

Zoom AI: Frequently Asked Questions

Broward College Faculty | CTEL Quick Reference

Zoom AI can help faculty summarize meetings, catch up on discussions, identify action items, and ask questions about meeting content. The features you see may vary based on Broward College's Zoom settings and your role in a meeting.

What is Zoom AI?

Zoom AI is the name Zoom now uses for its AI-powered features throughout Zoom Workplace. In meetings, these may include Meeting Summary and Meeting Questions. Zoom retired the "AI Companion" name in June 2026, although some older resources may still use that term.

Where do I find Zoom AI during a meeting?

In the Zoom Workplace meeting window, look for the Zoom AI diamond icon near the upper-right area of the meeting window. Hover over or select it to see the AI features available to you.

What is Meeting Summary?

Meeting Summary uses the meeting's speech-to-text data to create an AI-generated recap of key discussion points and action items. The host starts the feature, and the summary is generated after the meeting.

Does Zoom AI record the meeting?

Meeting Summary and Meeting Questions do not require a traditional video recording. They use speech-to-text data while the AI feature is active. A separate cloud or local recording is controlled through Zoom's recording features.

Can participants tell when Zoom AI is being used?

Yes. Zoom provides an in-meeting visual indicator when AI features are active. Faculty should also follow College expectations for transparency and appropriate use of AI during meetings.

Can I ask Zoom AI questions during a meeting?

When Meeting Questions is available and active, you can ask questions about content discussed while Zoom AI has been active. Examples include "Catch me up," "What are the action items?" and "Was a date agreed on?"

Can Zoom AI answer questions about something discussed before it was turned on?

Not necessarily. Meeting Questions can answer based on meeting content captured while the feature is active. If AI was started later in the meeting, earlier discussion may not be available to it.

Can a participant turn on Zoom AI?

If the host has not started the available AI features, a participant may be able to request that the host start Zoom AI. The host controls whether the feature is activated for the meeting.

Who receives the Meeting Summary?

Distribution depends on the host's sharing settings and Broward College's Zoom configuration. Participants may receive the summary after the meeting when the host has chosen to share it with them. Always review the audience before sharing a summary.

Can I edit a Meeting Summary?

Yes, when the feature and permissions are available, the meeting host can review and edit an AI-generated summary. Faculty should check names, dates, decisions, action items, and other important details before relying on or forwarding the summary.

Is Zoom AI always accurate?

No. AI-generated content can contain errors, omit context, or misunderstand what was said. Treat summaries and answers as a helpful starting point, not as an authoritative record of a meeting.

Should I use Zoom AI for meetings involving student or sensitive information?

Use care. Follow Broward College policies and applicable privacy requirements when meetings involve student, employee, confidential, or protected information. Do not assume that a feature being available means it is appropriate for every meeting or every type of information.

Does Zoom use our meeting content to train its AI models?

Zoom states that it does not use customer audio, video, chat, screen sharing, attachments, or other communications-like content to train Zoom's or third-party AI models. Some Zoom AI features may use third-party model providers to deliver the requested feature.

Why don't I see Zoom AI or a particular AI feature?

Availability can depend on Broward College's Zoom license, administrator settings, your Zoom Workplace version, your meeting role, and the specific feature. Some settings may be locked at the institutional level.

Can Zoom AI work in an end-to-end encrypted meeting?

Zoom AI features that need access to meeting content cannot operate when End-to-End Encryption (E2EE) prevents that content from being processed. If E2EE is required for a meeting, AI features that rely on meeting data may be unavailable.

Final Reminder

Zoom AI can save time, but faculty remain responsible for reviewing AI-generated information before using, sharing, or acting on it.

Quick Reference

Start or view Zoom AI: Select the Zoom AI diamond icon in the meeting window.
Catch up during a meeting: Use Meeting Questions when enabled.
Create a recap: The host starts Meeting Summary.
Before sharing: Review the AI-generated content for accuracy, context, and appropriate audience.
Feature missing: Confirm your Zoom Workplace version and remember that some settings are managed by Broward College.