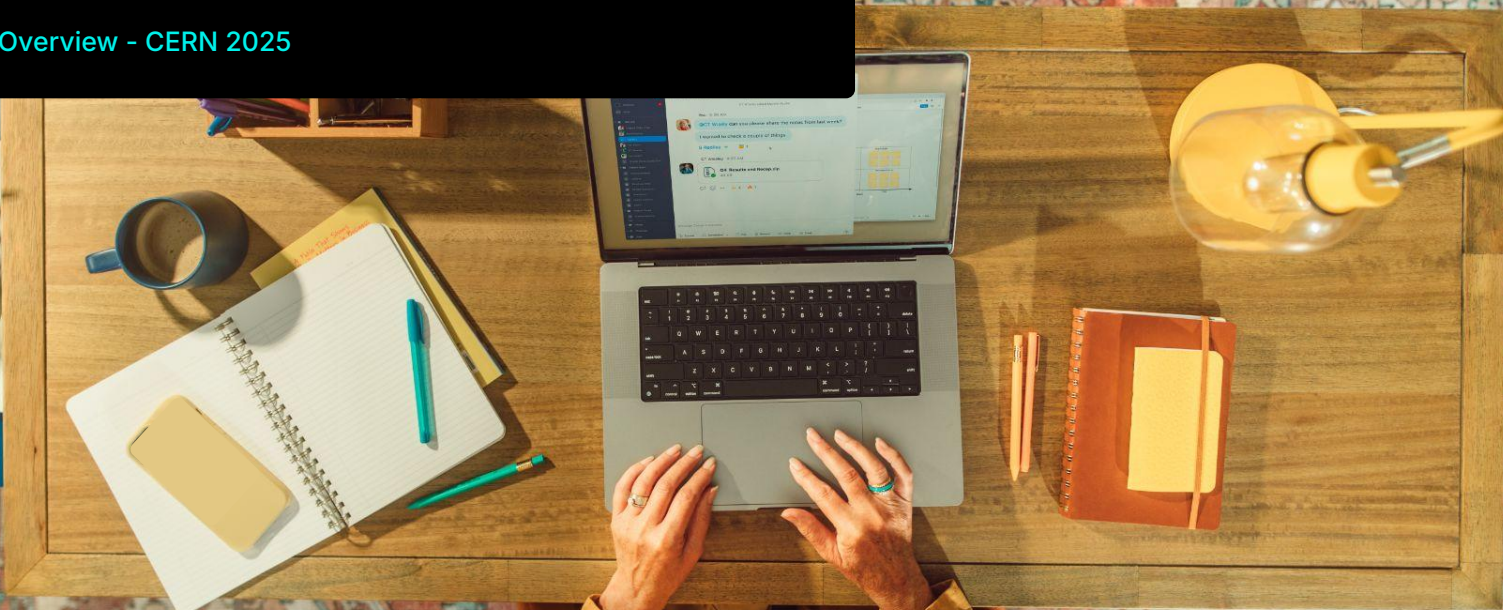


# Zoom AI Companion



Product Overview - CERN 2025



# Agenda

Getting **Started**

---

zoom AI

User **Setup**

---



Feature **Overview**

---



Helpful **Resources**

---



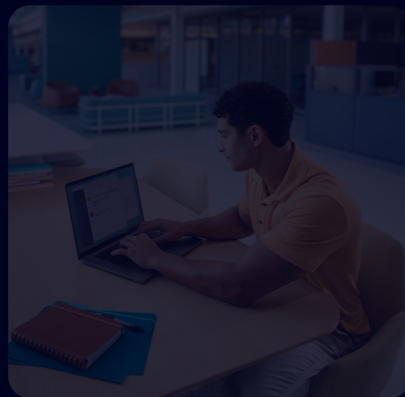
# zoom AI Companion



Getting **Started**

zoom AI

Admin **Setup**



Feature **Overview**

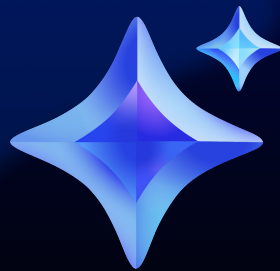


Helpful **Resources**



OUR VISION

AI-first work platform  
**for human connection**



# zoom AI Companion

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

## Federated



### High quality

Zoom's unique federated approach provides flexibility 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 controls to manage features and users with visibility when AI Companion is active in meetings.

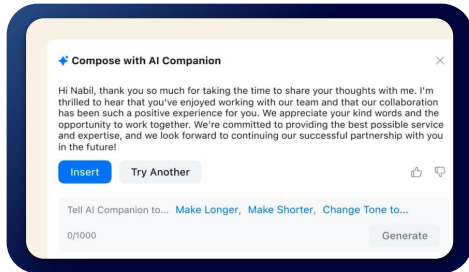


# Included at no extra cost

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

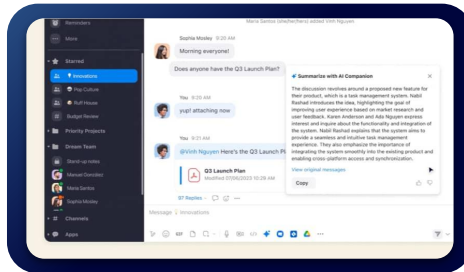
\*May not be available for all regions or industry verticals

# What Can Zoom AI Companion Do?



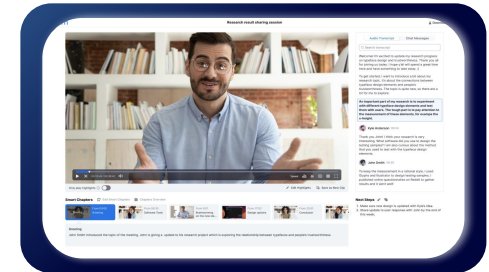
## Draft a Chat Response

Draft chat messages based on conversational context and what you want to say, as well as customize tone.



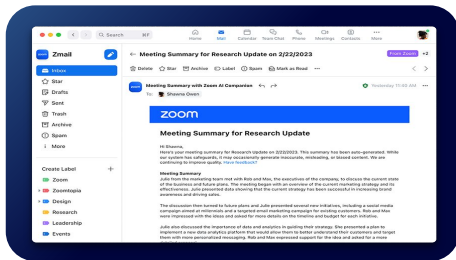
## Get Chat Threads Summarized

Generate a brief summary of what was discussed in a long chat thread.



## Smart Recordings

Review meeting highlights and next steps quickly when AI Companion divides meeting recordings into chapters by topic.



## Meeting Summary

Save time taking notes and share important action items. Summaries are shared in 36 supported languages.



