



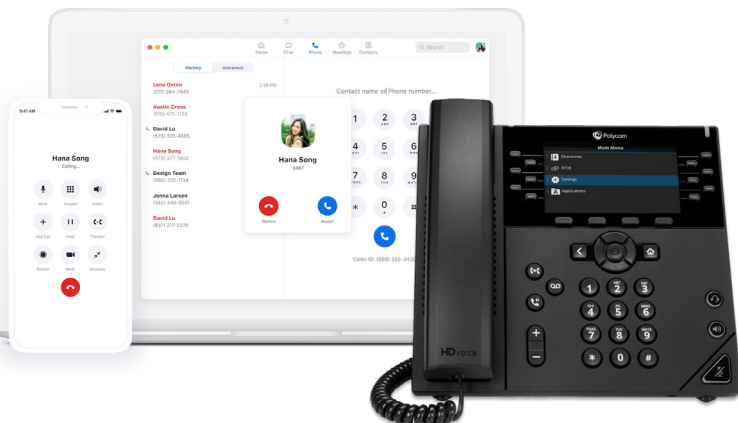
Zoom Phone for Federal Government

Across the country, federal agencies and contractors are responding to complex challenges and need a clear, reliable, cost-intelligent, and modern telephony solution. A solution must support a telecom environment that has users working across multiple locations and departments, on both home and office networks. IT and telecom managers must also navigate logistics, vendor management, and systems management challenges. All this can lead to unpredictable costs and outages. Legacy systems simply cannot deliver the manageability and cost savings that government organizations need from a communications platform.



Zoom Phone Meets Today's Challenge

Zoom Phone helps you deliver a consistent, quality experience to all your users. The solution enables IT teams to simplify day-to-day telephony operations and management through a single pane of glass and shift their focus to strategic tasks. We make support easy: your IT organization won't have to worry about being familiar with PBX management, as the Zoom Administrator experience is designed to be user-friendly and intuitive.



An All-in-One phone system

Zoom Phone is the cloud PBX solution built for the Zoom platform. It can replace your existing phone system and work seamlessly with video meetings and chat on the Zoom platform. HD voice delivers high quality audio to all Zoom Phone endpoints.

Zoom Phone Features for Federal Government

Zoom Phone is a component of the Zoom for Government platform, which is FedRAMP-Moderate authorized, FIPS-certified, 100% U.S.-based, and operated exclusively by U.S. persons. Zoom Phone is designed to support government agencies and contractors that manage a diverse set of departmental requirements and user scenarios, as it provides modern communication features while remaining agile and scalable. By leveraging Zoom Phone's streamlined management tools to delegate administration across departments, your teams can design communications workflows to suit their unique needs. Zoom Phone has key features that federal agencies and contractors need to communicate efficiently with the public and other agencies.

Zoom for Government is designed for agencies across the three branches of the federal government, national public institutions, branches of the U.S. Armed Forces, state and local governments, and approved contractors that collaborate with federal agencies.



Single Client Experience

Zoom is available on PC, Mac, iOS, and Android. Once licenses are provisioned, a full-featured phone experience will be available in the Zoom mobile and desktop application which provides one easy platform for communications.



Voicemail Transcription

Zoom Phone provides visual voicemail and automatic transcription if users prefer to read voicemail messages. Voicemail notifications are delivered via email with a transcription of the message and an audio file attachment. They can also be accessed in the Zoom client.



Caller ID Masking

Depending on the purpose of the call, a user can select to display their caller ID as their direct number, a main office number, a call queue, or no caller ID at all. This feature helps maintain the privacy of your direct contact information.



Auto-Receptionist & IVR Templates

To save time, you can copy business hours, greeting prompts, and routing rules, including the IVR menu. Settings can be modified as appropriate after copying.



Nomadic E911

Zoom Phone allows users to contact emergency services from any location, and simultaneously alert an internal safety team without the need for an additional 911 service provider. With government organizations having a variety of facility types, it's critical they can tailor emergency services to a precise location.



Mobility

With Zoom Phone, staff and officials can be reachable outside of government locations via mobile device or desktop.



SMS/MMS

In addition to voice communication, Zoom Phone provides text messaging (SMS). When communicating with others is best delivered as a text message, Zoom Phone has you covered.



Safety & Security

Zoom Phone is encrypted with 256-bit AES GCM encryption. It can integrate with paging systems, emergency broadcast systems, and physical phone devices from a variety of manufacturers.



Call Recording

Users can create an ad hoc phone call recording in case of an abusive call or crisis scenario that would require a government record.



Reporting & Analytics

Leveraging the easy-to-use centralized administration portal, you can provision and manage users, intelligently monitor business interactions, and more.



Call Queues

An administrator can configure incoming calls to route to a designated group of users, such as customer service, safety and security, etc. Call distribution can be configured based on simultaneous, sequential, or rotating options.