

Seamless Migration to Cloud Voice: Unlocking Resiliency with Zoom Phone



Speakers



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Industry Overview



Uninterrupted
Communication is
Critical



Challenges
with Legacy
Systems



Shifting
Industry Trends



Cost-Efficiency
without
Compromise



Enhancing
Business
Continuity and CX

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, Pankaj Shekh, 28 November 2023

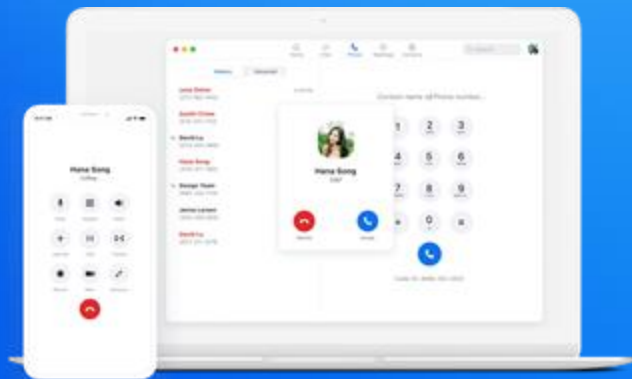
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One Unified App for Phone, Video Meetings, and Messaging

- 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

The screenshot shows a voicemail message from (500) 555-1234. The message content is: "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." Below the message, a task is extracted: "Task: Call Customer Service at 203-349-3493." The task includes an "edit" option and a share icon.

Post-Call Summary & Next Steps

The screenshot shows a voicemail message from Clara Arellano. The summary states: "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 next steps listed are: "Develop a detailed proposal for the new data analytics platform," "Conduct a competitive analysis and share the results with Rob and Max," and "Allocate resources for the new marketing initiatives and establish KPIs to measure their success."

Voicemail Prioritization

The screenshot shows a list of voicemails. The top voicemail is from Clara Arellano, dated Dec 1, 2022, 12:45 PM, with a transcription: "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." Below it are other voicemails from (500) 555-8875, Jeremy Hatchkins, (500) 555-8918, Hana Song, and (500) 555-8918.

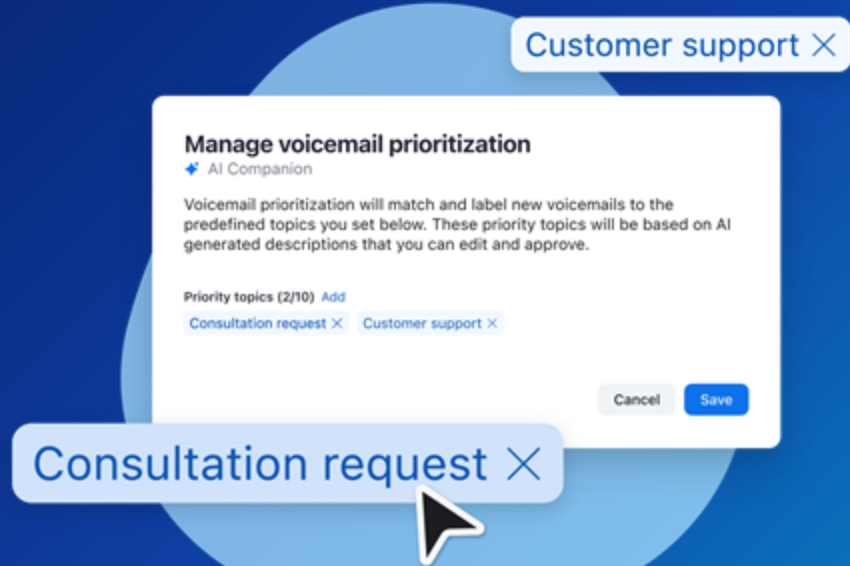
Team SMS Thread Summary

The screenshot shows an SMS thread summary for a conversation with Clara Arellano, Vera Chen and Ya... The summary states: "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" Below the summary, the thread content is visible: "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." The thread also shows a response from the user: "You: Hey, this is Maurice Lawson..."

