

Reimagine teamwork with

zoom Workplace



Meetings



Team Chat



Phone



Mail & Calendar



Scheduler



Clips



Whiteboard



AI Companion



Docs



Notes



Rooms



Workspace
Reservation



Digital Signage



Visitor
Management



Workvivo

AI-powered collaboration platform

Streamline
communications

Optimize in-person time

Increase employee
engagement

Improve productivity

Safe harbor statement



The statements and information provided herein are intended solely to outline general product direction and should not be relied upon in making a purchasing decision and does not represent a commitment or legal obligation to deliver any material, code, or functionality. The statements and information provided are intended for informational purposes only and may not be incorporated into any contract. Any services, products, or functionality referenced that are not currently available are subject to change at Zoom's sole discretion and may not be delivered as planned or at all. Customers who purchase from Zoom should make their purchase decisions based upon currently available pricing, features and functions.

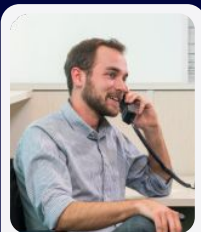
Any forward-looking indication of plans for products, including the development, release, and timing of any features or functionality, is preliminary and all future release dates are tentative and are subject to change without notice.

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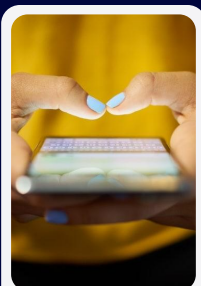
We're in a communication and collaboration revolution



Meet in person



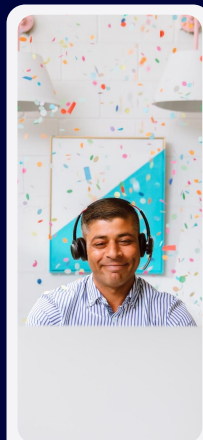
Teleconference



Messaging



Screen share



Employee Engagement



Next-gen productivity

DAWN OF WORK

INFORMATION AGE

COLLABORATION ERA

Zoom's journey driven by rapid innovation



A Gartner Magic Quadrant Leader - UCaaS



A G2 Leader in UCaaS Platforms, VoIP, and Video Conferencing



A TrustRadius Top Rated Vendor

- Meetings
- Team Chat
- Webinars
- Rooms

2011-2014

- Phone
- Developer Platform
- App Marketplace
- Digital Signage

2015-2019

- Events
- Whiteboard

2020-2021

- Contact Center
- Virtual Agent
- Revenue Accelerator
- Mail & Calendar
- Workspace Reservation

2022

- AI Companion
- AI Expert Assist
- Workvivo
- Workforce Engagement
- Scheduler
- Docs
- Notes
- Clips
- Huddles
- Visitor Management

2023

Flexible work is challenging

↓
Communications
overload

80%

of global workers
experience information
overload¹

↓
Teams are disengaged
and uninspired

72%

of employees don't feel
connected to their
organization's mission or
purpose²

↓
Employees don't find
office time worthwhile

60%

of employees say the cost
[financial, time, and energy]
of going to the office
outweighs the benefits³

↓
Time wasted on
repetitive tasks

60%

of a person's time at work is
spent on work about work,
not on skilled work⁴

Sources:

1 [Opentext](#), Unlock the information advantage to combat information overload, 2022

3 [Harvard Business Review](#), 9 Trends That Will Shape Work in 2024 and Beyond, January 2024

2 [Gallup](#), 6 Workplace Trends Leaders Should Watch in 2024, Dec 2023

4 [Asana](#), Anatomy of Work Index, Jan 2024

Reimagine teamwork

Reimagine how your teams work with an AI-powered collaboration platform built for modern work.



Streamline
communications



Increase employee
engagement



Optimize
in-person time



Improve
productivity

zoom Workplace



Meetings



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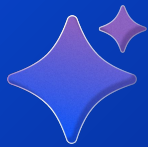
Digital
Signage



