



# Zoom Phone Overview

Reimagine teamwork with an AI-powered  
modern business phone system

2024



# A Leader in the 2023 Gartner® Magic Quadrant™ for UCaaS, Worldwide

## A Leader for 4 years in a row

- A total solution that pairs employee and customer experiences with AI
- Flexibility to work with your preferred business apps within a seamless experience
- Support for hybrid and mobile work



Gartner, Magic Quadrant for Unified Communications as a Service, Worldwide, Rafael Benitez, Megan Fernandez, Christopher Trueman, Pankil Sheth, 28 November 2023

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Reimagine teamwork with

# zoom Workplace



Meetings



Team Chat



Phone



Mail &  
Calendar



Scheduler



Clips



AI Companion



Whiteboard



Notes



Rooms



Workspace  
Reservation



Digital  
Signage



Visitor  
Management



Workvivo

AI-powered collaboration platform

**Streamline  
communications**

**Increase employee  
engagement**

**Optimize in-person  
time**

**Improve  
productivity**

# Zoom Administrator Tools for Scale

## Administrative Management

- ✓ Unified meetings, phone, and chat administration
- ✓ Roles, permissions, and templates
- ✓ Dashboards for all workloads with customizable quality thresholds
- ✓ Provisioning and policy control
- ✓ Auto attendant and IVR management
- ✓ Contact Center administration

## Reporting and Analytics

- ✓ Real-time dashboard and historical reports
- ✓ Zoom usage, users, and devices
- ✓ Webinar registration, attendance, and Q&A
- ✓ Alerts and statistics of call quality
- ✓ Call detail reports
- ✓ 911 address locations



Available in:  
Simplified Chinese  
Traditional Chinese  
English  
French

German  
Japanese  
Portuguese

Spanish  
Russian  
Korean

# Top drivers for UC investments



Ease of use

**22.2%**

22.2% of organizations stated ease of management as a driver for UC investment

Simplification

**4 hrs**

Number of hours employees spend toggling between apps each week

Hybrid Work

**78%**

78% of enterprises say hybrid work will drive their adoption of a digital-first approach

Security

**25.9%**

25.9% of organizations stated improved security and governance as a driver for UC investment

EX + CX

**2026**

By 2026, businesses will differentiate based on connected employee and customer experiences

# Simplify Management

Easily manage users and capabilities and monitor performance



**37% less**  
management and operating  
costs

## **Connect in a way that works for you**

PSTN connectivity in 47 countries with multiple trunking options for BYOC models

## **Easily deploy a robust telephony network**

Streamline deployment and configuration with features like zero touch provisioning and bulk management

## **Scale management**

Give access to the right resources, whoever and wherever they are to make the business function

*Zoom Commissioned Metrigy 2023 TCO Refresh Study*



Phone

# Local PSTN Countries & Territories

## North America

- Canada
- United States
- Puerto Rico

## Latin America

- Argentina
- Brazil
- Chile
- Colombia
- Costa Rica
- Ecuador
- Mexico
- Panama
- Peru

<sup>1</sup> Metered calling only

<sup>2</sup> Emergency services not supported

<sup>3</sup> In beta

## Asia-Pacific

- Australia
- China<sup>1, 2</sup>
- Hong Kong SAR<sup>1</sup>
- India<sup>3</sup>
- Japan<sup>2</sup>
- New Zealand
- Singapore

## EMEA

- Austria
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Lithuania
- Luxembourg
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- United Kingdom



Phone



# Seamless connectivity across the globe

Flip between devices for interaction continuity

## Secure & Reliable

- QoS delivered by an adaptive rate codec
- Globally distributed datacenters
- Support up to 99.999% SLA
- Voicemail encryption
- Secure HD voice
- End-to-end encryption for one-on-one calls on the same account via the Zoom client



Phone

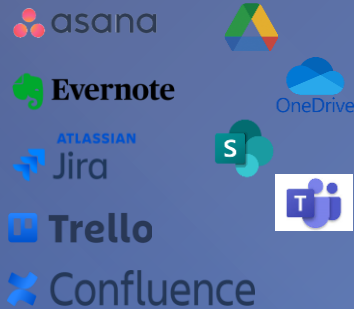


# Top Integrations

## Strategic Partnerships



## Collaboration



## Contact Center



## Recording & AI



## Customer Experience



## SD-WAN

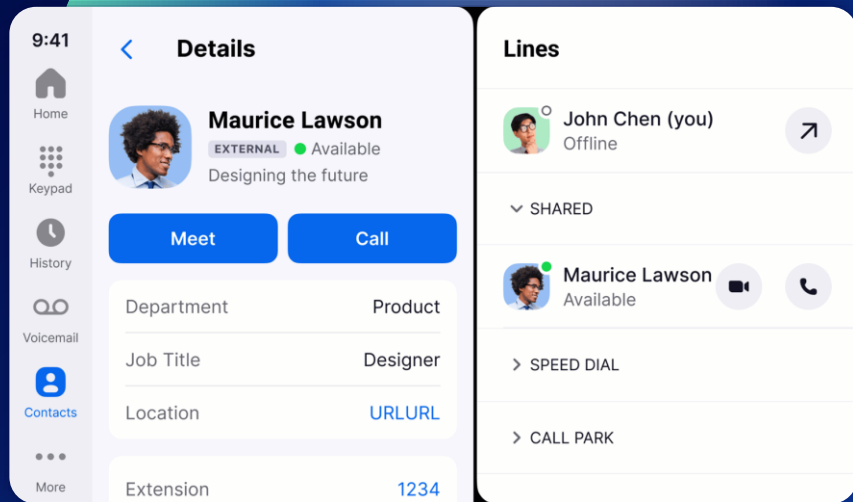


# Certifications, Standards, and Attestations



# Local Survivability

Keep your business connected, no matter what



## Business Continuity

Provide basic calling during outage.

*Ex: Healthcare - Calls between depts; nurse station to radiology*

## Emergency Calling

Provide ability to call out to Emergency services

*Ex: Education - schools calling out during disaster or lockdown*

## Main Number Handling

Ensure the main number can be handled during an outage

*Ex: Retail - Consumer call to customer service with payment info*



Phone