

Zoom Phone Power Pack

Zoom Phone is a cloud phone solution, natively built for the Zoom platform. It is modern, powerful, and global, offering rich unified communications (UC) functionality such as call routing, call queuing, voicemail, switch to video, and SMS.

Zoom Phone Power Pack is an add-on for Zoom Phone that offers three features:

- Enhanced call queue (CQ) analytics for real-time and historical insights with wallboard support, and customizable KPI and report subscriptions for queue analytics and access reports
- A desktop user experience that streamlines call handling with an expanded contacts window for users with a steady call volume
- Team SMS functionality to enable auto receptionist and call queue phone numbers to be reached via SMS/MMS

Customer challenge

As Zoom Phone customers migrate from legacy solutions to Zoom Phone, there's a clear need to consolidate and replace some legacy point solutions, often purchased separately from their PBX. While many of these applications include an attendant console and separate analytics tools, they're often from different vendors, which creates a disparate experience.

Zoom Phone customers also frequently use the call queue feature to handle inbound communications for various sales, support, and service calls. This means call queue admins need real-time analytics and historical reports to make effective data-driven decisions.

In today's world, SMS text messaging is becoming the preferred method of communication for busy individuals and especially for millennials. In fact, a third of Americans prefer text to phone calls. These users would prefer to have SMS to communicate with businesses when inquiring about their products or services instead of waiting in call queues or interacting with IVRs.

Zoom Solution

Zoom Phone Power Pack addresses these challenges with a single add-on license, competitively priced at \$25 per user/month to provide:

- Enhanced call queue analytics for real-time and historical insights
- A desktop user experience that streamlines call handling with an expanded contacts window for users with a steady call volume
- Team SMS, which enables business auto receptionist and call queue phone numbers to be reached via SMS to interact with service members

Zoom Phone Power Pack supports a variety of Zoom Phone users. The real-time analytics and historical reports are helpful for call queue members and administrators. At the same time, the desktop power user experience helps the consistent incoming call traffic often managed by receptionists, executive assistants, help desk agents, and more. Team SMS enables businesses to interact with their customers in modern ways with a choice of audio calls or SMS messaging.

Call queues: real-time analytics and historical reports

Companies rely on the feature-rich call queue capabilities of Zoom Phone to better serve customers using voice. Call queue administrators and members need access to real-time and historical CQ statistics and reports to identify service issues and plan for improvement. Zoom Phone now provides CQ real-time analytics and historical reporting dashboards for CQ administrators and members.

CQ real-time analytics dashboard provides critical details like service levels, average call handling times, call volume counts, average/longest wait time, completed/abandoned/missed call counts, and more with the ability to drill down further into specific sites and call queues.

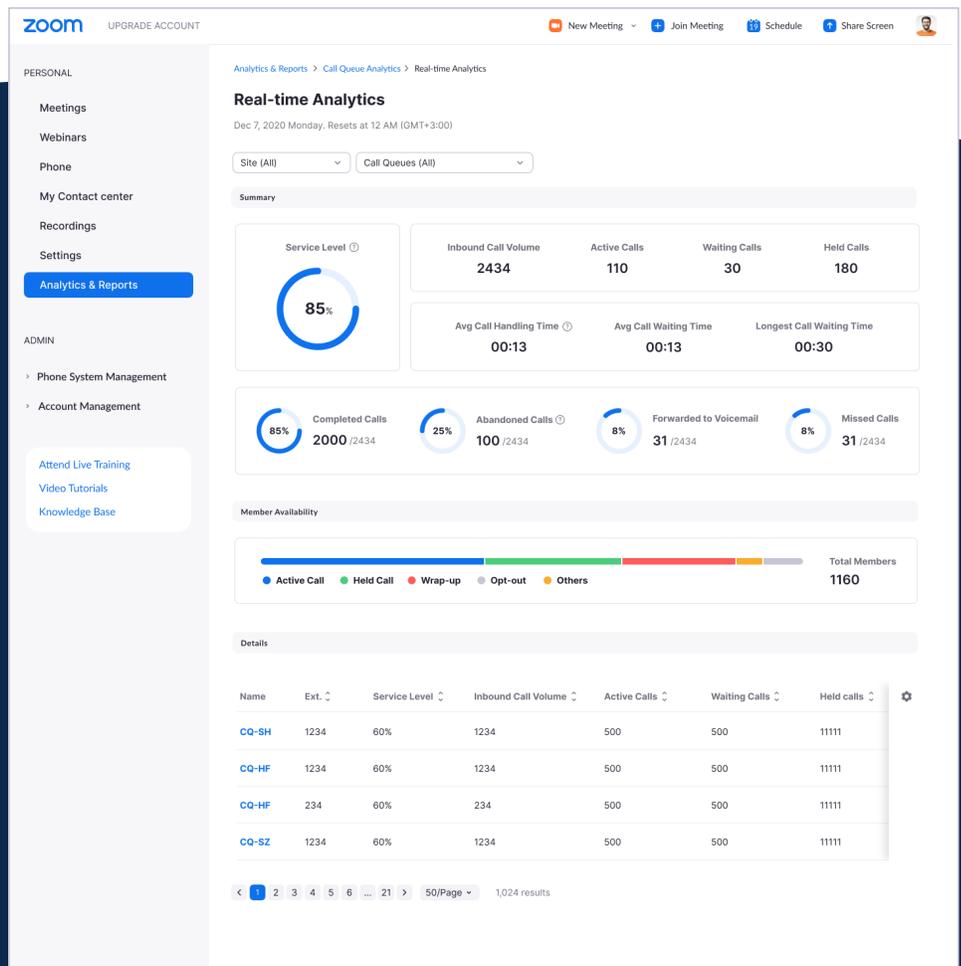
CQ historical reports provide values and trendlines on service levels, call handling and wait times, call volume, queue statistics, and more.