Visitor
Management



Workvivo



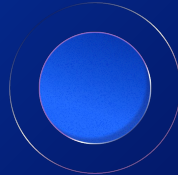
Powered by AI

Drive impact with AI Companion included at no additional cost for paid plans



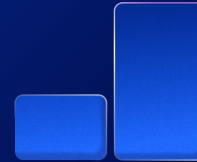
It just works

Feel confident in your technology with trusted, easy-to-use solutions



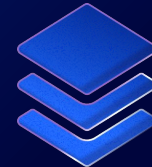
All-in-one

Communicate and collaborate effortlessly with a single solution



Cost-effective

Increase business value and lower your total cost of ownership

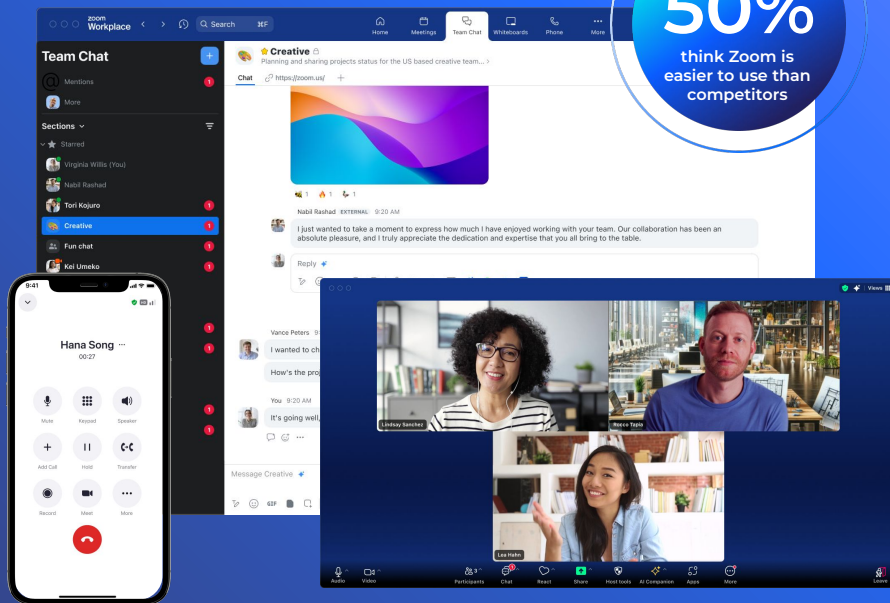


Open platform

Enable seamless experiences and choice by integrating with your preferred business apps

50%

think Zoom is easier to use than competitors



Streamline communications

AI-powered communications that work together effortlessly

- ✓ Reduce communication silos
- ✓ Easily access information and assets to keep projects moving forward
- ✓ Automate communications using AI and workflow automation
- ✓ Empower distributed and global workforces*
- ✓ Connect easily with external contacts



AI Companion



Meetings



Team Chat



Phone



Mail & Calendar



Scheduler

Zoom Workplace communications solutions

AI-powered communications that work together effortlessly



Meetings

Best-in-class, trusted video meetings



Team Chat

Messaging, file sharing, and continuous meeting chats



Phone

Modern phone system that's easy-to-use



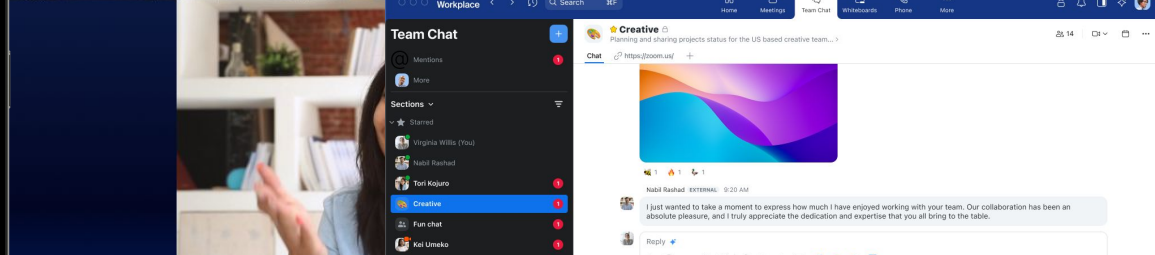
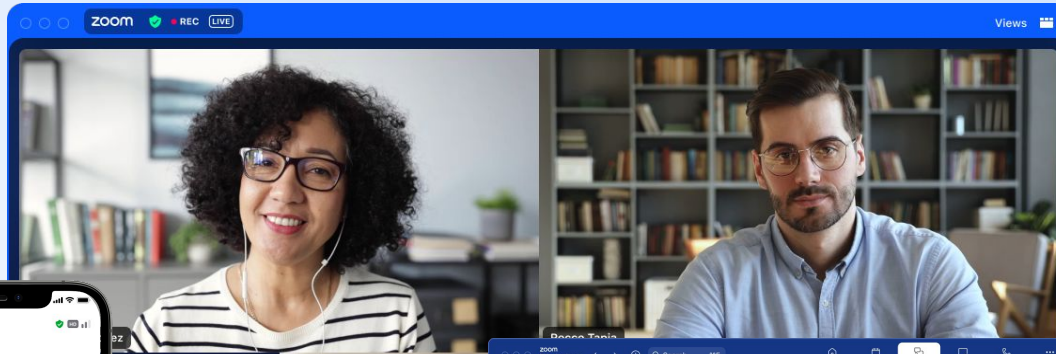
Mail & Calendar

Zoom service and Microsoft and Google integration



Scheduler

Streamlined appointment scheduling





zoom AI Companion

The smart assistant that empowers you to increase productivity, improve team effectiveness, and enhance skills



Included at no extra cost

Zoom AI Companion is included at no additional cost for customers with the paid services in their Zoom user accounts.*

Federated



High quality

Zoom's unique federated approach provides flexibility to choose & deploy the right AI models to deliver high-quality results.

