

Zoom Launches Revolutionary New Product

Zoom

****FOR IMMEDIATE RELEASE** **Zoom Unveils Advanced AI-Powered Features for Zoom Contact Center, Revolutionizing Customer Experiences**** SAN JOSE, CA – October 26, 2023 – Zoom Video Communications, Inc. today announced a significant expansion of its Zoom Contact Center platform with the introduction of a suite of advanced AI-powered features designed to enhance customer experiences and empower agents. The new capabilities leverage cutting-edge artificial intelligence to provide real-time agent assistance, intelligent routing, and personalized customer interactions. These features include AI-powered summaries of customer interactions, helping agents quickly understand context and provide more efficient support. Intelligent routing capabilities ensure customers are connected with the most qualified agent based on their specific needs, reducing wait times and improving resolution rates. Furthermore, the platform now offers sentiment analysis to help agents tailor their communication style and proactively address customer concerns. These additions are built on Zoom's commitment to delivering a unified communications platform that seamlessly connects businesses and their customers. "We are committed to continuously innovating and leveraging AI to transform the customer experience," said Mahesh Ram, Chief Technology Officer at Zoom. "These new AI-powered features in Zoom Contact Center will empower businesses to provide faster, more personalized, and more effective support, leading to greater customer satisfaction and loyalty. This further solidifies Zoom's position as a leader in the evolving landscape of customer engagement." Zoom Video Communications, Inc. (NASDAQ: ZM) brings teams together to get more done in a frictionless and secure video environment. Our easy, reliable, and innovative video-first unified communications platform provides video meetings, voice, webinars, and chat across desktops, phones, mobile devices, and conference room systems. Zoom helps organizations create elevated experiences with leading third-party app integrations and developer tools, helping to create customized workflows. Founded in 2011, Zoom is headquartered in San Jose, California. Visit zoom.com and follow @zoom. Contact: Zoom Communications support@zoom.us