

Fun Facts and Best Practices for Zoom AI

Christopher Grossi - 2025-04-21 - Comments (0) - Zoom AI Companion

Now that Zoom AI Companion has been activated for the University, OIT would like to share some best practices that we've picked up by using the service. We've been hearing from customers that things are going well, and first want to highlight some fun facts!

- We've seen good results in our own meetings, but we have also seen a few "hallucinations" and mistakes with its understanding of things mentioned in the meeting conversation. This is still new technology, so proceed with caution!
- The AI abilities of Zoom are only active if you turn them on - as host, you have to start the AI features yourself for each meeting.
- The Smart Recording feature can be your meeting assistant that enhances your meeting experience. When you record your meeting "to the cloud", Zoom AI Companion can generate an interactive, searchable, and actionable meeting recap video that is divided into summary chapters which are labeled, can be skipped, fast forwarded, and even edited.
- Zoom AI's Meeting Coach ability can give you feedback on your recorded meetings, including your talk speed, talk/listen ratio, and use of filler words in recordings. Only hosts and admins with access to the recordings can view these metrics.

Once you start Zoom AI during a meeting, the host will get a Meeting Summary shortly after that meeting ends. Unless you change your Zoom settings, only hosts can view the meeting summary, so if you have set up alternative hosts or co-hosts, you'll need to make sure you review, revise and send your version of the summary to them and meeting attendees if they need it.

- Make sure you know if you have Alternative Hosts set for your meetings. Although the default setting is to only have a meeting summary sent to the Meeting Host, it's possible to have AI Summaries sent to Alternative Hosts or even all recipients. We generally recommend only sending them directly to the Host, and forwarding them to everyone after you've had a chance to review them. You can find the setting under your [Zoom profile Settings](#):

Automatically share summary with: ⓘ

- ☒ Only me (meeting host) ⓘ
- ☐ Only meeting host, co-hosts, and alternative hosts
- ☐ Only me (meeting host) and meeting invitees in our organization
- ☐ All meeting invitees including those outside of our organization ⓘ

- When shared, alternative hosts can also [read transcripts from the Cloud Console](#), so that's another way they can get to your summaries.
- There are two easy ways to integrate Zoom with your Google Calendar - see our help article <https://ithelp.brown.edu/kb/articles/zoom-addons-for-google-workspace>
- You can also enable [bidirectional calendar syncing](#) to better integrate events created within Zoom and Google Calendar.
- If you have a scheduling assistant, they should have permission “to schedule on behalf of someone else” instead of adding you as an alternative host. That way, the Host of the meeting is present, and they get the Zoom AI summary when it’s sent.
- See our instructions for [Scheduling a Zoom Meeting on Behalf of Someone](#) to get scheduling privileges set up nicely.