Empowering



Easy to use

Zoom AI Companion capabilities are embedded within the intuitive, simple, easy-to-use Zoom experience that you know and love to drive usage and adoption.



Platform-wide

Zoom AI Companion capabilities are available across the Zoom platform (Meetings, Team Chat, Phone, Mail, Whiteboard, Notes) and compatible third-party apps.

Responsible



Trusted

Zoom does not use customer data to train Zoom's or its third-party AI models. Zoom provides admins with control over activation and use of features and users with visibility when AI Companion is active in meetings.

AI Companion for communications

Get caught up fast with summaries

Meeting Summary for Marketing Sync

Hi Shawna,
Here's your meeting summary for Marketing Sync on 2/22/2023. This summary is auto-generated and may be inaccurate or misleading. Always check for accuracy. Have feedback?

Overview

Julie, from the marketing team, met with company executives Rob and Max to discuss the current marketing strategy's success, proposed new initiatives, data analytics implementation, competitive analysis, and budget allocation, with the executives expressing support and satisfaction with the overall budget.

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.

Full Recap

Julie met with Rob and Max to discuss the current state of the business and explore future plans to propel the company forward. Julie provided a comprehensive overview of the existing marketing strategy. With compelling data, she showcased the remarkable success the current strategy had achieved to boost brand awareness and drive impressive sales figures. Rob and Max were excited and appreciative of the outcomes that were presented.

Rob asked about the current state of the business. Julie is confident that the innovative marketing strategies, commitment to data-driven decision-making, and a firm grasp on the competitive landscape, will put the company in a strong position for continued success.

Edit

Click to rate the accuracy of this summary. ☆ ☆ ☆ ☆ ☆

Send

Zoom

Save time by eliminating
note-taking

Overview

Julie, from the marketing team, met with company executives Rob and Max to discuss the current marketing strategy's success, proposed new initiatives, data analytics implementation, competitive analysis plans, and budget allocation, with the executives expressing support and satisfaction with the overall budget.

Next Steps

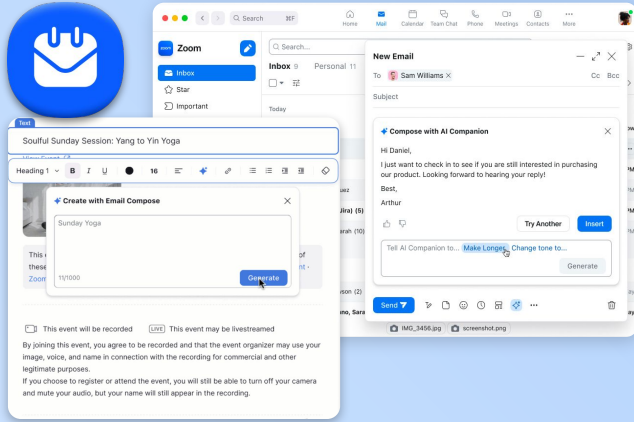
- Develop a detailed proposal for the new data analytics platform.
- Conduct a competitive analysis and share the results with Rob and Max.
- Allocate resources for the new marketing initiatives and establish KPIs to measure their success.

Reduce the time put into
establishing follow up

Share information faster and
reduce communication silos

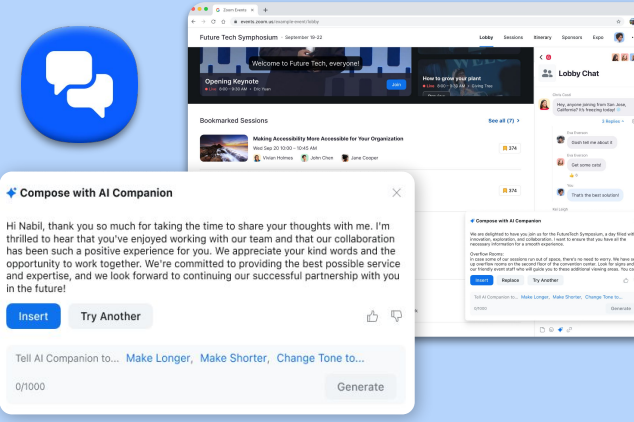
AI Companion for communications

Save time with composing



The screenshot shows the Zoom desktop application interface. A 'Compose with AI Companion' window is open over an email draft. The email text reads: 'Hi Daniel, I just want to check in to see if you are still interested in purchasing our product. Looking forward to hearing your reply! Best, Arthur'. The AI Companion window has a text input field containing 'Tell AI Companion to... Make Longer, Change tone to...' and a 'Generate' button. Below the input field, it shows '0/1000' characters used. To the left, another window titled 'Create with Email Compose' is visible, showing a 'Sunday Yoga' event card with a 'Generate' button. The Zoom event page in the background includes a recording consent notice.