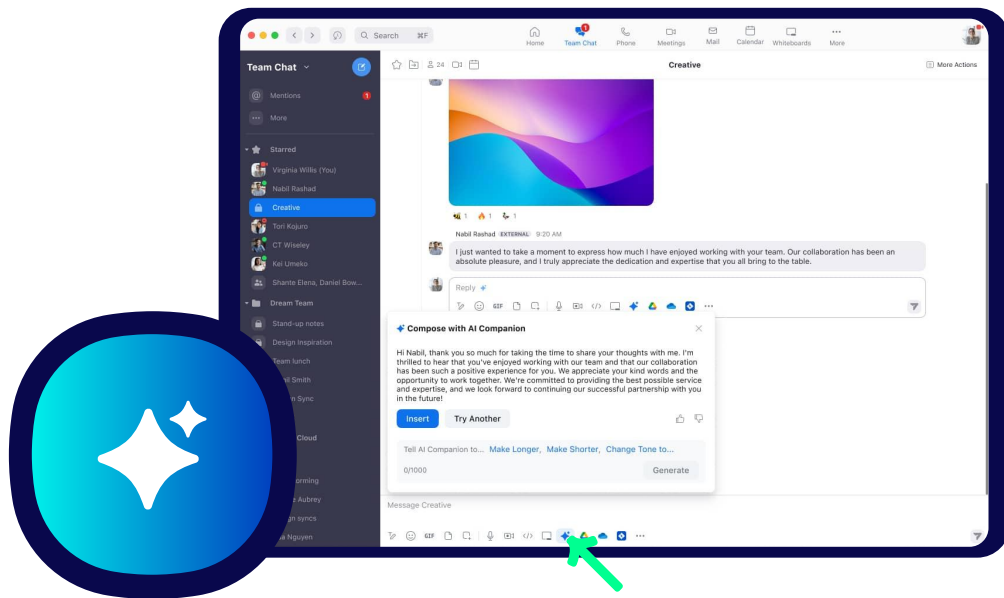
## AI Companion Questions

Users with access can ask questions about current meeting.

# How Do I Use AI Companion?



AI Companion fits right into how you use Zoom — just look for the ✨ icon within Zoom, such as in your Zoom Meetings controls toolbar or the Zoom Team Chat window.





# zoom AI Companion



Getting **Started**

zoom AI

User **Setup**



Feature **Overview**



Helpful **Resources**



# Feature-Level Controls



## Meeting, Recording, Team Chat

The screenshot shows the Zoom Settings interface. On the left, a navigation menu includes Profile, Meetings, Webinars, Events & Sessions, Personal Audio Conference, Personal Contacts, Personal Devices, Whiteboards, Surveys, Recording, Clips, Settings (highlighted in blue), and Reports. The main content area is titled 'AI Companion' and contains several sections:

- Meeting**: A toggle switch is turned off. Below it, a section titled 'Allow users to ask AI Companion questions about the meeting' has a toggle switch turned off. The text below reads: 'Allow hosts and invited participants to ask questions to AI Companion during a meeting. Questions are answered based on the conversation transcript.'
- Meeting summary with AI Companion**: A toggle switch is turned on. Below it, there are two checked options: 'Turn on meeting summary automatically when meetings start' and 'Send an email notification when sharing with users'. A dropdown menu is set to 'Include summary text in the email'. Below this, there are three radio button options for 'Automatically share summary with:': 'Only me (meeting host)', 'Only meeting host, co-hosts, and alternative hosts', and 'Only me (meeting host) and meeting invitees in our organization' (selected).
- Who can ask questions to AI Companion?**: A section with three radio button options: 'All participants' (selected), 'All participants only from when they join', and 'Only hosts'.

At the bottom of the page, there is a copyright notice: © 2024 Zoom Communications, Inc.

Sharing controls & Autostart

User access controls

# zoom AI Companion



Getting **Started**

zoom AI

Admin **Setup**



Feature **Overview**



Helpful **Resources**



# AI Companion Questions

## Overview

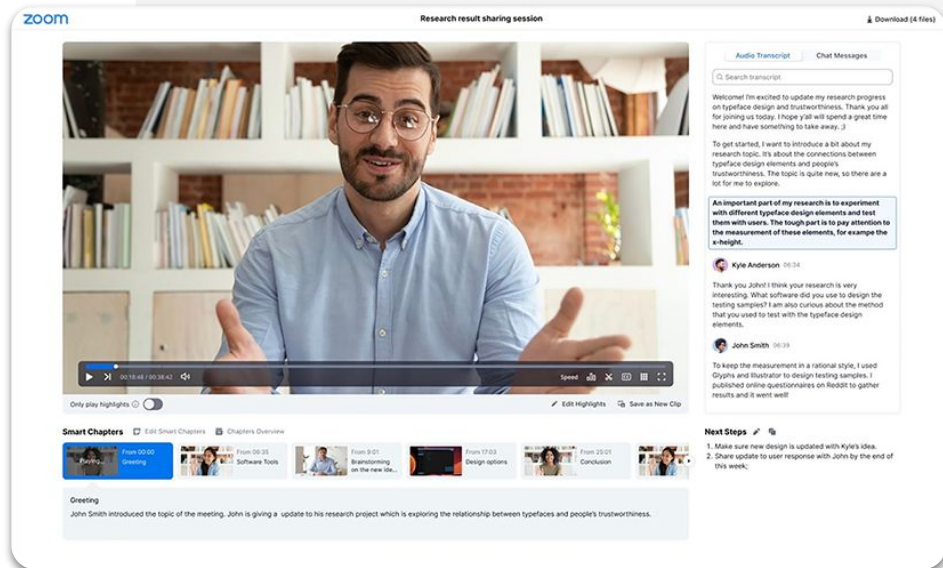
- During a meeting, ask AI Companion what the discussion was about, if your name was mentioned, key points mentioned and to catch you up.
- Users can now use AI Companion's in-meeting questions capability in 8 languages.
  - Generally available
    - English
  - Core languages
    - German, French, Spanish, Mandarin, Japanese, Italian, Arabic



# Smart Recording

## Overview

- Review cloud recordings faster through highlights, smart chapters, summaries, and next steps, and get analytics on key meeting and conversation factors.
- Recording highlights, smart chapters, and next steps can be edited by the owner of the cloud recording (the host) or a user with permission to manage cloud recordings.



