

Zoom AI Companion Assessment

USC Gen AI Assessment Team
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Executive Summary

- Zoom AI Companion (ZaiC) includes several features that use generative AI to enhance Zoom's platform of products including Zoom Meetings, Zoom Phone, and Zoom Team Chat. The only ZaiC feature that was available to USC (a BAA customer) at the time of this assessment was Zoom Meetings – Meeting Summary which is a meeting minutes summary emailed to the host (and optionally to other participants) following a meeting.
- ZaiC aims to improve the accessibility, engagement, productivity, and quality of online communication and collaboration.
- The USC Generative AI Assessment team along with the service-owning Unified Communications team conducted an assessment study and pilot to evaluate the functionality, benefit, usability, performance, and perceived impact of ZaiC Meeting Summary on a sampling of online meetings.
- Following the team's assessment and pilot, we found that ZaiC Meeting Summary had positive effects on the participants' satisfaction, comprehension, retention, and participation, as well as envisioned that the tool could reduce the cognitive load and fatigue associated with online communication.
- The study also identified the potential for some limitations and challenges of ZaiC, such as accuracy, reliability, and potential risks of producing summaries of sensitive or private discussions.
- The USC Generative AI Assessment team and the service-owning Unified Communications team recommend that the ITS AI Assessment Team Executive Sponsors approve the use of ZaiC Meeting Summary for USC online meetings, with caveats, including default configuration settings which require meeting hosts to consciously enable Meeting Summary for each meeting and broadly communicating that hosts have the responsibility to ensure that Meeting Summary not be used for meetings in which privileged, sensitive, or private topics are discussed. Use of ZaiC also must be in compliance with the USC AI/ML Acceptable Use Policy.
- Other ZaiC features (ZaiC Meeting Questions, ZaiC Zoom Phone) are not available to USC at the time of this assessment because Zoom has not released those features to Education customers with a HIPAA BAA in place. The team will update this assessment when additional Zoom GenAI features are made available to USC.