5 reasons why Zoom Virtual Agent is the future of agentic AI self-service
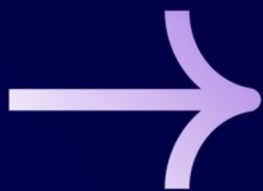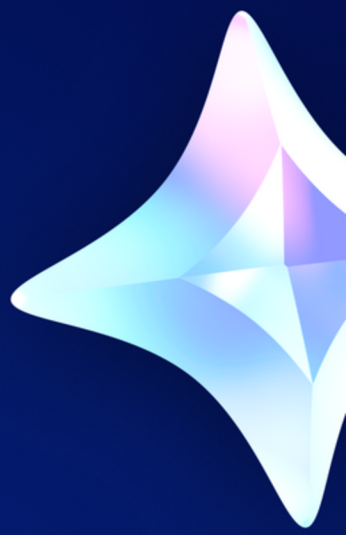
→

01.

Human-like conversations, not scripts

Zoom Virtual Agent 2.0 uses agentic AI to deliver **personalized, empathetic support** that feels natural—no scripted replies.

02.

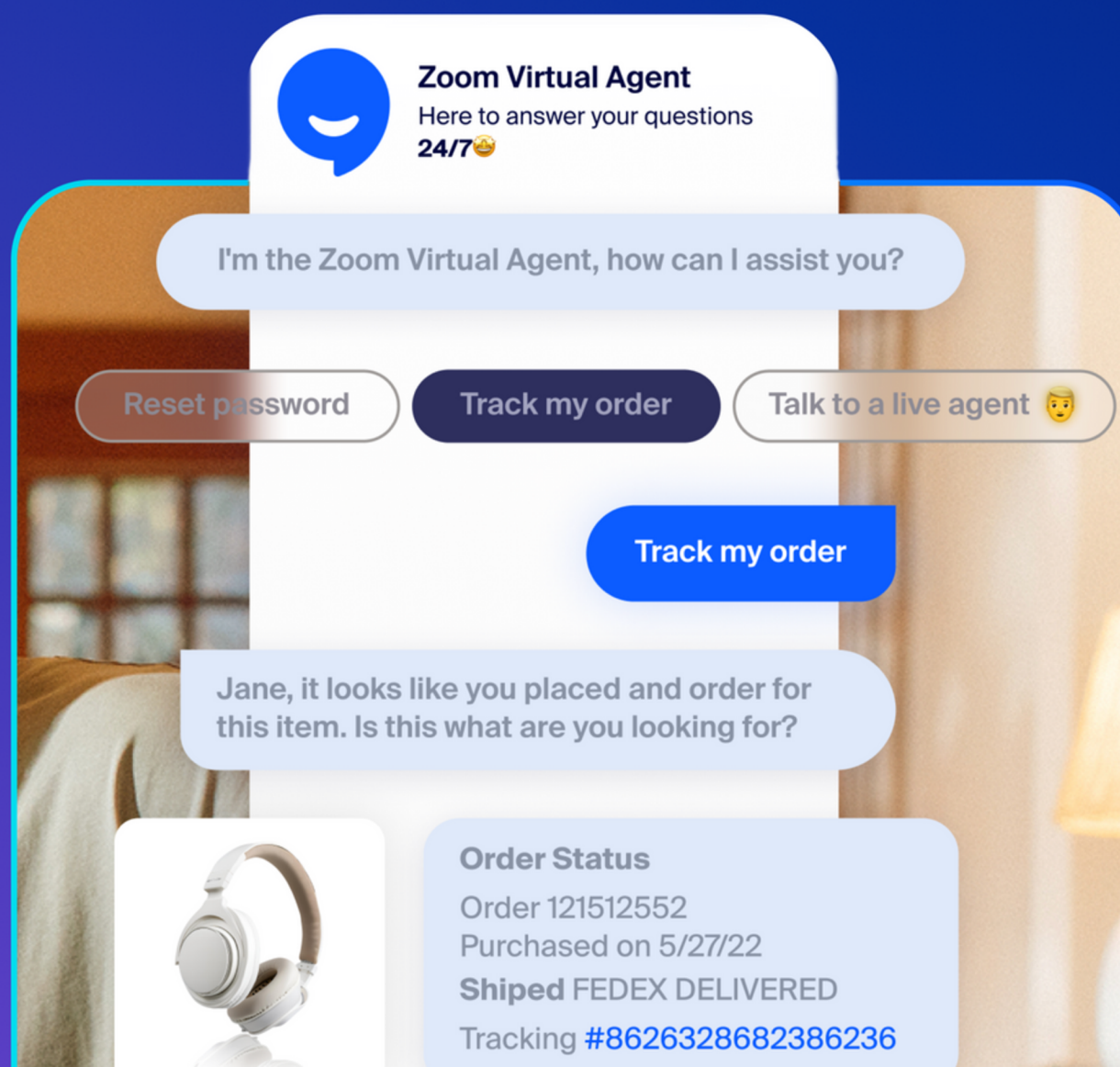## End-to-end resolutions at scale

Zoom Virtual Agent **reasons based on customer needs and priorities,** autonomously taking action to resolve complex issues from start to finish.