# Smart Recording

## Manage Cloud Recordings

- Once the cloud recording & audio transcript have finished processing, go to the **Zoom web portal** to manage & edit the recording highlights, smart chapters, next steps, trim, download & more.
- In the navigation menu, click **Recordings**.
- On the **Cloud Recordings** tab, click the name of the recorded meeting or webinar you would like to view.
- Click the **Video** thumbnail with the play icon.
- The recording will open and the transcript text appears to the right of the video.

**zoom** Products Solutions Resources Plans & Pricing Schedule Join Host Web App

PERSONAL

- Profile
- Meetings
- Webinars
- Personal Audio Conference
- Phone
- Personal Contacts
- Personal Devices
- Whiteboards
- Notes **NEW**
- Surveys **NEW**
- Recordings**
- Meeting Summary with AI Companion

Recordings >

### Quick Sync

Aug 25, 2023 08:05 AM Arizona ID: 447 402 4164  
5 total views • 2 total downloads [Recording Analytics](#)

**Recording 1**  
4 Files 6 MB

[Download](#) [Copy shareable link](#) [Delete](#)

The recording includes the files listed below:

4 MB
769 KB
556 B
897 KB

**Smart Chapters**

**Next Steps**

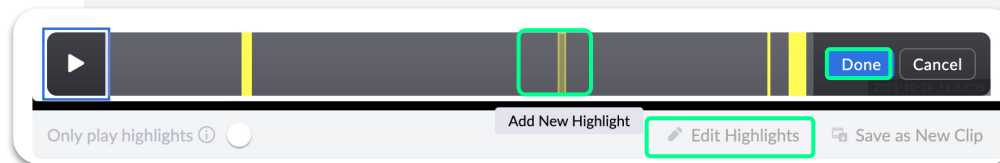
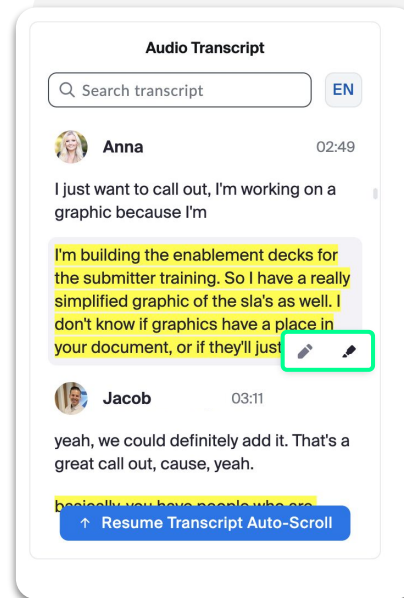
**Overview**



# Smart Recording

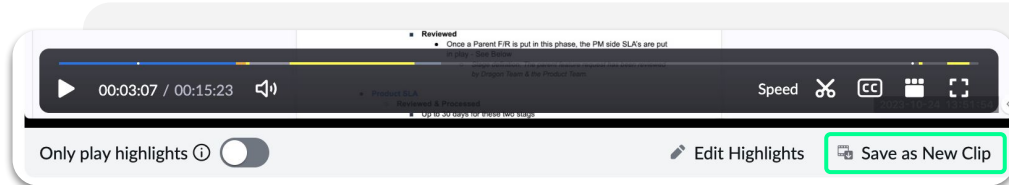
## Recording Highlights

- To the right of the cloud recording video is the **Audio Transcript** panel, where you can do the following:
  - To **rename** an unknown speaker, hover over their name and click the **pencil** icon.
  - To **edit text** in the transcript, hover over it, and click the **pencil** icon.
  - To **highlight** a specific paragraph, hover over the paragraph text and click the **highlight** icon.
  - To **remove a highlight** from text, click the **highlight** icon again.
- To adjust highlights using the playback bar, click **Edit Highlights** below the playback bar.
  - To add a **new highlight**, click **Edit Highlights** or **Add Highlights** if there are no highlights, hover over the playback bar and click where you would like to **Add New Highlights**.
  - To **edit the length of an existing highlight**, hover over an existing highlight, then click and drag the small circle at the beginning or end of the highlight.
  - To **remove an existing highlight**, hover over the highlight, and click **Remove**.
- When you are finished, click **Done**.



# Smart Recording

## Save & Share Recording Highlights



- Cut unnecessary parts of the recording by exporting highlights & saving them to a new clip that you can view, edit & share.
  - If you share this video clip, viewers can only watch the recording highlights.
- Below the playback bar, click **Save as New Clip**.
  - A dialog will open to confirm the export.
- Enter a name for the clip, then click **Save Now**.
  - A dialog will open to confirm the export.
  - Click **Ok** to confirm.
  - The new video clip will process & be available as a separate recording file under the original recording.
  - It will be indicated with **Highlights** in the top-right corner of the video thumbnail.
- When you would like to **Share** the recording, click **Copy shareable link** next to the desired recording you would like to share.
  - The recording link will copy to your clipboard
  - Share the link as necessary by pasting it anywhere for others to view.

### Save highlights as a recording clip

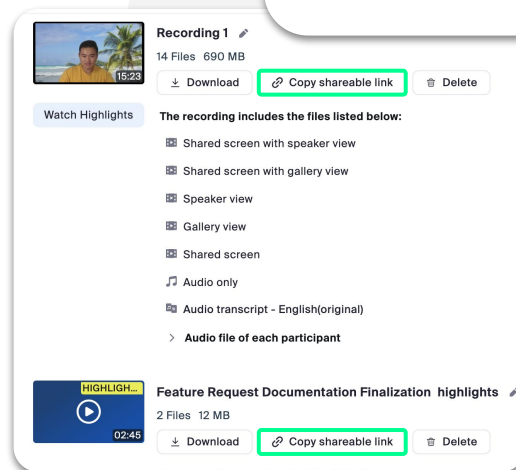
This will create a new clip that you can view, edit, and share. Please note that this clip will use your account's recording storage allotment.

