

The New Hybrid Work Model

The need for a unified experience



The Surge in Video Meetings

Video conf surged in 2020
In 2021, video conferencing became the must-have UC&C application to support hybrid work. video is a more proven way to collaborate effectively



Unified Communications & Collaboration (UC&C) Voice and Messaging

Demands to offer multiple means of communicating—calls, voice, video meetings, and enterprise-grade messaging.



Team Collaboration as the New Dial Tone in the COVID Era

Many front-line worker jobs depend on team collaboration. Remote knowledge workers rely heavily on team collaboration tools



Intelligent UC&C Platform with team collaboration

Transition from analog features to true intelligent communications platforms. Seamless Modalities and Full Functionality

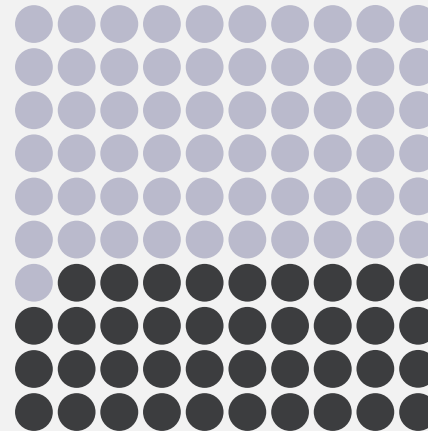
Future of Work

Demands:

- Seamless modalities and full functionality
- Robust analytics
- Automation
- Intelligence
- Easy processes
- UC&C + contact center
- Voice cloud migrations & hybrid cloud
- Team collaboration - the only way to make remote work a success
- APIs and new experiences
- Marketplace for integrations

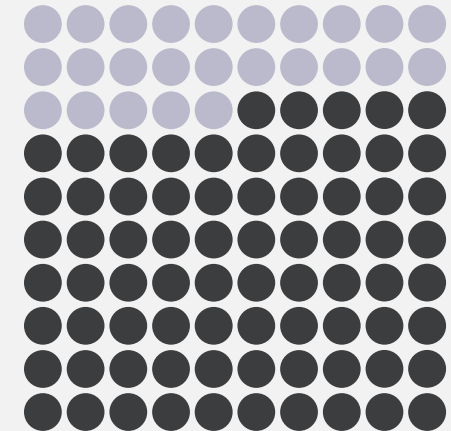
Gartner Research Report

39%



Knowledge workers surveyed said they may leave their job if they're expected to fully return in person

75%



Hybrid/remote workers have increased expectations around workplace flexibility

More than meetings, Zoom is focused on full UC&C platform



“I truly believe that a flexible workforce is something that employers will need to accommodate in order to have the best shot to attract and retain talent. As leaders, we need to consider what is possible and how we can best position our colleagues and organization for success. To help employers meet workers where they are, Zoom is building products that bridge the remote and in-office worlds. We've innovated our way from a video conferencing offering to a comprehensive communications platform that powers every type of organization.”

