

Seamless Migration to Cloud Voice: Unlocking Resiliency with Zoom Phone



Speakers



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TCS



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Industry Overview



Uninterrupted
Communication is
Critical



Cost-Efficiency
without
Compromise



Challenges
with Legacy
Systems



Enhancing
Business
Continuity and CX



Shifting
Industry Trends

The Shift to Cloud VoIP vs. Traditional Telephony

Adoption Rates

31%

of businesses have moved to the cloud VoIP while 59% are in the process of making the move

Source: **Statista**

Cost Savings

30 - 50%

of businesses reporting average savings after switching to Cloud VoIP

Source: **Gartner**

User Base

3.1B

Of cloud VoIP users worldwide indicating widespread options

Source: **Sci-Tech Today**

Optimize the Way You Work – Zoom Phone

Reduce friction across workflows



8 million +

Users trust Zoom Phone to
power their workday

Elevate your calling capabilities

Advanced features like video voicemail, voicemail encryption, call routing, and VIP delegation

Integrate with your favorite apps

Tight integrations with familiar applications like Salesforce, ServiceNow, Google, Hubspot, and more

Work with your preferred carriers

Choice and flexibility to leverage existing partnerships with streamlined management

Leader in 2023 Gartner® Magic Quadrant™ for UCaaS, Worldwide

A Leader for 4 years in a row

- A total solution that pairs employee and customer experiences with AI
- Flexibility to work with your preferred business apps within a seamless experience
- Support for hybrid and mobile work



Gartner, Magic Quadrant for Unified Communications as a Service, Worldwide, Rafael Benitez, Megan Fernandez, Christopher Trueman, Pankil Sheth, 28 November 2023

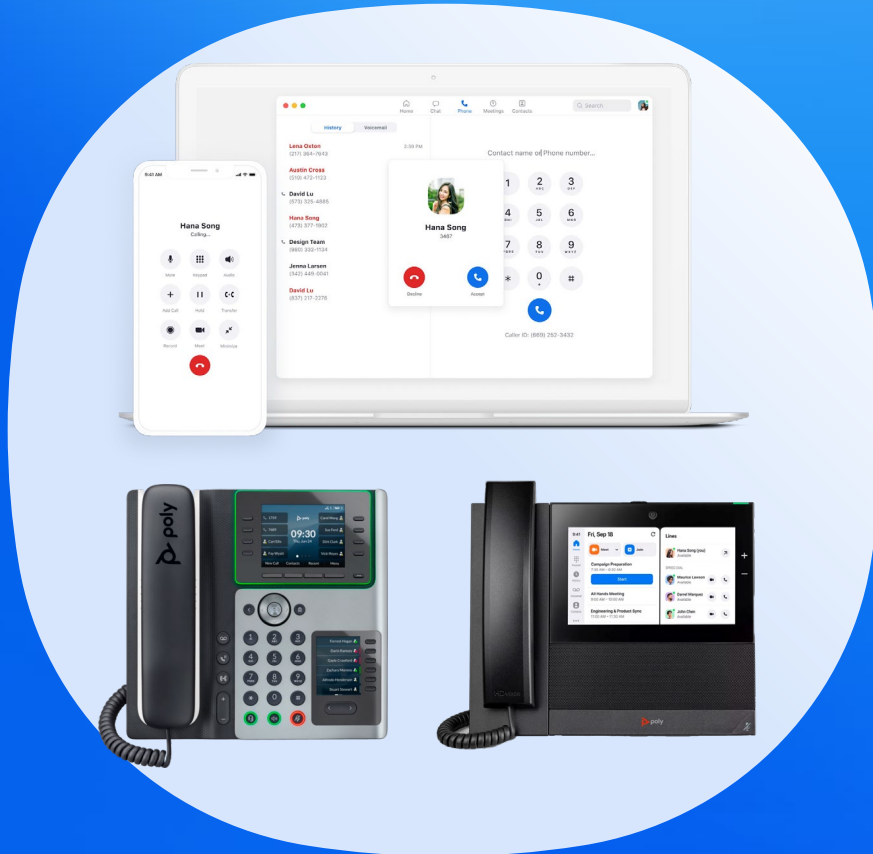
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One Unified App for Phone, Video Meetings, and Messaging

- Seamlessly make and receive phone calls
- Caller ID Masking with "Separation of School and Personal"
- Call Recording / Blocking
- Share content and participate in video meetings



- Direct and team messaging
- Easily elevate phone calls to a Zoom Meeting
- Intercom/Overhead Paging
- SMS/MMS

