

KI für effiziente Kommunikation



Status und Ausblick

19. April 2024



Safe harbor statement



The statements and information provided herein are intended solely to outline general product direction and should not be relied upon in making a purchasing decision and does not represent a commitment or legal obligation to deliver any material, code, or functionality. The statements and information provided are intended for informational purposes only and may not be incorporated into any contract. Any services, products, or functionality referenced that are not currently available are subject to change at Zoom's sole discretion and may not be delivered as planned or at all. Customers who purchase from Zoom should make their purchase decisions based upon currently available pricing, features and functions.

Any forward-looking indication of plans for products, including the development, release, and timing of any features or functionality, is preliminary and all future release dates are tentative and are subject to change without notice.

No rights or obligations are to be implied. No license to any patent, mask work right, copyright, trade secret or other intellectual property right is hereby granted or implied, by estoppel or otherwise under any existing or future intellectual property rights of Zoom.

Agenda



- **Künstliche Intelligenz**
- **Überwinden der Sprachbarriere**
- **AI Companion**
- **Trends für die Zukunft**

Über Mich



Kurze Vita

- 2003: Diplom-Informatiker, Universität Karlsruhe (TH)
 - Thema: „Multilingual Articulatory Features“
- 2009: Promotion zum Dr.-Ing., Universität Karlsruhe (TH)
 - Thema: „Acoustic Modeling for Under-Resourced Languages“
- 2009-2021: Nachwuchsgruppenleiter „Multilinguale Spracherkennung“
- 2016-2021: KIT Associate Fellow
- 2015: Gründung der Karlsruhe Information Technology Solutions – kites GmbH
- Seit 2021: Director Research Science, Zoom Video Communications

Künstliche Intelligenz

Künstliche Intelligenz



Definition

- 1956 Dartmouth Workshop, John McCarthy:
 - AI is "the science and engineering of making intelligent machines, especially intelligent computer programs..."
 - KI ist die Wissenschaft und die Ingenieursleistung intelligente Maschinen zu bauen, insbesondere intelligente Computerprogramme
- Wikipedia: Anstrengungen, [...] Maschinen intelligent zu machen
- Problem: Nicht klar, was Intelligenz ist.
- Was ich mag: Die Wissenschaft, Maschinen in die Lage zu versetzen, geistige Probleme zu lösen, die bisher dem Menschen vorbehalten waren.

Künstliche Intelligenz



- John McCarthy:
 - Intelligence is the computational part of the ability to achieve goals in the world.
 - Intelligenz ist der Anteil des Berechnens an der Fähigkeit, Ziele in der Welt zu erzielen.
- Neue Wissenschaft: Cognitive Science
 - Ziel: Herausfinden, was Intelligenz ist.
- Physischer Aspekt von Intelligenz:
 - Wichtiger Aspekt, der häufig übersehen wird.
 - Brauche irgendeine Art von physischer Fähigkeit, um ein Ziel in der Welt zu erreichen.
- Was gestern noch als Ausdruck von Intelligenz galt, ist heute schon nicht mehr intelligent (wenn es nämlich eine Maschine kann).
- Kreativität ist ein wichtiger Teil von Intelligenz.

Perzeption vs. Generierung



Perzeptive KI: Wahrnehmung

- Automatische Spracherkennung
- Bilderkennung
- Sprechererkennung etc.

Generative KI: (kreatives) Erstellen

- Textgenerierung
- Bildgenerierung
- Musikgenerierung
- Roboteraktionen

Maschinelles Lernen



- Moderne KI-Systeme werden oft mit maschinellem Lernen gebaut.
 - Es gibt Trainingsmaterial, ggf. mit dem korrekten Resultat annotiert ist.
 - Parameter der Modelle der Systeme werden auf den Trainingsdaten trainiert.
 - Systeme können danach neue, ungesehene Daten verarbeiten.
- Daten sind das neue Rohöl
 - Wer die meisten Daten hat, kann die besten Systeme bauen.
- KI-Systeme sind viel datenhungriger als Menschen.

Aktuell beliebte Technik: Künstliche Neuronale Netze



Beispiel: Sprachverarbeitung

- Verarbeitung natürlicher Sprache ist ein Kerngebiet der künstlichen Intelligenz
 - Automatische Spracherkennung (ASR)
 - Maschinelle Übersetzung (MT)
- “Statistische ” Methoden waren lange der Stand der Technik (~25 years)
 - ASR: HMMs+GMMs
 - MT: statistische wort- und phrasenbasierte Techniken
- Künstliche Neuronale Netze (kNNs) aktuell Stand der Technik:
 - Ende-zu-Ende Modelle
 - Verschiedene Type von Netzen, die immer größer und komplexer werden:
 - Convolutional Networks (erste Version: Time Delay Neural Networks)
 - Rekurrente Neuronale Netze: LSTMs, GRUs, etc.
 - Transformer

