

# Zoom

## Product Brochure

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**## Unlock Unified Communications: Introducing Zoom Phone Power Pack** **\*\*Elevate Your Business Voice with a Scalable, Feature-Rich Solution.\*\*** Zoom Phone Power Pack is designed to empower larger enterprises with advanced communication capabilities built directly within the familiar Zoom platform. Seamlessly integrate your voice communications with video conferencing, chat, and collaboration tools for unparalleled efficiency and productivity. **\*\*Features That Drive Results:\*\*** \* **\*\*Advanced Call Queuing:\*\*** Intelligently route incoming calls to the best available agent based on skills, priority, or custom rules. Leverage real-time queue monitoring dashboards and customizable greetings to optimize customer experience and agent utilization. \* **\*\*Enhanced Analytics & Reporting:\*\*** Gain deep insights into call patterns, agent performance, and overall communication trends. Analyze call volume, duration, abandonment rates, and more to identify areas for improvement and data-driven decision-making. Export customizable reports for seamless integration with your existing business intelligence systems. \* **\*\*CRM Integrations:\*\*** Streamline workflows with out-of-the-box integrations with leading CRM platforms like Salesforce, Zendesk, and Microsoft Dynamics 365. Automatically log calls, access customer data instantly, and trigger automated actions based on call outcomes. \* **\*\*Power User Functionality:\*\*** Equip your key personnel with advanced features like barge-in, monitor, whisper, and call recording (with granular control over recording permissions). Facilitate efficient team collaboration and provide real-time support to agents. \* **\*\*Real-time transcription:\*\*** Calls are automatically transcribed with high accuracy. **\*\*Target Customers:\*\*** Enterprises with over 250 employees seeking a unified communication platform that integrates seamlessly with their existing Zoom environment. Ideal for contact centers, sales teams, and organizations requiring robust reporting and CRM integration capabilities. **\*\*The Zoom Phone Advantage:\*\*** Zoom Phone Power Pack offers a unified communication experience unmatched by standalone VoIP solutions. Leverage the reliability, scalability, and user-friendliness of the Zoom platform to enhance communication efficiency, improve customer satisfaction, and drive business growth. Our global network ensures exceptional call quality and reliability, while our intuitive interface minimizes training and maximizes adoption. **\*\*Key Metrics:\*\*** Supports up to 10,000 users per organization, 99.999% uptime SLA, global dial tone in 47+ countries and territories.