Respond to emails faster



The screenshot shows the Zoom desktop application interface with a chat window open. A 'Compose with AI Companion' window is open over the chat. The chat message text reads: 'Hi Nabil, thank you so much for taking the time to share your thoughts with me. I'm thrilled to hear that you've enjoyed working with our team and that our collaboration has been such a positive experience for you. We appreciate your kind words and the opportunity to work together. We're committed to providing the best possible service and expertise, and we look forward to continuing our successful partnership with you in the future!'. The AI Companion window has a text input field containing 'Tell AI Companion to... Make Longer, Make Shorter, Change Tone to...' and a 'Generate' button. Below the input field, it shows '0/1000' characters used. The chat window in the background shows a 'Future Tech Symposium' lobby chat with various session cards and a 'Lobby Chat' window.

Engage quickly over chat

Increase employee engagement

Reach and engage your entire workforce with community-led internal comms

- ✓ Keep employees informed and get your message company-wide
- ✓ Create a sense of belonging through shout outs and community spaces
- ✓ Easily find information and resources
- ✓ Gain insights from your employees

18-43%
Less attrition¹



Workvivo

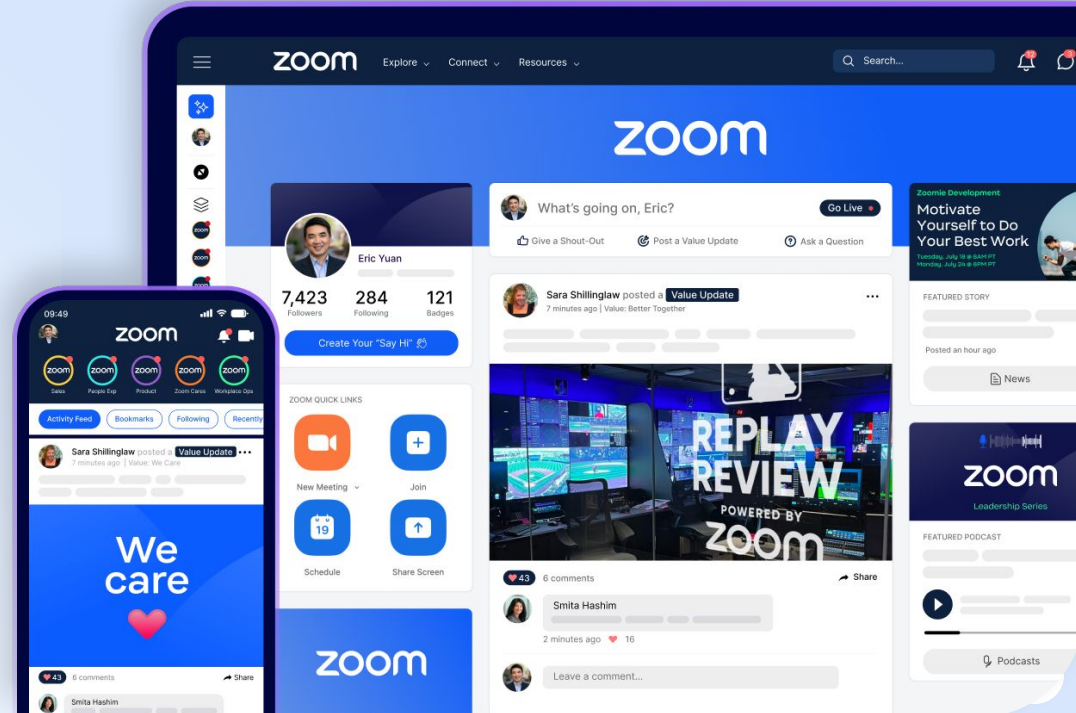
Zoom Workplace employee engagement solutions

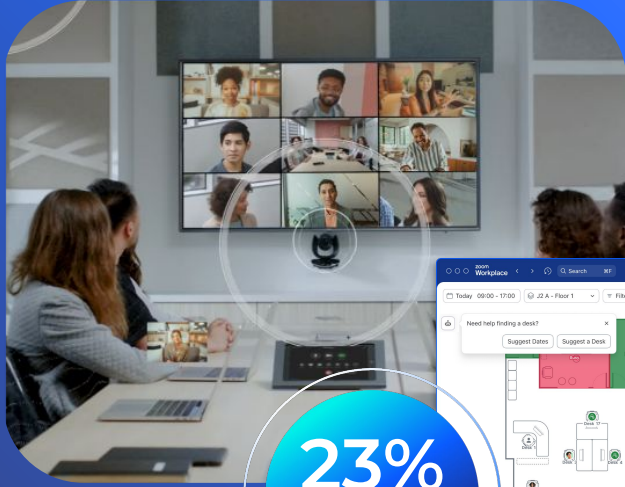
Workvivo: The digital heart of your company

