



# The Zoom CX Suite

Delight customers with prompt, accurate, and highly personalized customer experiences.



AI Expert Assist



AI Companion  
for CC



Contact Center



Virtual Agent



Workforce  
Management



Quality  
Management

# The Zoom CX Suite

Reinvent modern CX and build long-term customer loyalty on a cloud platform that scales and grows with your business.



## Meet your customers where they are

Seamlessly engage with customers on the channel of their choice and easily escalate from social media and chat to phone or video when your customers need it.



## Expert Assist

Support agents during customer engagements by intelligently drawing information from CRMs, knowledge bases, and more, providing real-time assistance to quickly resolve complex issues.



## AI Companion for Contact Center

Included with every Zoom Contact Center license, AI Companion enhances agent and supervisor productivity by enabling smoother handoffs, offering speech and sentiment analysis, and generating post-call tasks



## Intelligent self-service

Frictionless self-service that leverages conversational AI to resolve customer issues quickly, accurately, and at scale. Deliver personalized experiences and boost contact center efficiency while saving money.



## Workforce Management

Take the guesswork out of staffing so your contact center is equipped with the right number of agents at the right times to meet customer demands.



## Quality Management

Increase your agent proficiency and performance by providing coaching and learning opportunities for continuous improvement.



# Zoom CX Benefit

## Outpace customer expectations with frictionless self service

- Enhance customer engagement with AI-driven virtual agents and chatbots that interact and respond naturally in conversations
- Utilize AI to extract precise answers from your trusted information sources, lightening the load on your agents.
- Automatically detect gaps in your customer support flow, suggest new intents to address these gaps, and employ Generative AI to create and train solutions in seconds.
- Direct users to the appropriate channel or support agent when necessary, providing key details so everyone stays informed.

## Empower, upskill, and enhance agent care

- Enhance productivity by reducing repetitive tasks with AI that streamlines tedious workflows, including note-taking and post-engagement summaries.
- Support agents proactively with real-time AI assistance so customers receive accurate answers.
- Boost individual and team performance through personalized coaching.
- Empower agents with greater control over their schedules.

## Boost operational outcomes and increase overall customer loyalty

- Lower total cost of ownership and boost productivity with a unified cloud contact center platform.
- Gain insights into intraday contact center performance for better prediction of call volumes and staffing needs.
- Enhance service efficiency with real-time access to trending topics, CSAT scores, and the root causes of complaints.

# Why Zoom for Customer Experience?



## A single platform

Zoom's suite of customer experience solutions helps businesses solve their biggest challenges across customer satisfaction and retention, agent experience and turnover, and business performance and profitability.



## It just works

Our platform offers effortless adoption and rapid time to value by focusing on scalability and growth. Its cloud-native and open architecture offers seamless integration and customization, providing you with a flexible and tailored solution that evolves with your business.



## An agile growth partner

Experience the rapid pace of innovation with cutting-edge AI and enterprise features, all without the constraints of legacy contact center baggage. Our platform continuously evolves to integrate the latest advancements, delivering future-ready solutions that drive efficiency and growth.



## Exceptional Value

By consolidating vendors and simplifying administration, reporting, and deployment, we drive efficiency and cost savings, delivering exceptional value.

Zoom CX was built on an open platform designed for flexibility and integration, providing seamless connectivity with various tools and systems. Our reliable and scalable cloud-native infrastructure supports businesses of all sizes, delivering consistent performance. And by enabling customers' compliance with security requirements like GDPR, SOC2, HIPAA (for customers on BAA agreements), and PCI (through an integration with PCIPal), we keep privacy and security top of mind.



“We knew that Zoom was the right platform for us because of the flexibility and ease of use. Our employees loved the platform and could use it without much training. This, along with the technical features, meant it met all our needs in a contact center.”



**Andrew Lindley**  
Chief Information Officer



Contact a Zoom CX expert and learn how we can help you transform your business.

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