Daten: Das Rohöl des Informationszeitalters



Gründe für den Erfolg neuronaler Netze

- Große Mengen Daten
 - Maschinelles Lernen braucht Daten zum Lernen
 - Je größer die Modelle, desto mehr Daten werden gebraucht
- Große Rechenleistung
 - Neuronale Netze brauchen spezielle Hardware, um schnell zu lernen
 - GPUs brachten den Durchbruch



Kognitive Systeme



- Verbindung von Perzeption und Generierung ermöglicht es Maschinen, zu handeln
 - Umgebung wahrnehmen
 - Schlüsse auf Basis von Wissen ziehen.
 - Ausgabe oder Aktionen zu generieren, um zu handeln
- Ermöglicht maschinelle Assistenz
 - Unterstützung in Meetings (eine Art künstlicher Assistent)
 - Kreatives Vorarbeiten
 - Erweiterung menschlicher Wahrnehmung, z.B. für bessere Analysen, besseren Überblick, Zugriff auf Wissen etc.



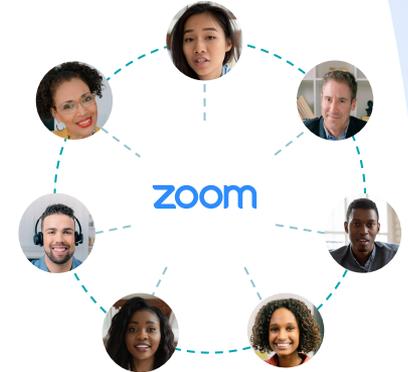
Überwinden der Sprachbarriere

Transkription und Übersetzung in Zoom



Kommunikation ohne Sprachbarriere

- Durch Zoom können Menschen auf der ganzen Welt kommunizieren.
- Aber häufig ist die Sprachbarriere im Weg.
- Dolmetscher sind häufig nicht verfügbar oder zu teuer.
 - Sprachtechnologie füllt diese Lücke.
- Live Transkription in mehr als 30 Sprachen:
 - Barrierefreie Kommunikation
- Live Übersetzung:
 - Überwinden der Sprachbarriere
- Transkription und Übersetzung von Aufnahmen:
 - Möglichkeit weiterer Verarbeitung



Aktuelle Funktionen



Live Transkription

- Transkribiert das gesprochen Wort
- Niedrige, wortbasierte Latenz
 - Sprache ist zeitlinear
 - Aber zukünftiger Kontext interessant

Live Übersetzung

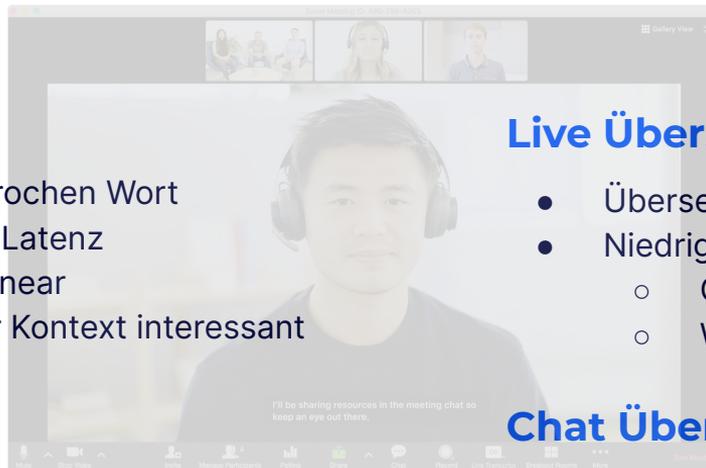
- Übersetzt die Live Transkription
- Niedrige wortbasierte Latenz
 - Ganzer Kontext wichtig
 - Wortumstellungen

Offline Transkription

- Transkribiert eine Aufnahme
- Echtzeitfaktor
 - Verarbeitung als Ganzes
 - Voller Kontext Verfügbar

Chat Übersetzung

- Übersetze Nachrichten in die eigene Sprache
- "Nur" Text
 - Spezielle Sprache
 - Emojis, etc.



Sprachübersetzung als Pipeline



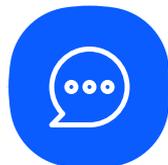
1. Sprach-Detektion

Filtere Audio heraus, das keine Sprache ist



2. Sprecher-attribution

Wer sprach wann?



3. Automatische Spracherkennung

Transkription in unstrukturierten Text



4. Zeichen-satzung und Groß-/Klein-schreibung

Einfügen von Satzzeichen und Wahl der richtigen Schreibung



5. Maschinelle Übersetzung

Übersetze strukturierten Text in andere Sprachen

Übersetzung: Text- oder Sprachausgabe



Wann Text besser ist

- Man versteht die Sprache etwas, braucht aber Unterstützung.
- Hörverlust
- Akustisch schwierige Umgebung

Wann Sprache besser ist

- Augen können sich vollständig auf das Video konzentrieren.
- Man hat kein Display (z.B. am Telefon).