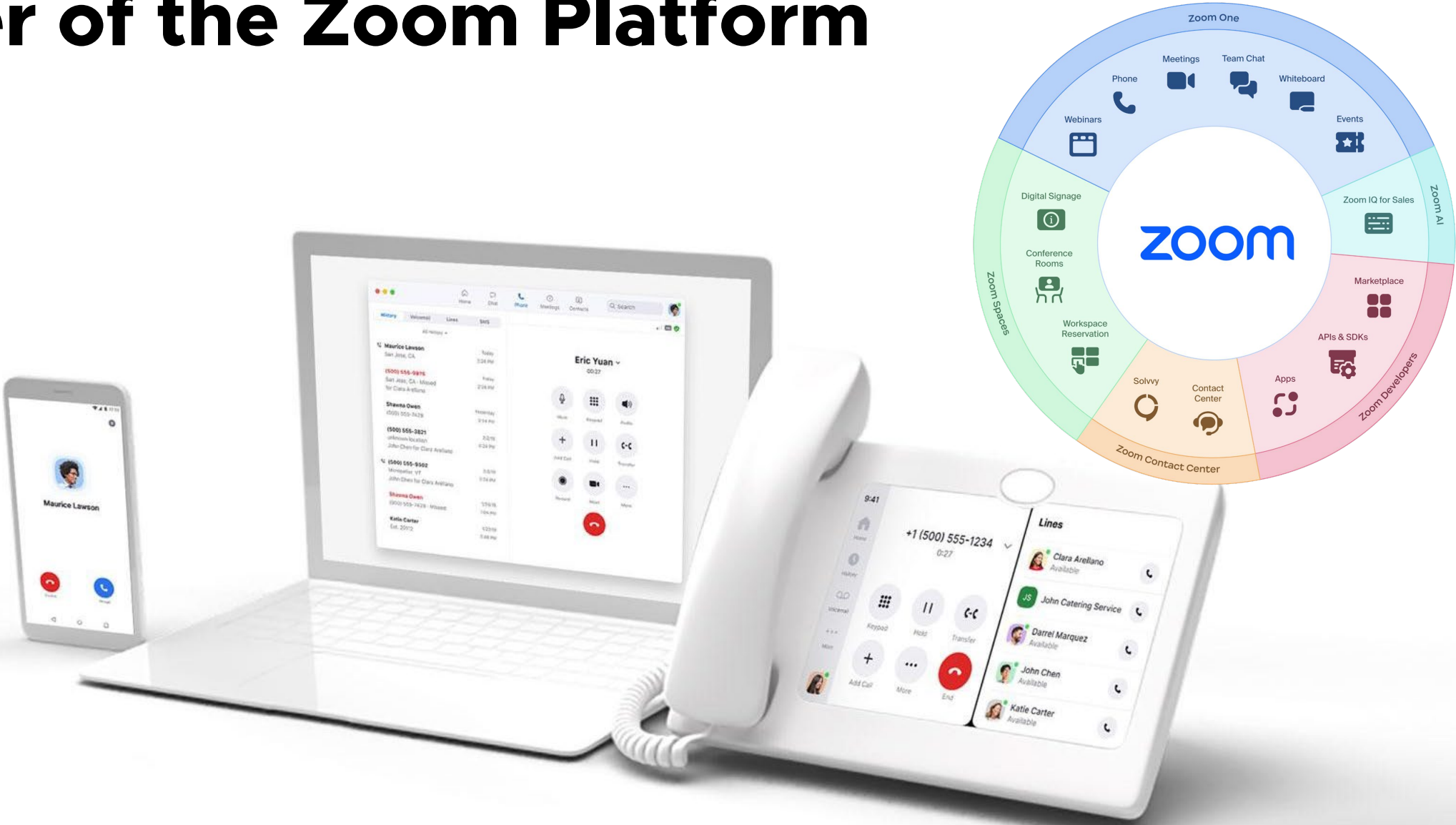


Eric S. Yuan

Founder & CEO

Zoom

Power of the Zoom Platform



The Power of One

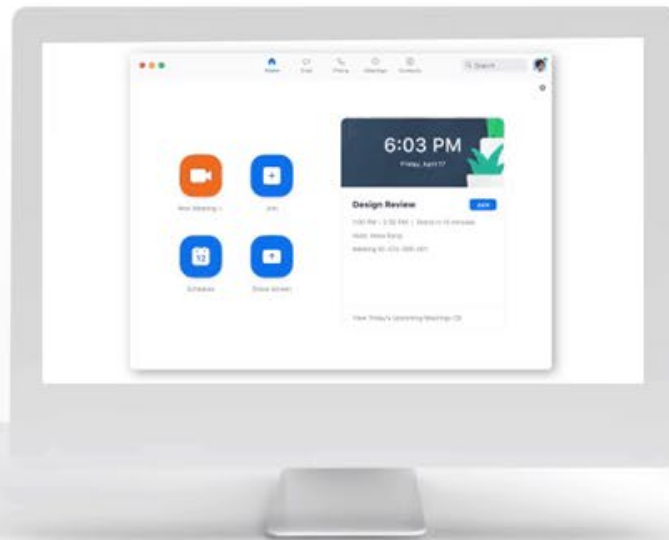
Reduce the complexity in your telecom portfolio and enable users to move effortlessly between:



One application running on one platform all delivered on a single core architecture.

ONE APPLICATION FOR:

zoom meetings





zoomphone

Capabilities



Modern Phone Solution

Full-featured Cloud PBX
Domestic & International
PSTN, Seamless workflow
with Zoom Meetings



Centralized Management

Single point of
administration, call detail
reporting, analytics &
monitoring



Secure & Reliable

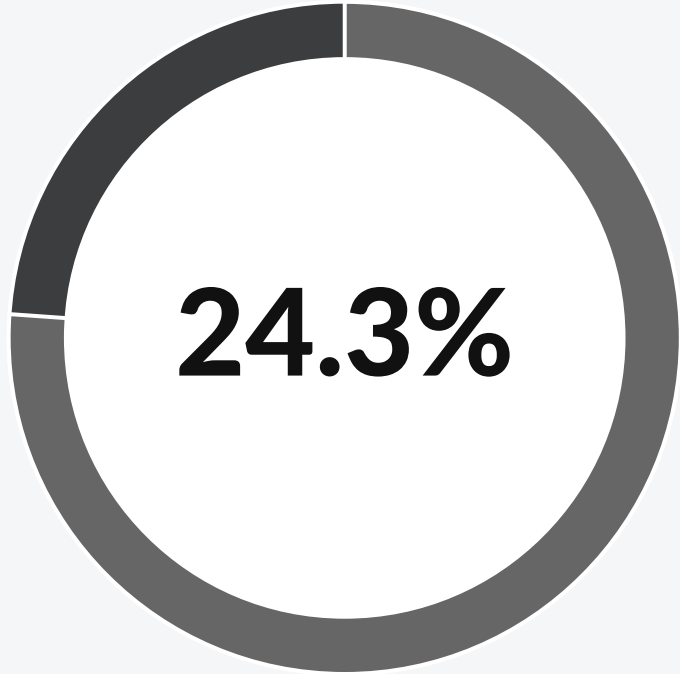
QoS delivered by an adaptive
rate codec, End-to-end
encryption (beta), globally
distributed datacenters,
secure HD voice



Robust Hardware Ecosystem

Broad set of hardware options
from handsets to analog devices
and infrastructure.

Standardize and Lower Your Costs



Average savings with switching to Zoom for 10K employee organization over 4 years

Metrigy Research, 2021

Zoom Lowest Operational Cost



ZOOM 101: Phone Features

zoomphone

Modern Phone Solution



Full-featured cloud PBX

Modernized, intuitive usability

See: [All ZOOM VoIP Features](#) for more info.

Elevate call
to meeting

Transfer
incoming
calls to
meetings

Dial by name
directory

Call
recording

Call
Monitoring

Video mail

Exec/
admin line
appearance +
delegation

Set up work
hours

Voice
message
transcribing

Intercom

Call Flip
move calls
between
devices

Move mobile
app calls
across Wifi/
data and
carrier

Call masking
/ privacy

Shared
voicemail

Compliance
features

Example Zoom Phone Customers