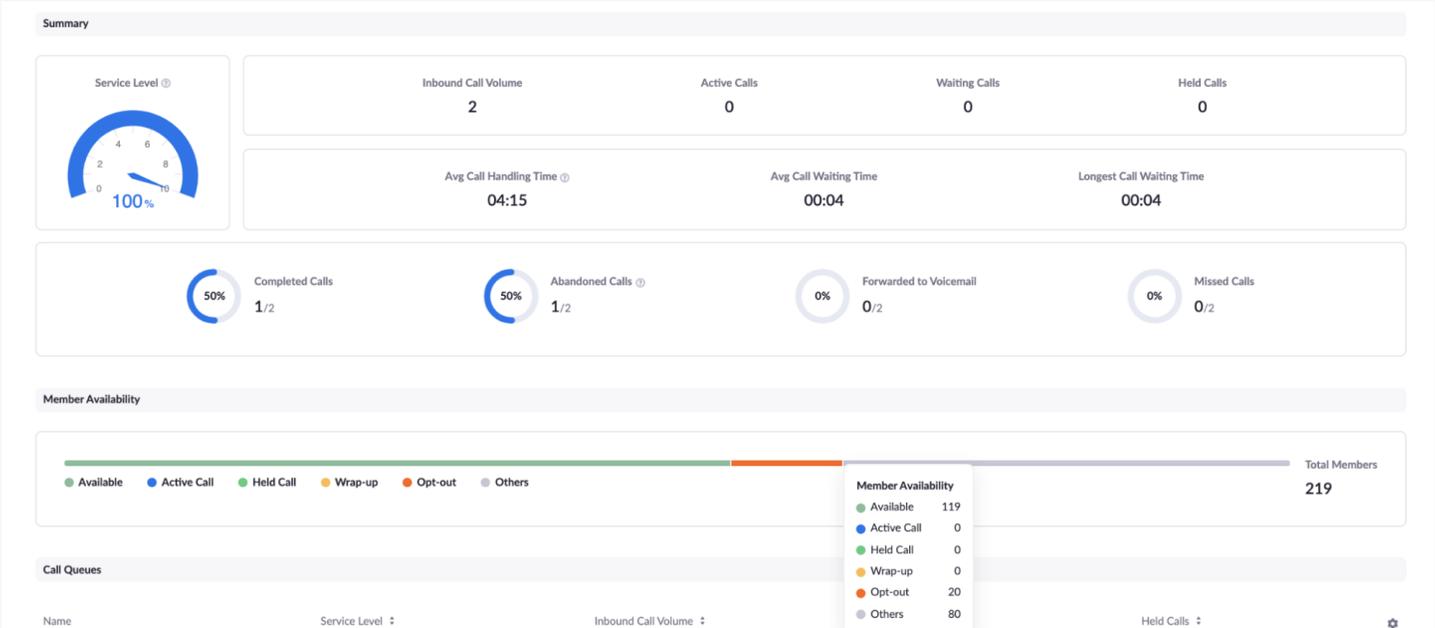
Making data-driven decisions with queue analytics

- Real-time visibility
- Historical trends
- Support both supervisor and agent views
- In-depth queue KPIs & agent performance data
- Widget mode with KPI customization
- Wallboard support
- Exportable reports (in CSV format)
- Available to queue members and admins with Zoom Phone Power Pack add-on licenses

CQ real-time analytics dashboard

The real-time analytics dashboard for CQ administrators provides the following current call queue statistics:





Queue admins now can view queue members' "Available" status in the Real-time Analytics

The available status is based on the time of day (business hours vs. closed/holiday hours), opt-in/out status, and call states.

Summary:	Member Availability:	Call Queues:
<ul style="list-style-type: none"> Service Level (SLA%) Inbound Call Volume Active Calls Waiting Calls Held Calls Average Call Handling Time Average Call Waiting Time Longest Call Waiting Time %/# Completed Calls %/# Abandoned Calls %/# Forwarded to Voicemail %/# Missed Calls 	<ul style="list-style-type: none"> Active Call Held Call Wrap-up Opt-out Others Total Members 	<ul style="list-style-type: none"> Name Extension Service Level Inbound Call Volume Active Calls Waiting Calls Held Calls Avg Call Handling Time Avg Call Waiting Time Longest Call Waiting Time Completed Calls Abandoned Calls Forwarded to Voicemail Missed Calls Members Site

For CQ members, the real-time analytics dashboard provides the following current personal call queue statistics:

Analytics > Call Queue Analytics > Real-time Analytics

Real-time Analytics

Wednesday, Dec 9, 2020. Resets at 12 AM (GMT-8:00)

Personal Status

Total Completed Calls	Total Held Calls	Total Declined Calls	Avg Call Handling Time ⓘ
0	0	0	--

Your Call Queue Status

Name	Ext.	Service Level ⓘ	Total Completed Calls	Total Abandoned Calls	Avg Call Handling Time	Avg Call Waiting Time	Longest Call Waiting Time	Members	Site
Branch 3 Customer Service CQ	30013	--	0	0	--	--	--	3/3	Branch Site
Wes CQ	30001	--	0	0	--	--	--	2/2	Branch Site

Personal Status:	Your Call Queue Status:	
<ul style="list-style-type: none"> Total Completed Calls Total Held Calls Total Declined Calls Average Call Handling Time 	<ul style="list-style-type: none"> Name Extension Service Level Total Completed Calls Total Abandoned Calls 	<ul style="list-style-type: none"> Avg Call Handling Time Avg Call Waiting Time Longest Call Waiting Time Members Sites

CQ Historical Reports Dashboard

The call queue admin or a call queue member can generate historical reports up to a one-year duration within a two-year period

Name	Ext. ⚙	Calls Status	Inbound Call Volume ⚙	Completed Calls (IN) ⚙	Site	Receive Queue Calls ⚙
Maggie Simpson srinivasan.kilambi +admin+4@test.zoom.us	400002	Available	0	0	Srini HQ	<input checked="" type="checkbox"/>
Homer Simpson srinivasan.kilambi +admin+2@test.zoom.us	400004	Available	0	0	Srini HQ	<input checked="" type="checkbox"/>

Page Size Total 2

Admin can configure opt-out reason codes through the web portal.

Call Queue Opt-out Reason

Set the opt-out reasons for Call Queues. When enabled, Call Queue members will need to select an opt-out reason when they turn off receive queue call feature.

Break Meal Training End Shift

Bathroom PTO Testing

[Edit](#)

Modified [Reset](#)

Once the opt-out reason codes are available, the CQ admin can toggle opt-in/out for queue members.

Members

Search by Name or Ext. Extension Type (All) Site (All)

Name	Ext.	Calls Status	Outbound Call Volume	Site	Receive Queue Calls
George Thomas george.thomas+go@test.zoom.us	1107962	Available	0	Main Site	<input checked="" type="checkbox"/>
Jane Yu jane.yu+go@test.zoom.us	1107967	Opt-out	0	Main Site	<input type="checkbox"/> Forced
Cheryl Li cheryl.li+go999@test.zoom.us	1107971	Available	0	Main Site	<input checked="" type="checkbox"/>
Jane Yu jane.yu+ab@test.zoom.us	1107975	Available	0	Main Site	<input checked="" type="checkbox"/>
Patrick Baird patrick.baird+go@test.zoom.us	1107978	Opt-out	0	Main Site	<input type="checkbox"/> Task Completion

In the Zoom desktop client, members with Zoom Phone Power Pack can set up opt-out reason codes for all the queues.