Aktuell: Textausgabe, um möglichst geringe Latenz zu erreichen

Transkription/Übersetzung in zwei Varianten

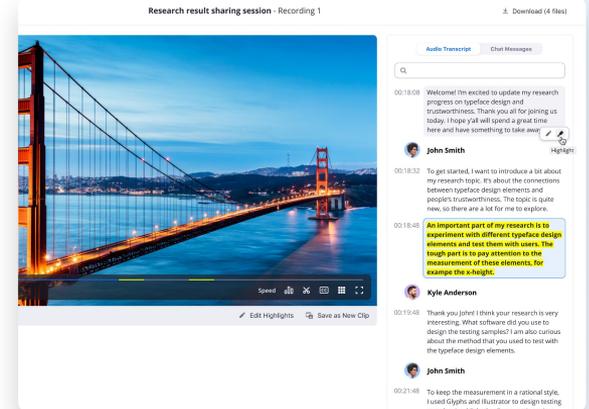


Untertitel

- Gleichzeitiger Fokus auf Transkript und Videoinhalt
- Ursprüngliche Sprache, Übersetzung oder beides

Fließtext

- Erfassen längerer Kontexte
- Inhalte finden durch Überfliegen
- Gesprochener Inhalt wird durchsuchbar.
- Weitere Sprachverarbeitung auf höherer Ebene



AI Companion



zoom AI Companion

The smart assistant that empowers you to increase productivity, improve team effectiveness, and enhance skills



Included at no extra cost*

*Zoom AI Companion is included at no additional cost for customers with the paid services in their Zoom user accounts.

Federated



High quality

Zoom's unique federated approach provides flexibility for it to choose & deploy the right AI models to deliver high-quality results.

Empowering



Easy to use

Zoom AI Companion capabilities are embedded within the intuitive, simple, easy-to-use Zoom experience that you know and love to drive usage and adoption.



Platform-wide

Zoom AI Companion capabilities are available across the Zoom platform (Meetings, Team Chat, Phone, Mail, Whiteboard, Notes) and compatible third-party apps.

Responsible



Trusted

Zoom does not use customer data to train Zoom's or its third-party AI models. Zoom provides admins with control over activation and use of features and users with visibility when AI Companion is active in meetings.

AI Companion für Kommunikation

Mit Zusammenfassungen auf dem Laufenden bleiben

Meeting Summary for Marketing Sync

Hi Shavita,
Here's your meeting summary for Marketing Sync on 2/22/2023. This summary is auto-generated and may contain inaccuracies or omissions. Always check for accuracy. Have feedback?

Overview

Julie, from the marketing team, met with company executives Rob and Max to discuss the current marketing strategy's success, proposed new initiatives, data analytics implementation, competitive analysis plans, and budget allocation, with the executives expressing support and satisfaction with the overall budget.

Next Steps

- Develop a detailed proposal for the new data analytics platform.
- Conduct a competitive analysis and share the results with Rob and Max.
- Allocate resources for the new marketing initiatives and establish KPIs to measure their success.

Full Recap

Julie met with Rob and Max to discuss the current state of the business and explore future plans to propel the company forward. Julie provided a comprehensive overview of the existing marketing strategy. With compelling data, she showcased the remarkable success the current strategy had achieved to boost brand awareness and drive impressive sales figures. Rob and Max were excited and appreciative of the outcomes that were presented.

Rob asked about the current state of the business. Julie is confident that the innovative marketing strategies, commitment to data-driven decision-making, and a firm grasp on the competitive landscape, will put the company in a strong position for continued success.

[Edit](#) [Please rate the accuracy of this summary.](#) [Share](#) [Feedback](#)

Send

Zoom

**Zeitersparnis durch
automatische Notizen**

Overview

Julie, from the marketing team, met with company executives Rob and Max to discuss the current marketing strategy's success, proposed new initiatives, data analytics implementation, competitive analysis plans, and budget allocation, with the executives expressing support and satisfaction with the overall budget.

Next Steps

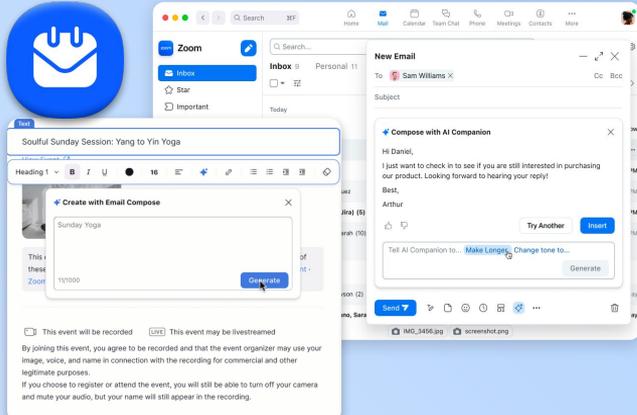
- Develop a detailed proposal for the new data analytics platform.
- Conduct a competitive analysis and share the results with Rob and Max.
- Allocate resources for the new marketing initiatives and establish KPIs to measure their success.

