How AI-powered Phones are Changing the Modern Workplace

Table of contents

Introduction

The art of how people work together has been in a constant state of change. Working across different time zones, continents, schedules, and work locations has always been a challenge, but this time it feels different. Remote workers, hybrid workers, and in-office workers are all trying to sync together in new ways. Some of these more flexible working styles have created new gaps, and as people include artificial intelligence (AI) innovations as part of their solutions, businesses need to reimagine how their teams communicate and collaborate.

The good news is that we now have more tools at our disposal to bridge those gaps than ever before. We can send messages on chat, comment on cloud documents, and meet over video, but phone is still a staple communication channel for most businesses. The challenge comes in figuring out which tools are solving those problems, and which tools don't necessarily pull their weight. It can also be difficult when the tools you rely on don't always work together well.

In this ebook, we'll help you:

✅ Assess your current phone system and evaluate how it fits into your overall toolkit.

✅ Understand how your individual apps and platforms work together in today's communication landscape.

✅ Learn how complementing your phone system with a trusted platform with AI capabilities can future-proof your business and help your teams forge stronger connections.

CHAPTER 1

How does your phone service actually serve you?

Phone and email are often the main pillars of communications services that businesses use most frequently. **Customers need a way to connect with you, and your employees need ways to communicate with each other if they're not always in the same location.**

You might consider where your employees spend the majority of their time: in the office, remotely, or even a mix of the two. While it's important to be able to connect across whatever distance, it's not the only thing to consider. Think about more than just where they are physically in the world. What matters just as much is where they spend their limited time and whether it's being spent efficiently. Here are some questions to ask yourself:

- Does your current phone system make it easy for distributed teams to collaborate?
- How flexible are your communication channels? For example, can your employees easily move from a phone call to a video meeting to clarify something visually?
- Is it just as easy to use your phone service on your computer at your desk as it is on your mobile device?
- Besides phone, what other tools, applications, or platforms are they using? How easily do they integrate with one another?

We often spend so much time in these individual spaces where work happens that we don't always take a step back and think about if and how these systems work together to drive engagement, collaboration, and productivity.

CHAPTER 2

What does the modern phone do differently?

Let's take a look at what's often viewed as the most antiquated piece of your communications platform: phone. In the last 40 years, this is actually the system that's seen the most change. Emails are still words and attachments, but phone calls have made the leap from hard-wired cables to the cloud. It's possible that your existing system is cloud-based, but if it's not, here's an overview.

A phone system based on a cloud phone service makes calls over the internet and has become an increasingly popular choice due to its flexibility and cost savings. **Cloud phone services require virtually no infrastructure other than an existing internet connection.** You can use any device, such as a smartphone or computer, to make calls, or use a cloud phone number on a traditional desktop office phone if you prefer. Additionally, cloud phone systems can offer you an admin portal to make it easy to add new lines and get an overview of operations.

There are many benefits of cloud phone systems that make sense for IT leaders to take advantage of. They're exceedingly reliable, with many options offering 99.999% uptime. Some providers even integrate their phone services into third-party systems, providing an important bridge to commonly used services. Choosing a phone service that is easy to set up and simple to manage will save time and frustration, and make it easier to add new users. Look for a phone system that is simple to provision or one that offers additional support and setup packages.

There's another important piece that connects to how we work today that needs mentioning: AI. A truly modern cloud phone system uses AI features to save you time. It can summarize and transcribe phone calls and voicemails so your team can save time and catch up on their work. It can even prioritize voicemails based on parameters that you set as important. AI has the potential to touch every aspect of communication platforms, and the phone is no exception.

CHAPTER 3

Zoom Phone: A reliable phone system with AI Companion

Settling for outdated systems and fragmented solutions is no longer an option for IT and telecom leaders. When it comes to cloud-based phone technology, **Zoom Phone** with AI Companion distinguishes itself as a secure, seamless, and reliable phone system that helps you focus on what's most important for your business:

- **AI Companion capabilities:** Innovative AI Companion capabilities within Zoom Phone help you save time and improve productivity.
- **Reliable service:** 99.999% uptime, with additional connectivity options like Zoom Node and Zoom Phone Local Survivability.
- **Easy migration:** Dedicated support from Zoom to guide you through your migration process.
- **Simple to use from any compatible device:** Make and receive calls from your desk phone, smartphone, or computer. Transfer between them with a single click or tap.
- **Transparent pricing:** No hidden fees, including no fees for E911 emergency calls.
- **Flexible bundles:** Mix and match licenses to get the right subscription for each user.