Select an Opt-out Reason

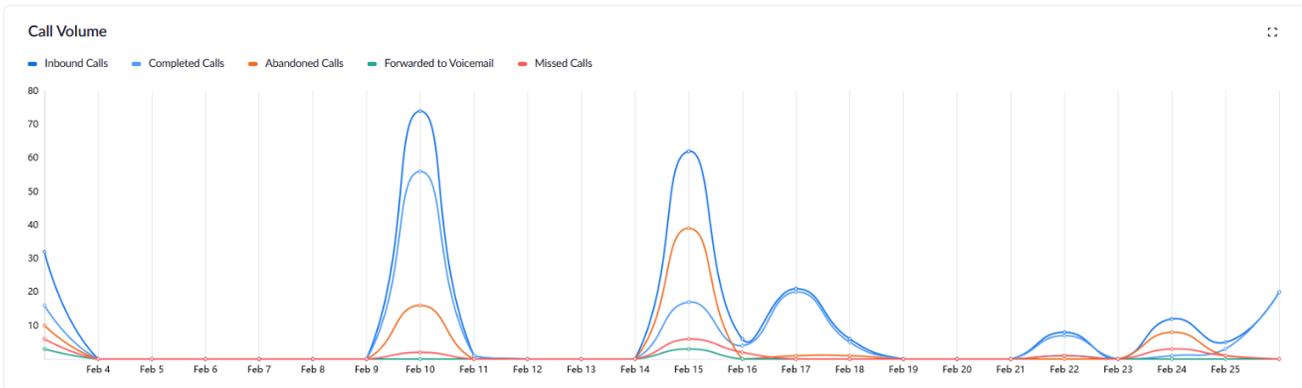
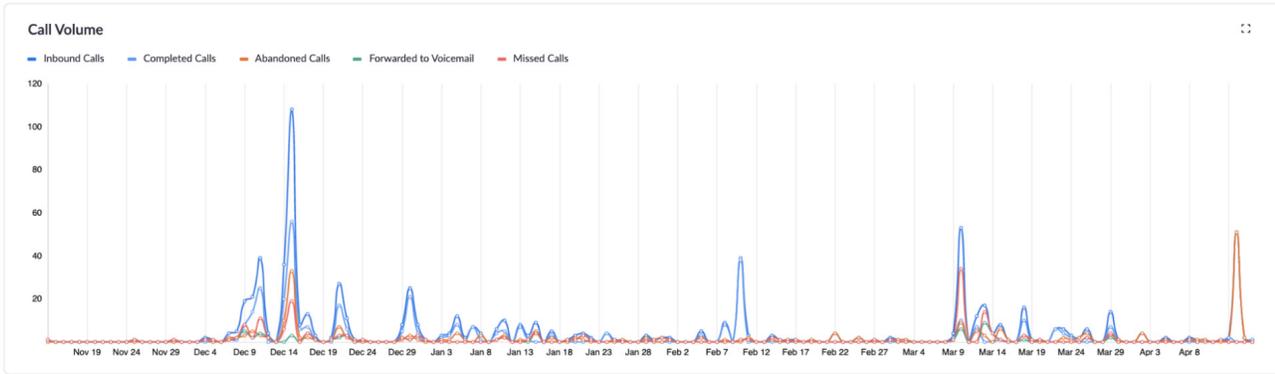
You must select an opt-out reason for all queues, or you will not be able to opt out for all queues.

Break

- Break
- Meal
- Training
- End Shift

Cancel OK

Following:



Call Queues

Name	Ext. :	Service Level :	Avg Call Handling Time :	Avg Call Waiting Time :	Longest Call Waiting Time :	Inbound Calls :	Completed Calls :	Abandoned Calls :	Forwarded to Voicemail :	Missed Calls :	Site
Emergency Call Queue	11019	80%	00:00	00:36	03:08	17	15	0	0	2	ACME Main Site
ACME Call Queue 2	11005	--	00:00	00:00	00:00	12	0	6	6	6	ACME Main Site
ACME Call Queue	11014	94.81%	00:38	00:10	00:38	218	135	70	1	13	ACME Main Site

Page Size: 15



SOLUTIONS - PLANS & PRICING CONTACT SALES

SCHEDULE A MEETING JOIN A MEETING HOST A MEETING

PERSONAL

- Profile
- Meetings
- Webinars
- Personal Audio Conference
- Phone
- Recordings
- Settings
- Analytics**

- ADMIN
- Dashboard
- > User Management
- > Room Management
- > Phone System Management
- > Account Management
- > Advanced

Attend Live Training
Video Tutorials

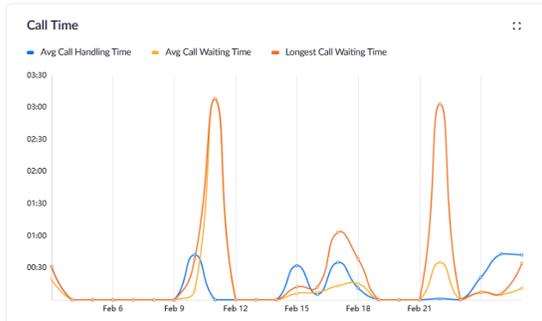
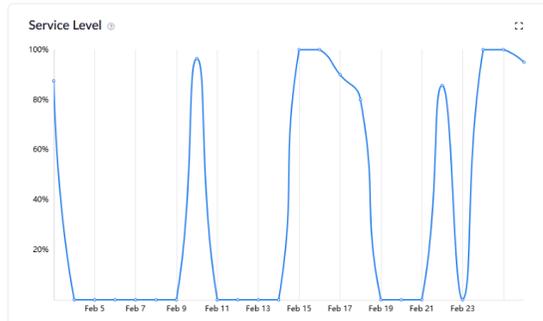
Analytics > Call Queue Analytics > Historical Reports

Historical Reports

From: 02-01-2021 To: 02-28-2021

Site: (All) Call Queues: (All)

Summary



Admins with a Zoom Phone Power Pack license can set up KPIs for various metrics, and set the frequency for the reports to be emailed or sent to other users as Zoom Chat notifications. Additionally, they can set up subscription to historical reports and customize the frequency of delivery, time of delivery, and the format of the report.

Alerts Notification

Monitor KPIs [Edit](#)

Number of Waiting Calls

Daily Monitoring Hours

From To 24 Hours

Frequency [?](#)

Email Recipients [?](#) [Set](#)

Zoom Chat [?](#) [Set](#)

Subscribe

Subscription Name

Email The Report to

Report Type

Chart Report Detail Report

Frequency

Delivery Time

Subscribe (1)

<input type="checkbox"/>	Name	Email The Report to	Report Type	Frequency	
<input type="checkbox"/>	Subscribe 1	rickon.kong@zoom.us	Chart Report Detail Report	Daily Report	...

Access Reports

Admins can set up access reports to get a summary view of members who have access to shared voicemail recordings. This is a requirement for regulated organizations, such as financial institutions, for auditing purposes. Admins can schedule recurring reports via email.

