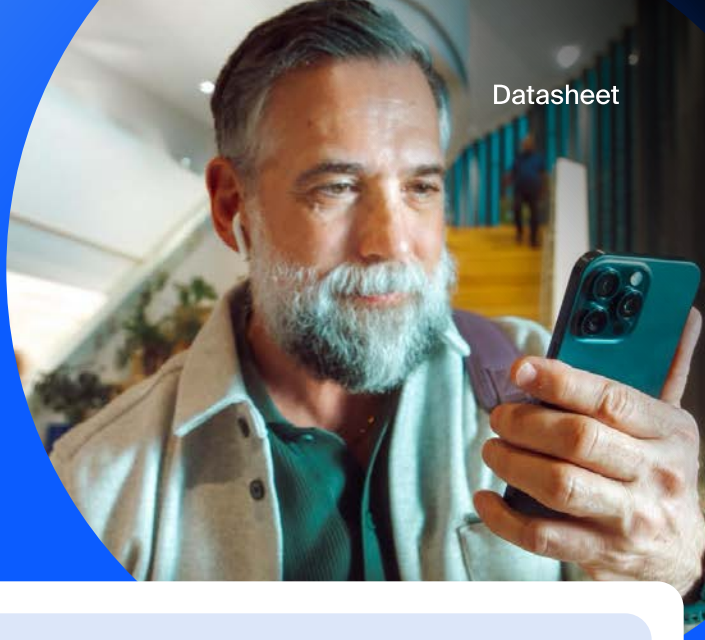
Virtual Agent

Datasheet



Empower your customers with smarter, AI-driven self-service

Zoom Virtual Agent is a smart AI agent that delivers conversational, brand-aligned customer care with advanced accuracy, helping businesses maximize self-service efficiency and elevate customer experiences.

Through autonomous AI-powered chat capabilities that seamlessly integrate human oversight, ZVA intelligently uncovers intents, retains contextual memory, and dynamically adapts to customer needs—so even the most complex tasks are completed with ease and confidence.

Leveraging LLM-powered AI, ZVA enhances automation with AI-driven bot flow generation and intelligent intent training for smarter and more efficient customer interactions.

With ZVA, businesses can provide instinctively intuitive interactions that boost self-service efficiency and streamline contact center operations, all while preserving their unique brand voice. Engineered for intuitive simplicity, ZVA deploys effortlessly and without disruption, driving results from the start.

1. **End-to-end problem solving at scale**

   Advanced machine learning and natural language processing handle complex inquiries, delivering accurate, fast responses for seamless customer experiences.

2. **Natural, context-aware conversations**

   Conversational, dynamic responses adapt to customer needs, making interactions feel natural and fluid.

3. **Personalized experiences**

   Create customized flows to adapt messaging based on customer profiles, past interactions, and real-time data — delivering more relevant and engaging experiences.

