

Drive greater productivity, collaboration, and access

Enable state and local government to be productive and inclusive for use in public hearings, courtrooms, law-making, administration, and the delivery of constituent services via the Zoom commercial platform*

Let's go 

*This guide is intended for state and local government customers who do not require the StateRAMP-authorized [Zoom for Government](#) platform.

zoom

Let's take a tour

Click the pointers to see more 

Description:

SHOW

HIDE



GET IN TOUCH

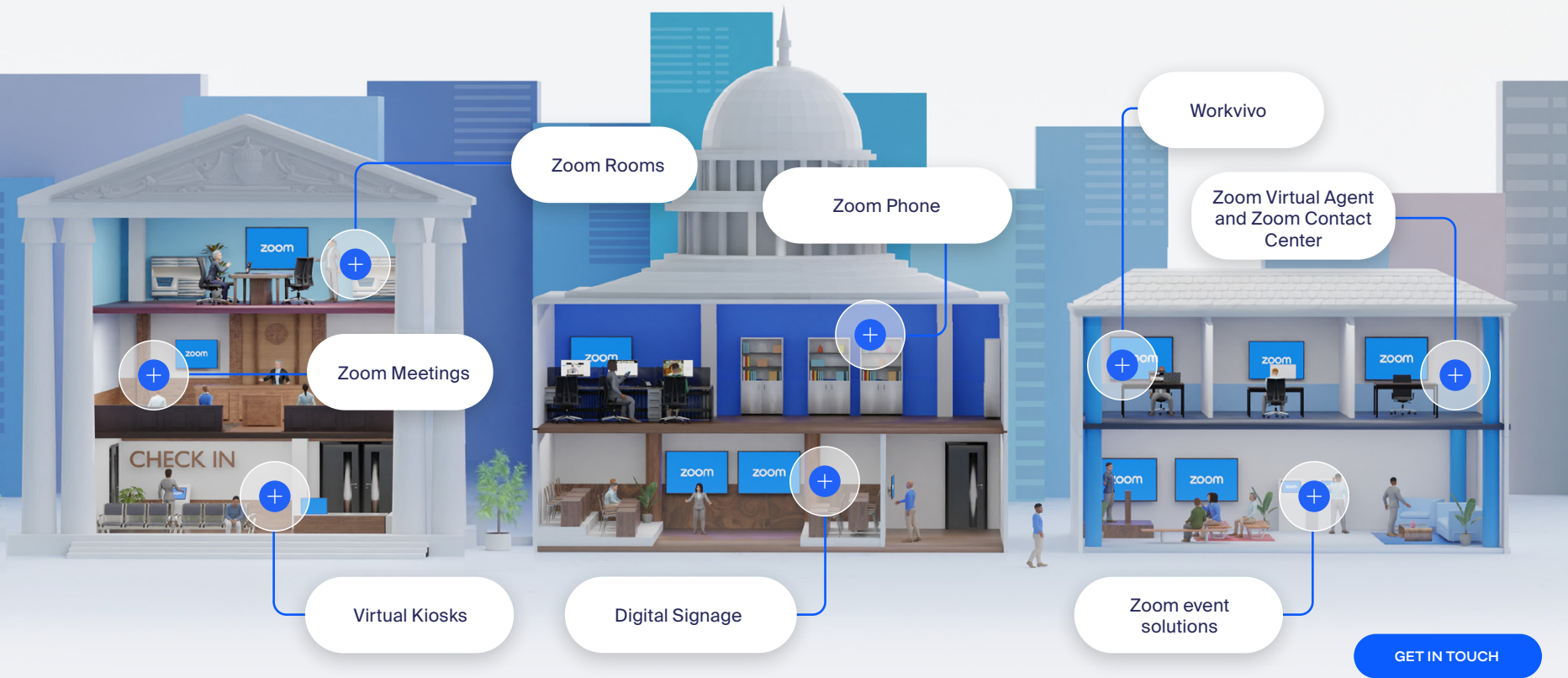
Let's take a tour

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Description:

SHOW

HIDE



1. Self-serve check-ins and access to help



Virtual Kiosks can assist visitors with efficient check-ins at government buildings and offer video assistance when needed.

- Provide an easy-to-use and welcoming interaction for visitors to the courthouse allowing them to check in and print a visitor badge
- A seamless link enables administration staff to quickly access HR, IT or facilities support when needed

Designed to:

- Enable government staff to work and provide citizen services remotely
- Provide a consistent, user-centric experience to employees – helping resolve issues quickly and improve employee satisfaction



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2. Meet wherever you are



Across the working world, Zoom has helped transform how work gets done. It's the same with state and local government – Zoom Meetings enables participants around the world to gather, listen, and discuss – all in one virtual room.

- Hybrid courtrooms facilitate legal proceedings by making it easier for participants to attend and for parties to a case to make appearances remotely
- Help create equitable access for speakers of different languages or participants with disabilities by deploying our native auto-generated captions, manual closed captioning, or integrations with third-party closed captioning services
- Lawmakers can hold one-on-one meetings or strategize with teams wherever they're located
- Records offices can help streamline internal collaboration for in-person, hybrid, and remote workers

Designed to:

- Enable remote participants and witnesses to participate in proceedings
- Facilitate seamless interactions between government and community members
- Make it easier for the government to provide citizens with more transparency and accessibility

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3. Enable access to legal information, support, and public resources



With rising community member expectations, agencies are under pressure to be available 24/7. With Zoom Contact Center and Zoom Virtual Agent, you can help community members find the information they're looking for or give them the 1:1 support they need.