Zoom Phone Innovations



AI Companion for Zoom Phone

Voicemail task extraction

History Voicemail Lines SMS

All Voicemail

(500) 555-1234
San Jose, CA

00:00 00:36

Date: Dec 1, 2022, 2:24 PM
To: Support Queue
Encryption: Standard · Learn more
Verification: Unverified Number
Shared By: Clara Arellano
Sharing: Disabled

Transcription:

Task
Call Customer Service at 203-349-3493.
Edit

Hi Vera, this is Cathy calling from customer service department. We received a message from you two days ago asking for a refund of your recent purchase. We tried to contact you but did get connected. I wonder when you get a chance can you please call us back at 203-349-3493? The number is 203-349-3493. Thanks.

Post-Call Summary & Next Steps

History Voicemail Lines SMS

All History

Clara Arellano
(500) 555-1234

Date: Dec 1, 2022, 2:24 PM

Summary:
Clara from the marketing team met with Rob and Max, the executives of the company, to discuss the current state of the business and future plans. The meeting began with an overview of the current marketing strategy and its effectiveness. Julie presented data showing that the current strategy has been successful in increasing brand awareness and driving sales.

The discussion then turned to future plans and Julie presented several new initiatives, including a social media campaign aimed at millennials and a targeted email marketing campaign for existing customers.

Next Steps:

- Develop a detailed proposal for the new data analytics platform.
- Conduct a competitive analysis and share the results with Rob and Max.
- Allocate resources for the new marketing initiatives and establish KPIs to measure their success.

(500) 555-1234
San Jose, CA

Today 2:24 PM

Voicemail Prioritization

History Voicemail Lines SMS

All Voicemail

Clara Arellano
San Jose, CA

00:00 00:36

Date: Dec 1, 2022, 12:45 PM
To: Support Queue
Encryption: Standard · Learn more
Verification: Unverified Number
Shared By: Clara Arellano
Sharing: Disabled

Flags:
Consultation request Estimate

Transcription: View Task
Hi Vera, this is Cathy calling from customer service department. We received a message from you two days ago asking for a refund of your recent purchase. We tried to contact you but did get connected. I wonder when you get a chance can you please call us back at 203-349-3493? The number is 203-349-3493. Thanks.

(500) 555-9875
San Jose, CA
Today 00:12

Jeremy Hatchkins
31252
11:45 AM 00:12

(500) 555-4918
Los Angeles, CA
Today 00:12

Hana Song
1234
Today 00:12

Consultation request Estimate +1

(500) 555-4918
Yesterday

Team SMS Thread Summary

History Voicemail Lines SMS

Clara Arellano, Vera Chen and Ya... More Actions

Today 9:20 AM

Zoom Phone

Only Visible to Internal Contacts

SMS summary with AI Companion created

AI Companion

Summary
Julie from the marketing team met with Rob and Max, the executives of the company, to discuss the current state of the business and future plans... See More

This summary has been auto-generated and we're continuing to improve the quality.

From: Direct Number (500) 555-1234

Text +1 (201) 121-0002...

Clara Arellano, Vera Chen and... 9:20 AM
You: Hey, this is Maurice Lawson...

Clara Arellano 9:20 AM
You: Hey, this is Maurice Lawson...

(500) 555-1234 9:20 AM
You: Hey, this is Maurice Lawson...

(500) 555-1235 9:20 AM
You: Hey, this is Maurice Lawson...

(500) 555-1236 9:20 AM
You: Hey, this is Maurice Lawson...

(500) 555-1237 9:20 AM
You: Hey, this is Maurice Lawson...

(500) 555-1238 9:20 AM
You: Hey, this is Maurice Lawson...

Ashlee York 9:20 AM
You: Hey, this is Maurice Lawson...

Post call summaries and next steps

Have AI take notes for you

- ✓ Focus on the conversation instead of taking notes
- ✓ Review calls with clear summaries and next steps

The screenshot displays the Zoom Workplace interface. On the left, a call history entry for Clara Arellano is shown. The call took place on Dec 1, 2022, at 2:24 PM. The AI-generated summary is as follows:

Summary:
Clara from the marketing team met with Rob and Max, the executives of the company, to discuss the current state of the business and future plans. The meeting began with an overview of the current marketing strategy and its effectiveness. Julie presented data showing that the current strategy has been successful in increasing brand awareness and driving sales.

The discussion then turned to future plans and Julie presented several new initiatives, including a social media campaign aimed at millennials and a targeted email marketing campaign for existing customers.