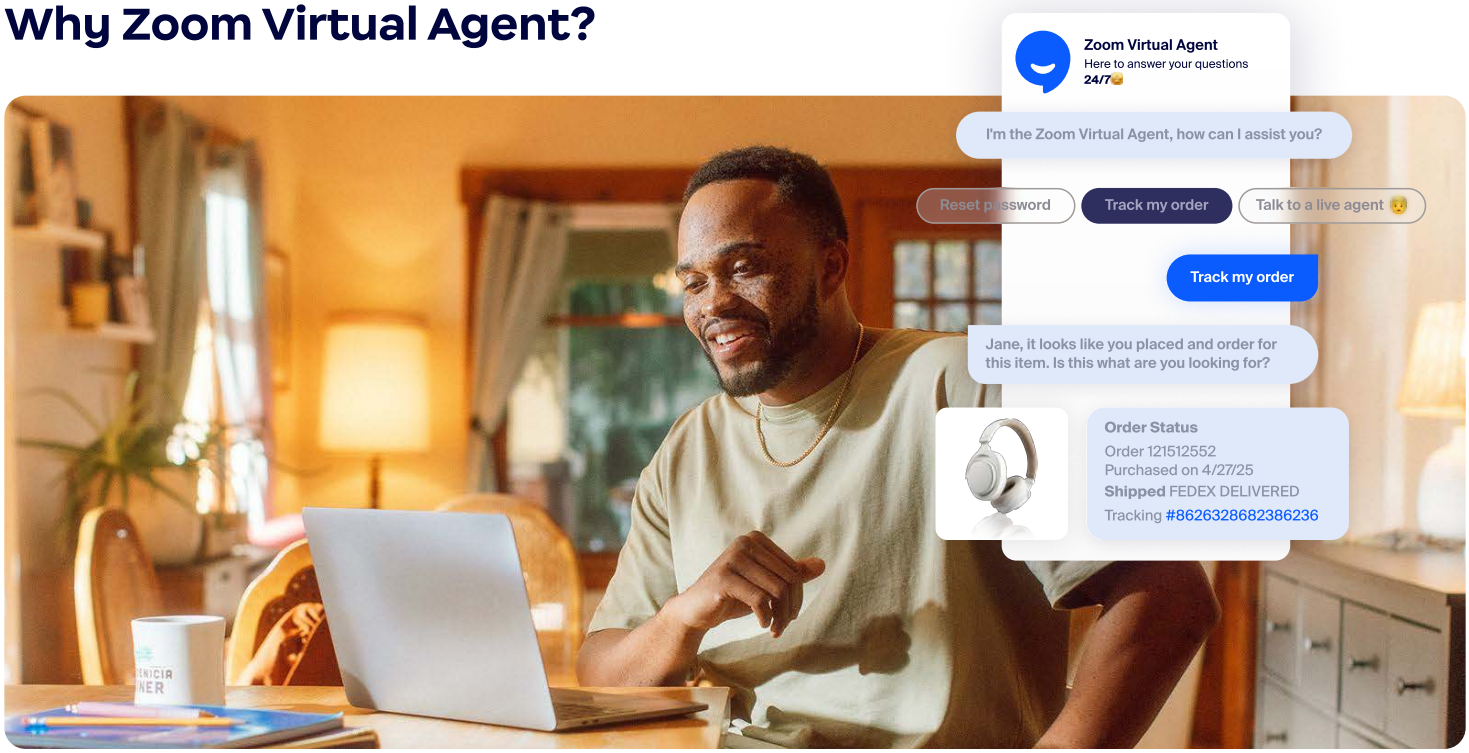
4. **Boost contact center efficiency**

   Reduce call volume to live agents, so your team can focus on higher-touch experiences that drive value.

5. **AI that protects your brand voice**

   Reinforces brand equity with AI-powered interactions that stay true to your brand through customizable controls and built-in guardrails

Why Zoom Virtual Agent?



Enhance customer experience with intelligent, scalable support

- **The right answers right now**
  Zoom Virtual Agent leverages machine learning to guide customers to accurate answers fast, reducing the burden on your team.
- **Embodies your brand voice**
  Align interactions with your brand voice and values with customizable AI and built-in guardrails to maintain consistency to your brand.
- **Plug & play deployment**
  Quickly set up and go live with minimal effort for fast time-to-value.
- **Automate smarter with AI**
  Harness LLM-powered AI to streamline bot flow and smarter interactions.
- **Engage customers globally**
  Leverage support for over 20 languages to drive seamless interactions across diverse markets.

Solve complex issues with personalized precision

- **Better understanding, higher accuracy**
  Natural language processing intelligently detects what each user truly needs and provides the best possible answer.
- **Always on**
  Deliver consistently great service across a host of service channels — web, mobile, and social — 24/7.
- **Personalized journeys**
  Create customized flows and messages for unique segments based on their profile or data attributes.
- **Intelligent hand-offs**
  Guide users to the correct channel or support agent when needed with the key details to keep everyone on the same page.

Boost contact center efficiency while saving money

- **Fast time to value**
  Deploys fast, crawls your knowledge base, reduces ticket volumes, and begins shortening handle times immediately.
- **Robust Integrations**
  Seamlessly integrates with leading CRMs (Salesforce, Zendesk, ServiceNow, Genesys, and more) as well as internal customer data platforms and e-commerce systems.
- **Boost agent retention**
  Improve the agent experience with fewer repetitive tickets/calls and detailed handoffs for faster resolutions.
- **Actionable analytics**
  Insights go beyond basic reporting to help you improve your product and support operations.

Virtual Agent

Meet Zoom Virtual Agent, your always-on AI teammate

Zoom Virtual Agent delivers fast, personalized assistance to elevate your customer experience, while reducing agent workload to help maximize team productivity.