



An ebook for IT leaders and  
the people they support.

How Zoom's My Notes can turn every conversation  
into a record your teams can actually use, without  
asking anyone to change how they work.

# Your meetings are talking. Are you listening?

How to turn every conversation into  
context your team can actually use

**zoom**

# The quiet cost of trying to remember everything

Every workday is a stream of conversations. Standups, one-on-ones, customer calls, project reviews, the hallway chat that turned into a decision. Somewhere in all of it are the commitments people made, the context behind why, and the next step someone is supposed to own. And for most teams, the plan for capturing all of that still comes down to one fragile thing: someone remembered to write it down.

That plan doesn't scale, and the people carrying it feel it. Every person in a conversation is listening for something different. A project manager is tracking commitments. A sales lead is listening for customer needs. An IT leader is connecting decisions across teams. Capturing all of that while staying fully present means asking people to do two jobs at once.



Deloitte found that employees spend nearly two-thirds (~63%) of their meeting-related time outside the meeting itself, on preparation and follow-up, and that 94% run into meeting friction like lost decisions, missing action items, and notes that never got captured.\*

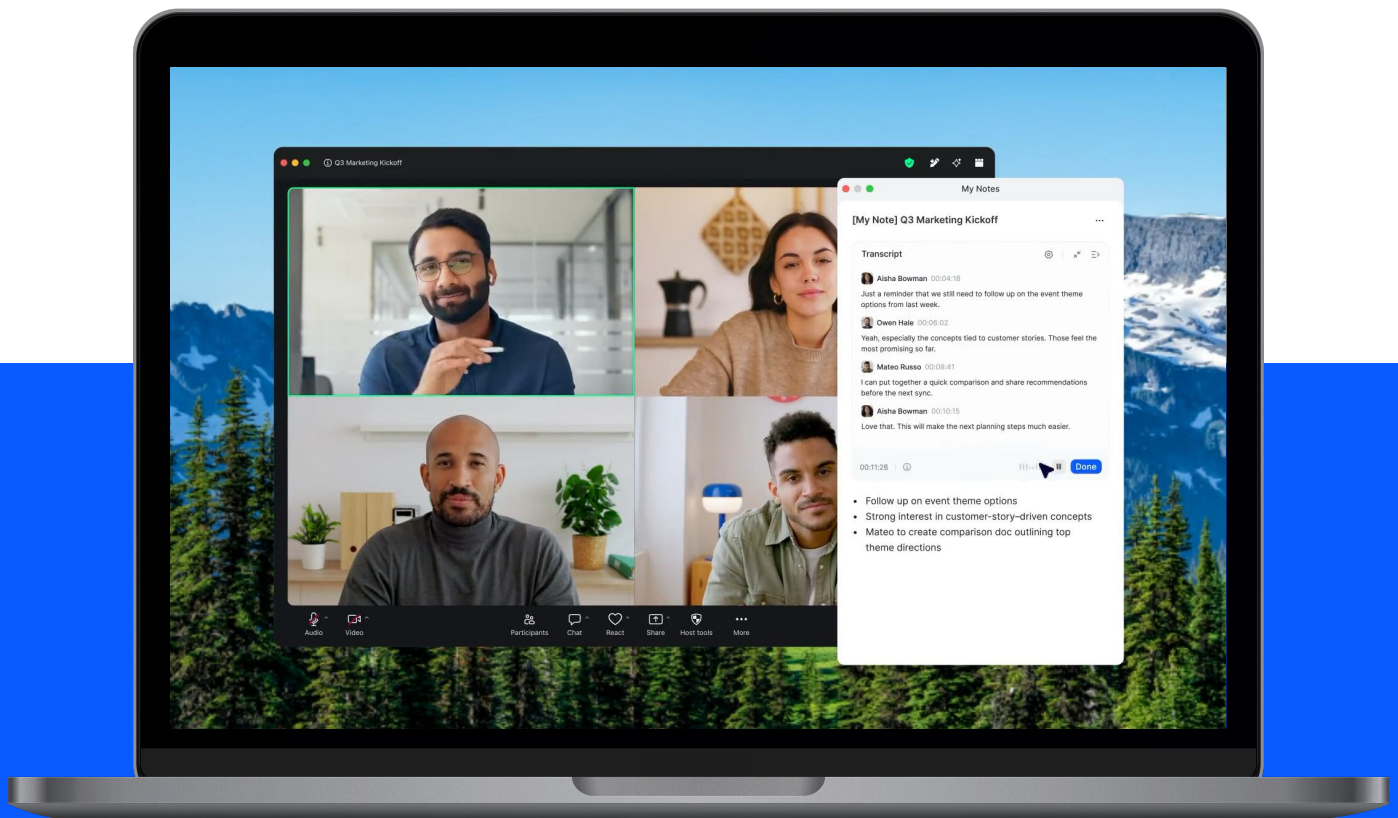
Teams that lean on next-generation meeting features reclaim about three hours per employee, per week.\*