Next Steps:

- Develop a detailed proposal for the new data analytics platform.
- Conduct a competitive analysis and share the results with Rob and Max.
- Allocate resources for the new marketing initiatives and establish KPIs to measure their success.

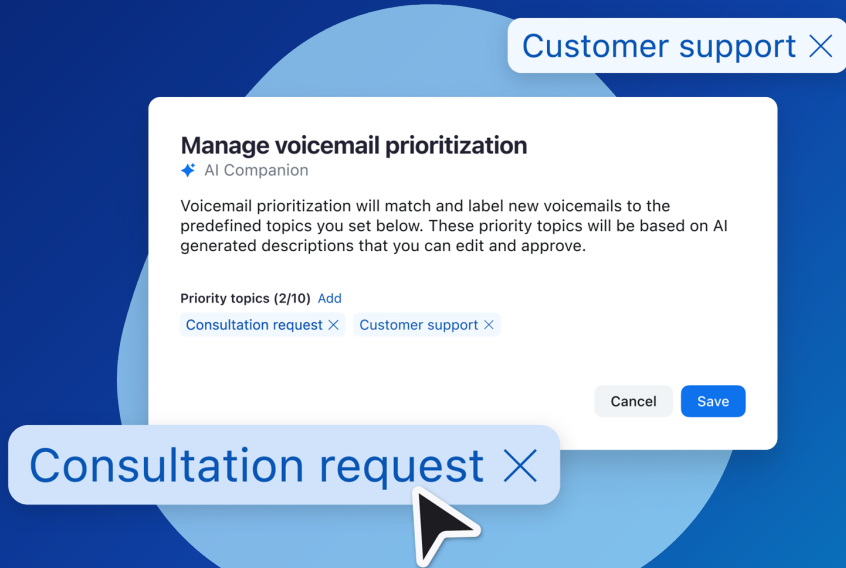
At the bottom of the call history entry, there are icons for liking, sharing, and other actions. The caller's name and number, (500) 555-1234, are shown at the bottom right of the call history entry.

On the right side of the interface, there is a search bar with the placeholder text "Enter a name or number..." and a numeric keypad with a call button below it. The caller ID (500) 555-7473 is also visible at the bottom right of the search area.

Voicemail Prioritization

Quickly determine which voicemails need your attention first

- ✓ Prioritize urgent voicemails first
- ✓ Manage your day better and get caught up faster
- ✓ Your voicemails are automatically sorted for you in up to ten custom filtered lists



Customer support X

Manage voicemail prioritization

AI Companion

Voicemail prioritization will match and label new voicemails to the predefined topics you set below. These priority topics will be based on AI generated descriptions that you can edit and approve.