Benefits

- ✓ **Multiple ways to communicate:** Activity feed, livestream, podcast, newsletter
- ✓ **Stronger connections:** Social feeds, shout outs, community spaces
- ✓ **Streamlined communications and resources:** Modern social intranet with pages for assets and information
- ✓ **Insights to gather feedback:** Surveys, dashboards, content analytics
- ✓ **Natively integrated into the Zoom app**

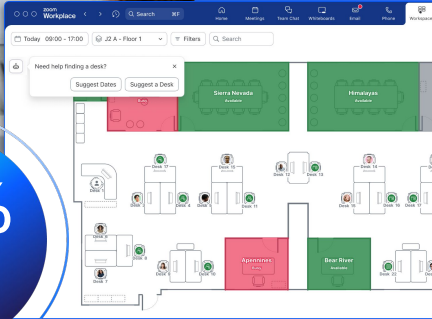
zoom





23%

Lower TCO for Zoom Rooms compared to competitors



Rooms



Workspace
Reservation



Visitor
Management



Digital
Signage

Optimize in-person time

Improve office experiences and
flexible work collaboration

- ✓ Collaborate better across hybrid teams with AI
- ✓ Maximize office space with flexible workspace solutions
- ✓ Host professional customer and partner meetings
- ✓ Navigate the office easily
- ✓ Foster trusted company culture and keep employees informed

