



Zoom Connector

Background

The Worklytics platform collects and analyzes *workplace data* at the instruction of Customer Organizations on their behalf, in accordance with our [Privacy Policy](#), [Terms of Service](#), and any customer agreement / laws / regulations which may supersede those terms. The Customer Organization remains the controller of this data and may instruct Worklytics to halt processing and destroy it at any time.

“Data Connectors” conceptualize the collection of workplace data, representing the connection via which Worklytics will collect data from a single data source.

Zoom is a video conferencing solution.

Worklytics Data Connector is a Zoom application

How Worklytics Uses Zoom Data

- *User email address / personal info* - Worklytics uses the email address and personal info (e.g. name, identity information) of your Zoom account and those users within your Zoom organization to match Zoom identities to other workplace applications.
- *Zoom accounts* - Worklytics processes basic accounts data to provide workplace and people analytics services. This data is used to match persons' identities in Zoom with other data sources and to provide groupings of persons for analytics proposes.
- *Meetings data* - Worklytics analyzes past meetings data, such as meeting start and end times, duration, number of participants and their basic info (display name, email, and Zoom id if present), to understand collaboration between people inside your organization and provide analytics services.
- *Dashboard meetings data* - Worklytics will use dashboard metrics (when the account has the feature available) to read information of past meetings more efficiently and to read quality of service information of past meetings (whenever present).
- *Cloud recording meetings data* - If your organization saves cloud recordings, Worklytics can analyze some of their data (chat, transcript and timeline, if available) and provide greater detail on collaborations. No content is stored on our platform, it will only be analyzed to improve the details of collaboration between people.

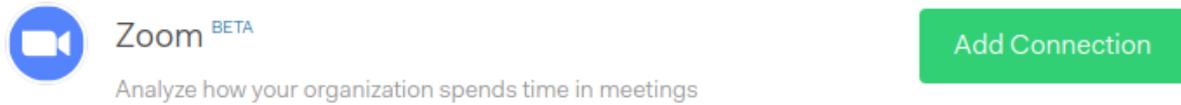
You can read details on the permission grant scopes at the end of this document.

Install Instructions

Follow these steps to connect your Zoom data to an existing Worklytics account.

1. Navigate to Zoom Marketplace (<https://marketplace.zoom.us/>) and search for "Worklytics". Select the *Worklytics Analytics Connector* application. Alternatively, inside Worklytics dashboard you can navigate to *Data Connections* (if so, skip to step 3).

2. Click on "Install". It will redirect you to Worklytics' website, to the Zoom integration landing page.
3. Click on *Add Connection* button in the Zoom section



4. You will need authenticate with your Zoom credentials and grant permissions for Worklytics to fetch data.
5. When finished, the authentication browser window/tab will close.

Usage

Upon installing the Worklytics Connector, an initial data fetch will trigger. Depending on your company size it might take some time to fetch, process and analyze all data.

Afterwards, Worklytics fetches new data on a daily basis.

Once data is analyzed and processed, customers can browse different trends derived from their Zoom usage in the "Explore Trends" section.

Uninstallation

There are two ways to uninstall the Worklytics Analytics Connector.

Uninstalling from Worklytics.co

Simply browse to your *Data Connections*, Zoom section, choose which one to uninstall and click on the *Remove* link.

Uninstalling from Zoom Marketplace

From Zoom's marketplace, you can navigate to *Manage* -> *Installed Apps* and from there click on the *Uninstall* button to remove it.

FAQ

Q: Why Recent meetings not taken into account for collaboration metrics?

A: Worklytics fetches new data once per day, so if you just had your meeting, it might take a few hours until the event gets processed.

How Worklytics Collects and Uses Zoom Data

Worklytics supports connecting to Zoom to analyze how people are collaborating via past meetings.

To support this, Worklytics Zoom connector request the following permissions grants:

- **account:read:admin** Read account enabled features from the account used to connect to Zoom connector.
- **dashboard_meetings:read:admin** Read information of past meetings, read quality of service information of past meetings.
- **meeting:read:admin** Read information from each meeting: metadata, occurrences, participants, ...

- **recording:read:admin** Read information about past meeting cloud recording data (if present): Chat, transcript, timeline.
- **report:read:admin** Read participants information about past meetings.
- **user:read:admin** Read Zoom users data, which includes the PMI personal meeting identifier (when enabled) and all email addresses per user, to better match users across data sources.

Further reading: [Zoom OAuth Scopes](#)

Worklytics Service Level Agreement (SLA)

You can read about the Worklytics SaaS Platform Service Level Agreement (“SLA”) here: <https://www.worklytics.co/worklytics-services-level-agreement-sla/>