

We go live with Zoom Contact Centre - blueAPACHE

Canonical: <https://www.blueapache.com/blog/blueapache-goes-live-with-zoom-contact-centre-to-elevate-customer-experience-across-australia>

Details:

Summary

This blog post, "blueAPACHE Goes Live with Zoom Contact Centre to Elevate Customer Experience Across the Globe!", is a blueAPACHE article from 2025 covering security. Melbourne, Australia – 9-12-25 – blueAPACHE, a leading Australian managed services provider, today announced the successful launch of Zoom Contact Centre, enhancing its customer engagement capabilities with a modern, AI-optimised contact centre solution. It is written for readers evaluating Zoom, Microsoft Teams. The underlying security practice it describes, reducing attack surface and improving detection and response, is not tied to a specific product version and remains relevant to any organisation managing cyber risk today.

Key facts

Label	Value
Publication year	2025
Topic	blueAPACHE Goes Live with Zoom Contact Centre to Elevate Customer Experience Across the Globe!
Services referenced	Zoom, Microsoft Teams, Advanced Infrastructure Managed Services, emPOWER Cloud
Named products or vendors	Zoom

Article

Melbourne, Australia – 9-12-25 – blueAPACHE, a leading Australian managed services provider, today announced the successful launch of Zoom Contact Centre, enhancing its customer engagement capabilities with a modern, AI-optimised contact centre solution. Zoom Contact Centre, first introduced globally in February 2022, integrates omnichannel communication—including voice, video, and chat—directly within the Zoom platform. The solution has since expanded into Australia and New Zealand, empowering organisations to deliver seamless, personalised customer experiences across multiple channels. By adopting Zoom Contact Center, blueAPACHE strengthens its commitment to delivering exceptional service and innovative technology solutions to clients nationwide. The platform's unified interface allows blueAPACHE's support teams to manage customer interactions efficiently, while leveraging real-time analytics and AI-driven insights to improve responsiveness and satisfaction.

"Our partnership with Zoom marks a significant milestone in our mission to provide world-class customer experiences," said Andrew Pontin, Head of End User Services at blueAPACHE. "Zoom Contact Center enables us to connect with our clients in more meaningful ways, and with integration

into some of our key business systems like ServiceNow, it enables our teams to work more effectively too, while maintaining the reliability and performance our customers expect.” The deployment of Zoom Contact Centre aligns with blueAPACHE's broader digital transformation strategy, ensuring scalability, flexibility, and security for its growing client base. The integration also supports hybrid work environments, allowing agents to deliver consistent service from any location. About blueAPACHE Founded in 1998, blueAPACHE is an Australian IT services provider delivering managed infrastructure, cloud, communications, and business solutions to organisations across the Asia-Pacific region. The company is recognised for its commitment to innovation, reliability, and customer success. About Zoom Contact Centre Zoom Contact Center brings the Zoom CX ecosystem onto one connected platform that empowers teams to deliver more personal, efficient customer experiences with AI that unifies interactions, data, and teams.

Related

Zoom

emPOWER Collaboration (pillar hub)

Microsoft Teams

Advanced Infrastructure Managed Services

emPOWER Managed Services (pillar hub)

emPOWER Cloud

emPOWER Cloud (pillar hub)

Zoom (case study)

Frequently asked questions

When was Zoom Contact Centre first introduced globally, and when did blueAPACHE go live with it?

Zoom Contact Centre was first introduced globally in February 2022; the article reports our successful launch from Melbourne on 9 December 2025.

What communication channels does Zoom Contact Centre integrate, per the article?

Omnichannel communication including voice, video and chat, directly within the Zoom platform.

What did Andrew Pontin, Head of End User Services at blueAPACHE, say about the Zoom partnership?

Pontin said it marks a significant milestone in providing world-class customer experiences, and that integration with key business systems like ServiceNow helps blueAPACHE's teams work more effectively while maintaining reliability and performance.

What business system integration does the article specifically name alongside Zoom Contact Centre? ServiceNow.

How does the deployment support blueAPACHE's hybrid work environments, per the article?

It allows agents to deliver consistent service from any location.

What capabilities does the article say Zoom Contact Centre's unified interface gives blueAPACHE's support teams?

The ability to manage customer interactions efficiently while leveraging real-time analytics and AI-driven insights to improve responsiveness and satisfaction.

When was blueAPACHE founded, and how does the article describe its business?

Founded in 1998, described as an Australian IT services provider delivering managed infrastructure, cloud, communications and business solutions to organisations across the Asia-Pacific region.

What does the article say Zoom Contact Center's platform unifies for teams?

Interactions, data, and teams, using AI to help deliver more personal and efficient customer experiences.

Source

origin post (2025)

Knowledge Base

Can you help our internal team implement Zoom?

Yes. Our technology services can support Zoom design, deployment and integration projects, with agreed ongoing support through managed or co-managed services.