom Virtual Agent for Voice's intuitive low-code/no-code configuration tools. AI Studio enables administrators to define virtual agent skills and triggers using natural language, automating complex processes without requiring technical expertise.



## Complex issues solved with personalized service

Zoom Virtual Agent for Voice reasons based on customer needs and priorities, autonomously taking action to resolve complex problems from start to finish



## A voice that fits your brand

Easily customize your virtual agent with a curated selection of premium neural voices – no extra integrations or coding required.



## Seamless Integration Across Zoom Contact Center, Zoom Phone and Quality Management.

Zoom Virtual Agent is built to work natively within the Zoom Ecosystem, integrating effortlessly with Zoom Contact Center and Zoom Phone for smooth escalations between virtual and live agents—and with Zoom Quality Management to evaluate virtual agent interactions and ensure consistent service quality.



## Natural, context-aware conversations

Zoom Virtual Agent for Voice proactively leads fluid conversations, using real-time natural language understanding (NLU) and memory retention to adapt to caller intent and guide interactions to the right resolution.



## Actionable cross-platform intelligence

Break down silos and unlock efficiencies with analytics that connect data across Zoom Virtual Agent and Contact Center solutions.

## Why Zoom Virtual Agent for Voice?

### Solve complex issues with personalized precision



#### Remove the friction

Eliminate complexity for IT, CX teams, and customers alike with effortless, on-brand support that just works.



#### Better understanding, higher accuracy

Understands multi-intents and past interactions to deliver empathetic, contextual conversations.



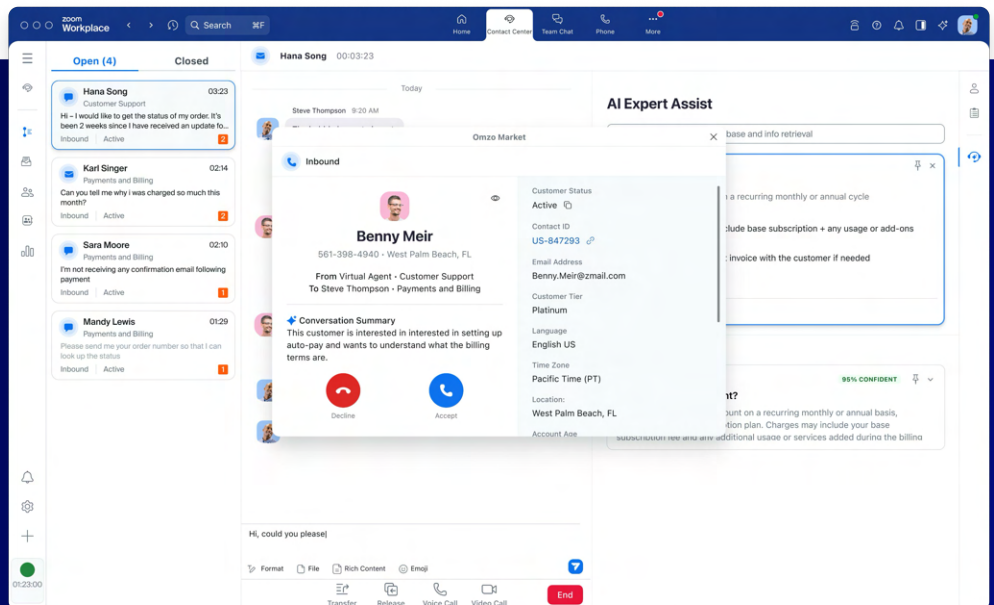
#### Proactive resolutions

Reasons based on customer needs and priorities, autonomously taking action to resolve complex issues from start to finish.



#### Intelligent hand-offs

When needed, Zoom Virtual Agent for Voice automatically identifies the need for live agent escalation and intelligently routes to the correct agent with conversation summarization.





## Make every interaction a happy one with Zoom Virtual Agent for Voice — your always-on AI teammate

From simple questions to complex problems, Zoom Virtual Agent for Voice is there to handle customer inquiries end to end to deliver tailored solutions—seamlessly

[Get Started Now](#)



## Virtual Agent

**Empower your customers with smarter, AI-driven self-service**

## Enhance customer experience with intelligent, scalable support



### Always on

Handle high volumes of customer interactions without sacrificing speed, quality, or performance.



### Plug & Play deployment

Effortlessly create and deploy specialized virtual agents in AI Studio.



### Embodies your brand voice

Customizable controls and built-in guardrails help ensure interactions remain accurate, compliant with organizational standards, and aligned with business goals.



### The right answers right now

Leverages semantic search and our new RAG technology for agentic AI, powering seamless info retrieval.

## Boost contact center efficiency and amplify your brand



### Serve customers in their preferred language

Connect with customers around the globe using a robust and growing list of supported languages — no extra setup or integrations required.



### Fast time to value

Deploys fast, crawls your knowledge base, reduces ticket volumes, and begins shortening handle times with minimal lead time.



### Seamless integration with ticketing, CRM, and CCaaS platforms

Zoom Virtual Agent for Voice connects with leading third-party systems to retrieve and update tickets, integrate with leading CRMs, and enable smooth escalations to live agents through CCaaS platforms. It also supports custom APIs, allowing businesses to adapt the solution to their unique needs.



### Actionable Analytics & Quality Management

Gain visibility into virtual agent performance with detailed reports on cost savings, containment rates, engagement duration, and usage of skills and tools. Evaluate Zoom Virtual Agent interactions just like your live agents—so you can spot issues, ensure consistency, and improve service across the board.