#### Name this clip

Feature Request Documentation Finalization highlights

Save Now

Cancel

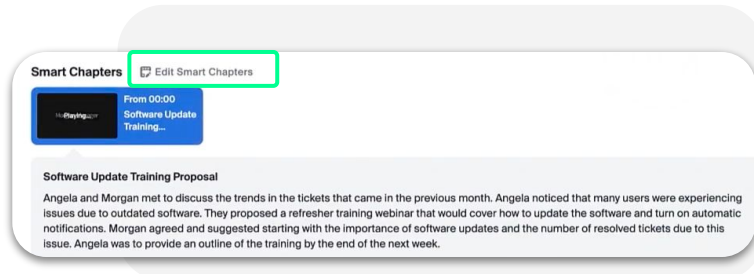




# Smart Recording

## Smart Chapters

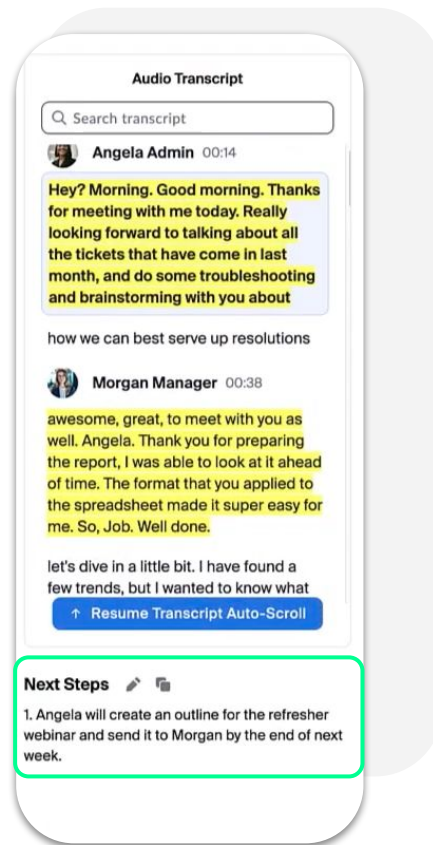
- Zoom AI Companion will automatically group the recording into different sections with timestamps.
- Viewers can click on a chapter to watch the part of the recording starting at that timestamp.
- To Edit a smart chapter, open the recording, click **Edit Smart Chapters**.
- On the video playback bar, you can do the following:
  - **Adjust** the start & end times for that chapter.
  - Click the **split** icon to split the chapter into 2 separate sections.
    - If you split the chapter, you must enter the chapter text manually.
  - Click the **trash** icon to delete the chapter.
  - Update the **Chapter Title**.
  - Update the **Chapter Text**.
- Click **Save**.
- To share the smart chapter overview with others, click **Chapters Overview**.
- At the top of the dialog, click copy icon and share the text as necessary by pasting it.



# Smart Recording

## Next Steps

- Zoom AI Companion will automatically examine the end of the recording & look for views to identify any next steps for you.
- **Next Steps** are located below the **Audio Transcript** panel of the cloud recording view.
- Click the **pencil** icon to **edit** next steps, then click **Save**.
- Click the **copy** icon to copy the text to your clipboard, then **paste** it anywhere you want to share it with others, such as an email or chat message.



# Smart Recording

## Meeting Coaching Analytics

- Zoom AI Companion can analyze & provide metrics on key factors in your meeting conversations, such as talk speed, talk-listen ratio, longest spiel, filler word usage, & your patience in discussion.
- These metrics can be viewed when viewing a cloud recording after it has finished processing.
- On the cloud recording page of the Zoom Portal, select the video thumbnail you want to view; once it is open under the video, click **My meeting coach** tab.
  - Your metrics for this recording will display below.

The screenshot displays the Zoom cloud recording interface for a meeting titled "Research result sharing session". The main video player shows a man speaking. Below the video, the "Summary and smart chapters" section is active, with the "My meeting coach" tab selected. This tab displays a table of meeting metrics, all of which are marked with green checkmarks, indicating they are within optimal ranges. The metrics are: Talk-listen ratio (57%), Talk speed (160 words/min), Filler words (3 words/min), Longest spiel (10 seconds), and Patience (10 seconds). To the right of the video player, there is a transcript section with a search bar and a "Search transcript" button. Below the transcript, there is a "Next steps" section with two numbered items. The Zoom logo is visible in the top left corner of the interface.

Metric	Value
Talk-listen ratio	57%
Talk speed	160 words/min
Filler words	3 words/min
Longest spiel	10 seconds
Patience	10 seconds



# Smart Recording

## Meeting Coaching Analytics — Talk-Listen Ratio

- The average percentage of total time when the host was speaking.
  - The talk-listen ratio of the host allows them to view the proportion of time they were actively speaking in a meeting and also how well the speaker is able to engage the participants.
- Our research indicates that this ratio fluctuates based on the type of information conveyed in addition to the role and relationship of the speaker to their audience.
  - For example, while conversations involving a senior executive or a more technical topic can require more air time from the speaker, that's not always the case.
  - It is clear that higher ratios indicate that the speaker is not allowing enough time for their audience to voice needs, concerns, questions, and suggestions, which is critical to productive conversations.
- Note: How the talk-listen ratio recommended range is measured will differ based on the number of internal participants in the call

The screenshot displays the Zoom meeting coaching interface. At the top, it shows the meeting title "Research result sharing session" and a "Download (4 files)" button. The main content is a video player showing a man speaking. Below the video is a control bar with a progress indicator at 00:18:48 / 00:28:42, a "Speed" dropdown, and icons for volume, mute, and other controls. Below the video player is a "Summary and smart chapters" section with a "My meeting coach" tab. The summary dashboard includes a "Talk-listen ratio" of 57% (highlighted with a green box), "Longest spiel" of 10 seconds, "Talk speed" of 160 words/min, "Patience" of 10 seconds, and "Filler words" of 3 words/min. To the right of the video player is a transcript panel with a search bar and a "Chat Messages" button. The transcript text reads: "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. :) 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." Below the transcript is a "Next steps" section with two numbered items: "1. Make sure the requested feature xxx is currently supported;" and "2. Share updates with John by the end of this week;".



# Smart Recording

## Meeting Coaching Analytics - Talking Speed

- The average number of words spoken per minute by the host.
  - The host's talking speed allows them to determine if they are talking too fast or too slow during meetings.
  - Ideally, they should keep the talking speed within a specific range to help keep the meeting moving while still being understood.
  - Based on this data, they can work to increase or decrease their talking speed to improve this meeting skill.
- Talking speed tends to drop when the speaker is conveying highly technical information to improve comprehension. Research also suggests that "listenability" also increases when a speaker takes more frequent and longer pauses on average. Even more, reason to be sure you are breathing steadily when pitching to customers and prospects!
- Recommended range: A talking speed between 110 and 160 words per minute.

zoom Research result sharing session Download (4 files)

Audio Transcript Chat Messages

Q Search transcript

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. :)

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 08:34

Thank you John! I think your research is very interesting. What software did you use.