- Zoom Virtual Agent is a chatbot that can sync with your current knowledge base to answer questions 24/7 or direct community members to the right area of your website. Community members can easily access a vast repository of proposed initiatives, meeting schedules, budget sessions, and more
- If there are any questions the chatbot can't answer, it's easy to escalate the query to a real person via voice, video call, or chat using Zoom Contact Center. By routing a contact based on the subject of the inquiry, you can put people through to the right agents to enhance customer service

Designed to:

- Enable citizens to self-serve and expand access to resources
- Enable modern omni-channel contact center interactions, so citizens can transition seamlessly from a chatbot to live chat, phone, or even video
- Help reduce query escalation to other government personnel



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4. Provide a private space for inclusive and personalized interactions



Zoom Rooms offers a dedicated, private space to host hybrid gatherings where confidentiality and collaboration are the highest priorities.

- Lawmakers can experience asynchronous collaboration at the tap of a button, with those in the space able to start, stop, and control the meeting from any device they like
- Gather both in-person legislative and remote staff in a Zoom Room to get the entire team together to discuss details of new draft legislation
- Community members can join a one-to-one video call to connect with a taxation or assessment specialist who is able to provide their services from wherever they're working that day

Designed to:

- Facilitate private group conversations that promote equity for both in-person and remote employees
- Enable community members to connect with specialists that serve their communities
- Provide a cost-effective and scalable solution for staff to connect via a standardized collaboration experience from a variety of rooms



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5. Display up-to-the minute information and announcements



Use Zoom Rooms digital signage to display timely and relevant information to visitors and participants.

- Visitors to the courthouse are greeted with real-time court schedules, room directions, and important announcements
- In legislative buildings, legislative agendas, voting results, and lawmakers' schedules are displayed clearly and consistently
- In the town hall, display event schedules, public service announcements, and timely community updates

Designed to:

- Greet and update staff and guests with pertinent and dynamic information within a government facility
- Help streamline the process of running legislative sessions by sharing information more widely
- Help ease the pressure on staff to provide directions and answer common questions during busy periods



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6. Seamless voice and text collaboration



Zoom Phone is a core method of communication, enabling instantaneous, clear, and secure communication in modern governance.

- Attorneys can discuss case details and seamlessly liaise with clients
- Legislators can host committee calls and contact constituents directly via voice or text
- City managers can enable face-to-face communication for proposed city projects by elevating a voice call to a meeting
- Records office staff can communicate with other government personnel and the community members they serve

Designed to:

- Enable coordination between departments and provide a direct line for public queries
- Elevate voice interaction to a video meeting instantly
- Help significantly reduce capital acquisition and maintenance costs with consolidated pricing plans
- Incorporate voice services into hybrid working patterns and other integrated workflows (ServiceNow, Salesforce, etc.)
- Integrate citizen interaction channels (SMS, escalate to Zoom Meetings, Virtual Agent, Contact Center, etc.)

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7. Host and manage public hybrid events



Whether it's through Webinars, Sessions, or Events, Zoom can help unlock possibilities in the ways in which government and community members can meet and engage with each other.

- Local governments can host virtual and hybrid community webinars on important initiatives, town hall meetings to discuss proposed legislation, and public sessions to facilitate feedback
- Zoom Events offers tools to help manage registration and ticketing, gauge audience engagement and interact with attendees
- Zoom Sessions and Events can be utilized for trainings, job fairs, agency-wide announcements, and briefings

Designed to:

- Help democratize attendance at public meetings by facilitating virtual attendance
- Enable greater community engagement, participation, and collaboration
- Boost your agency's profile by delivering important information and resources in engaging hybrid sessions

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8. Simplify internal communication and help drive employee engagement



Workvivo is an employee experience platform built for the hybrid workplace, bringing company culture to life digitally, and helping everyone feel included, appreciated, and engaged no matter where they work.

- Enable a sense of belonging and engagement with your employees to bring back the human experience in our hybrid world
- A digital workplace platform that combines intranet, internal communications, and engagement tools into one easy-to-use platform
- Facilitate employee connection, culture building, team communication, recognition, and information sharing

Designed to:

- Facilitate a functional intranet with communication and collaboration tools integrated into the Zoom platform, eliminating the need to switch between different tools or platforms
- Equip managers with reporting, analytics, and insights relating to the use of Zoom platform services to help meet your organization-wide employee communications initiatives and goals



GET IN TOUCH

A single platform for modern government



Unified communications.

for the back office, lawmakers, and court proceedings, all with the same familiar interface and reliability.



Easier access to information

for constituents, lawmakers, administrative staff, and visitors to government buildings, even at peak times.



Connected spaces

for meetings, hearings, and deliberation, bringing together in-person and remote participants, all while enabling confidential interactions.



Questions answered

by Zoom Virtual Agent integrated with your government database, and by Zoom Contact Center staff trained to handle government queries.

Get started with Zoom.

[Contact us](#)

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