Three hours may not sound like much until you multiply it across a department, a quarter, a headcount. It shows up as the meeting after the meeting, the chat thread that opens with "wait, what did we actually decide?", and the decisions that slip through because everyone was trying to listen and capture at the same time. Even when notes do get taken, a shared recap can only go so far. What matters to one person may not matter to another, and the context you need to act isn't necessarily the context someone else needs to remember.

# What if the meeting took its own notes?

Most organizations already have a plan for this problem: someone in the room volunteers to take notes, or everyone scrambles to capture what matters to them while staying present enough to contribute. Neither approach scales, and both guarantee that something important slips through. My Notes captures and organizes your conversations so you can focus on the discussion, not the documentation. It builds a running record of what was discussed, what was decided, and what you need to do next, shaped around what's relevant to you.

That distinction matters because the work doesn't stop when the meeting ends. Every role gets what they need to move forward without reconstruction or handoffs that lose context. My Notes shapes the record around what each person needs to act on.





# How My Notes works

My Notes turns everyday conversations into a personal record of the work that matters to you. Instead of leaving you with another transcript to sort through, it captures the context you need to understand what happened and decide what to do next.



## **A summary that focuses on what matters to you.**

My Notes captures the important points, context, and decisions from a conversation, helping you quickly understand what matters without working through a raw transcript.



## **Action items you can actually follow through on.**

My Notes surfaces next steps and owners, helping you keep track of what you need to do, and what others have committed to after the conversation ends.



## **A searchable record that grows with you.**

Your conversations are saved and organized automatically, creating a running memory of your work. When you need to remember what was decided, why it was decided, or what happened next, you can find the context instead of reconstructing it from scratch.

My Notes gives you more than a collection of meeting notes. It becomes your own organized layer of context, one that gets more useful as your conversations accumulate.

The finished notes live in the My Notes tab, giving you a single, organized view of your conversations, tags, and upcoming meetings. Over time, that becomes more than a place to store notes. It becomes a personal record of the conversations that shaped your work, organized around the context you need to find and use again.

