

zoom

AI Expert Assist and AI Companion for Contact Center



A short guide to understanding the two levels
of AI-powered assistance in Zoom Contact Center



AI Companion for Contact Center

An AI assistant to help agents work smarter and faster

Included with every Zoom Contact Center license, AI Companion for Contact Center summarizes conversations, generates follow-up tasks, and analyzes customer sentiment, helping to streamline agent workflows and enable smoother handoffs.

Key Features:

- ✓ Delivers conversation previews and summaries for seamless agent handoffs
- ✓ Highlights live sentiment and speech analytics for agents and supervisors
- ✓ Auto-generates next-steps for improved customer follow-up



AI Expert Assist

Expert AI actions and insights to guide your service to higher levels

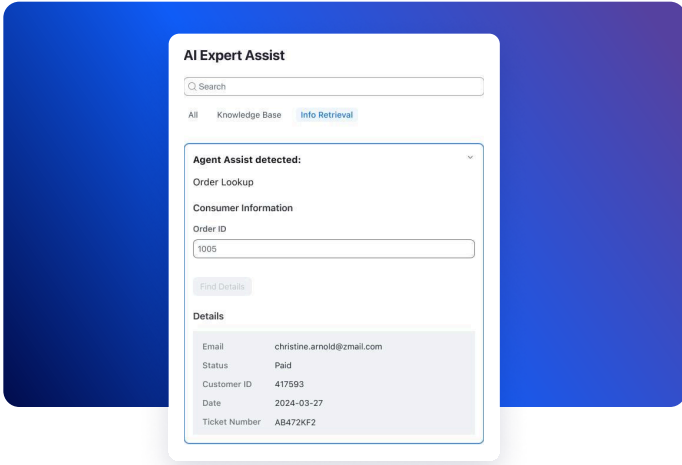
AI Expert Assist intelligently draws information from CRMs, knowledge bases, and more to deliver real-time assistance, empowering your agents to provide their best support and resolve more complex issues.

Key Features:

- ✓ Surfaces customer information from CRMs and other custom apps directly in agent desktop
- ✓ Intelligently retrieves best responses from knowledge bases
- ✓ Automates wrap-up with a one-click, post-call summary to save time and ensure consistent quality

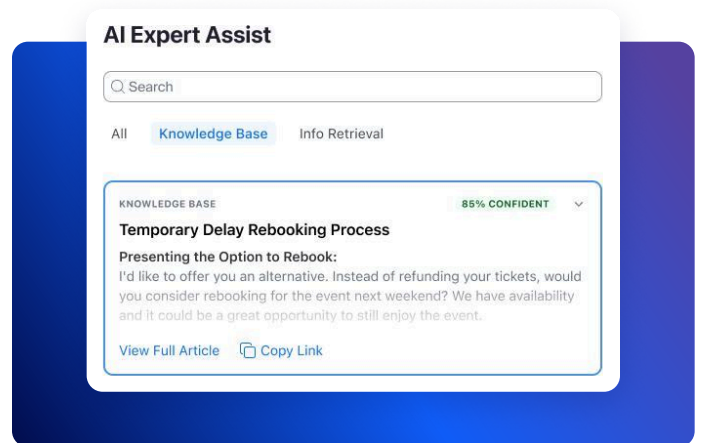
AI Expert Assist

Zoom AI Expert Assist provides your team with the right knowledge at the right time, intelligently suggesting the best agent responses from a curated set of knowledge bases, CRMs, and other systems of record. AI Expert Assist helps transform your newest agents into top performers, saves everyone time on administrative tasks, and powers better, faster customer engagements.



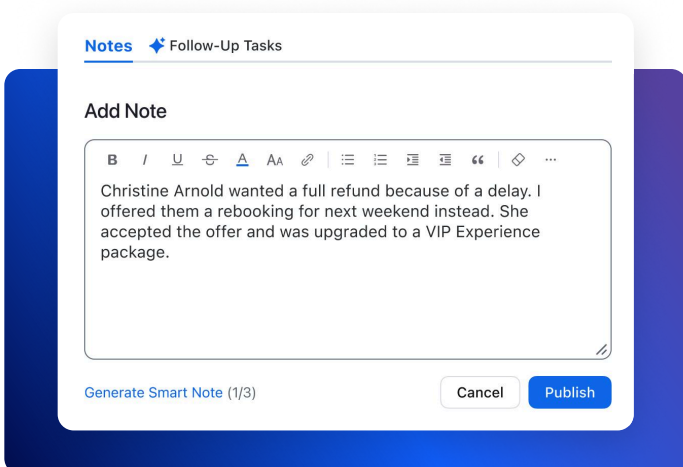
Real-time agent guidance

AI Expert Assist provides the real-time AI-powered guidance your agents need based on context from the customer conversation. It intelligently retrieves information from different sources, like a CRM or other custom data apps, and surfaces it for agents right inside of their Agent Desktop to keep customer interactions moving along quickly.



Knowledge and information at your agent's fingertips

Instantly provides the best articles, how-to's, and other instructions from one or more of your company's knowledge bases. Agents proactively get the support they need without performing time-consuming manual searches or asking for help.