Voicemail Prioritization

Quickly determine which voicemails need your attention first

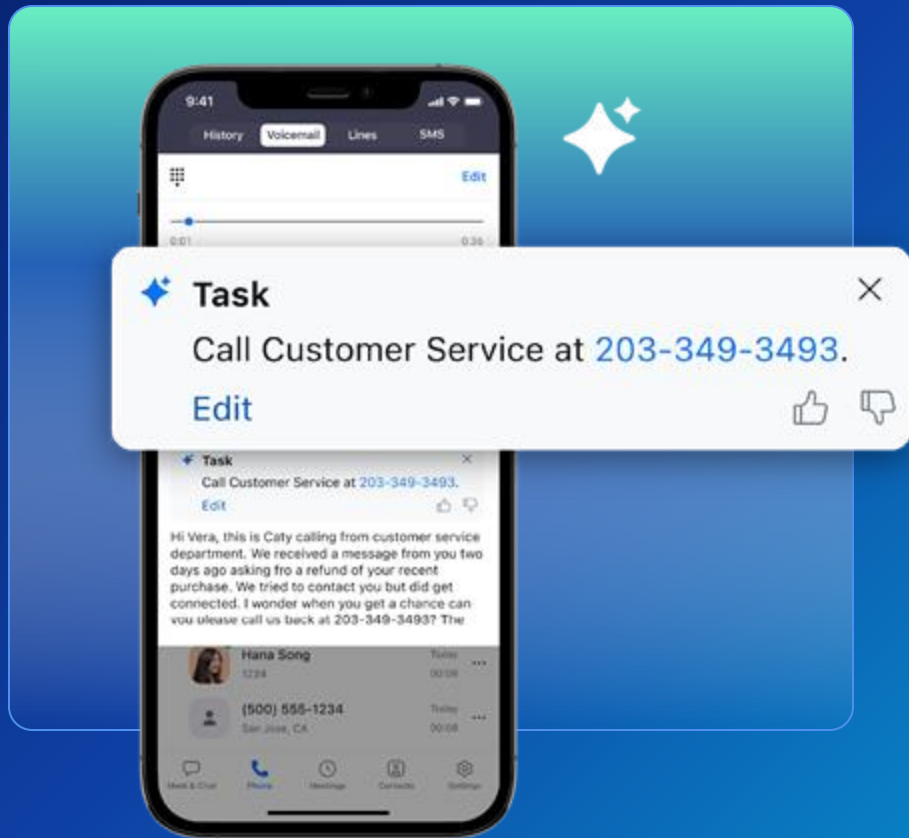
- ✓ Prioritize urgent voicemails first
- ✓ Manage your day better and get caught up faster
- ✓ Your voicemails are automatically sorted for you in up to ten custom filtered lists



Voicemail Task Extraction

Get caught up fast

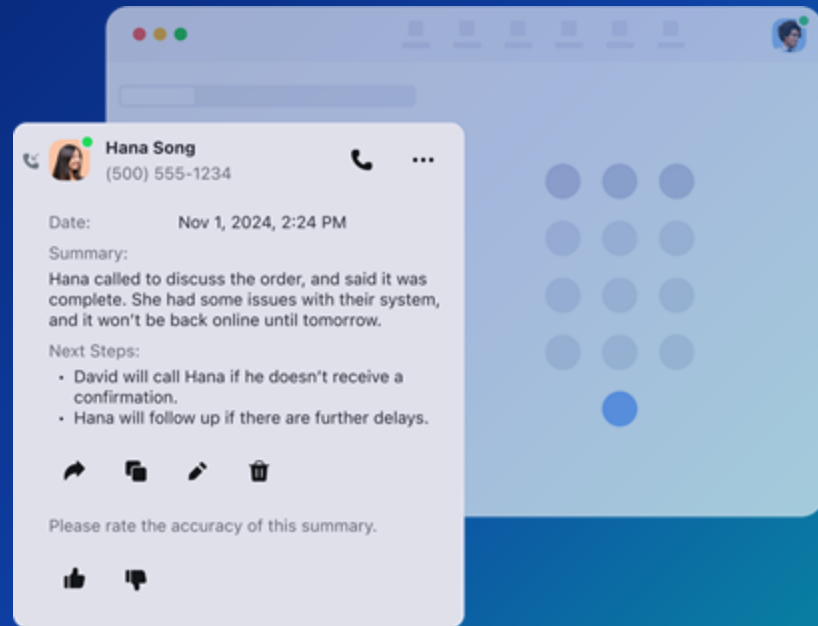
- ✓ Save time going through voicemails
- ✓ Have AI help you clearly identify follow-ups without having to listen to them