## For IT

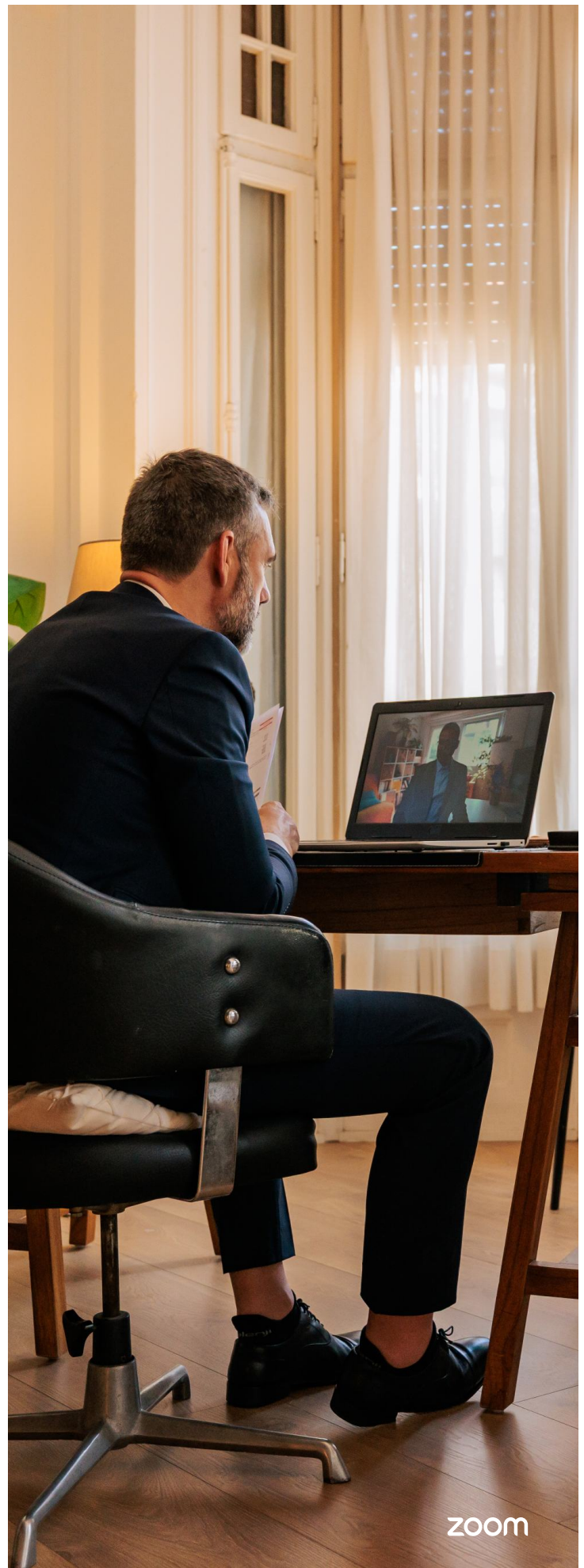
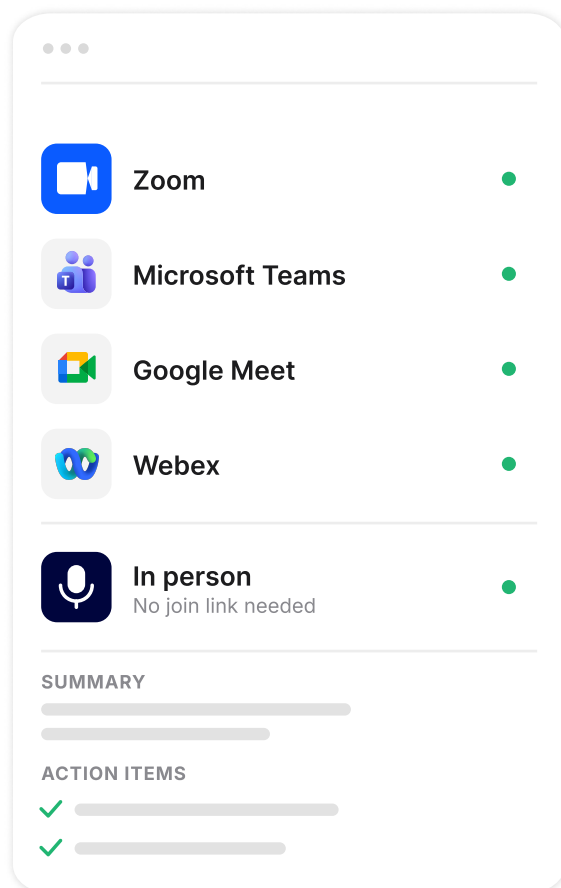
My Notes runs under Zoom's admin controls, permissions, and data protections, so the governance you already trust extends to note-taking. There's no shadow tool collecting your meeting content on the side.



# Every meeting, not just the ones on Zoom

My Notes captures system audio, so it works across the platforms your teams already meet on, including Zoom, Microsoft Teams, Google Meet, and Webex, whether you're the host or just a participant.