**Zeitreduktion für
Nachverfolgung**

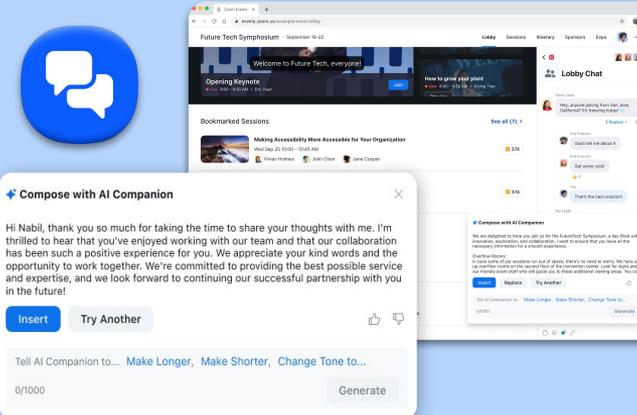
**Teile Informationen schneller,
reudiziere Silos in der
Kommunikation**

AI Companion für Kommunikation

Zeitersparnis mit Textkomposition



Schneller auf E-Mails antworten



Schnellere Interaktion im Chat

March 2024

S	M	T	W	T	F	S
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
24	1	2	3	4	5	6

Meet with...

- Schedule/View for
- Priscilla Fitzgerald (You)
 - Clara Arellano

- Other calendars
- Team OOO
 - Hester Wilson
 - Anthony Rios

Personal Meeting ID (PMI) **123 456 7890**

< Today >

Agenda Google

Today All Recorded You as host People Chatting

- 8:00** Weekly Check-in 8:25
 Host: Clara Arellano
- 8:30** Brainstorming Session 8:55
 Host: Hester Wilson | Room Sahara, 3rd Floor
- 10:30** Strategy Planning 11:20
 Host: You Prepare
- 1:30** Deck Prep Round 2 2:00
 Host: Darrel Marquez
- 2:30** Sales Training – New Platform 3:00
 Host: Carlos Washington
- 3:30** April Company All Hands 4:30
 Host: Hester Wilson 80+

Tomorrow

Recurring: no fixed time (10) >

Ask AI Companion

Mar 17

The team spent time brainstorming post-launch items to prepare for the upcoming planning meetings and working sessions.

Mar 25

The team is agreeing that the deadlines for the upcoming launch will be met.

Action items

- Darrel Marquez** will work on updating the customer testimonial presentation to get it ready for internal reviews happening in early April.
- Priscilla Fitzgerald** will continue work on the launch plan doc that will be launched along with the product release in April.
- Maurice Lawson** will continue to reach out to media partners and negotiating contracts for post-launch promotions.

[View more](#)

Proposed agenda
Introduction (5 min) Brief recap of the previous...

Your reminders
1. Refining and implementing the customer loya...

Show sources (3)

Ask me anything

AI Companion für Contact Center



The screenshot displays the Zoom Contact Center interface. On the left, a sidebar contains navigation icons. The main area is titled "Open Engagements" and includes filters for "Voice", "Video", and "Messaging". Below these are search and filter options for engagement ID, consumer, intent, direction, status, queue, and sentiment. A table lists active engagements with columns for Consumer, Engagement ID, Direction, Start Time, Status/Time in, Duration, Sentiment, and Agent. Engagement 758595 is highlighted. On the right, a transcript for engagement 758595 is shown, including a conversation summary and a transcript of the interaction between agent Anthony Rios and customer Christine Arnold.

Consumer	Engagement ID	Direction	Start Time	Status/Time in	Duration	Sentiment	Agent
Ashlee York (217) 364-7643	4534354	Inbound	Mar 19, 2024, 8:19:44 AM	Assigned 08:18:21	00:19:56	Negative	Virginia Willis
Christine Arnold (510) 472-1123	758595	Inbound	Mar 19, 2024, 8:28:32 AM	In Flow 08:29:05	00:03:05	Neutral	Anthony Rios
Katie Carter (573) 325-4885	4545587	Inbound	Mar 19, 2024, 8:11:11 AM	In Flow 08:11:29	00:02:18	Positive	Sheree Aubrey
Craig Meyer (473) 377-1902	748955	Outbound	Mar 19, 2024, 8:12:23 AM	Assigned 08:12:43	00:08:12	Positive	Nabil Rashad
Steven Richardson (980) 332-1134	8945784	Inbound	Mar 19, 2024, 8:19:55 AM	Assigned 08:20:29	00:10:54	Negative	Tori Kojuro
Sonia Long (342) 449-0041	43543534	Inbound	Mar 19, 2024, 8:17:22 AM	Assigned 08:18:42	00:15:45	Negative	Kei Umeko
Hester Wilson (837) 217-2278	843575	Outbound	Mar 19, 2024, 8:06:52 AM	Assigned 08:07:12	00:08:33	Neutral	Jada Grimes
John Chen (669) 252-3432	48738474	Inbound	Mar 19, 2024, 8:16:32 AM	Assigned 08:17:03	00:01:36	Positive	Hana Song

758595
Billing, 00:03:05

Transcript Follow-Up Tasks

Conversation Summary
Generated at 8:19AM
The user came into the conversation via a bot, then was transferred to the current Agent. The customer would like to cancel.
[Get long summary](#)

