

Zoom unveils AI-first industry offerings including solutions for frontline workers

New tailored solutions help enable increased productivity and collaboration across education, healthcare, and more

Today at Zoomtopia 2024, [Zoom](#) introduced new industry innovations underpinned by powerful AI Companion capabilities. These enhancements will inspire increased productivity and collaboration within industries with specific demands, including education, healthcare, government, retail, manufacturing, and more.

“We are excited to offer these AI-first industry-tailored solutions to meet the unique needs of industries - whether it’s empowering educators and students with teaching and learning assistance to help improve learning outcomes, saving time for clinicians by AI-generated clinical notes, driving productivity and engagement for frontline workers with mobile-first on-shift communication and work management tools, and more,” said Smita Hashim, chief product officer at Zoom. “It is critical that we continue to empower and engage these users and meet their needs as the industry landscape continues to evolve.”

Transforming the frontline worker experience

With frontline workers accounting for over [80% of the global workforce](#), it is critical to give them the tools and resources necessary to collaborate and work efficiently. In the past, it has been difficult for frontline workers to feel connected to their co-workers, leaders, and the company as a whole. Now, with Zoom, frontline workers can collaborate seamlessly from wherever they are, boosting connections and productivity.

- **Zoom Workplace for Frontline** worker app with Zoom AI Companion is a new, purpose-built, AI Companion-based mobile solution that provides employees with critical on-shift communications and work management capabilities including push-to-talk, shift swapping, task management, and shift summaries. It can assist frontline employees and their managers with planning, reviewing insights, creating shift summaries and operations for management, and more. The app will be easily accessible throughout the employee’s day, helping to save them time by enabling them to work more efficiently.
- **Workvivo for Frontline** keeps workforces up to date on company news, helps them connect with other employees across the globe, receive recognition, and feel a sense of belonging to drive employee engagement. With a mobile-first experience and digital signage options, Workvivo is already being used by hundreds of frontline organizations to reach employees no matter what language they speak or where they work.

Workvivo for Frontline is available now, and new features like Forms and Employee Journeys will be added in the first half of 2025.

Inspiring students and educators

Zoom is redefining the teaching and learning experience with new Zoom education solutions, including Zoom AI Companion, which helps students and teachers better prepare for the day, review class materials, and more.

- **Zoom Workplace for Education**, (formerly Zoom One for Education) solutions include Zoom AI Companion and the new AI Companion education enhancements. It enables educators to prepare for classes by helping them develop customized lesson plans, tests, and quizzes. It will also provide easy access to review past summaries, chats, and docs within Zoom Workplace, giving them more time to focus on students' outcomes. Students will be able to review prior class summaries, homework, and quizzes. They will have the ability to take personal notes by annotating and highlighting transcripts with a new "live notes" feature, which is included with Zoom Workplace for Education licenses. Additionally, they will have access to lecture summaries, which will provide a single location for all students to review all classroom materials and access a learning assistant to further guide them in their personalized learning journeys.
 - A **custom AI Companion for Education add-on** will enhance the AI Companion experience by connecting to applications (e.g., Learning Management Systems, and Student Information Systems) and trusted data sources (e.g., research databases, and learning content repositories) to provide school-specific customized and personalized answers. In addition, a personalized AI coach for educators will provide in-class student engagement analytics and detailed coaching metrics.

Zoom Workplace for Education will launch in December 2024. AI Companion enhancements and the custom AI Companion add-on will be available in the first half of 2025.

Reimagining patient care

Zoom is empowering healthcare providers to reimagine patient care with new Zoom Healthcare AI solutions.

- **Zoom Workplace for Healthcare** will integrate healthcare-specific requirements into the Zoom Workplace platform—including Zoom AI Companion, BAA-approved products, and more—to engage employees, foster teamwork, and improve productivity.
- **Custom AI Companion for Healthcare add-on** will provide healthcare-specific AI customizations, including a healthcare dictionary for meeting summaries and in-meeting questions, extended information across trusted data sources (e.g. EHR), and personal coaching, improving the effectiveness of healthcare workers.
- **Zoom Workplace for Clinicians**, a new paid offering, will streamline clinical workflows, allowing doctors, nurses, and practitioners to focus more on patient care and enhance patient engagement, instead of spending time on clinical documentation. For example, in

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the pre-visit phase, doctors can review schedules and patient records in the electronic health records (EHR), using the “visit prep summary” for quick insights.

- **Clinical notes** will be a key feature included with Zoom Workplace for Clinicians. They are a critical high-value need for telehealth and in-person patient engagement for capturing patient interactions within a specific format, such as SOAP, based on specialty for seamless entry into the EHR. Zoom clinical notes, supported for both telehealth and in-person visits, will include visit transcription as well as AI-generated clinical notes. The use of clinical notes through Zoom is designed to elevate the quality of medical note output and to help save time for clinical staff by reducing their documentation burden.

Zoom Workplace for Healthcare will be available in Q4 FY25. Zoom Workplace for Clinicians and the custom AI Companion for Healthcare add-on will be available in the first half of 2025.

In addition to these industry innovations, [Zoom recently announced several new products](#) within its Advanced Enterprise Solutions offerings – a collection of products and features that help make the Zoom experience more efficient, reliable, secure, and compliant. This is specifically designed to address the complex needs of large, enterprise organizations especially those in regulated industries such as finance, healthcare, and government agencies

For more information on additional enhancements Zoom unveiled today, read the Zoomtopia press release and visit the [Zoom newsroom](#).

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