Stanford eCorner

Zoom After COVID

Eric Yuan, *Zoom Video Communications*

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If Zoom's exploding usage numbers are largely driven by COVID, what will guide the company's strategy as the pandemic wanes? Zoom founder and CEO Eric Yuan envisions a future where hybrid work models — a mix of working in-person and working online from home — will become the new norm. Rather than worrying about a decline in usage after COVID-19, he adds, his team is focused on embracing new use-cases for Zoom, and exploring how new options on the user interface, for example, might empower educators and small businesses.

Transcript

Ravil Belani People wanna know 00:00:03,410 how you think Zoom will be affected when we finally get through COVID.. And the world starts to come back to normal.. Is that something that you think about and any thoughts on that? - We do, because, first of all I hope the, 00:00:17,680 hopefully this crisis it can be over very soon.. It's not easy, we all work from a home for such a long time and mental health, depression.. I think even all at home requires it's own work I truly believe the hybrid in the work place will be the future.. So meaning even if we all go back and do all this work where like they we probably send employees back at home one day or two days a week.. I think the way for us, you know, two rely on Zoom, we'll see, I'm not seeing the usage like today right? However, the tools like this, we will have.. It's not as if a single bar, what can we innovate? And what other kinds we use in cases, that's okay.. We do not worry about, Oh, uses might decline.. That's not important for us..

- But that's interesting.. 00:01:05,180 So you're not measuring based on whether or not users are going to decline or not.. And then what are you measuring? Is it just- - We, again, you know, 00:01:14,290 our goal is to truly deliver happiness to other classmates, right? Someone said the other feedback I think that this online class from example universities, is a lot of them using Zoom and seeing how they share the feedback.. Can't have this feature, that feature.. Maybe you think about it, maybe it should have a different user interface right? And also a lot of Zoom hosts did say like online yoga class teacher you know, what can we do to have those people's hopes and more, meaning, you know, we can edit the payment of feature embedded into group, and also can have those the meeting host to, you know, to publish their events right? I think a lot of things can be done and still serve those users as well that's our focus...