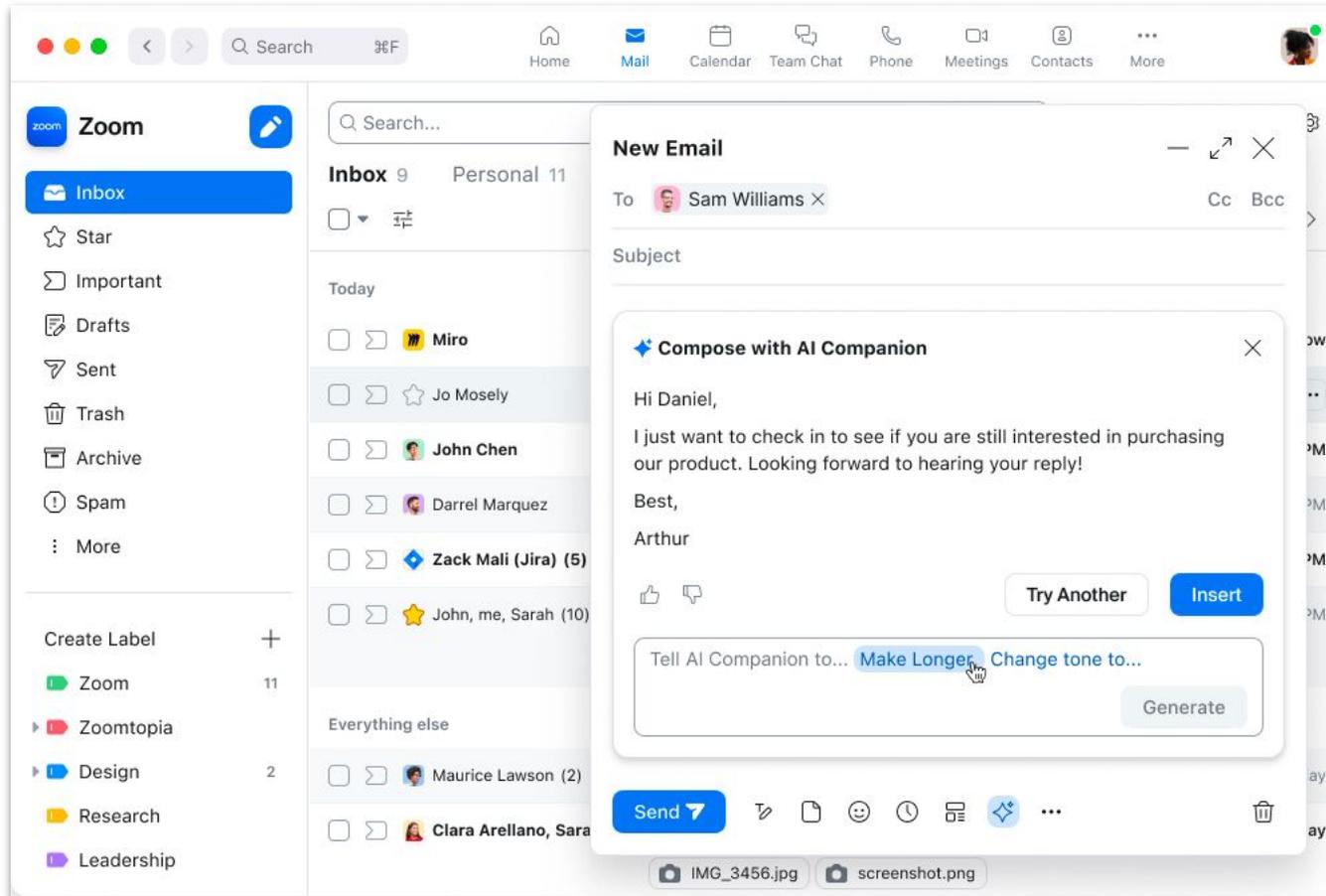
Search Transcript...

Anthony Rios
00:00:12
Hi Christine, I see you are looking to cancel your subscription. I would be happy to help you with that today. I see that you have been a long customer with us, Can I ask why you are looking to cancel today?

Christine Arnold
00:00:30
Yes, I have been a long customer, but I am just finding that I am no longer using your application so I would like to cancel today. Can you please help me process that?

Anthony Rios
00:00:45
Sure as a valued customer, I can offer you a 50% discount if you wanted to keep your subscription. is that something you would be interested in today?
[Jump to the latest](#)

Email Compose



Smart Recording



zoom Research result sharing session Download (4 files)



Only play highlights

Smart Chapters Edit Smart Chapters Chapters Overview

- Playing... From 00:00 Greeting
- From 06:35 Software Tools
- From 9:01 Brainstorming on the new idea...
- From 17:03 Design options
- From 25:01 Conclusion

Greeting

John Smith introduced the topic of the meeting. John is giving a update to his research project which is exploring the relationship between typefaces and people's trustworthiness.