Zoom Phone Analytics > Access Reports [Subscribe](#)

Access Reports

Summary

Site	Voicemail Access	Automatic Call Recording Access	Ad Hoc Call Recording Access	Shared Line Appearance Access
<input type="button" value="All Sites"/>	59	24	11	25

Details

Name	Ext.	Can Access	Access Type	Site
Cris Arnett GO2 cris.arnett-go2@test.zoom.us	27102	2 Call Queue(s)	Voicemail	Arnett's Site
Cris Arnett GO3 cris.arnett-go3@test.zoom.us	27103	2 Call Queue(s)	Voicemail	Arnett's Site
Branch Common Area Phone	31002	1 Shared Line Group(s)	Voicemail	Branch Site

Summary:	Call Queues:
<ul style="list-style-type: none"> • Service Level % Trend Graph • Call Time Trend Graph <ul style="list-style-type: none"> • Avg Call Handling Time • Avg Call Waiting Time • Longest Call Waiting Time • Call Volume Trend Graph <ul style="list-style-type: none"> • Inbound Calls • Completed Calls • Abandoned Calls • Forwarded to Voicemail • Missed Calls 	<ul style="list-style-type: none"> • Name • Extension • Service Level • Avg Call Handling Time • Avg Call Waiting Time • Longest Call Waiting Time • Inbound Calls • Completed Calls • Abandoned Calls • Forwarded to Voicemail • Missed Calls • Site

Widget mode

This allows admins to customize the dashboard to:

- Easily add or remove a widget
- Drag and drop to adjust the layout
- Use color code to customize KPI

The screenshot shows the Zoom Phone Analytics interface. The main heading is "Call Queue Real-time Analytics" for Dec 7, 2020. A "Select KPIs" dropdown menu is open, showing a search bar and a list of KPIs with checkboxes: All KPIs, Service Level, Monitor, Outbound Calls, Inbound Calls, Member Availability, and Call Queues List. The "Done" button is at the bottom of the menu. The dashboard includes a "Service Level" gauge at 85%, a "Monitor" card showing 20 Active Calls and 30 Waiting Calls, and an "Inbound Calls" line graph with a tooltip for 14:00 PM showing 860 calls. Summary statistics on the right show 85% Completed Calls (2000/2434), 25% Abandoned Calls (100/2434), and Forwarded to Voicemail.

KPI Customization

Settings of Service Level

Threshold

- Normal: 80 %
- Warning: 50 %
- Serious: 10 %

Buttons: Cancel, Save

Real-time Analytics Summary:

- Service Level: 85%
- Inbound Calls: 2434
- Outbound Calls: 434
- Active Calls: 230
- Waiting Calls: 30
- Held Calls: 180
- Avg Call Handling Time: 00:13
- Avg Call Waiting Time: 00:13
- Longest Call Waiting Time: 00:30
- Completed Calls: 2000 / 2434
- Abandoned Calls: 100 / 2434
- Forwarded to Voicemail: 31 / 2434
- Missed Calls: 31 / 2434
- Total Members: 1160

Call Queue Real-time Analytics

Buttons: Select KPIs, Wallboard

Summary:

- Service Level: 50%
- Inbound Calls: 2434
- Outbound Calls: 434
- Active Calls: 230
- Waiting Calls: 30
- Held Calls: 180
- Avg Call Handling Time: 00:13
- Avg Call Waiting Time: 00:13
- Longest Call Waiting Time: 00:30
- Completed Calls: 2000 / 2434
- Abandoned Calls: 100 / 2434
- Forwarded to Voicemail: 31 / 2434
- Missed Calls: 31 / 2434
- Total Members: 1160

Wallboard support

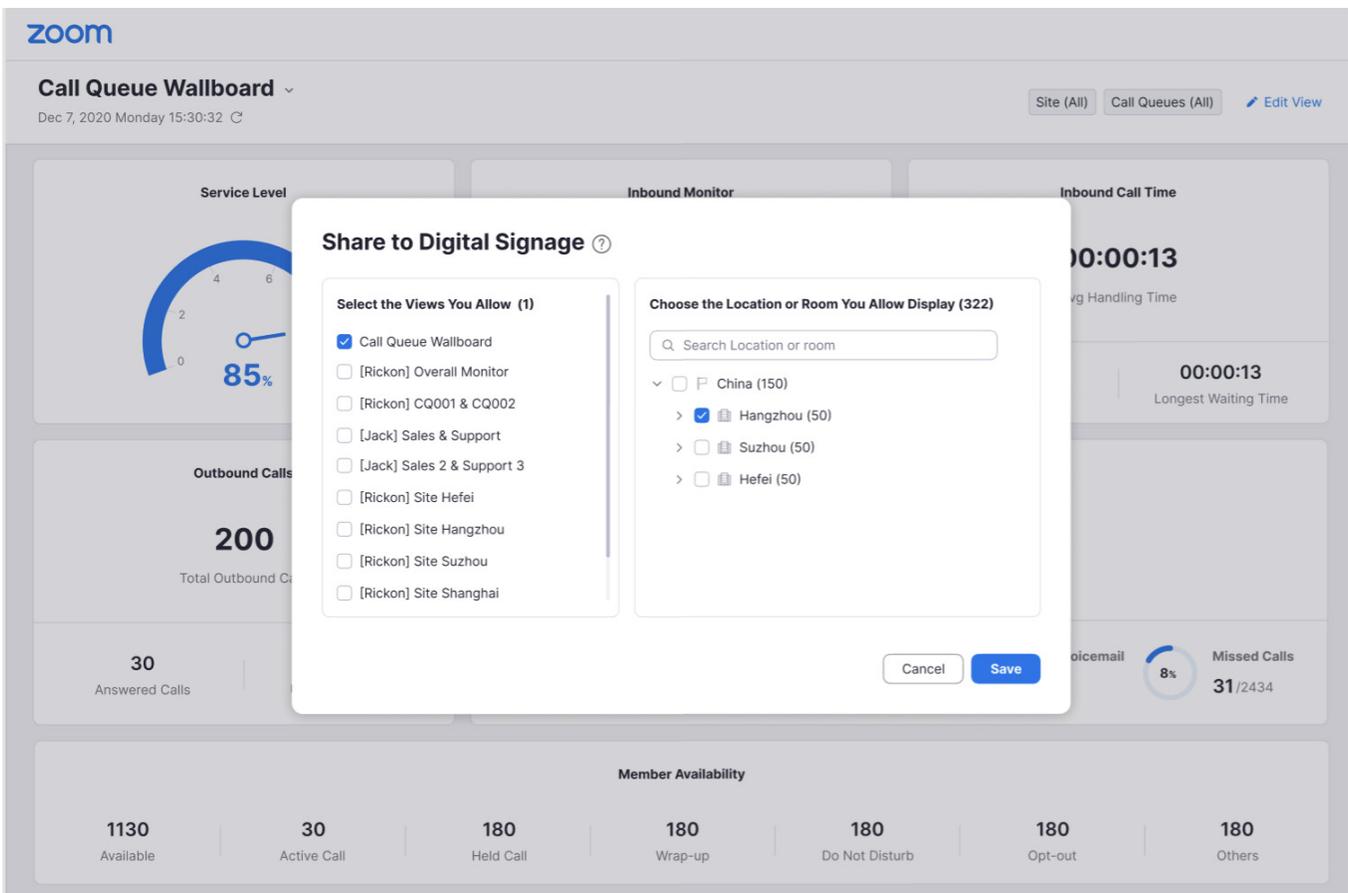
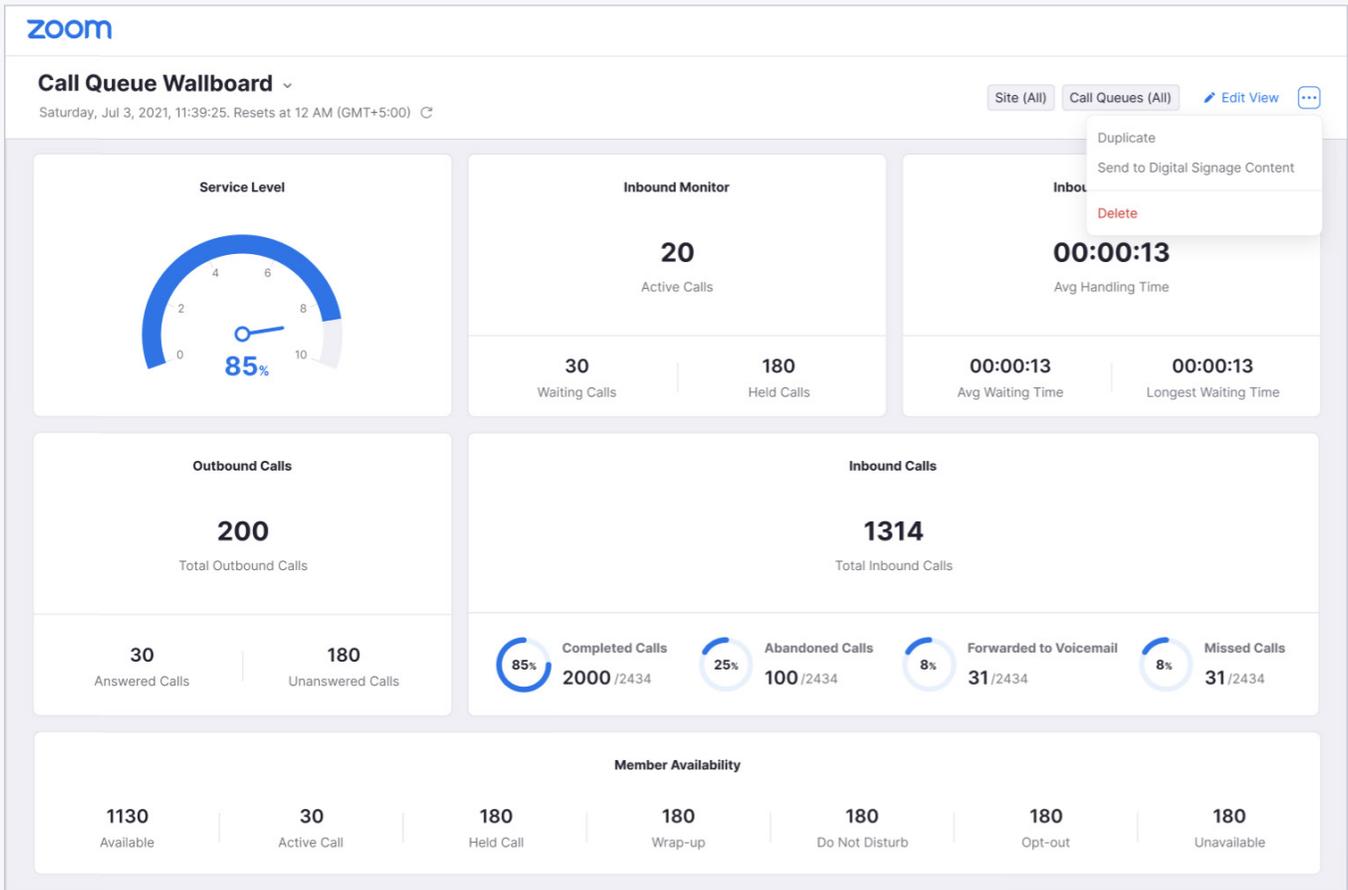
With wallboard support, you can expand the view of queue analytics to a large external monitor or digital signage to focus on key data points.