Next steps

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

Summary and smart chapters My meeting coach

Talk-listen ratio	57%	Talk speed	160 words/min	Filler words	3 words/min
Longest spiel	10 seconds	Patience	10 seconds		



# Smart Recording

## Meeting Coaching Analytics - Filler Words

- The average number of filler words used per minute by the host.
  - Filler words, such as ah, um, and hmm, can indicate that the speaker needs to be more familiar and confident with what they are saying.
  - Interestingly, studies found that using filler words excessively, as well as not using any filler words, can diminish a speaker's credibility.
- AI Companion tracks the number of filler words used every minute.
- Recommended range: 0.6–3.0 filler words per minute (6–30 filler words per 10 minutes)

zoom Research result sharing session Download (4 files)

Audio Transcript Chat Messages

Search transcript

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. :)

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 08:34

Thank you John! I think your research is very interesting. What software did you use.

Next steps

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

Summary and smart chapters My meeting coach

Talk-listen ratio	57%	Talk speed	160 words/min	Filler words	3 words/min
Longest spiel	10 seconds	Patience	10 seconds		



# Smart Recording

## Meeting Coaching Analytics - Longest Spiel

- Shows the duration of the longest speech segment of the host.
  - A spiel, or monologue, is being the only participant speaking for a length of time, which can discourage others from participating in the conversation, impact listener comprehension, and cause fatigue.
  - This data can help hosts be more aware of how much time they are speaking at once and creating pauses for questions or comments.
- The recommended maximum for a monologue varies, depending on the topic you are presenting on or question you are answering, but recent research suggests that stopping intermittently to ask questions boosts overall learning and retention in the educational sector.
- Recommended range: Avoid monologues that last more than 2:30 minutes to increase the interactivity of the call, promote engagement, and lead to better sales outcomes.

The screenshot displays a Zoom meeting window titled "Research result sharing session". The main video feed shows a man with glasses and a beard speaking. Below the video is a playback control bar with a progress indicator at 00:18:48 / 00:38:42. Below the video, there is a "Summary and smart chapters" section with a "My meeting coach" tab. This section displays several analytics:

- Talk-listen ratio: 57%
- Longest spiel: 10 seconds (highlighted with a green box)
- Talk speed: 160 words/min
- Patience: 10 seconds
- Filler words: 3 words/min

On the right side of the meeting window, there is a transcript panel titled "Audio Transcript" and "Chat Messages". The transcript shows a welcome message and an introduction to a research topic. Below the transcript, there is a "Next steps" section with two numbered items:

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



# Smart Recording

## Meeting Coaching Analytics - Patience

- Reflects how much time elapses between a question and the respondent's answer.
  - This can indicate how much patience is given to other meeting participants, which can affect the discussion's progress and outcome. This can help improve the ability to control the pace of conversations.
- AI Companion measures patience in seconds.
- Recommended range: Waiting between ½ and 1.5 seconds for the customer to respond.

The screenshot displays a Zoom meeting interface for a session titled "Research result sharing session". The main video player shows a man with glasses and a beard speaking. Below the video, the "Summary and smart chapters" section is visible, with "My meeting coach" selected. The coaching analytics are as follows:

Talk-listen ratio	57%	Talk speed	180 words/min	Filler words	3 words/min
Longest spiel	10 seconds	Patience	10 seconds		

The "Patience" metric is highlighted with a green box. To the right of the video player, there is a transcript panel with a search bar and a "Search transcript" button. Below the transcript, there is a section titled "Next steps" with two numbered items:

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

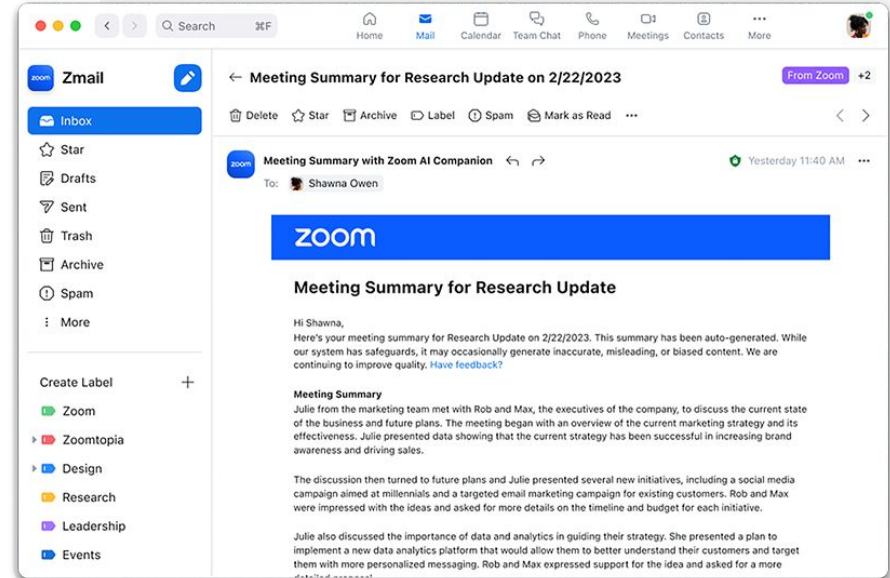




# Meeting Summary

## Overview

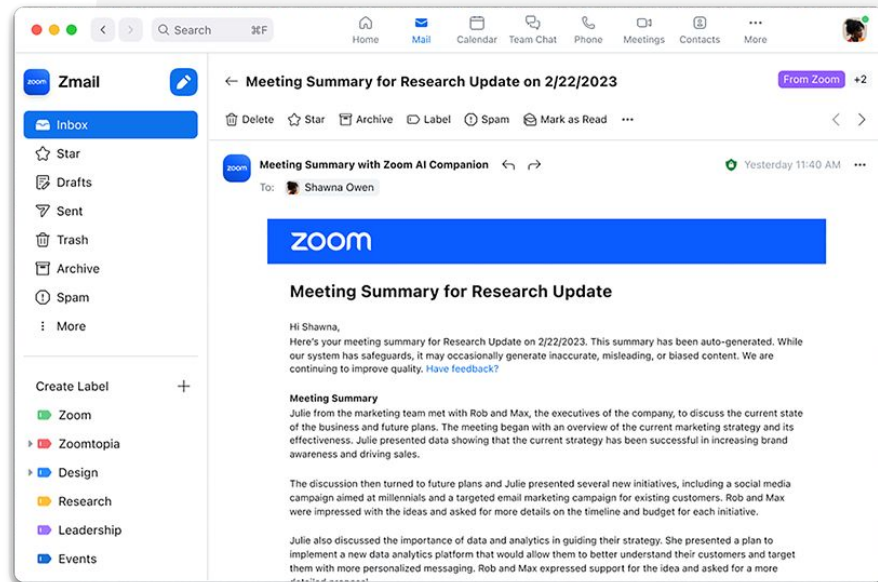
- Generate a summary and next steps of what was discussed in your meetings and share through email
- Summaries for meetings you hosted can be managed from the web portal and will be sent through email .
- Meeting Summaries are supported in more than 30 languages.
- Participants must be signed in to their Zoom account during the meeting to automatically receive the summary.
- Only the meeting host and co-host can start or stop the meeting summary through the in-meeting controls.