Priority topics (2/10) Add

Consultation request X Customer support X

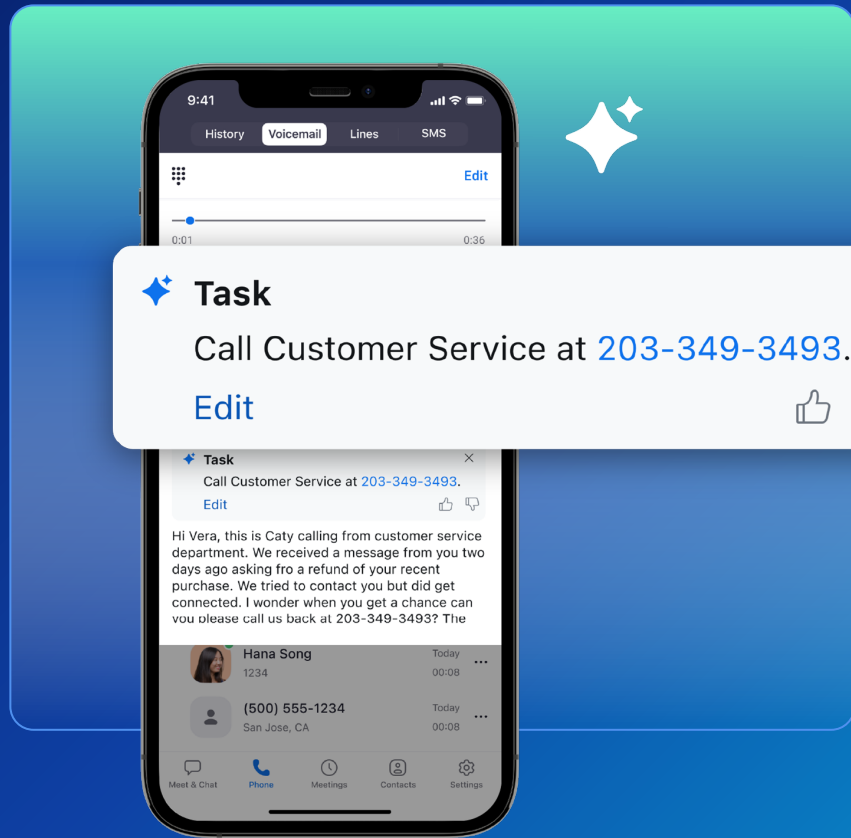
Cancel Save

Consultation request X

Voicemail Task Extraction

Get caught up fast

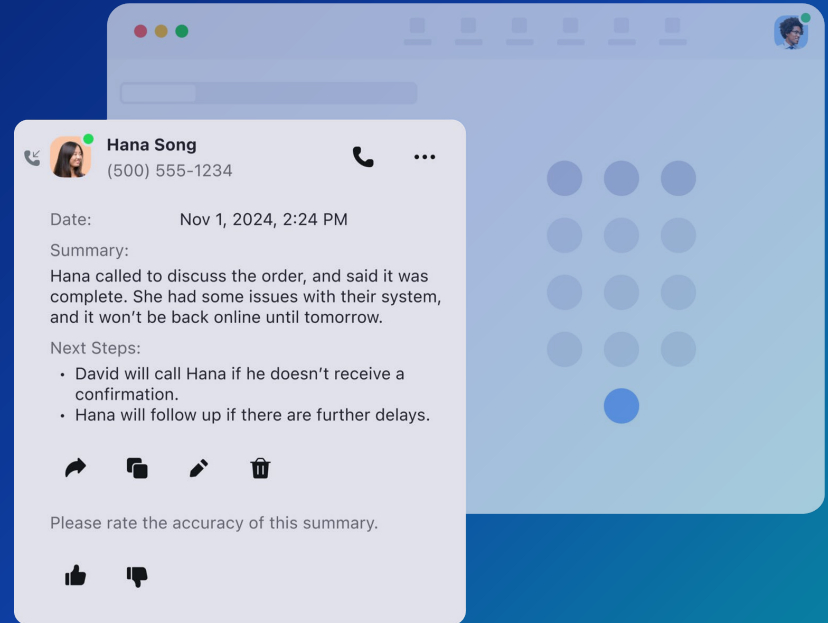
- ✓ Save time going through voicemails
- ✓ Have AI help you clearly identify follow-ups without having to listen to them



Call Summary

Capture key takeaways without lifting a finger

- ✓ See an automated summary of a call, along with any next steps that were discussed
- ✓ An automated message notifies call participants that call summary is enabled
- ✓ Summaries are available to participants once the call ends, via the client or the web portal



Team SMS Summary

Get caught up fast

- ✓ Get caught up with group messages without having to scroll through them
- ✓ Keep track of items discussed with team members

Included with PowerPack add-on

The screenshot displays the Zoom SMS interface. At the top, there are tabs for 'History', 'Voicemail', 'Lines', and 'SMS'. The main area shows a list of messages from a group chat titled 'Clara Arellano, Vera Chen and Ya...'. The messages are from 'You' and contain the text 'Hey, this is Maurice Lawson...'. A blue header highlights the first message. Below the list, an 'AI Companion' section provides a 'Summary' of the conversation, mentioning a meeting with Rob and Max. The summary text is: 'Julie from the marketing team met with Rob and Max, the executives of the company, to discuss the current state of the business and future plans... See More'. A note below the summary states: 'This summary has been auto-generated and we're continuing to improve the quality.' The interface also shows a 'Zoom Phone' section with a 'Zoom Phone' label and a timestamp of '9:20 AM'. At the bottom, there is a 'From: Direct Number (500) 555-1234' and a 'Text +1 (201) 121-0002...' entry.

