

How AI Can Help Decrease IT Support Costs

The time and resources spent on addressing simple help desk questions from employees can cost your organization millions while producing unnecessary work for your IT department. Automate high-volume and low-complexity questions so that your IT team can get back to their strategic work.

Just How Much is Spent on Asking and Answering Simple Questions?

13,680

inquiries per year based on a 1000 employee firm¹

\$105

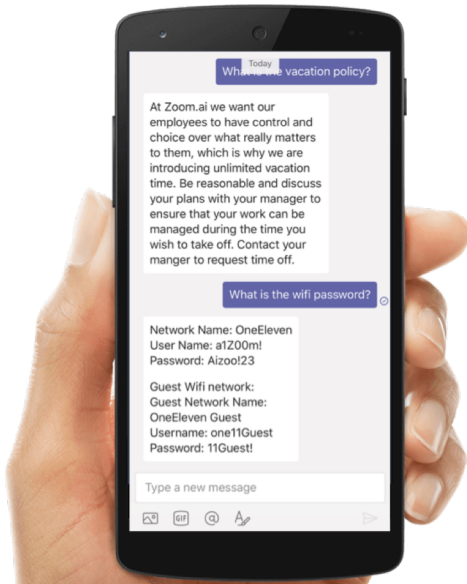
opportunity cost to resolve a simple issue²

\$1,432,800

spent annually on automatable issues

Increase Productivity and Decrease Cost with Zoom.ai

With Zoom.ai, you can now automate all your Tier 1 questions so your IT department can focus on what really matters. It is an enterprise productivity solution that sets up in minutes and lives inside your favorite office chat platform. Employees can chat with their Zoom.ai automated assistant in plain English and have questions answered or tickets created in no time.



INTUITIVE

Chat in natural language and automate **routine questions, searching for files, ticket creating**, and more.



CONNECTED

Intelligent layer between chat platforms like **Microsoft Teams, Slack, Google Hangouts** and applications like **OneDrive, Google Drive, Email, Dropbox, Jira, Zendesk**.



SECURE

Zoom.ai is **GDPR** Compliant. Our database servers are encrypted with **AES-256**, and your accounts are accessed with **OAuth2** secure protocols .

¹MetricNet, 2012.

²Based on employee and IT department's time

Make your workplace more productive.

Empower your employees with the Zoom.ai automated assistant.



Rob Howard

Director

Microsoft Office 365 Ecosystem

"Zoom.ai's automation technology within Office 365 helps our joint customers automate simple tasks and improve communication within their existing collaboration tools, allowing them to get more tasks off their plate in less time."