Zoom Workplace spaces solutions



Flexible, collaborative spaces of all sizes



Built for modern, hybrid work



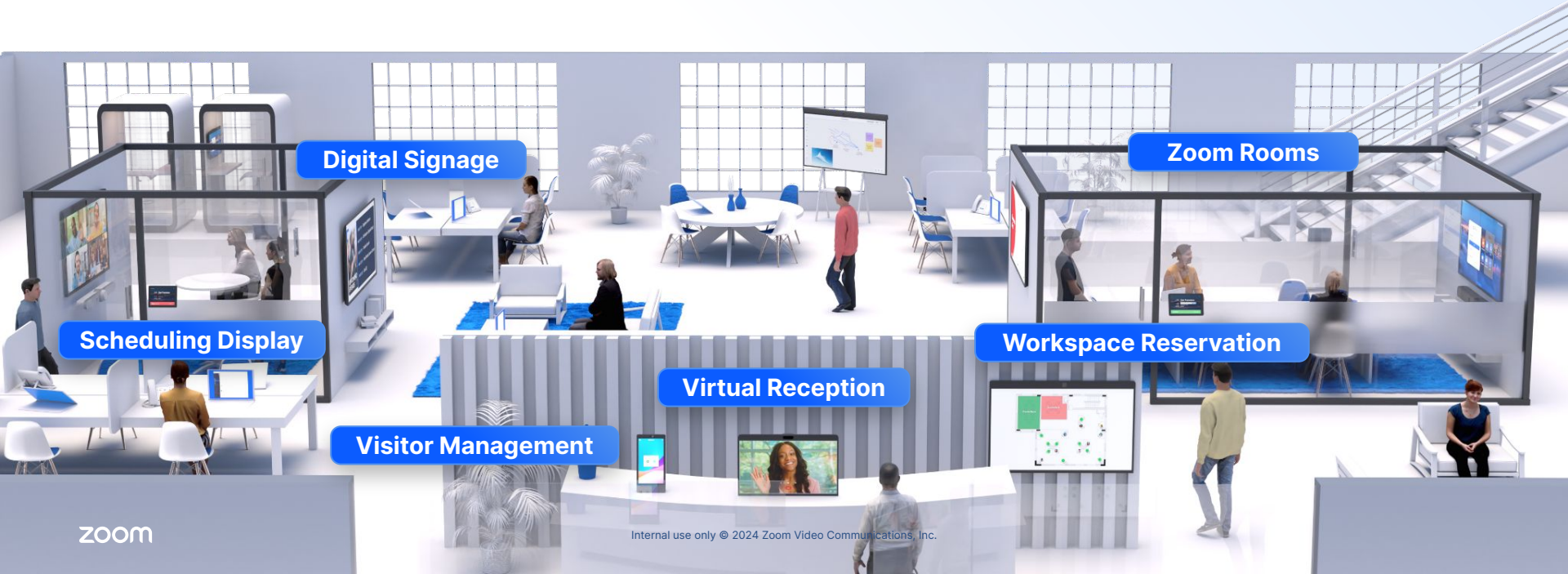
Easy to set up, manage, and use



Robust third-party hardware ecosystem and interoper capabilities



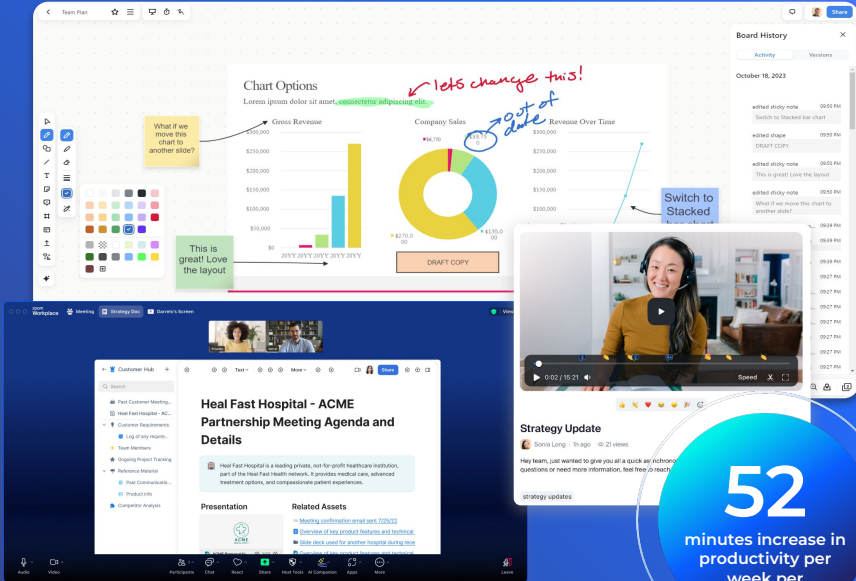
Workspace and visitor management



Improve productivity

Collaborate better across teams, locations, and timezones

- ✓ Improve brainstorming, project planning, and decision making
- ✓ Use AI to keep teams informed and aligned
- ✓ Drive better meeting outcomes with better preparation and follow through
- ✓ Get your message out to a wider audience
- ✓ Onboard and train employees faster



AI
Companion



Docs
Coming soon



Whiteboard



Notes

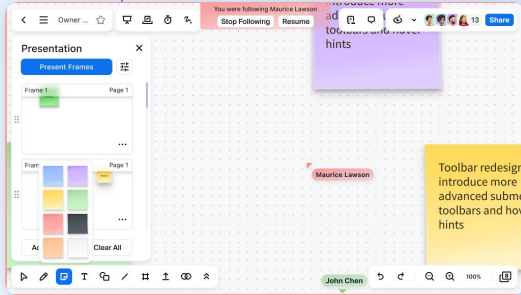


Clips

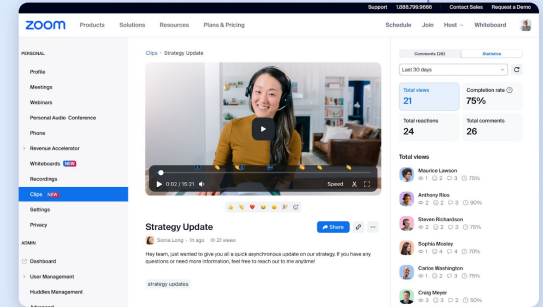


Surveys

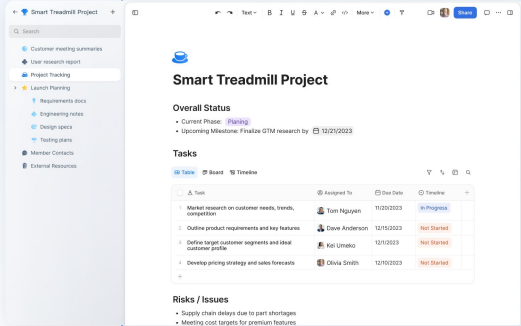
Zoom Workplace productivity solutions



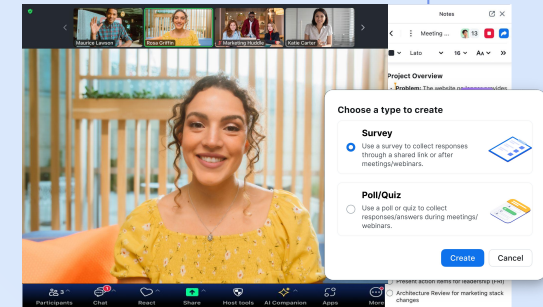
Whiteboard
Virtual canvas for brainstorming and learning



Clips
High-quality, short-form video messages



Docs
Customizable workspace for documentation, projects & wikis
(coming soon)