Zoom Phone Voice Resiliency Solutions



Zoom Phone PSTN Connectivity Options



Zoom Native

Cloud PBX with PSTN numbers and connectivity in over 46 countries/territories



Premises Peering

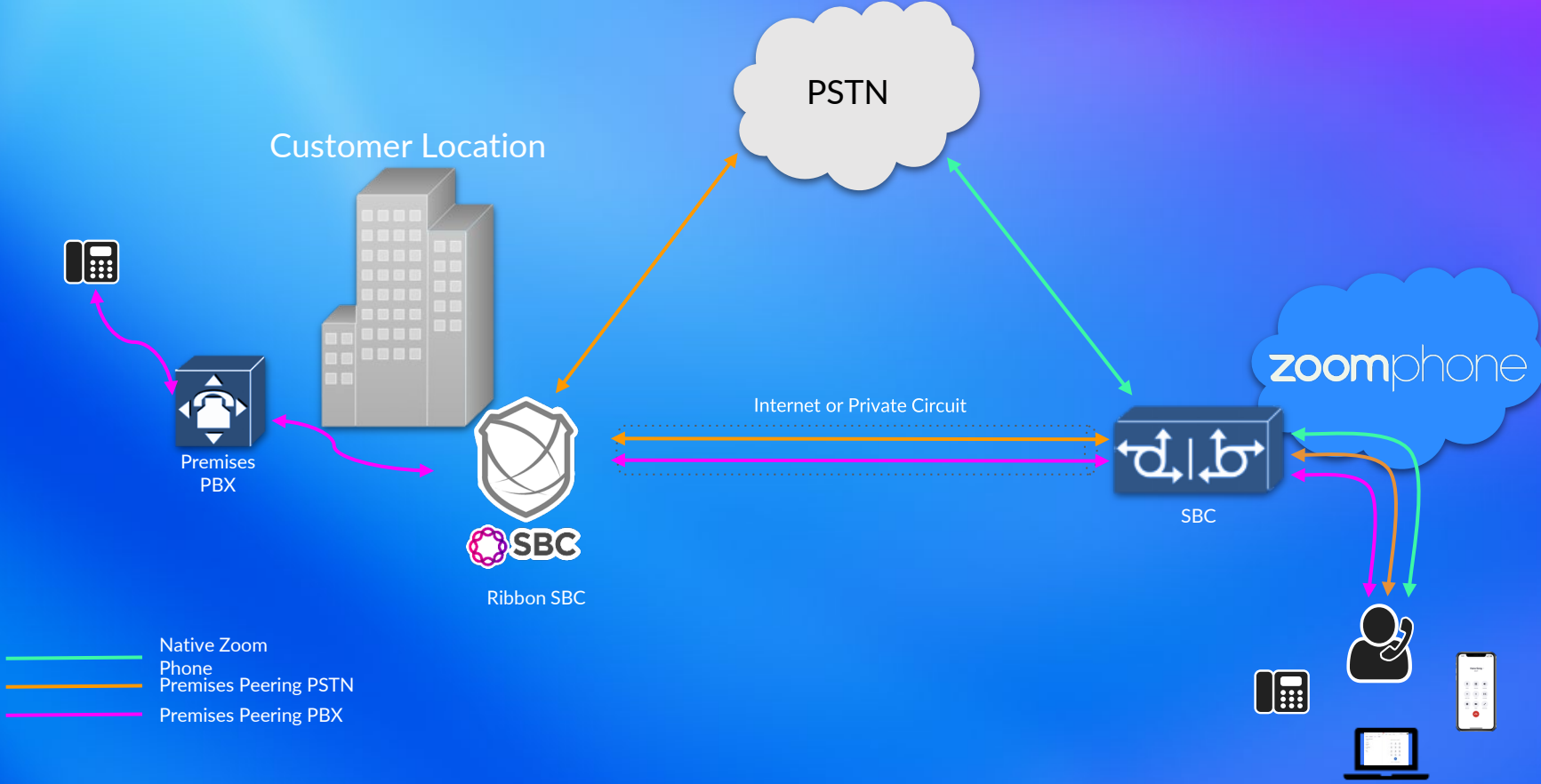
Connect with your carrier via on-premises SBC



Cloud Peering

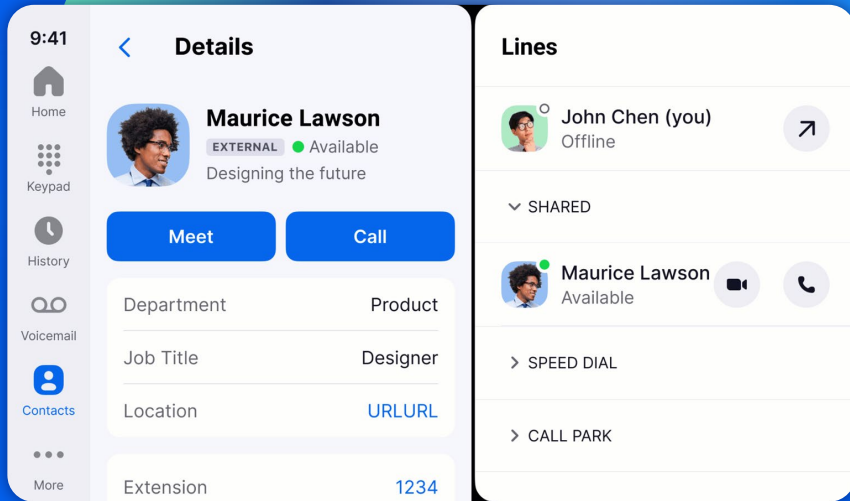
Cloud PBX with 'Bring Your Own Carrier' - The SaaS way (w/ Select Carriers. No premises equipment required)