# Meeting Summary

## View the Meeting Summary - Email

- Once the meeting summary is available, a copy of it is provided through email.
- To see the meeting summary, open your email inbox.
  - Find & select the email with the same subject as the meeting topic.
  - If desired, hosts can click [Edit Summary Here](#) in the body of the email to modify the summary.
  - The host will be prompted to sign in to their Zoom account, and continue editing the summary through the web portal.
- Please note:
  - Users not logged in to their Zoom account will not receive an email summary, as there was no email address associated with their presence in the meeting.
  - Participants joining the meeting ad hoc (through the in-meeting contact invitation or sharing the join link) will not receive the summary, as they were not on the original invitee list.



# Meeting Summary

## Managing the Meeting Summary

- To view, edit & share the summaries of meetings you hosted, sign in to the Zoom web portal.
- In the navigation menu, click **Summaries**
- In the **My Summaries** tab, select or search for the desired meeting. Click the meeting name to open up the meeting summary.
- Here you can:
  - **Share** - send the summary through email.
    - You will be prompted to enter one or more email addresses or contact names, then click share.
  - **Edit** - modify the summary & click **save**.
  - **Delete** - permanently delete the summary.

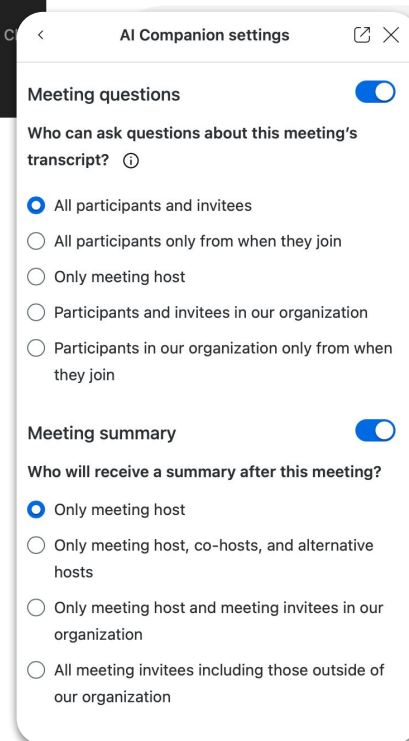
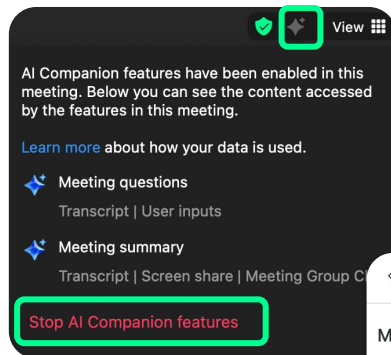
The screenshot shows the Zoom web portal interface. The top navigation bar includes 'zoom', 'Products', 'Solutions', 'Resources', 'Plans & Pricing', 'Schedule', 'Join', 'Host', and 'Web App'. The left sidebar lists various personal settings like Profile, Meetings, Webinars, etc. The main content area is titled 'My Summaries' and features a search bar and a table of meetings. The table has columns for 'Topic', 'ID', 'Host', and 'Date'. One meeting, 'Jacob Meeting Room', is highlighted with a green box. A callout box points to this meeting, showing a 'Summary' section with the message: 'A summary was not generated due to insufficient transcript.' Below this, a 'Next steps' section also states: 'Next steps were not generated due to insufficient transcript.' At the bottom of the callout are buttons for 'Share', 'Download', 'Edit', and 'Delete'.



# Meeting Summary

## How To Start

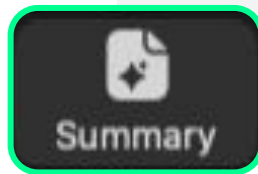
- For meetings you host, you can start or stop the meeting summary through the in-meeting controls.
  - Activating meeting summary, triggers meeting transcription, the meeting summary is generated based on the transcript after the meeting ends.
- The summarization of the meeting begins at the start of the meeting if AI Companion and Smart Summary are enabled.
- When enabled, the host & participants can click the AI Companion icon in the top right of the window to see exactly what AI Companion is tracking. The host can even stop
  - The host can disable AI Companion by clicking **Stop AI Companion features**
  - Or they can click **AI Companion** select the gear icon and disable or enable **Meeting questions** and/or **Meeting summary**
- The notification type will depend on the participants' client version.
- To stop the summary, click **Stop Summary**.



# Meeting Summary

## Request Enablement

- If the host **does have** Meeting Summary enabled for their meetings, any meeting participants can request that it be started for the current meeting.
  - The host will receive an in-meeting request to start Meeting Summary for the current meeting.
- If the host **does not have** Meeting Summary enabled for their meetings, the host, co-hosts, and any participants can request that it be enabled.
  - If the host or another meeting participant is an admin, they will be prompted to enable it during the current meeting.
    - For **Pro accounts**, an admin in the meeting will be prompted to enable both the in-meeting Meeting Summary feature & the web-portal Meeting Summary setting through the meeting window prompt. **This will take effect immediately.**
    - For **Business accounts & higher**, an admin in the meeting will be prompted in the meeting window to open the web portal and enable Meeting Summary setting. **This will take effect upon the start of the next meeting.**
  - If no one in the meeting has the necessary admin permissions, admins will receive the request as an email from Zoom.



### Ask Admin to Enable Meeting Summary with AI Companion



Harnessing the power of generative AI, Meeting Summary automatically generates and shares a summary of your meeting.

Cancel

Send Request



**Jacob** is requesting meeting summary with AI Companion

Use your free meeting summary whenever you host a meeting.

