

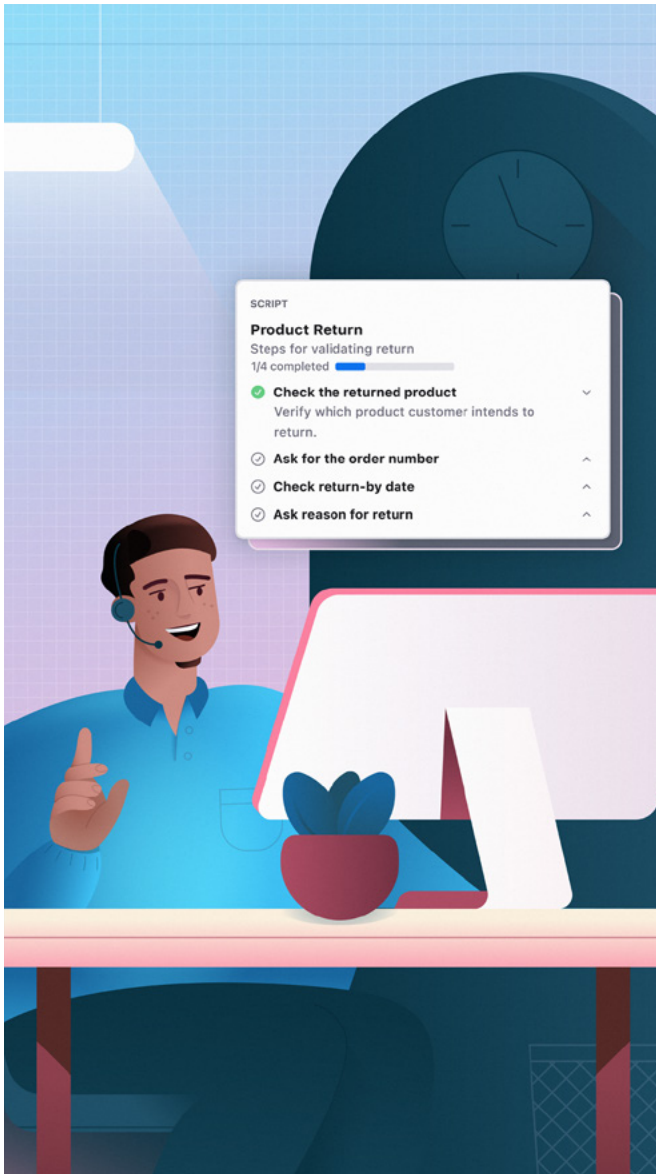
DATASHEET

zoom CX

Architected for Reliability

The Zoom Customer Experience (CX) product suite includes innovative contact center solutions that provide businesses with reliable, AI-driven tools to deliver frictionless customer interactions. Built for reliability, Zoom Customer Experience helps organizations streamline support, optimize agent performance, and maintain exceptional service standards across every customer touchpoint.

Zoom Contact Center, Zoom Virtual Agent, Zoom Quality Management, and Zoom Workforce Management come together to create a quality-first engagement strategy powered by AI.



Since its founding in 2011, Zoom has proven to be a continuous innovator and leader in the communications industry, winning the trust of millions of customers. Today, Zoom Workplace is not just a video conferencing platform, but a true unified communications suite, offering organizations much-needed simplicity in a world of complex business software. Zoom's commitment to quality and innovation is no exception in the Zoom Customer Experience suite, and businesses are on board. As of March 2025, more than 1,400 organizations are using Zoom Contact Center. Here's what they are saying:

“Zoom’s omnichannel features have proven to be a game-changer. It’s allowed our agents to seamlessly transition from voice to chat, while giving us the tools to customize the consumer-side chat experience to match our clients’ branding.”

—**Stephen Lewis**, Zoom Contact Center Admin,
Topaz Services

“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 of our needs in a contact center.”