Zoom Virtual Agent
Here to answer your questions 24/7😆

I'm the Zoom Virtual Agent, how can I assist you?

Reset password   Track my order   Talk to a live agent 💁‍♂️

Track my order

Jane, it looks like you placed and order for this item. Is this what are you looking for?

Order Status
Order 121512552
Purchased on 5/27/22
Shiped FEDEX DELIVERED
Tracking #8626328682386236

03.

# Zoom Virtual Agent thinks ahead, so you don't have to

- ✓ Actively anticipates customer needs to deliver solutions

- ✓ Doesn't wait for the customer to outline every issue

- ✓ Proactively solves problems, before customers even notice them

04.

Self-service to loyalty, AI handles it all

From contact center and other enterprise workflows, Zoom Virtual Agent **works across channels and systems to keep data flowing** and **customer journeys seamless**.
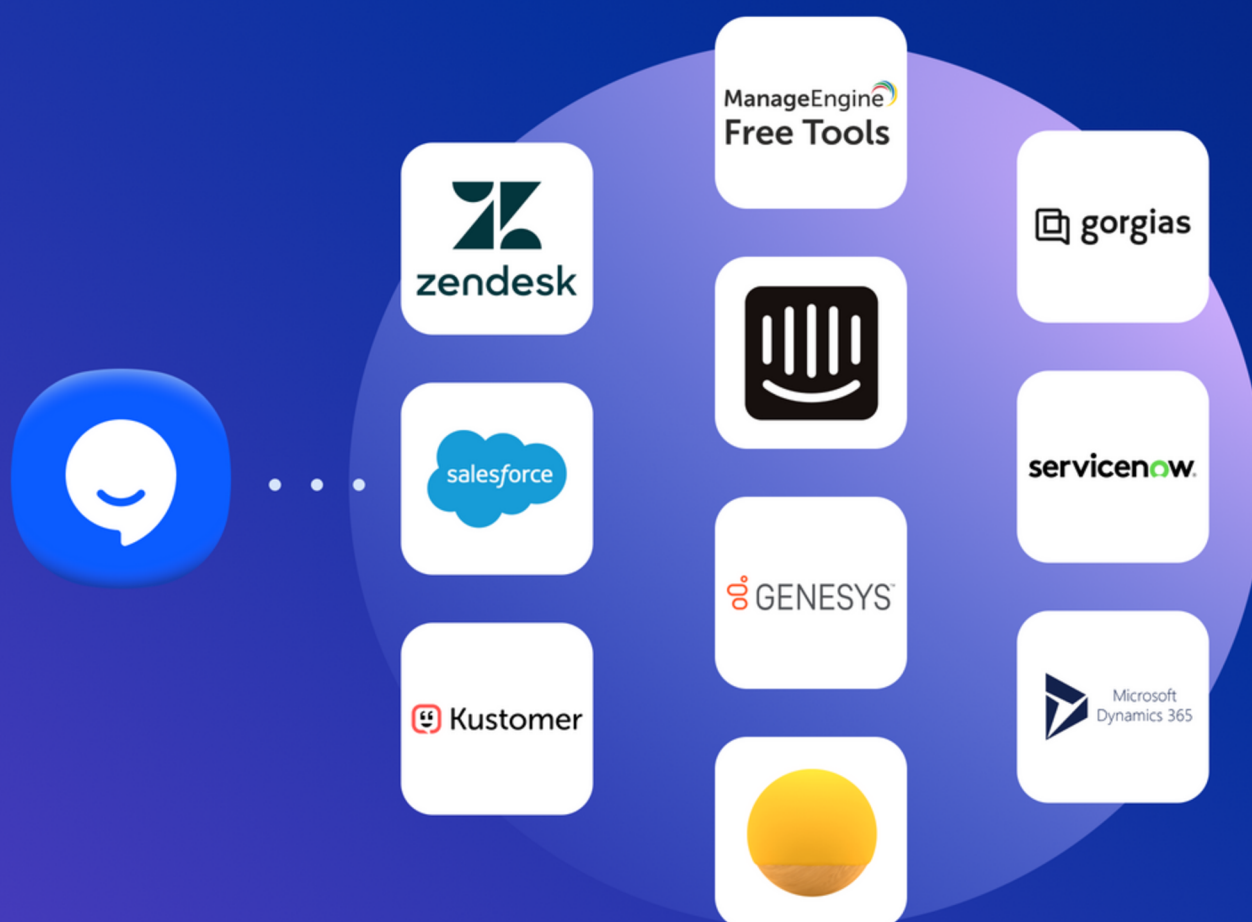
05.

Continuous learning and measurable impact

It offers **AI-first insights** on performance so your **virtual agent gets better with every interaction**, creating cost and time efficiencies.

Smarter self-service starts here

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