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

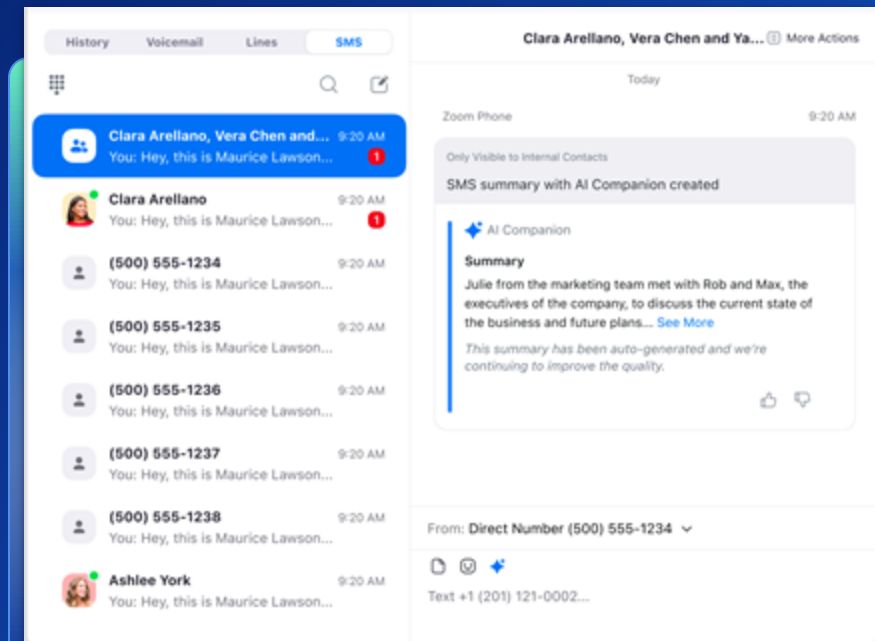


Team SMS Summary

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



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

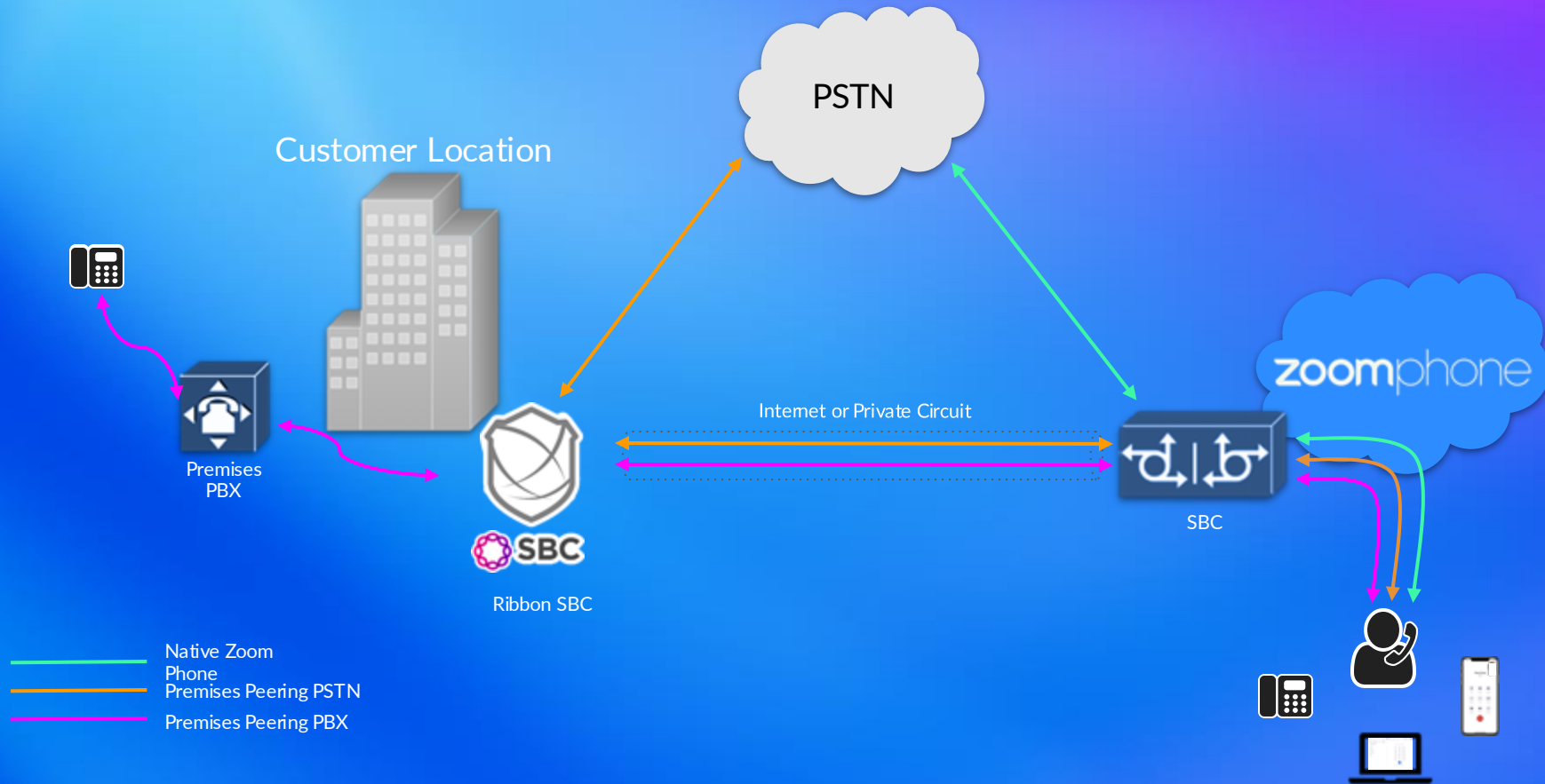
Connect with your carrier via on-premises SBC