—**Andrew Lindley**, CIO, Vensure Employer Services

Product and Feature Highlights

Zoom Contact Center: An omnichannel solution that combines unified communications with contact center capabilities.

- Voice, video, messaging, email, and social networking channels
- Role-specific analytics
- Third-party integration support

AI Expert Assist: An innovation that provides Zoom Contact Center agents with AI-powered features to efficiently resolve customer issues.

- Information retrieval
- Knowledge base retrieval
- Next best actions

Zoom Virtual Agent: A conversational AI solution designed to provide fast and personalized customer experiences.

- CRM and knowledge base integrations
- AI-generated training phrases, intents, and flows
- Customizable bot flows

Zoom Quality Management: Tools that allow organizations to track and analyze customer interactions, measure agent performance, ensure compliance with industry standards, and gain valuable business insights.

- Conversation transcripts
- Scorecards and evaluations
- Sentiment tracking

Zoom Workforce Management: A native, automated forecasting and planning solution that helps contact centers ensure they have the right number of agents available to meet customer demands efficiently.

- Real-time agent adherence dashboard
- Shift scheduling
- Engagement forecasting

With simple setup and scalability, admins can trust our stable, high-performance Zoom Customer Experience platform. AI-driven insights empower supervisors to optimize team performance, while an intuitive interface keeps agents focused on delivering excellent service.

Routing Engine

Zoom's intelligent routing engine efficiently directs consumer engagements based on configured flows, queues, routing profiles, and skills. SIP audio, as well as chat and video SDK technologies, allow engagements from various channel types to reach the routing engine. From the routing engine, the engagement media is sent to the appropriate flow, which is a business logic or workflow for handling engagements. Flows are highly customizable and configuration will vary across organizations, but they are often connected to queues, which allow consumer engagements to be routed to agents.

Zoom Contact Center offers robust policy configuration for queues. Whether your business utilizes standard engagement distribution methods or detailed skill-based routing profiles, the routing engine will honor queue policies and help ensure that your consumers connect with the best individuals to meet their needs.

Bring Your Own Carrier

As an alternative to Zoom Contact Center's Native service, Zoom offers a Bring-Your-Own-Carrier (BYOC) model for voice and SMS channels. With this model, organizations can connect an on-premises session border controller (SBC) with Zoom Contact Center, allowing them to keep their existing compatible telephony carrier, while enjoying Zoom Contact Center's robust cloud-based features.

Regardless of carrier, Zoom's Carrier Platform makes phone number management simple. The Carrier Platform allows admins to easily access all phone numbers associated with their Zoom account and assign to routing methods or individuals across Zoom Phone and Zoom Contact Center. Zoom Contact Center's flexible carrier options and consolidated admin features work in harmony with a reliable cloud architecture to deliver a scalable solution.

Secure Global Data Centers

Zoom's data centers are located across the globe within highly secure physical locations that include redundant power and cooling systems, and access to internet service providers (ISPs) and peering partners. Zoom's distributed network allows customers to place and receive calls from their closest data center for the best possible quality of service.

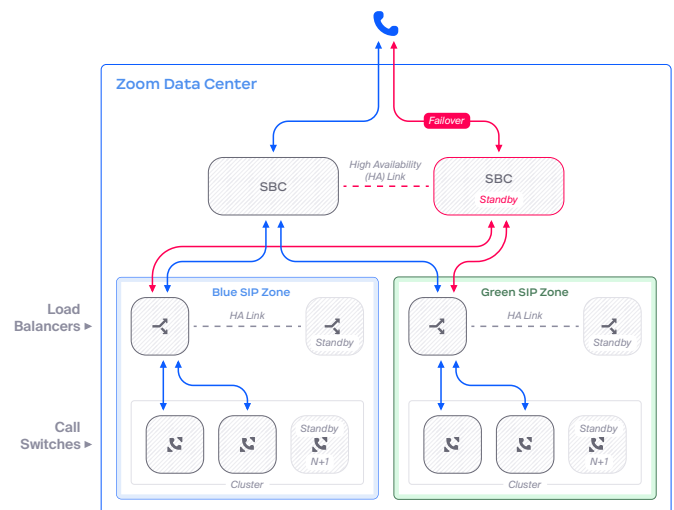
For organizations hosted on Zoom's United States-based global service cluster, Zoom offers SIP Zone and PSTN connectivity from the following data centers:

- **North America**
 - U.S. West, California
 - U.S East, Virginia
- **Europe**
 - Netherlands, Amsterdam
 - Germany, Frankfurt

- **Japan**
 - Tokyo
 - Osaka
- **Australia**
 - Sydney
 - Melbourne

Reliable SIP Zone Architecture

Zoom Contact Center's active-active architecture helps ensure resiliency and redundancy for voice and telephony operations. Each data center features two identical, interconnected Session Initiation Protocol (SIP) zones. SIP zones allow voice calls to be made and received over the internet, and each zone is equipped with dedicated hardware and services for independent sustainability. Within a data center, a load balancer evenly distributes calls between both SIP zones. Calls are distributed among a cluster of call switches, which are responsible for various functions such as call routing, setup, and teardown.



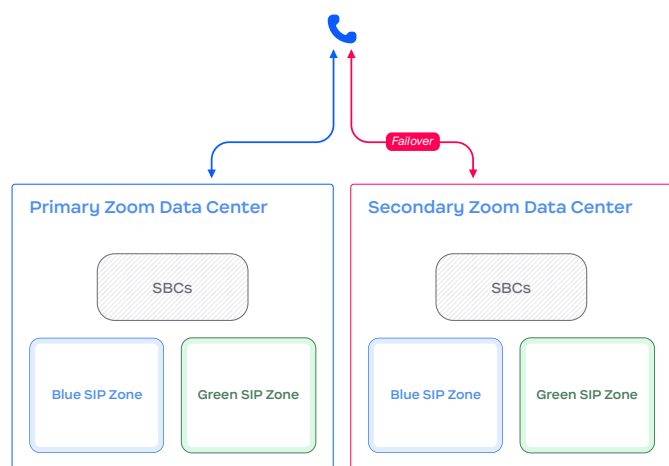
From the call switches, calls connect to an SBC within each zone, which either connects to Zoom's underlying network of providers or a customer-provided carrier for PSTN routing until the call reaches its final destination. SBCs, load balancers, and call switches

are supplemented with redundant hardware on standby for resiliency.

In the event that one SIP zone experiences a service-impacting event, a call's active media, signaling, and registration will failover to the other zone for uninterrupted service. Further, because Zoom strives for no greater than 50% capacity within each SIP zone at any given time, in the event of a service-impacting event within a SIP zone, calls will failover to the opposing zone until standard operations resume.

Disaster Recovery

Zoom's data centers are built with fault-tolerant architecture, including full redundancy and rapid failover capabilities from a primary data center to a secondary data center, providing reliability and minimal downtime across all contact center channels.



In the unlikely event of a complete data center outage or service-impacting event, the primary data center will temporarily lose media, signaling, and registration information, requiring a convergence on the secondary data center. In such cases, the secondary data center will re-register voice channel sessions and direct all incoming calls through the location's backup carrier. The secondary data center will process all new calls until the primary data center has fully

restored service. The primary data center will then go through a maintenance window so that normal operations can resume.

Conclusion

The Zoom Customer Experience product suite is a globally available, scalable, and reliable contact center solution equipped with dynamic tools to ensure an optimal customer engagement experience. Redundant SIP Zone architecture and disaster recovery capabilities provide continuous reliability, minimizing downtime and maintaining operational efficiency.

Whether scaling operations or optimizing support, Zoom Customer Experience delivers a resilient and adaptable solution for organizations of all sizes.