That same approach covers the meetings that never had a join link at all. Because it listens to system audio, My Notes can capture in-person conversations too, so a room full of people talking through a plan ends with the same clean summary and action items as a video call. Your teams don't have to change how or where they meet to get a record they can use.



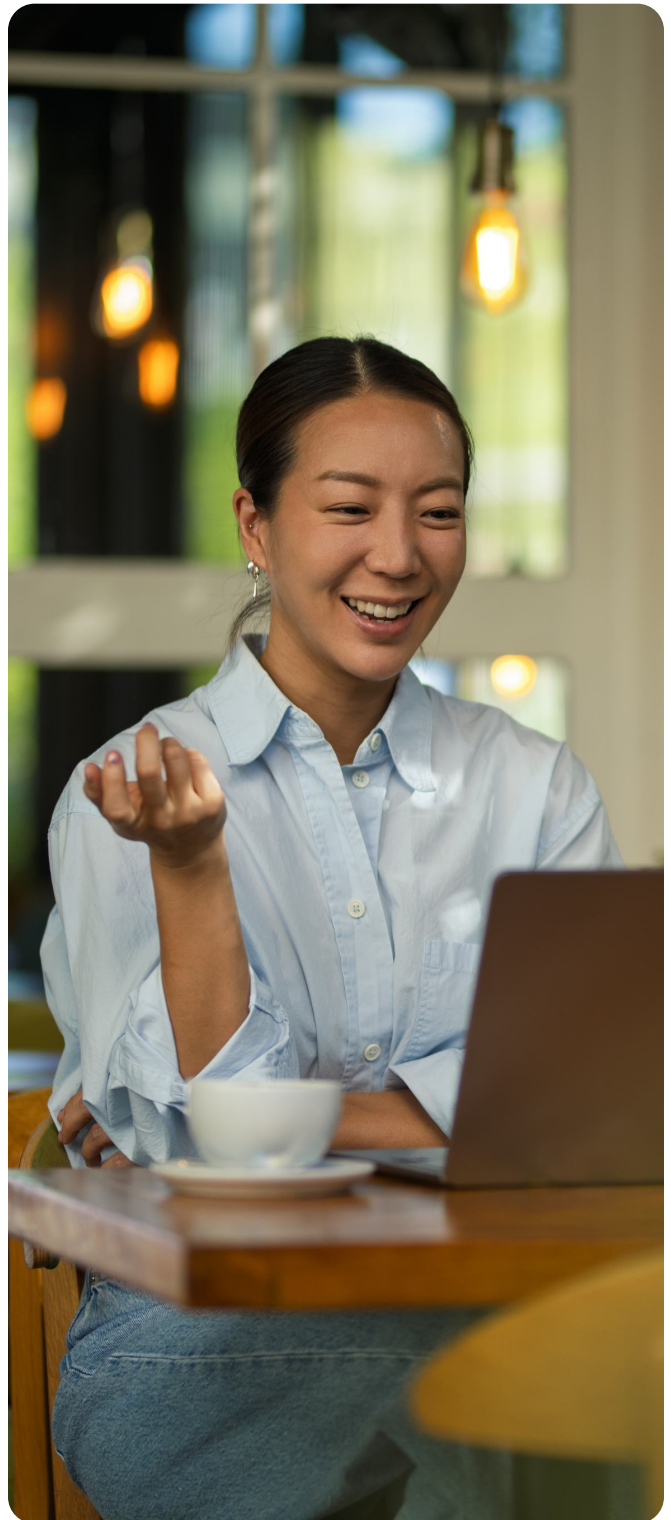
# Why this matters beyond the meeting

The value of a conversation doesn't end when the meeting does. When every meeting produces a shared, accurate record, the follow-up conversation gets shorter because nobody's relitigating what was said. Handoffs get cleaner because the context travels with the task. People who couldn't attend can catch up in a minute instead of pulling three colleagues into a recap. And the person who used to volunteer to "keep notes" gets to fully participate again.

