Professional Services

Zoom Virtual Agent

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OVERVIEW

The Zoom Virtual Agent solution becomes your digital teammate. Zoom's Professional Services team is here to guide you through the restructuring of your help center, optimize support channels, identify content gaps, and improve customer experience workflows to create personalized 24x7 support for your customers, with fewer tickets, reduced handle times, and improved agent productivity.

Zoom's Professional Services brings years of technical expertise, extensive field experience, and our proven methodologies to help you save time and money on your Zoom initiatives.

What we offer:
- Dedicated Consultant
- Dedicated Project Management
- Business Process Experts
- Knowledge base and machine learning optimization

- 30-60 days to full deployment – and no code needed
- Orchestrate personalized, segmented customer journeys.
- Build workflows, CRM Authentications
- Branding of the chat experience

Customer Role:
- Designate a Primary and Secondary point of contact for project decision making
- Subject matter expert for process collaboration

- Provide information, data and documentation as required for performing services

Project Completion
- Validation testing to ensure customer use cases are met

- Hypercare for 2 weeks post Go-live
- Provide final documentation

Zoom Virtual Agent Implementation Methodology

Collaborate via project portal, chat with project team members, and follow every step of the process.

Discovery	Design	Implement	Test	Go Live	Support & Managed Services
Validate project success metrics, stakeholders, timelines, gather requirements, and analyze your customer services processes.	Create design, architecture, and deployment strategy	Craft personalized environment for your customers, specific to their unique needs.	End-to-end testing, review, and final approval to launch to your customers.	Ensure that customers are happy and self-service is thriving.	

Ensuring Success for the Entire Customer Journey

In the three stage implementation of Zoom Virtual Agent you will be able to go-live with answers for your customers within 30 days. We'll launch workflows with links, connect your integrations, and our engineers will build out your custom solutions. The second stage analyzes SSR and finds opportunities to increase self service. Finally as we move into the third stage, your automations will be tested and go live leading to success metrics reporting.

Professional Services for Zoom Virtual Agent

Our team uses data-driven decision making against your business requirements, and we understand political landscapes and security protocols. Our expertise will provide the confidence you need going live to millions of your customers. Whether you are looking for a full chat bot deployment, adjustments to existing workflows, or just guidance on your machine learning behavior, Zoom Professional Services can help you do it all.

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Thank you for your interest in Professional Services

For more information:

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Visit zoom.us/en/global-services