Call Queue Real-time Analytics

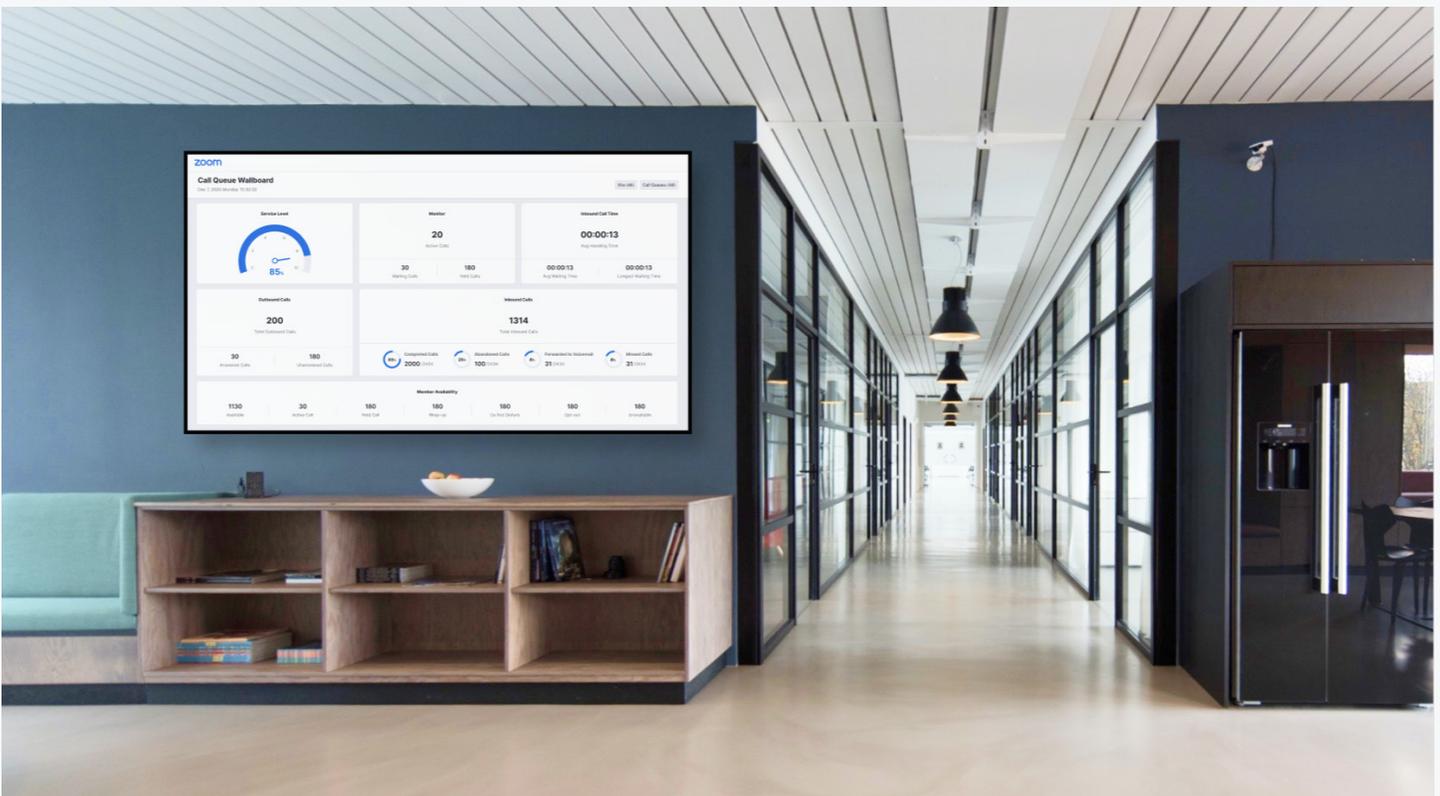
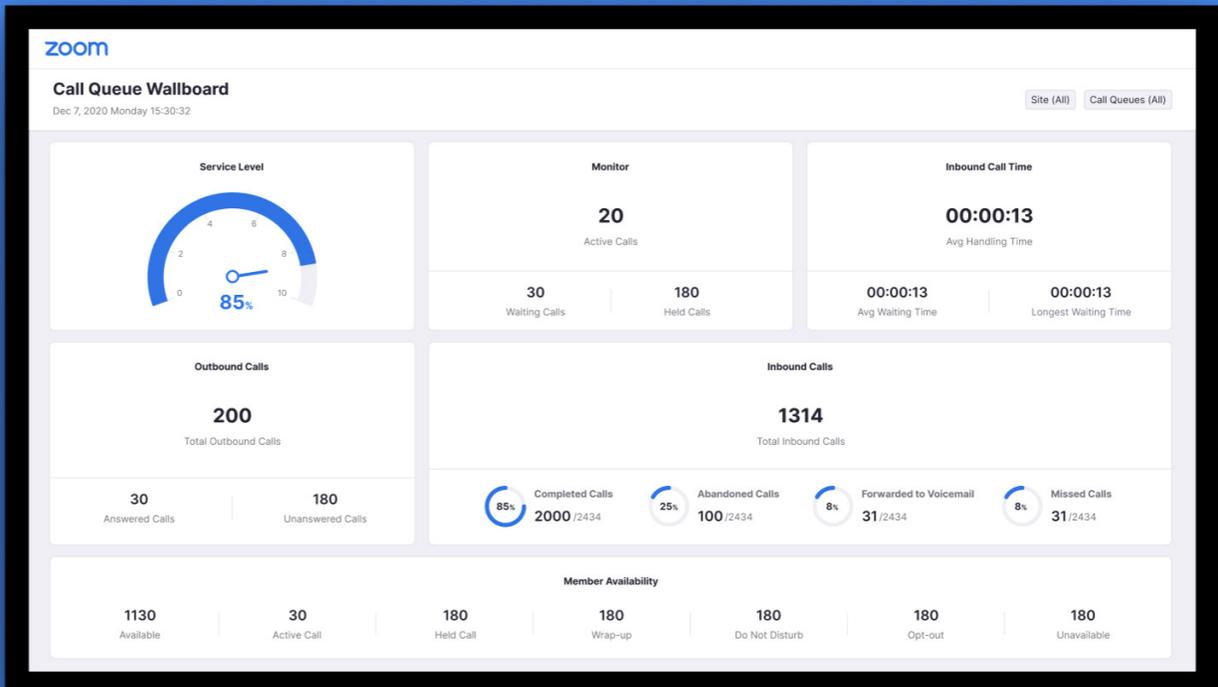
Buttons: Select KPIs, Wallboard