Maybe later

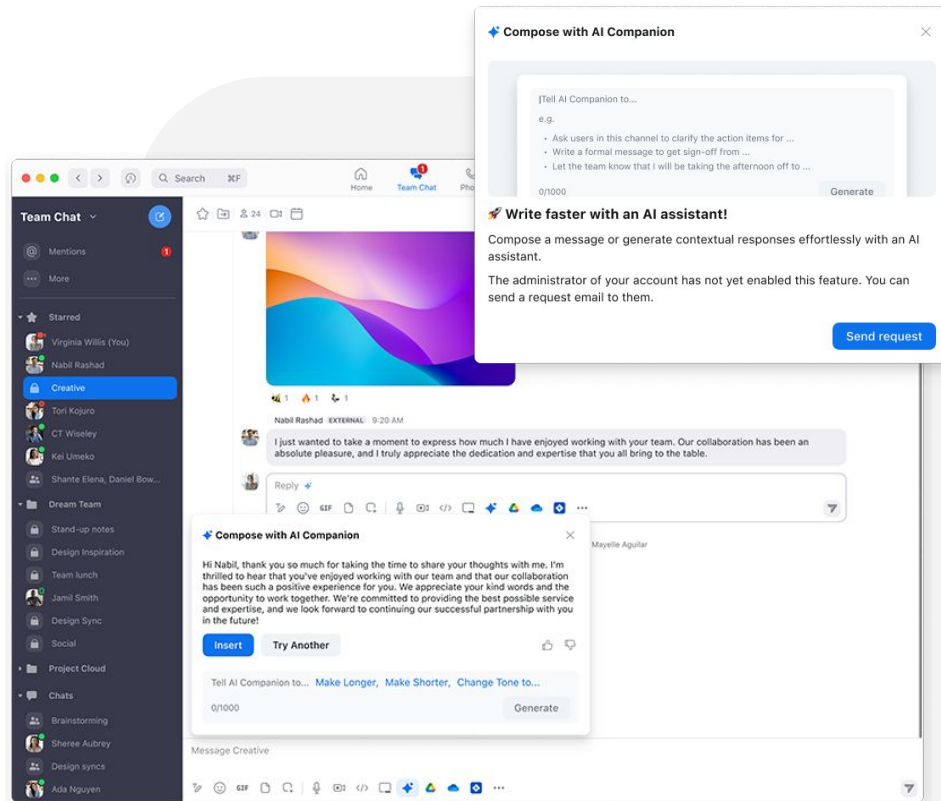
Enable



# Chat Compose

## Overview

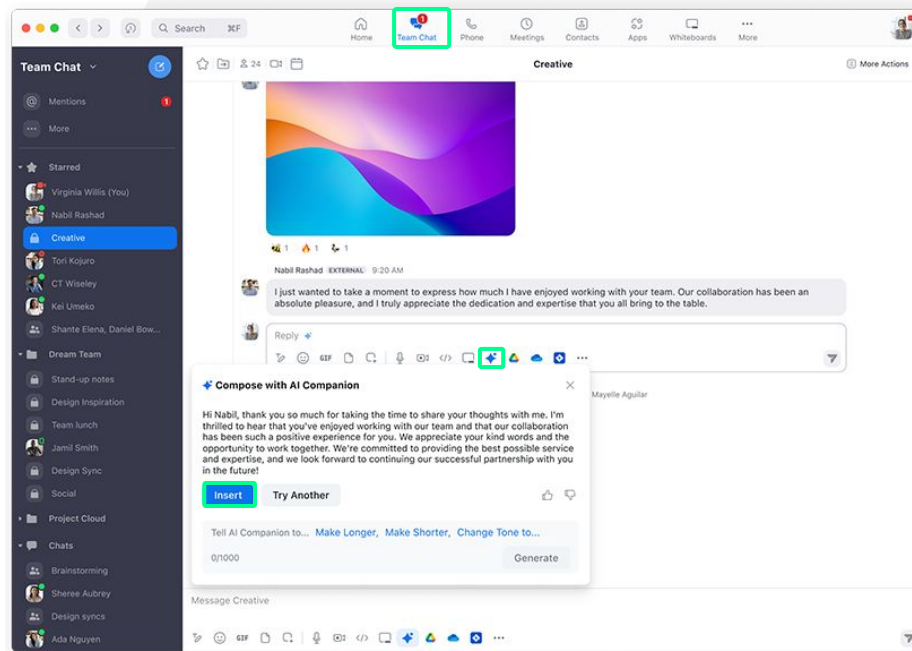
- Draft messages based on conversational context and what you want to say, as well as customize tone and length.
- Team Chat Compose with AI Companion is only supported in English currently.
- Use of Team Chat Compose with AI Companion is limited to 30 queries per day, per user.



# Chat Compose

## Reply to a Message

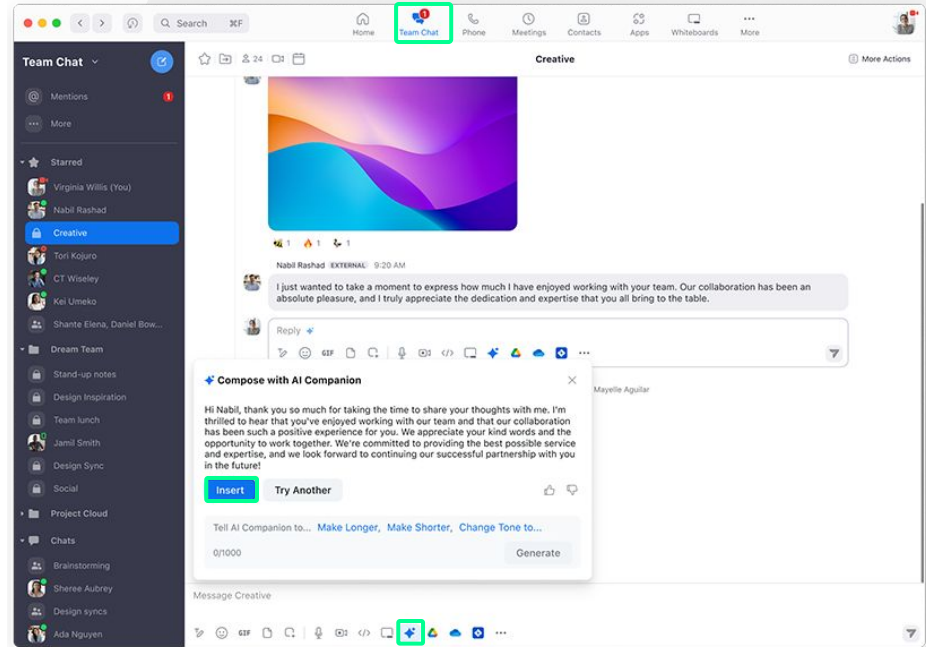
- Click the **Team Chat** tab.
- Next to the message you want to respond to, click the **ellipsis** icon.
- Click **Reply with AI Companion**.
- **Tell AI Companion to...** allows you to provide a draft of what your response would look like, or enter a prompt for AI Companion.
- Click **Generate**.
  - Click **Try Another** to generate a new response.
  - Reconfigure the response with **Make Longer**, **Make Shorter**, or **Change Tone** options.
- When you are satisfied, click **Insert** or **Replace**.
- Press **Enter** or click the **send** icon.