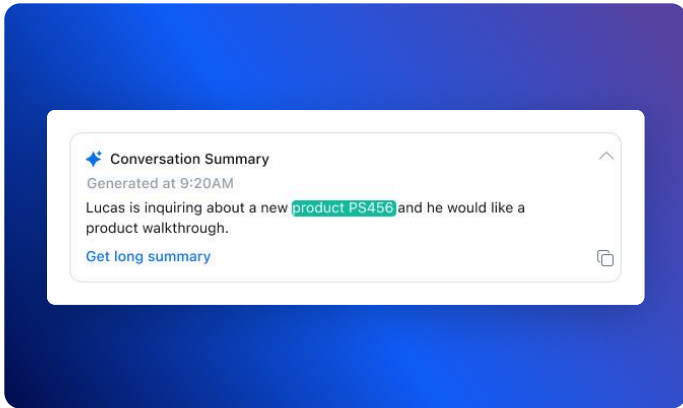


Reduce post-call admin work

Streamline the work agents need to complete after customer engagements. With a single-click, agents generate a Smart Note that summarizes the conversation, with an option to review and quickly make edits if needed. The agents get critical minutes back and your post-call documentation is more complete and consistent.

AI Companion for Contact Center

Included with every Zoom Contact Center license, AI Companion for Contact Center improves productivity by enabling smoother handoffs, providing speech and sentiment analysis, and generating post call tasks.

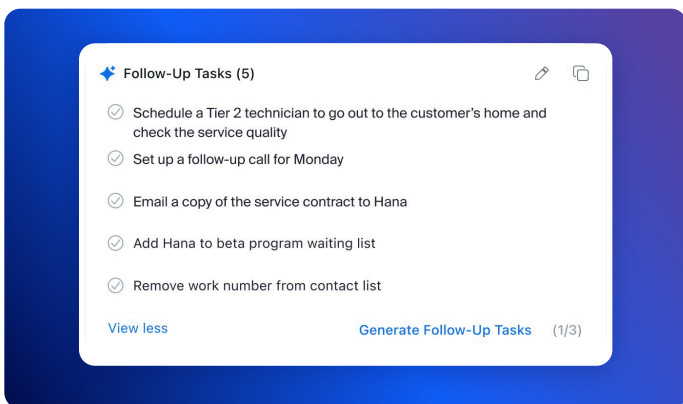
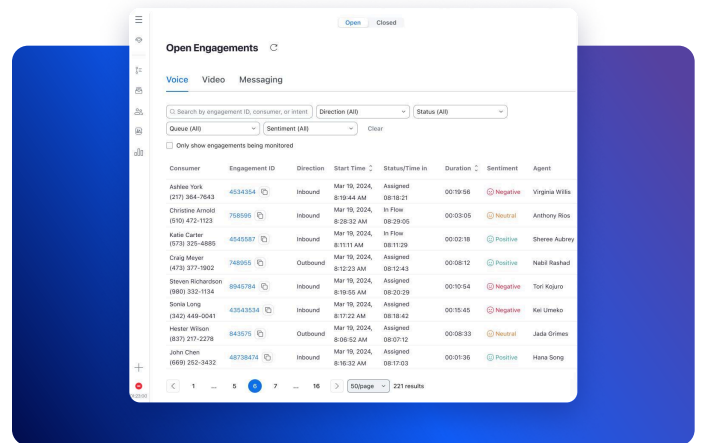


Conversation summaries for seamless handoffs

Give agents the context needed to seamlessly pick up a customer conversation or escalation from another agent or channel. Your agents will be better prepared and your customers won't have to painfully repeat their issues – a win-win. The agent can pull up a Conversation Summary at any time during the engagement to make sure they have details correct. Keywords are highlighted and linked to the real-time call transcript for faster navigation.

Engagement insights for supervisors

While agents see a real-time view of a customer's sentiment, their supervisors can monitor all open engagements at once and access AI-generated sentiment and conversation summaries from a single dashboard. Supervisors can manage more effectively by quickly identifying which agents need extra assistance and then taking fast action.



Auto-generated next steps


Saves your agents critical minutes by automatically generating a set of action items for each agent to follow up on after a conversation is completed. This reduces post-call work for agents while also promoting better customer follow-up.

What's included

	Zoom Contact Center Package	
	Elite	Essentials & Premium
AI Companion for Contact Center		
Summaries at agent handoffs (between chatbot, chat, and voice engagements)	✓	✓
Engagement summaries for agents	✓	✓
Auto-generated follow-up tasks	✓	✓
Sentiment analysis and speech analytics	✓	✓
AI Expert Assist		
Knowledge base suggestions (multiple knowledge bases are supported)	✓	Add-on
Information retrieval from CRMs and other systems	✓	Add-on
Auto-generated post-call summaries	✓	Add-on

Take-Aways:

- Zoom Contact Center offers two-levels of AI features to turbo-charge your agents and improve customer experiences.
- AI Companion for Contact Center is included with every Zoom Contact Center license - an outstanding value and smart way to boost the productivity of your CX team.
- AI Expert Assist is included with our Elite package or as an add-on. It delivers real-time, AI-powered guidance informed by your back-end systems and knowledge base.
- New features are coming soon for both AI Companion for Contact Center and AI Expert Assist - contact us to learn more!



Learn More about Zoom Contact Center offerings

[See pricing](#)