Zoom AI Companion Strategy

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Speaker

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Zoom

Zoom Video Communication

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Founded in 2011

Aim at removing the barrier of physical distance in live communication

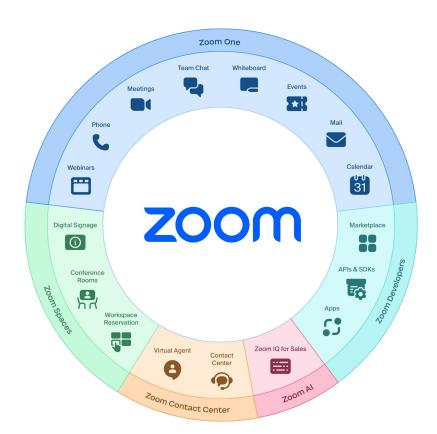More than 300 million daily active users as of 2024

zoom

Zoom Products

A suite of efficient tools for
- video meetings
- chat
- mail
- document processing
- contact centers
- sales
- and more

Why are we working on AI in Zoom?

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Meetings, chats, documents are in the center of decision making, idea exchange and other high-level human intelligence activities.

By engineering, we can provide digital tools for these processes.

By AI, we can provide core assistance to facilitate users' tasks of information aggregation, reasoning and decision making

Zoom AI Companion

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Available in Sept. 2023

First such AI product in communication software

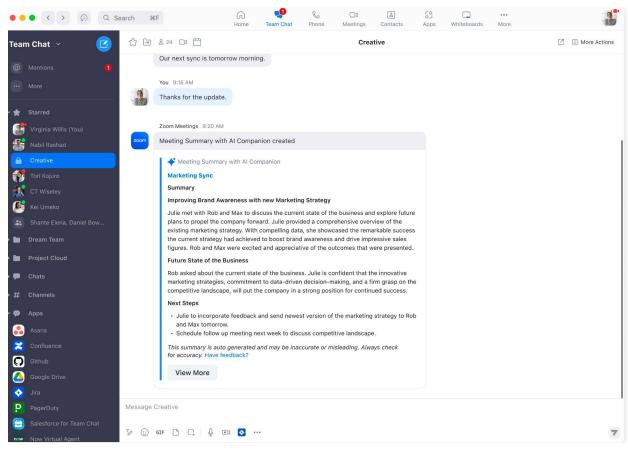Available now at **no additional cost** with paid Zoom user accounts
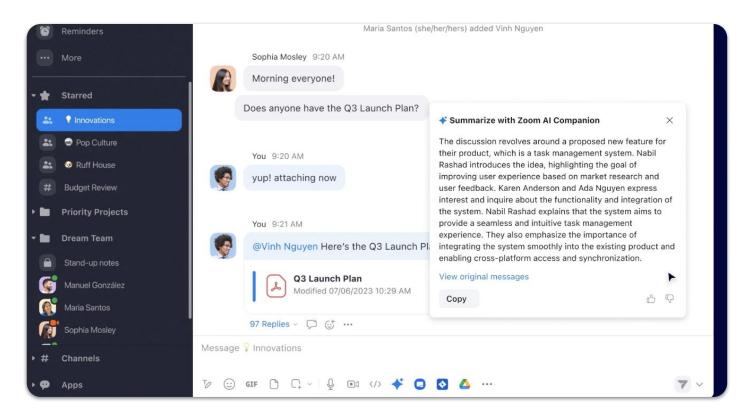
AI Companion Questions
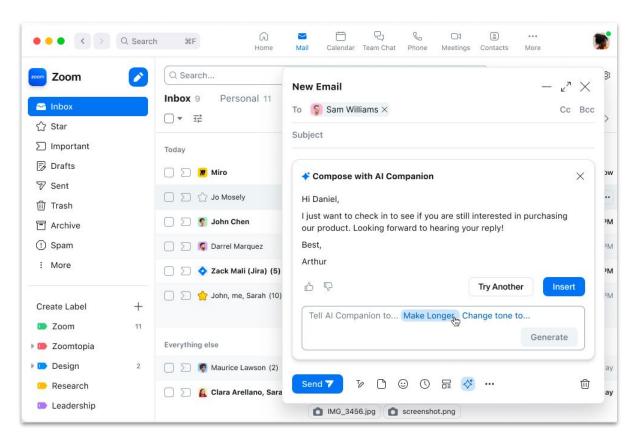
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AI Companion Meeting Summary

Team Chat Thread Summary

AI Companion Email Compose

Our Core Technology behind AI Companion: Federated AI

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Traditionally, the model candidate with best *average performance* on validation data is selected

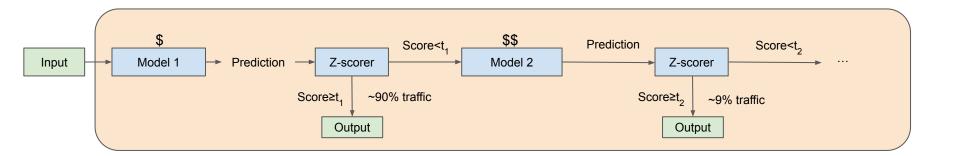What if we can choose *the best model for each input instance*, at least approximately?

Need to lower the cost and maximize the performance
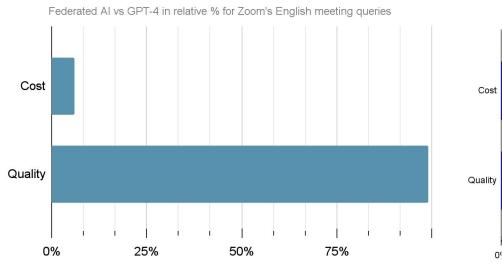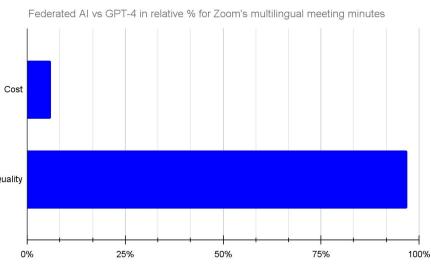
Our Core Technology: Federated AI

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Model chain: A sequence of models with increasing performance and cost
Z-scorer: trained quality evaluator, to decide when to show the current result to users

Results

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Federated AI vs GPT-4 in relative % for Zoom's English meeting queries

Federated AI vs GPT-4 in relative % for Zoom's multilingual meeting minutes

At only ~6% of the cost, our Federated AI solution achieves 99% and 97% of the performance of GPT-4 (Copilot), judged by GPT-4.

https://www.zoom.com/en/blog/zoom-federated-ai-maximizes-performance-quality-affordability/