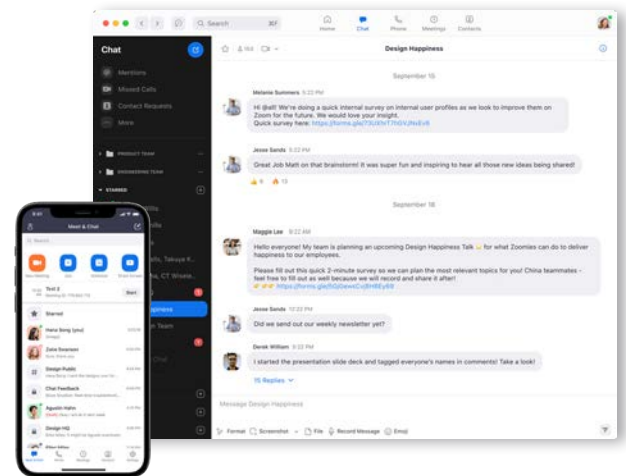# zoom

Zoom Chat

Where work happens outside of meetings

Your Complete Team Collaboration Solution

Zoom Chat makes it effortless for internal and external audiences to collaborate by bringing together persistent messaging, file sharing, video, and voice in a single application. Built from the ground up by Zoom, customers benefit from tight integrations across the Zoom platform and third-parties for consolidated workflows and improved efficiencies. It's backed by our strict security and compliance standards, giving teams peace of mind knowing they can confidently share information.

Keep teams informed: Simplify collaboration between teams and external participants with public or private channels organized by project, teams, or topics.

Streamline the way you work: Tight integrations across the Zoom platform and third-parties minimize app fatigue, make it easier to find things, and automate interactions.

Reduce emails and meetings: Minimize status update meetings and the dreaded reply all emails with direct chats and group channels, @ mentions, and organization features such as focused views and customizable notifications.
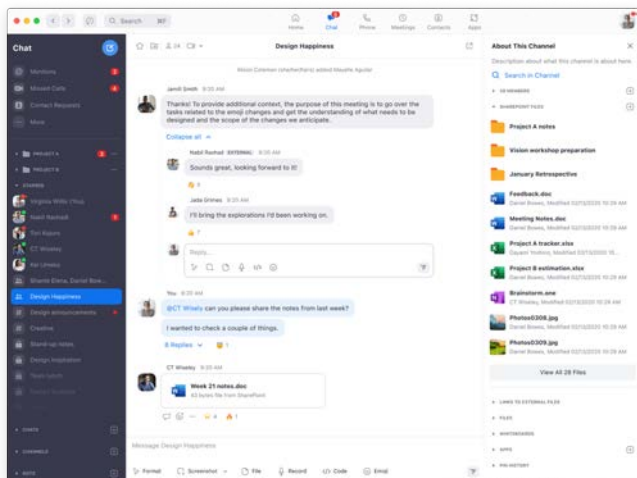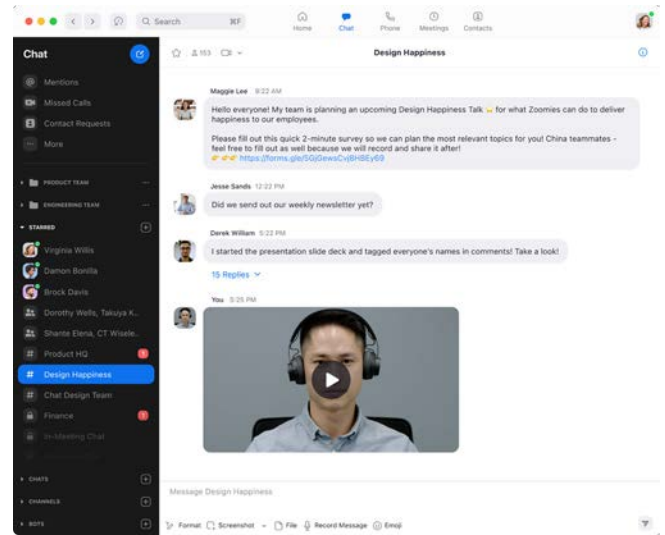

Why Zoom Chat?

Easy-to-use user experience
Zoom Chat is easy to get started, use, and manage. Its familiar user experience caters to a variety of different teams and business sizes.

Secure, reliable, and scalable
Zoom puts security and reliability at the forefront of everything we do. Zoom Chat offers advanced encryption capability, support for compliance, and real-time admin controls to manage permissions and growth.

Ability to work with anyone from anywhere
Included with all of our plans, users can collaborate with any Zoom Chat user. Work from the office, home or on-the-go via our desktop and mobile apps.

Integrated and extendable
Embed the tools that are best for your individual teams via our native integrations, bots, APIs and marketplace technology partners.

Communicate effectively

Smart features that make it easy to stay on top of things

- Starred chats and channels keep critical and frequent conversations on top, and folders to help you stay organized
- Notification settings so you're only getting notified on the things that matter the most to you
- Customizable sidebar for @ mentions, files, bookmarked chats, contact requests, and missed calls
- Quickly find what you're looking for with our unified search, history and back and forward capabilities
- Let others know if you are available, busy, or out of the office with presence and personal note
- Text formatting so you can highlight, bullet and quote chats, plus threading to make conversations easier to digest

Collaborate with others

Get your work done from a single app

- Easily share and collaborate on files with native integrations with leading file sharing and cloud storage providers such as SharePoint and Box.
- Share relevant files, links to websites, react with emojis, and illustrate your point with annotated screenshots or GIFs
- Escalate a chat to a meeting or phone call with a single click
- Send video messages for asynchronous collaboration and updates
- Automate workflows, notifications and get answers quickly with bots
- Customize your experience with our third-party apps and APIs

View our current apps here: **marketplace.zoom.us**

Share information securely

Enterprise-grade security and compliance

Security

Safely share files with the ability to enable advanced encryption and simplify password management with SSO and multi-factor authentication.

Compliance

Helps enable regional and industry compliance such as SOC 2, TRUSTe, FERPA, GDPR, FedRAMP, HIPAA, and more to protect sensitive information.

Data Storage & Privacy

Real-time settings give you the ability to decide where things are stored and how long they're stored for, plus admin restrictions and external contact permissions.

Ready to get started?

Zoom Chat is included with all Zoom accounts. All you need to do is download the desktop client or mobile app at **zoom.us/download** and make sure it's enabled by your account admin via the web portal.