Audio Transcript **Chat Messages**

Search transcript

Welcomel I'm excited to update my research progress on typeface design and trustworthiness. Thank you all for joining us today. I hope y'all will spend a great time here and have something to take away. :)

To get started, I want to introduce a bit about my research topic. It's about the connections between typeface design elements and people's trustworthiness. The topic is quite new, so there are a lot for me to explore.

An important part of my research is to experiment with different typeface design elements and test them with users. The tough part is to pay attention to the measurement of these elements, for example the x-height.

Kyle Anderson 06:34

Thank you John! I think your research is very interesting. What software did you use to design the testing samples? I am also curious about the method that you used to test with the typeface design elements.

John Smith 06:39

To keep the measurement in a rational style, I used Glyphs and Illustrator to design testing samples. I published online questionnaires on Reddit to gather results and it went well!

Next Steps

1. Make sure new design is updated with Kyle's idea.
2. Share update to user response with John by the end of this week;

Meeting Summary



The screenshot displays the Zoom Team Chat interface. On the left is a dark sidebar with a 'Team Chat' header and a list of channels and users. The 'Creative' channel is selected. The main chat area shows a message from 'You' at 9:15 AM saying 'Thanks for the update.' Below it is a 'Zoom Meetings' section with a 'Meeting Summary with AI Companion created' card. The card contains a summary of a meeting titled 'Marketing Sync'.

Meeting Summary with AI Companion

Marketing Sync

Summary

Improving Brand Awareness with new Marketing Strategy

Julie met with Rob and Max to discuss the current state of the business and explore future plans to propel the company forward. Julie provided a comprehensive overview of the existing marketing strategy. With compelling data, she showcased the remarkable success the current strategy had achieved to boost brand awareness and drive impressive sales figures. Rob and Max were excited and appreciative of the outcomes that were presented.

Future State of the Business

Rob asked about the current state of the business. Julie is confident that the innovative marketing strategies, commitment to data-driven decision-making, and a firm grasp on the competitive landscape, will put the company in a strong position for continued success.

Next Steps

- Julie to incorporate feedback and send newest version of the marketing strategy to Rob and Max tomorrow.
- Schedule follow up meeting next week to discuss competitive landscape.

This summary is auto generated and may be inaccurate or misleading. Always check for accuracy. [Have feedback?](#)

[View More](#)

Team Chat Thread Summary



The screenshot shows a Zoom chat interface. On the left is a dark sidebar with navigation options: Reminders, More, Starred, Innovations (selected), Pop Culture, Ruff House, Budget Review, Priority Projects, Dream Team, Stand-up notes, Manuel González, Maria Santos, Sophia Mosley, Channels, and Apps. The main chat area shows a thread starting with a system message: "Maria Santos (she/her/hers) added Vinh Nguyen". Sophia Mosley posts "Morning everyone!" at 9:20 AM, followed by "Does anyone have the Q3 Launch Plan?". A user named "You" replies "yup! attaching now" at 9:20 AM. Another "You" user posts "@Vinh Nguyen Here's the Q3 Launch Plan" at 9:21 AM, with a file attachment titled "Q3 Launch Plan" (modified 07/06/2023 10:29 AM). A summary overlay titled "Summarize with Zoom AI Companion" is positioned over the chat, containing a detailed text summary of the discussion and a "View original messages" link. The chat footer shows "Message Innovations" and a toolbar with icons for emojis, GIFs, attachments, voice, video, code, and other features.

AI Companion für Zoom Phone



The screenshot shows the Zoom Workplace interface. At the top is a dark blue navigation bar with icons for Home, Meetings, Team Chat, Whiteboards, Email, Phone, Contacts, and More. Below this, the 'Phone' section is active, showing tabs for History, Voicemail, Lines, and SMS. A dropdown menu is set to 'All History'. A call entry for Maurice Lawson (+1 (500) 555-7429) is displayed, including a duration of 00:00 to 00:18, date (Mar 27, 2024, 11:15 AM), encryption status (Standard), verification (Verified Number), and sharing status (Disabled). A transcription snippet is shown: 'Task: Create a rain check promo for Maurice. Call him back at (500) 555-7429 or chat him'. Below the transcription is a text message: 'Hi Priscilla! I'm sorry I couldn't make it to the meeting earlier today. A show was delayed due to a bad storm, knocking out the power. It's the first show of the tour, can you create a rain check promo to keep our customers happy and help the show go on? Feel free to give me a call or just reach out in chat. Thanks Priscilla!'. At the bottom right of the interface is a dial pad with buttons for digits 1-9, 0, and a call button, along with microphone icons for each digit.

AI Companion Questions



AI Companion

Welcome to AI Companion
Here are some things you can try...

[Catch me up](#)

[Was my name mentioned?](#)

[What are the action items?](#)

No other participants can see this conversation

Ask anything about this meeting...

AI Companion Questions



Zoom Meeting

Brock Davis

Jada Grimes

Antwan Cannon

Macy Halloway

Mute Stop Video Security Participants Chat Share Screen Summary AI Companion Record Show Captions More Leave

AI Companion

You 9:22 AM

What are the action items after the meeting?