Zoom Phone is a modern business phone solution with AI Companion capabilities and critical features like call recording, caller ID, call routing, number porting, and more. Zoom's built-in redundancy and resiliency help ensure high call quality and consistent service of your business phone system. Managers can oversee global communications in the centralized administration portal, while CIOs and CFOs can rest easy knowing they have a business phone service that can keep teams connected at a predictable price.

Zoom Phone also offers flexible deployment options. You can bring your own existing carrier and connect Zoom Phone with your current service provider to avoid early termination fees, maintain your current call rates, and limit downtime risk in porting over large volumes of numbers. As long as you're in a country or region where porting phone numbers is possible, you can keep your existing phone numbers when you're ready to migrate fully to Zoom Phone.
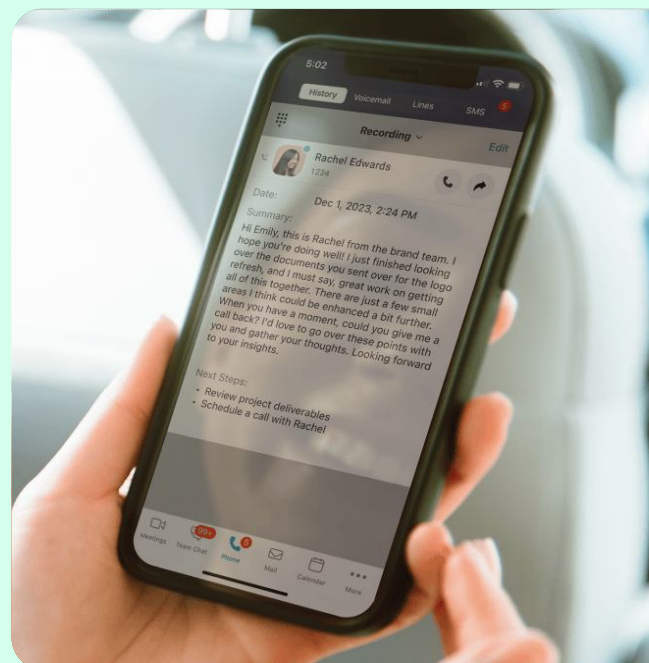
> " By moving to Zoom Phone, we were able to **reduce 50–70% of circuits and infrastructure** across the globe and reduce total cost of ownership.
>
> **- DIOFANTO ROSALES, VICE PRESIDENT, DIGITAL WORKPLACE AND IT INFRASTRUCTURE, FLEX**

A phone system that saves you time with AI features

Zoom AI Companion, your smart AI assistant, is included at no additional cost for eligible paid plans*, which means you don't have to pay extra for incredible time-saving features like:

- **Post-call summary:** Get summaries of phone calls and outline your action items post-call, so you can be more present during your phone calls.

- **Voicemail prioritization:** Identify which voicemails need your immediate attention.

- **Voicemail task extraction:** Get tasks and action items directly from voicemails so you can quickly get through your messages and focus your attention on what matters most.

- **SMS text thread summary:** Summarize Team SMS threads you received while you were out to help keep you updated and save you from having to read each message with PowerPack add-on[†].

* AI Companion is included at no additional cost with the paid services assigned to Zoom accounts. AI Companion may not be available for all regions and industry verticals.

[†] SMS summaries require Team SMS, which is included in the Zoom Phone PowerPack add-on.

CHAPTER 4

Consolidating your tools helps make your team more efficient.

Zoom Phone and AI Companion work together seamlessly, but that's not the only way you can save time and be more productive in the modern workplace. All of your communications should work together cohesively, and it's frustrating for your employees and customers when they don't.

That's where **Zoom Workplace** comes in. It's an open collaboration platform with AI Companion that helps businesses of all sizes streamline communication, increase employee engagement, optimize in-person time, and improve productivity across their organization.

Based on a March 2024 platform and AI survey conducted by Zoom, we surveyed 1,500 US-based respondents who utilize digital collaboration tools in their workday:

- 83% agree that using a single communications platform makes them more productive.
- 78% of respondents agree that a unified platform helps them better manage their work.
- 48% of respondents save at least 2 hours per week by limiting workflow distractions, or the equivalent of **over two full work weeks** per year.
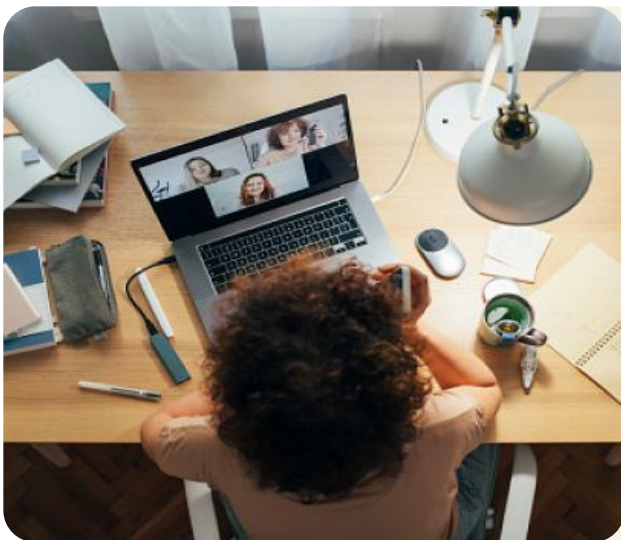
If your phone system doesn't integrate with your other workstreams the way you want, you may want to consider Zoom Phone and Zoom Workplace as a way to streamline your organization. Each piece of your overall communications solution needs to work together to reduce friction across your workflows. Zoom Workplace is an all-in-one app that's powered by AI and offers over 80 integrations with many of your favorite third-party apps.

With an intuitive, centralized admin portal, Zoom Phone can help you get set up faster, easily manage users and permissions, and monitor service performance. Even better, it's an integral part of Zoom Workplace, allowing your employees to work how and where they can be most effective while helping to boost efficiency with advanced calling capabilities across mobile, desktop, and other devices.

Discover how Convera achieved 2x employee engagement and improved productivity with Zoom

Convera, a financial services institution, needed a reliable and secure phone provider. But the main reason they chose Zoom Phone for their 2,000 employees was its simplicity. Chris Blackstone, Director of Digital Workplace at Convera, knew that workplace technology could be complex for so many people to navigate. They started with Zoom Phone as their phone solution and soon found that Meetings, Team Chat, and other Zoom Workplace solutions gave them what they needed to work together on their terms, increase employee engagement, and improve productivity.

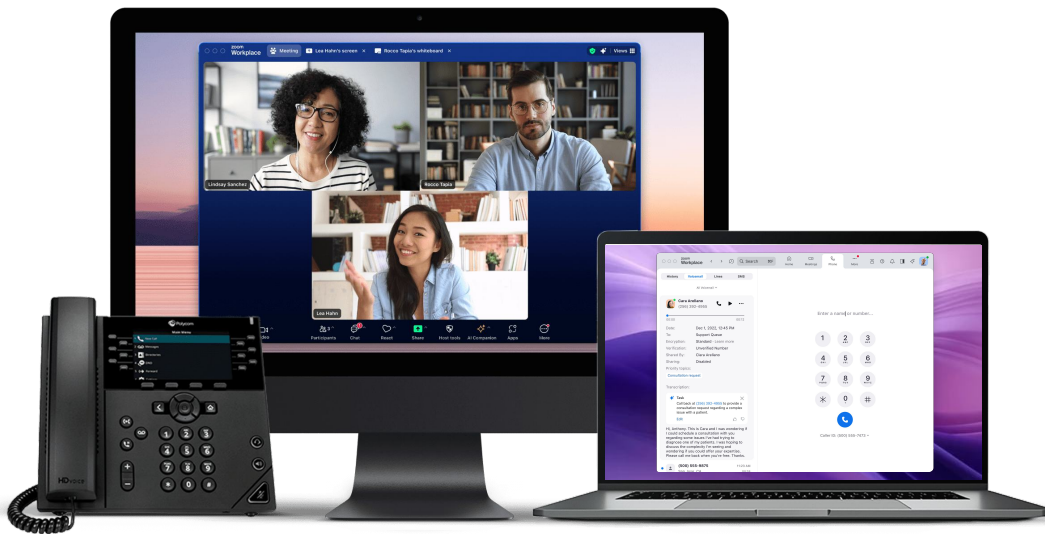**Explore how Convera reimagined its digital workplace with Zoom Phone.**

" We were able to choose Zoom Phone as the foundation of what it looked like for Zoom to be embedded at Convera, and from there we've really been able to expand and take advantage of all the new features that Zoom is offering. We made the right decision from the start.

- CHRIS BLACKSTONE, DIRECTOR OF DIGITAL WORKPLACE AT CONVERA

Reimagine collaboration with Zoom Phone and Zoom Workplace

When you embrace a modern AI-powered phone system, you have the opportunity to elevate your employee and customer experiences while focusing on what matters most. If you consolidate your communications onto an all-in-one collaboration platform with AI capabilities, you can give your teams the tools to be more productive and collaborate efficiently with each other.

Find out how Zoom Phone and AI Companion, part of the Zoom Workplace platform, can help you navigate the complexities of communication in today's dynamic workplace.

Request a demo

Thank you

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