# Chat Compose

## Create a Message

- Click the **Team Chat** tab.
- Click the **Zoom AI Companion** icon in the client message box, or at the bottom of the client window.
- **Tell AI Companion to...** allows you to provide a draft of what your response would look like, or enter a command for AI Companion.
- Click **Generate**.
  - Click **Try Another** to generate a new response.
  - Reconfigure the response with **Make Longer**, **Make Shorter**, or **Change Tone** options.
- When you are satisfied, click **Insert** or **Replace**.
- Press **Enter** or click the **send** icon.

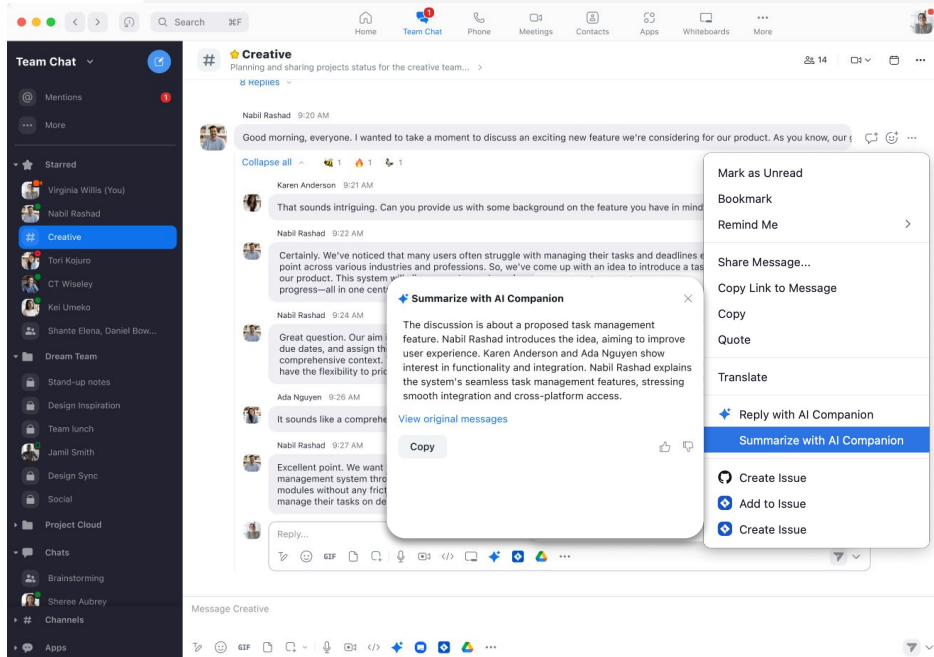




# Thread Summary

## Overview

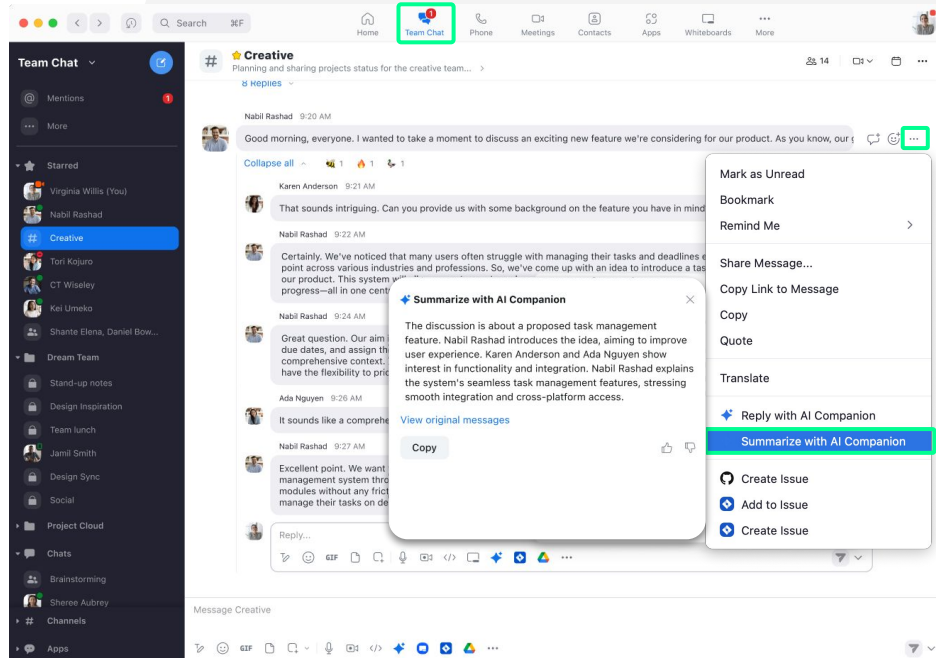
- Quickly summarize the content of long Team Chat threads.
- You'll find the Thread Summary option in the message options menu or directly beneath the chat thread.
- Can be managed by admins at the account & group level.



# Thread Summary

## Summarize a Chat Thread

- Sign in to the Zoom desktop client.
- Click the **Team Chat** tab.
- Next to the chat thread you want to summarize, click the **ellipsis** icon
- Click **Summarize with AI Companion**.
  - Click **Copy** to copy the summarized content.
  - Click **View original messages** to redirect and highlight the chat thread you summarized.
  - Click the **upvote** icon or **downvote** icon to provide feedback on the summarized content.



# zoom AI Companion



Getting **Started**

zoom AI

Admin **Setup**



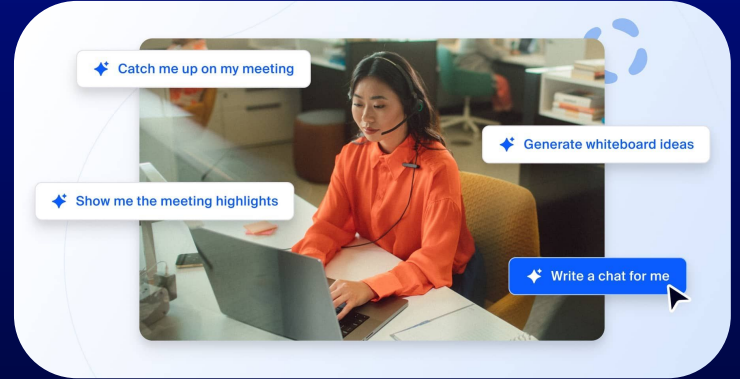
Feature **Overview**



Helpful **Resources**



# Helpful Resources



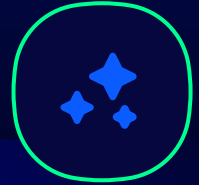
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Thank you

zoom