For the organization, that's fewer dropped commitments, faster follow-through, and time given back to the work that actually needed a human in the room. It's what people are asking for, too:

In a Morning Consult survey, 82% of knowledge workers said they'd want an AI summary of the most important things they missed, and among those already using AI at work, 52% save at least an hour every workday.<sup>†</sup>

For IT, that means the same tool that makes people more productive is easier to govern than the patchwork approach it replaces.



# How My Notes builds on meeting summaries

Zoom's meeting summaries and My Notes both help you capture what happened in a conversation. The difference is what happens next.

Meeting summaries provide a shared record for everyone in the room. My Notes builds a record around what matters to you.

| What you're looking for                                         | Meeting summaries | My Notes |
|-----------------------------------------------------------------|-------------------|----------|
| A recap of one meeting                                          | ✓                 | ✓        |
| Action items and owners                                         | ✓                 | ✓        |
| A summary focused on your own priorities and follow-through     | ✗                 | ✓        |
| A personal, organized record across conversations               | ✗                 | ✓        |
| Search across your own notes over time                          | ✗                 | ✓        |
| Enable it as an attendee, without relying on the host to enable | ✗                 | ✓        |



A shared recap is useful when everyone needs the same view of what happened. My Notes is designed for what comes next: a personal memory of your work that grows with every conversation.

# What it looks like on a real team

The clearest way to see the difference is to watch it land on the people doing the work.

Priya oversees collaboration tools for a distributed workforce. Her team was quietly piloting three different AI note-taking bots, each with its own data policy and its own way of joining calls. With My Notes running under Zoom controls she already manages, she consolidated her team's tools and stopped worrying about where meeting content was ending up.

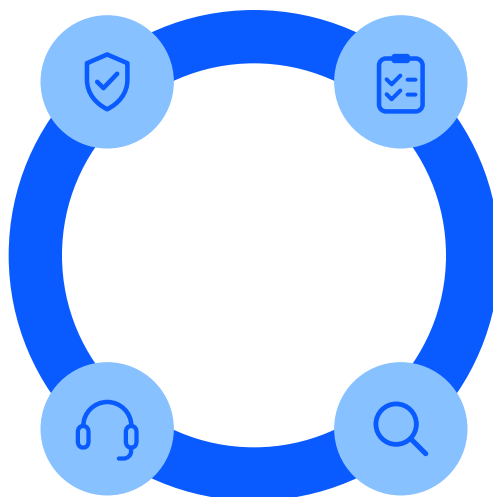
Marcus runs four workstreams and used to spend the first hour of every morning turning yesterday's meeting scribbles into action items. Now the action items are already captured with owners attached. He starts his day following up instead of transcribing.

Tools consolidated

The IT leader

Action items auto-captured

The project manager



The sales lead

CRM-ready when the call ends

Dana is fully present on customer calls for the first time in years, because she's no longer typing while she talks. The summary and next steps are waiting when the call ends, so nothing a customer said slips through before it reaches the CRM update.

The new hire

Caught up in an afternoon

Sam joined mid-quarter into a project already in motion. Instead of scheduling five catch-up calls, he searched the record and got up to speed on the decisions and their context in an afternoon.

# Getting started is the easy part

There's very little to stand up. My Notes works within the meetings and conversations your teams already have, under the admin controls you already manage. For most organizations, turning it on is a decision, not a project.

The bigger opportunity is what happens once your team's conversations stop disappearing. Every discussion can become part of the context people carry forward, personalized to what they need, searchable when they need it, and ready to turn into action.

My Notes gives your people a better memory for the work they already do.

## Your meetings are talking. Make sure the context stays with you.

Explore how My Notes turns your conversations into personalized, searchable context you can use to move work forward.

[See My Notes in action for yourself](#)

[Compare My Notes to other note-takers](#)

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\* Deloitte, The Productivity Payoff of Next Generation Collaboration, commissioned by Zoom; survey of 1,000 US technology and business leaders at organizations with 1,000+ employees. 2025

† Morning Consult, commissioned by Zoom; survey of 1,000 US knowledge workers and 500 US IT decision-makers, conducted June 16 to 29, 2026.

Thank you

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