Summary:

- Service Level: 85%
- Monitor: 20 Active Calls
- 30 Waiting Calls
- 180 Held Calls
- Inbound Calls: 11233 Total Inbound Calls
- Avg Call Handling Time: 00:13
- Avg Call Waiting Time: 00:13
- Longest Call Waiting Time: 00:30
- Completed Calls: 2000 / 2434
- Abandoned Calls: 100 / 2434
- Forwarded to Voicemail: 31 / 2434
- Missed Calls: 31 / 2434
- Total Members: 1160



CQ Wallboard on Digital Signage



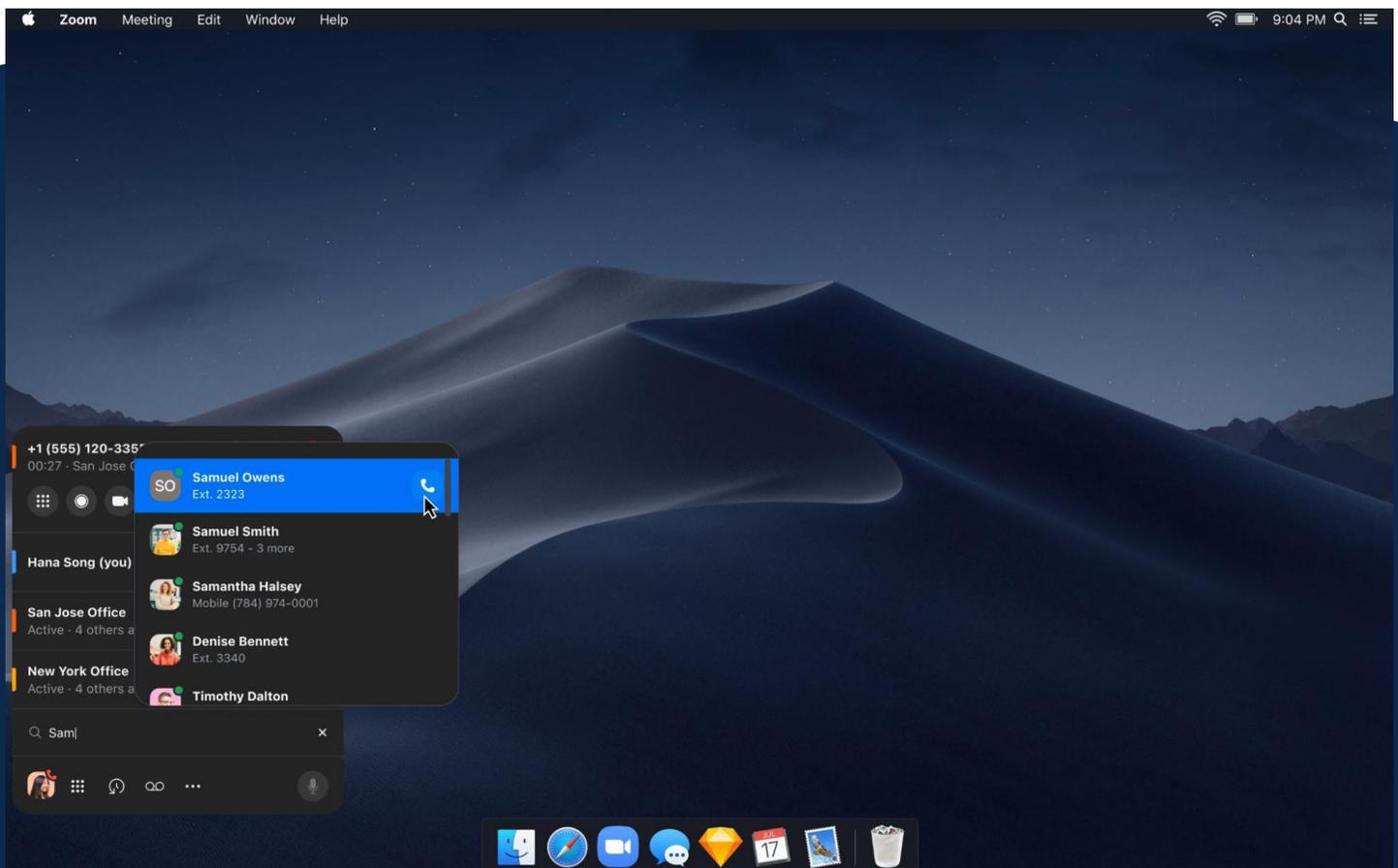
Zoom Phone Power Pack Desktop Experience

The Power Pack desktop experience is designed for users who handle a steady volume of calls and need to transfer them quickly (e.g. receptionists, executive assistants, help desk agents, and more). These users need the ease of use, power of context and insight, and integrated workflows to facilitate multi-tasking.