How Zoom Solves for Resiliency and Connectivity



Local Survivability

Keep your business connected, no matter what



Business Continuity

Provide basic calling during outage.

Ex: Healthcare - Calls between depts; nurse station to radiology

Emergency Calling

Provide ability to call out to Emergency services

Ex: Education - schools calling out during disaster or lockdown

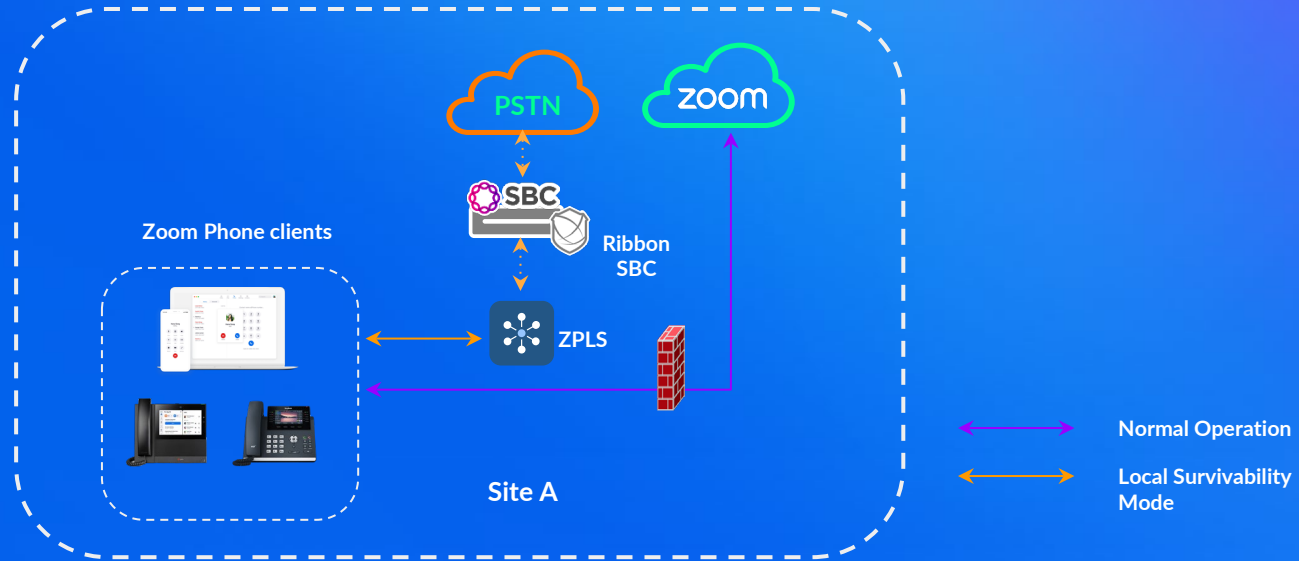
Main Number Handling

Ensure the main number can be handled during an outage

Ex: Retail - Consumer call to customer service with payment info

Zoom Phone Local Survivability

Single site, extension + PSTN calling



TCS your Zoom Full Service **Platinum** Partner



Zoom Phone PSO

Seamless migration from legacy systems to Zoom Phone, ensuring minimal downtime and a smooth transition



Zoom Contact Center PSO

Design and deployment of a robust contact center solution, tailored to fit business needs



Hardware

Seamless hardware solutions for Zoom Phone – optimized performance, effortless setup



Platinum Support

Tier 2 Phone Support – swift solutions, technical account manager, expert guidance



Site Surveys

Comprehensive surveys to ensure optimal hardware and network configuration for Zoom solutions



Onsite Services

Full support for deploying Zoom-certified hardware, ensuring quick and efficient setup



SBC as a Service

Scalable, secure SBC services for BYOC and Premise Peering solutions.



ZPLS as a Service

Support for Zoom Phone Local Survivability (ZPLS) to ensure business continuity

Thank you!