AI Companion 9:22 AM

Yes, here are some action items:

- Jada will send out updated marketing campaign strategy
- Macy will send out meeting notes
- Antwan will connect with Jada to incorporate Brock's feedback
- Team will meet again next week for progress update

You 9:25 AM

Catch me up

AI Companion 9:25 AM

The group brainstormed marketing strategies, including social media ads, email campaigns, influencer partnerships, and in-store promotions. They also discussed creating a viral marketing campaign and a referral program.

The team identified the target audience and agreed to tailor their messaging to different demographic segments.

Catch me up ...

No other participants can see this conversation

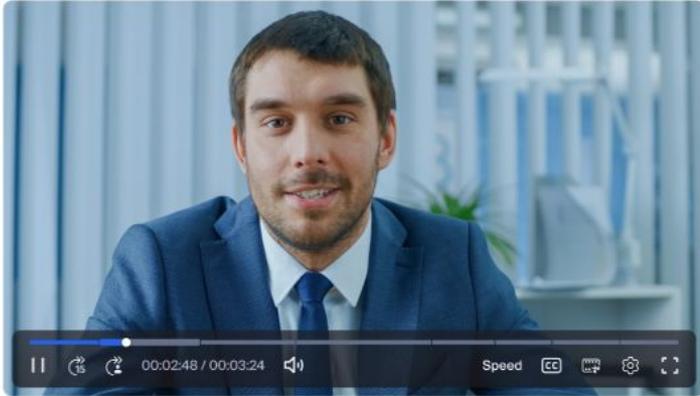
Ask anything about this meeting...

Team Chat Thread Compose



The screenshot displays the Zoom Team Chat interface. On the left is a dark sidebar with a 'Team Chat' dropdown menu. Below it are sections for 'Mentions' (with a red notification badge), 'More', 'Starred' (listing Virginia Willis, Nabil Rashad, and others), 'Dream Team', and 'Chats' (listing Brainstorming, Sheree Aubrey, Design syncs, and Ada Nguyen). The main chat area shows a message from Nabil Rashad with a colorful abstract image and a text message: 'I just wanted to take a moment to express how much I have enjoyed working with your team. Our collaboration has been an absolute pleasure, and I truly appreciate the dedication and expertise that you all bring to the table.' A 'Compose with AI Companion' overlay is open, showing a generated response: 'Hi Nabil, thank you so much for taking the time to share your thoughts with me. I'm thrilled to hear that you've enjoyed working with our team and that our collaboration has been such a positive experience for you. We appreciate your kind words and the opportunity to work together. We're committed to providing the best possible service and expertise, and we look forward to continuing our successful partnership with you in the future!' The overlay includes 'Insert' and 'Try Another' buttons, a text input field with '0/1000' characters, and a 'Generate' button. The interface also shows a top navigation bar with icons for Home, Team Chat, Phone, Meetings, Contacts, Apps, Whiteboards, and More.

Zoom Revenue Accelerator



Conversation **Participants** Coaching

Darrei Marquaz

Talk-Listen Ratio	✔ 57%	Talk Speed	✔ 160 words/min
Longest Spiel	✔ 10 seconds	Patience	✔ 10 seconds
Filler Words	✔ 3 words/min		

Kyle Anderson (Host)

John Smith External

Q Search...

Transcript Screen Text

Coleman Joyce 00:00:12

Welcome! I'm excited to update my research progress on typeface design and trustworthiness. Thank you all for joining us today. I hope y'all will spend a great time here and have something to take away. :)

Maurice Lawson 00:00:28

To get started, I want to introduce a bit about my research topic. It's about the connections between typeface design elements and people's trustworthiness. The topic is quite new, so there are a lot for me to explore.

An important part of my research is to experiment with different typeface design elements and test them with users. The tough part is to pay attention to the measurement of these elements, for example the x-height.

Kyle Anderson 00:01:02

Thank you John! I think your research is very interesting. What software did you use to design the testing samples? I am also curious about the method...
Resume Transcript Auto-Scroll

Zoom Revenue Accelerator





General: Pricing Discussion

00:02:48 / 00:03:24

Speed CC [Icons]

Summary Participants Coaching

Eric tells Jenmar Warner Press Incorporated uses Zoom occasionally and Zoomly internally. They have 21 staff. They take most of their owners over the web and on the phone and they don't really do much outside. ... [View All](#)

Smart Chapters

- Playing... From 00:00 Greeting: Feedbacks
- From 03:12 Customer Info
- From 04:2 Product Offices

Jenmar Warner Press Incorporated uses Zoom occasionally and Zoomly internally

- They have 21 staff
- They take most of their owners over the web and on the phone

CRM INFO

Customer **Zoomly Co.**

Deal **15 Zoom IQ Licenses**
Closed Won

Deal Size **\$1,500 USD**

Stage During Conversation **Closed Won**

ENGAGEMENT & SENTIMENT

Engagement **87**

Sentiment **87**

NEXT STEPS

- 1 Make sure the requested feature xxx is currently supported;
- 2 Share updates with John by the end of this week;