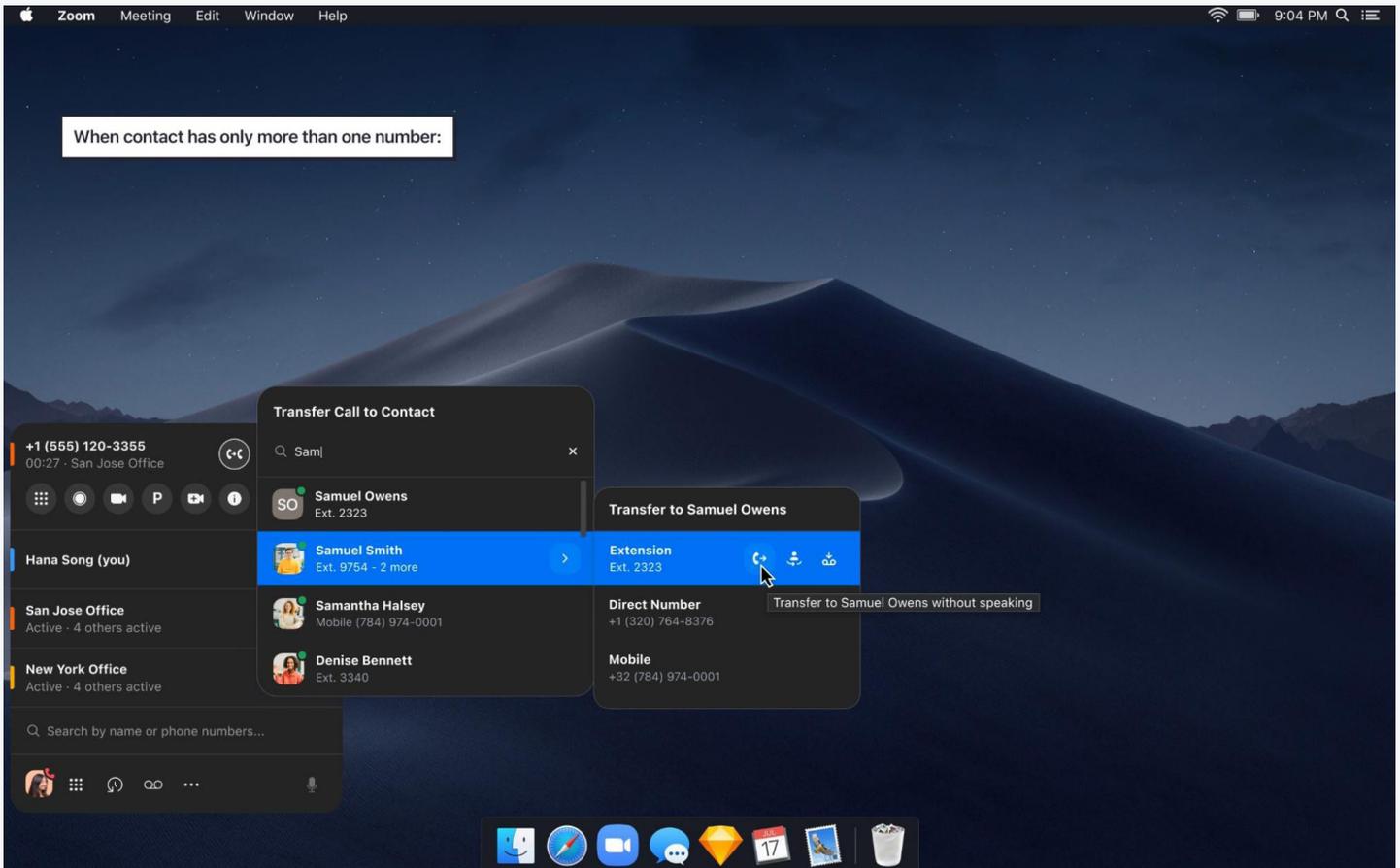
The Power Pack desktop user experience enables an awareness panel that is:

- Quickly accessible by hovering over the edge of the screen where it is docked and ready to act, but can be hidden when not in use
- Keeps user in the know
- Enabled by admin — no separate installation required
- Available for Windows & mac OS
- Provides quick access to the Zoom Phone dialer, history, voicemail
- Customizable widgets with Call Queue, Group Call Pickup, Shared Line Appearance, and Shared Line Groups
- Displays an expanded contacts window on the Zoom desktop client with real-time user presence and quick access to “Call,” “Meet,” and “Chat.”

The desktop awareness panel also supports in-line search and transfers without cross-launching the Zoom desktop client for more efficient workflows.



In-line search

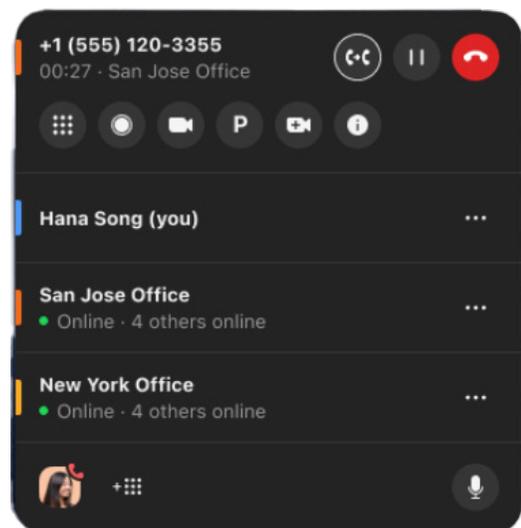


In-line transfer

A user who needs call visibility can continue working in the application of their choice without having to switch to another app. For example, a user working within their CRM or appointment scheduling app still has the flexibility to move the awareness panel around their screen. They continue working while having insight and context into inbound calls they receive directly or in a relevant queue, enabling them to take quick action.

