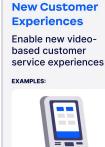
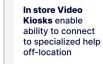
Zoom Customer Experience

- 1. Enable new video-based customer experiences
- 2. Support changing communication methods
- Handling routine interactions via automated assistants
- 4. Supporting a migration to a cloud-based delivery model
- Seamlessly integrate with key customer management systems
- Improving the value and productivity of the call center
- Improve collaboration with suppliers, back office and warehouse teams

UCaaS1

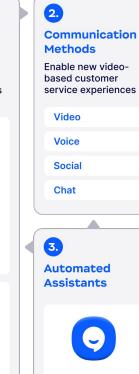


1.





Enable new **industry based** experiences like Telehealth



Virtual Agent automates a variety of customer interactions

4.

Cloud Based Delivery Model

Migrate to a cloud based Contact Center, enabling new opportunities for agents and other workers, Leverage new Al capabilities



5.

Corporate Systems

Integrate with CRM, ERP and other key corporate technologies





Workforce Management & Productivity tools aid managers to run the call center



7. Supplier/Back Office

Video/Phone & Chat improves collaboration with back office, warehouse and suppliers