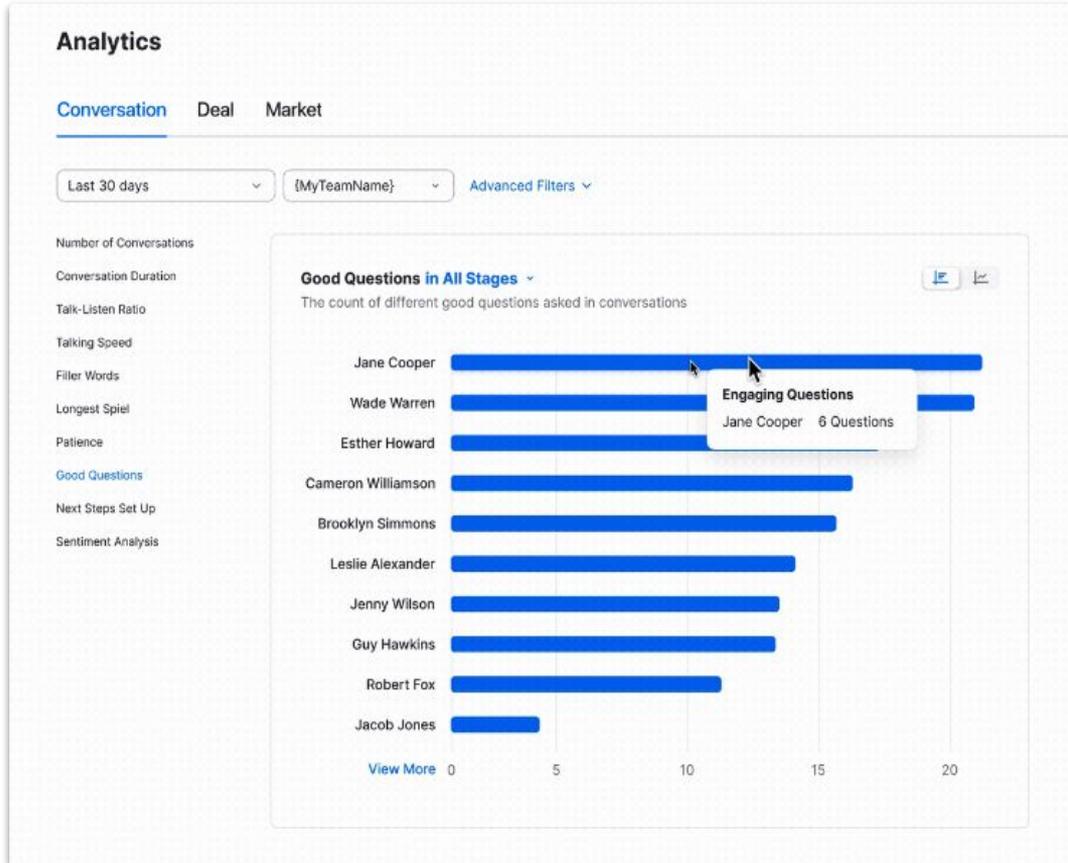
CALL OUTS

Good Questions (7) Next Steps (2)

Zoom IQ Competitors(4) Zoom IQ Features (2)

#Security (7) #Pricing (2)

Zoom Revenue Accelerator



Trends für die Zukunft

Trends für die Zukunft



Vermehrte Automatisierung geistiger Arbeit

- Routinearbeiten
- “Normale”, kreative Arbeit
 - In Schrift: Textgenerierung für Nachrichten, Werbung etc.
 - Brainstorming
 - Organisation von Informationen
 - Generierung aller Modalitäten
 - Bilder
 - Videos
 - Musik
- Vermehrter Einsatz von KI in Bildung, Ausbildung und Weiterbildung

Trends für die Zukunft



Zugriff auf Informationen ändert sich

- Suche in nicht-textuellen Datensammlungen
 - Audio/Video Archive
 - Bilder
 - Statistiken etc.
- Suche wird zur Beantwortung von Fragen
 - Natürlichsprachliche Suchanfragen statt Stichworten
 - Formulierung von Frage findet natürlichsprachliche Antworten
 - Quelle nur noch als Verweis / Referenz für Verifizierung, wenn gewünscht
 - Automatische Verknüpfung vieler Quellen

Trends für die Zukunft



Vermehrte Kooperation von Mensch und Maschine

- Maschine folgt Anweisungen des Menschen
- Maschine assistiert dem Menschen
- Mensch assistiert der Maschine
- Autonome Maschine als Endstadium

Automatisierung von Kommunikation

- Vorfiltern eingehender Kommunikation
- Mensch-Maschine-Kommunikation ersetzt Mensch-Mensch-Kommunikation

A woman with short grey hair and glasses, wearing a coral-colored blouse, and a man with dark hair and glasses, wearing a dark suit, are sitting at a wooden table in an office. They are looking at a laptop in front of them. The Zoom logo is overlaid in large white letters on the laptop screen. The background shows office cubicles and a modern office environment.

zoom

zoom

Public © 2024 Zoom Video Communications, Inc.

One Platform to Connect