Multi-Widget (Line) Visibility

- Support multiple executives and departments with multiple widgets
- Quickly differentiate calls coming on different widgets (e.g. West Coast office vs. East Coast office, or sales call vs. support call)
- Leverage multiple types of widgets for flexibility: direct line (user), call queue, shared line appearance, shared line group, and group call pickup



Power of context

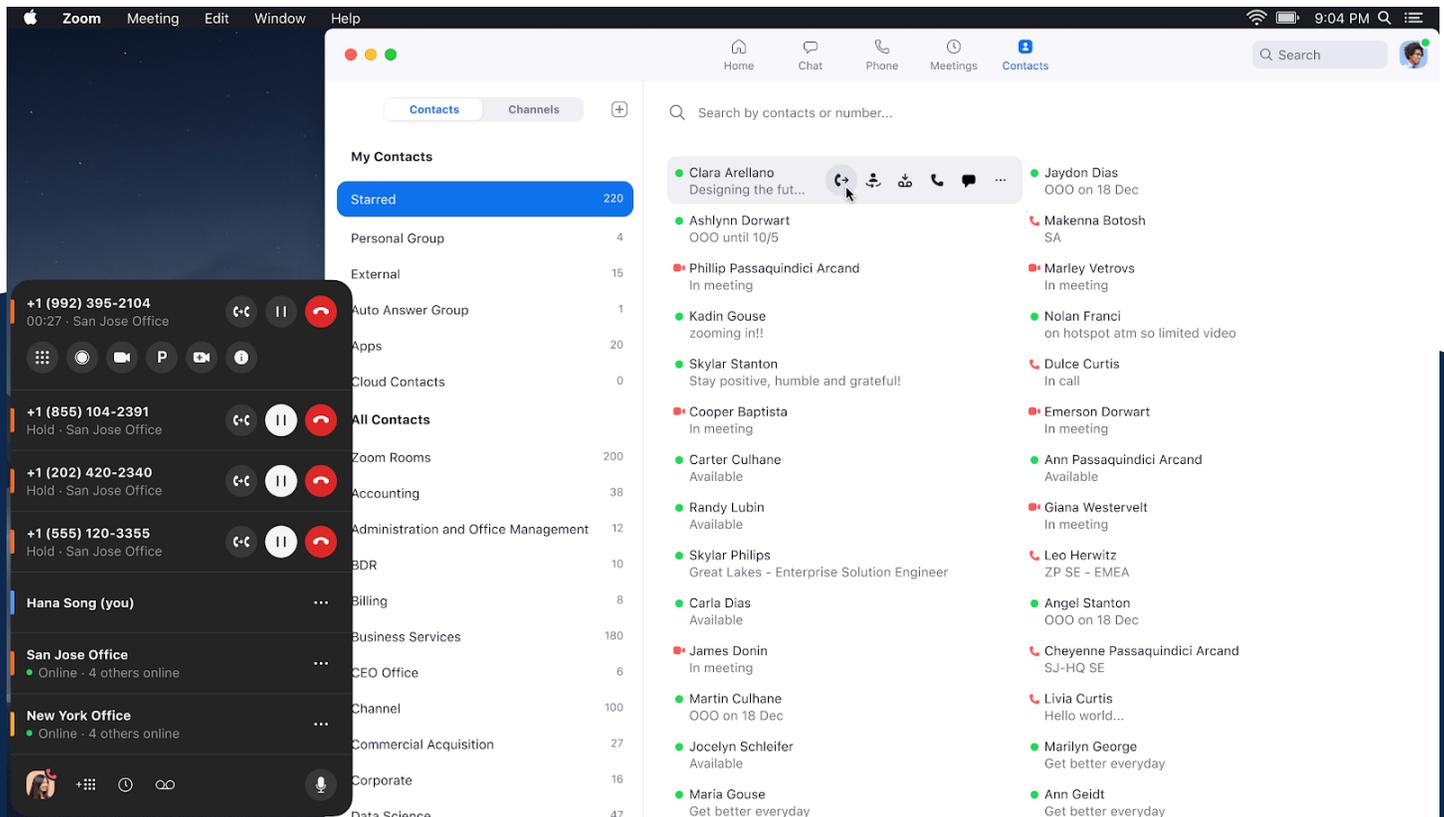
- See instantly who the call is for and who is calling
- Act with a single click

Juggle calls with ease

- Handle multiple calls and switch between calls with ease

Find your contact quickly

- Improved organization and search of contacts for finding contacts easily
- Enhanced contacts window:
 - Display availability status of all contacts within group(s)
 - Single click to “Call,” “Chat,” “Meet”
 - Single click to blind transfer, warm transfer, or send to voicemail any current active call to any contact



One-click transfer

- Mouse over a contact for a one-click transfer
- Missed calls and new voicemails easily visible
- Never lose sight of a missed call or voicemail – return calls quickly

Make a call with fewer clicks

- Easily access the dialpad
- Search for your contacts and view contact status

Note: The experience currently supports four widgets in addition to the user. “Active #” shown in the call queue widget indicates the number of people logged into the call queue at that time (active users may be busy on other calls)

Zoom Phone Team SMS

As part of the ongoing innovations delivered, Zoom Phone customers can enable new ways to communicate with traditional callers. Callers can now engage with the auto receptionist or call queue over SMS/MMS to ask common, product or service-related questions and find the right contact over SMS instead of a voice call.

The business admin can choose the auto receptionist or call queue number to source their SMS/MMS messages and set the team members who can reply to SMS. Any team member can choose to reply to their customers and after five minutes of inactivity, that SMS conversation is released so other team members can jump in if needed. Additionally, the admin and members can see the conversation history and receive analytics on the SMS metrics.

Team SMS is currently only supported in the U.S. and Canada and limited to 10 team members. It is part of the same high-value Power Pack SKU that also delivers the auto attendant desktop experience and rich analytics.

Team SMS is simple for an admin to configure simply from the admin portal under:

- Auto Receptionist > Policy > SMS
- Call Queues> Policy > SMS

The screenshot shows the Zoom Phone admin portal interface. At the top, there are three tabs: 'Calls', 'SMS' (which is selected and highlighted with a blue underline), and 'Recordings'. Below the tabs, there are two date range filters: 'From' with a calendar icon and the date '06/05/2021', and 'To' with a calendar icon and the date '06/11/2021'. Below these filters is a search bar labeled 'Branch' with a magnifying glass icon. The main content area is a table with two columns: 'Participants' and 'Last Send/Receive Time'. There are two rows of data. The first row shows 'Branch Auto Receptionist' with phone numbers '(925) 412-4818' and '(925) 890-7122', and a timestamp 'Jun 8, 2021, 1:42:25 PM'. A 'View' link is to the right. The second row shows '(925) 890-7122' and 'Branch 3 Customer Service CQ' with phone numbers '(925) 217-0330', and a timestamp 'Jun 7, 2021, 3:03:51 PM'. A 'View' link is to the right. At the bottom left, there is a 'Page Size' dropdown set to '15' and 'Total 2'.

Participants	Last Send/Receive Time	
Branch Auto Receptionist (925) 412-4818 (925) 890-7122	Jun 8, 2021, 1:42:25 PM	View
(925) 890-7122 Branch 3 Customer Service CQ (925) 217-0330	Jun 7, 2021, 3:03:51 PM	View

Get started with the Zoom Phone Power Pack

With powerful features and a seamless experience, the Zoom Phone Power Pack is designed to meet your unique needs.

The Zoom Phone Power Pack is an add-on SKU that can be assigned on top of any Zoom Phone Pro licensed user for \$25/user/month, and provides all the functionality described in this document.

If you're interested in seeing how Zoom Phone Power Pack can support your business, fill out the [Contact Sales form on our website.](#)