# zoom

## Contact Center

# Zoom Contact Center

Zoom Contact Center helps deliver personalized and seamless customer experiences through a unified and AI-powered contact center.

## Why Zoom Contact Center?

Outpace customer expectations across all channels (voice, video, chat, SMS, and social media)

Empower agents with real-time AI assistance, easier scheduling, and coaching insights from every interaction

Deliver better business outcomes by reducing after-call work, simplifying queues, decreasing hold times, and increasing customer satisfaction

![ZOOM]

# Deliver on your CX promise

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## Effortless customer experiences across any channel

With our seamless omnichannel platform, agents can maintain a comprehensive view across the entire customer journey. Your employees can spend less time re-verifying information while customers feel heard and supported on the channels of their choice. Easily escalate from social media and chat to phone and video when your customers need it.

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## Leverage AI to empower agents and customers

With Zoom Virtual Agent, customers can self-serve while allowing your agents to focus on more complex customer requirements. Automatic summaries and transcriptions from Zoom AI Companion reduce after call work, while AI-optimized shift scheduling with Zoom WFM ensures your contact center is staffed to meet the needs of your customers.
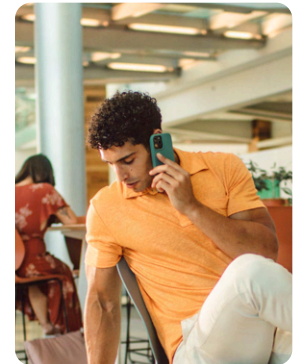
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## Move your contact center at the speed of Zoom

Not only are customer and agent expectations shifting rapidly–your competitors are evolving quickly too. With Zoom Contact Center, you get the industry's most innovative CX management platform built on the world's leading communication infrastructure.

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### Full Customer Experience Suite

Our CX suite gives you the power to build customer experiences that will create lifelong customers.



## Zoom Contact Center

Zoom Contact Center is an AI-powered, omnichannel cloud contact center built to help businesses delight their customers. Start building your modern customer experience today on the world's most flexible, reliable, and innovative CX platform.

**Get Started**