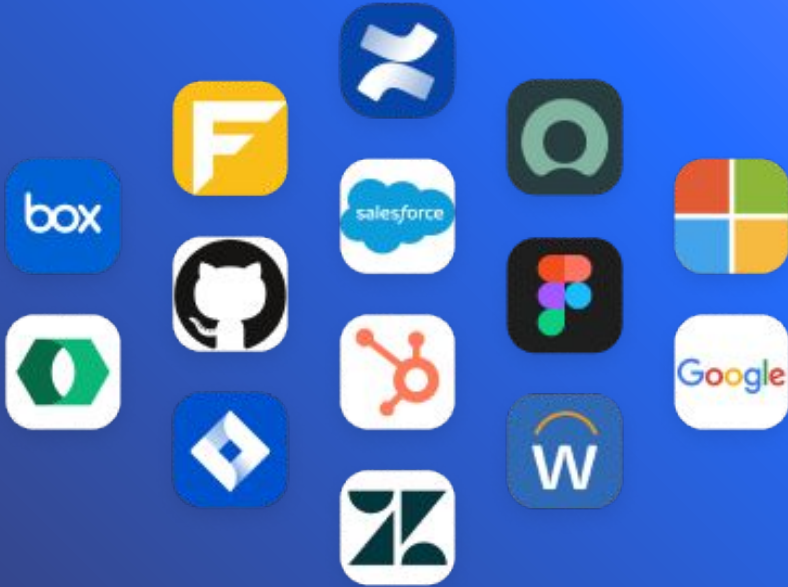


Notes & Surveys
Keep information organized and gather insights

Enable seamless experiences

Open platform enabling best-in-class collaboration and offering customers choice with integrations to Microsoft, Google, and others

- ✓ Work within your preferred applications and meet different team needs
- ✓ Surface apps within the Zoom platform or embed Zoom services into third-party applications
- ✓ Seamlessly manage meetings and calls, and log activity across different apps
- ✓ Access, share, and collaborate across different tools
- ✓ Quickly find information, get updates, and streamline tasks and processes



Zoom Workplace bundles for enterprises

Zoom Workplace Enterprise Essentials

50+ seats

Collaboration-centric plan for hybrid work

500 Meeting Participants

Unlimited Cloud Storage

Unlimited Whiteboards

AI Companion

Scheduler

Automated Captions & Translations

Team Chat

Mail, Calendar, Scheduler

500 Webinar Attendees

Workspace Reservation / Visitor Mgmt

Productivity: Clips, Notes, Surveys

Single Sign-On Security

ALSO INCLUDES

Zoom Rooms (1:25) Conference Room Connector (1:25)

Integrations with Microsoft, Google, Salesforce, Servicenow, and more

Zoom Workplace Enterprise Plus

50+ seats

Adds Zoom Phone, Whiteboard+, and Sessions

1,000 Meeting Participants

1,000 Sessions Attendees

Rooms & Conference Room Connector

Phone & Power Pack

Common Area Phones

Whiteboard Plus

Customer-Managed Key

Includes everything in **Enterprise Essentials**

Zoom Workplace Enterprise Premier

50+ seats

Adds Zoom Phone calling plan & Zoom Mesh

Unlimited Zoom Phone Calling

Mesh

Rooms (1:25)

Conference Room Connector (1:25)

Includes everything in **Enterprise Plus**

Get the full Zoom Workplace experience

Workvivo Business Plan

100-2000 employees

Workvivo Enterprise Plan

2000+ employees

¹ For Named Host. For Active Host, add \$5 per month/user.

All capabilities are 1:1 (for every license you get 1 of each item) unless otherwise noted

\$14.99

per month/user¹

Zoom One Pro

1-9 seats

Includes Zoom Meetings, Whiteboard, Team Chat, Mail, and Calendar

100 Meeting Participants

AI Companion

Team Chat

Productivity: Clips, Notes, Surveys

Mail and Calendar

3 Whiteboards + 25 GB storage

5GB Cloud Storage

Automated Captions

Integrations with Microsoft, Google, Salesforce, Servicenow, and more

Add-on options for all plans

Large meetings

Cloud storage

Translated captions

Webinars

Events and Sessions

Phone

Revenue Accelerator

Calling plans

Common area phones

Power Pack

Workspace Reservation

Rooms

Conference Room Connector

Contact Center

\$21.99

per month/user

Zoom One Business

10+ seats

Adds more capacity and users

300 Meeting Participants

Unlimited Whiteboards

Scheduler

Single Sign-On Security

Managed Domains

Branding

Also includes everything in **Zoom One Pro**

\$27

per month/user

Zoom One Business+

10+ seats

Adds Zoom Phone, Workspace Reservation, Translations, and Cloud Storage

Phone*

Workspace Reservation / Visitor Mgmt

Translations

10GB Cloud Storage

Also includes everything in **Business**

Unlimited Regional Calling & Global Select options, extra \$5 for Global Select



SMB plans

Total Cost of Ownership

Savings beyond the license fee

AI Included

Generative AI assistant included at no additional cost ¹

34% less

Implementation and training costs ²

33% less

Annual management cost ²

License

Simple and transparent licensing, with no hidden fees and AI included



Implementation

Intuitive admin portal saves time in provisioning tasks to accelerate adoption



Operations

Renowned ease-of-use allows you to support more end-users with fewer FTEs

¹ As of September 2023, other vendors advertise charging up to \$30 per user per month.

