

DATE: January 5, 2024

TO: Pam Nourse

FROM: The IT and Database Team

SUBJECT: Adopting Zoom AI Companion and prohibiting the use of Otter.ai

The IT and Database Team recently explored the new Zoom AI Companion application. Based on concerns from several staff members, the team also researched Otter.ai, a similar notetaking application. After careful consideration of features, cost, and controls, the team is recommending organizational use of Zoom's AI Companion and requests that staff members be informed that they must discontinue use of Otter.ai for FCSN meetings and events. If you agree, we request that you share this memo with all staff and inform them that while AI Companion is an app that staff members are welcome to use, Otter.ai is no longer allowed in any FCSN meeting or event, or with any FCSN Zoom account.

Why we Recommend Zoom AI-Companion

1. Zoom AI is available for free to paid Zoom subscribers.
2. Since AI Companion is native to the Zoom app, there is no need for additional sign-ups. The Zoom host can enable or disable AI Companion, set permissions, and determine who will receive summary reports.
3. Zoom's AI summary is contextually clearer. For example, AI Companion can identify a speaker's name while Otter often labels them as "Unknown Speaker".
4. Zoom's AI Companion summary offers a better user interface and user experience with clearly defined headings.
5. AI Companion can operate without much disruption, whereas each instance of an "Otter" announces itself within the meeting in a way that adds clutter and confusion to the screen and dashboard. AI companion enhances productivity, team effectiveness and maintains a responsible approach to handling AI data.
6. Staff members complain of receiving too many notifications via email, each requesting that the recipient create an Otter.ai account to understand what was being shared with them. Non-users of Otter.ai say that this feels predatory and that they do not wish to create an account for an application they themselves are not using.
7. There have been reports of "Otters" attending meetings that individuals were invited to, without that individual realizing their "otter" was going to enter the meeting.
8. Given that Otter.ai is a 3rd-part tool, it is unclear how safe it is for confidential discussions within our organization to be shared with an outside company.

Using Zoom AI Companion

Each FCSN account can enable AI Companion. This feature can be turned on/off by the host and co-hosts of the meeting. We offer the following instructions for staff:

- Click on the AI Companion icon in the Zoom task bar. You can set the permission for AI Companion questions to be accessible to all participants, participants from when they join, or exclusively for the host.
- Click on Start Summary if you want Zoom to generate a meeting summary report. If participants click on Summary, the host/cohost receives a notice and can accept or reject the request.
- You can access the summary notes in your Zoom account. The notes should be reviewed and edited as needed. Summary notes can then be shared by entering the email address of desired recipients.

Removing OtterPilot in Zoom

1. Navigate to the calendar section on the right side of the Otter Home page. The current live OtterPilot recording will be displayed.
2. Click the stop recording button to remove OtterPilot.
3. Click Yes, turn it off to confirm the removal of OtterPilot.
4. OtterPilot will be removed momentarily.

Staff members should reach out to Chetna Putta if they need assistance removing OtterPilot. We welcome feedback on whether it would be helpful to discuss AI Companion at a future Lunch and Learn.

This proposal is approved

not approved

Comments

Signed: *Pam Nourse*
Pamela Nourse, Executive Director

Date: 01/23/2024