Cloud Peering

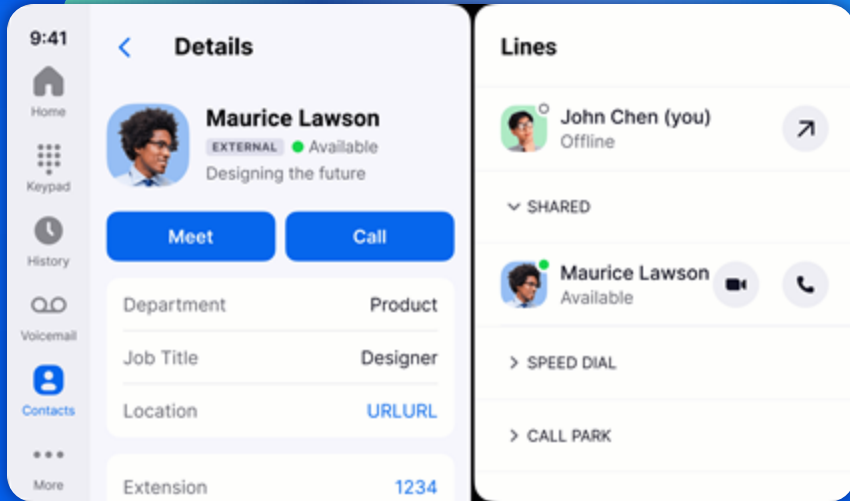
Cloud PBX with 'Bring Your Own Carrier' - The SaaS way (w/ Select Carriers. No premises equipment required)

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

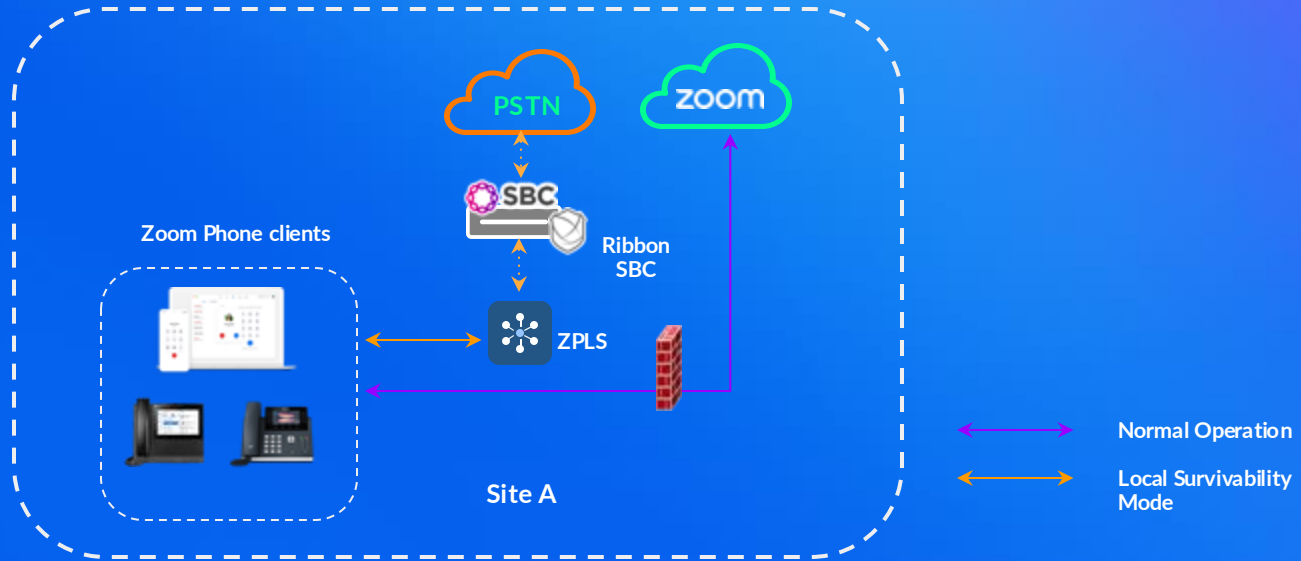
Main Number Handling

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!