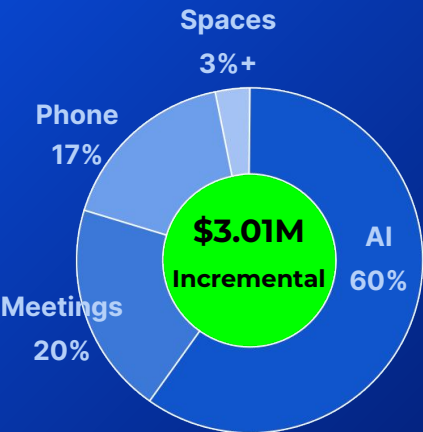
² As compared to the average of all platforms, according to a 2023 Zoom-commissioned Metrigy study

AI-enabled collaboration for less with Zoom Workplace...

Existing Microsoft Office 365 Microsoft/Office 365 E3

Sample enterprise setup of

- 5,000 Users
- 2,500 Phone Users
- 100 Common Area Phones
- 200 Room Systems



AI

Meetings

Phone

Spaces

Events



Zoom		Microsoft	
Zoom Workplace Enterprise Premier	\$350/year	O365 E3/M365 E3	Included
AI Companion	Included	Microsoft Copilot (5,000 users)	\$360/year
Live Translation	Included	Teams Premium (5,000 users)	\$120/year
Meeting Summary	Included	Teams Phone w- Calling Plan (2,500 Phone Users)	\$180/year
Zoom Phone w- Domestic Calling Plan (2,500 Phone Users)	Included	Teams Shared Device	\$96/year
Common Area Phones	Included	SMS	3rd Party
SMS	Included	Teams Room Pro	\$480/year
Zoom Rooms	Included	Cloud Video Interop	3rd Party
Conference Room Connector	Included		3rd Party
Visitor Management	Included	Microsoft Places	Not Available
Workspace Reservation	Included		3rd Party
Zoom Sessions	Included		3rd Party
Annual cost per user:	\$350	Annual cost per user:	\$602
Total annual cost:	\$1,750,000	Total annual cost:	\$3,009,600

Calculation based on publicly available US\$ list pricing at the time of writing. Assumptions include 5000 knowledge workers, Microsoft Office 365 E3 licensing in place, 200 video enabled conference rooms with existing compatible hardware, 100 common area phone systems with compatible hardware. Assuming all users receive a Copilot license. 3rd party licensing not included in calculation. Costs for shared resources (room systems, common area phones) distributed across user count. Spaces cost does not account for 3rd party add-on's necessary to match Zoom core functionality.

The ROI of an all-in-one platform

PRODUCTIVITY

83%

agree or strongly agree that using a single communications platform makes them more productive ¹

TIME SAVED

2hrs

48% of respondents save **at least 2 hours** per week by limiting workflow distractions when using a single platform ¹

PREPAREDNESS

82%

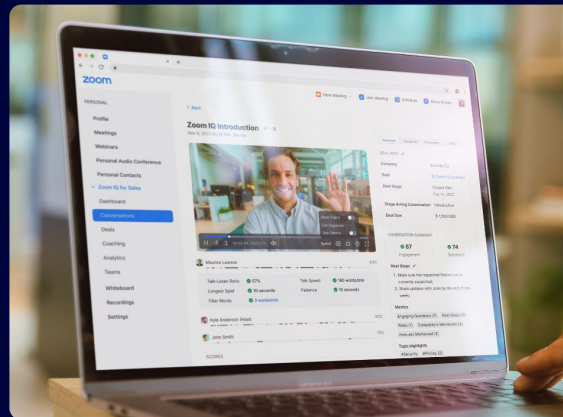
agree that they are more prepared due to continuous meeting chat¹

Organization

78%

Or respondents agree that a unified platform helps them better manage their work ¹

Reimagine how you connect, collaborate, and create





APPENDIX

Enterprise

10+ seats

Ideal for collaboration + BYOC

500 Meeting Participants
Unlimited Cloud Storage
Unlimited Whiteboards
AI Companion
Automated Captions
Team Chat
Mail and Calendar
500 Webinar Attendees
Workspace Reservation
Huddles
Productivity: Clips, Notes, Surveys
Single Sign-on Security
Phone Pro

Add-on options for all plans

Premier Support	Revenue Accelerator
Events	Calling plans
Hardware	Common area phones
Contact Center	Power Pack

Enterprise Essentials

50+ seats

Collaboration-centric plan for hybrid work

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Unlimited Cloud Storage
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1,000 Sessions Attendees
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Enterprise Premier

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Unlimited Zoom Phone Calling Mesh
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Conference Room Connector (1:25)

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Enterprise plans

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