



Zoom Phone

Datasheet

Zoom Workplace communications solutions

Modernize your business phone with AI



An easy-to-use business phone system built for everyone

Zoom Phone is a secure, seamless, and reliable AI-powered phone system. Its centralized management empowers admins, while the easy-to-use platform provides employees with the flexibility to manage calls from anywhere, on any device. Future-proof your business and forge stronger connections with the unparalleled capabilities of Zoom Phone.

Key Benefits

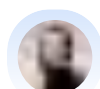
- **Feel confident in your phone**
Enable seamless and reliable communications, with a cloud phone system built with security from the start.
- **Elevate your customer experiences**
Exceed customer expectations by enabling seamless interactions and equipping employees with insights into areas of improvement.
- **Simplify management**
Get onboarded fast, easily manage users and permissions, and monitor service performance with Zoom Phone's intuitive, centralized admin portal.
- **Empower the modern workforce**
Enable your employees to work how and where they can be most effective while helping to boost efficiency with advanced calling capabilities across mobile, desktop, and devices.
- **Optimize the way you work**
Reduce friction across workflows with an all-in-one app powered by AI for your communications and collaboration needs and tight integrations with your favorite third-party apps.

37% Zoom costs 37% less to manage and operate

Zoom Commissioned Metrigy TCO Study 2023



"Zoom Phone has been incredibly valuable when it comes to keeping our teams connected. The one-click option to elevate calls to meetings allowed our users ease, and reduced time spent, alleviating the need to juggle multiple platforms. Zoom's pricing plans made it easy to roll out a single solution across our offices around the world."

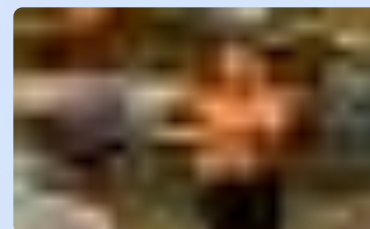


Susan Delaney
Director, Global IT Network Services

With **Zoom Phone**, you can securely and easily communicate and collaborate across locations, devices, and worker types. Zoom's all-in-one solution elevates your employee and customer experiences with robust, AI-powered voice, video, and chat, plus native integrations.

 Simplify management	→ Easily deploy and manage a robust telephony network with complicated configurations, regardless of your business size or location. → Connect in a way that works for you with PSTN connectivity in 49 countries and trunking options to work with your preferred carriers (BYOC). → Give your team access to the right resources fast with scalable management.
 Optimize the way you work	→ Boost collaboration with the Zoom mobile and desktop apps, which offer a single, unified solution for phone, team chat, meetings, and more. → Automate key tasks across your workday with AI-powered features like post-call summary, voicemail prioritization, and voicemail task extraction. → Elevate your calling capabilities with advanced features like video voicemail, call routing, and VIP delegation. → Work within your favorite apps with over 80+ integrations for Zoom Phone on the Zoom App Marketplace.
 Empower the modern workforce	→ Work effortlessly on the go with the ability to move calls between your desktop client, mobile app, or desk phone. → Seamlessly connect Zoom with desk phones and devices from leading manufacturers. → Support hybrid and frontline workers with mobile, industry, and hotdesking solutions.
 Feel confident in your phone	→ Keep data and calls safe with standards-based and end-to-end encryption options and certifications, attestations, and standards such as SOC 2. → Have peace of mind knowing your phone system will be up when you need it with support for up to 99.999% SLA. → Create resiliency in your infrastructure and provide business continuity in the event of lost connectivity to the cloud with Zoom Phone Local Survivability. → Keep employees safe with enhanced emergency calling that dynamically tracks location to ensure their location is up to date in the event of an emergency.
 Elevate customer experiences	→ Enable customers to receive customized services faster with features like auto attendant, call routing, call queues, the ability to elevate a call to a meeting, and more → Coach and support your team in real-time with supervisory controls like monitor, whisper, and barge, along with reporting and wallboard capabilities. → Gain insights into buyer engagement and sentiment, as well as the frequency and quality of conversations that signal opportunity health with Zoom Revenue Accelerator. → Address customer inquiries with automated and innovative omnichannel experiences across Zoom Phone, Zoom Team Chat, and Zoom Contact Center.

Support for leading hardware manufacturers.



Zoom Workplace

Reimagine teamwork with an AI-powered collaboration platform, Zoom Workplace. We make it easy to streamline communications, increase employee engagement, optimize in-person time, and improve productivity with simple pricing and bundling.

Ready to get started?

Contact your sales representative or visit zoom.com to learn more.