

ASC Recording Insights and Zoom Integration

How does the integration with Zoom work?

Configuration of Zoom Integration

In the ASC Recording Insights it's necessary to configure an Integration job for Zoom. If this integration is first configured and saved, it will open an authentication page using oauth2 method with Zoom and the user will need to be authenticated, it must be an administrator user in the Zoom side who has the allowance to grant permissions to Zoom Apps.

It will display all permissions necessary for ASC Recording Insights. The User has to Allow all permissions needed and with that ASC Recording Insights authorized. The configuration is completed.



How does the integration with Zoom work?

Link between Zoom and ASC Recording Insights

ASC has chosen the most secure way without exchanging any tokens by hand. This is Zoom's preferred way.

After the configuration of the Integration in the ASCRI is completed, the authentication is done via the Oauth method and using session tokens and refreshed tokens to the following API Calls.

If the access token is expired, we can ask for a new access token by using the refresh token



How does the integration with Zoom work?

The Import of the Recordings

ASC Recording Insights grabs the calls made on Zoom side and import them. On ASC side the calls are imported and kept based on the user's Recording Rule. The Recording Rule is important in this case because of the TTL to be kept in the ASC Recording Insights side. Also depending on the UC or Voice license, ASC will be able to grab Audio or Audio + Video.

Zoom chat recording is imported independent of the License.

Currently for the import ASC uses a nightly job, therefore all zoom calls can only be seen next day.

For next implementation ASC will use a webhook event and with every new recording in zoom, the import will be triggered and ASC Recording Insights will be able to import the calls right shortly after it was finished on Zoom side.



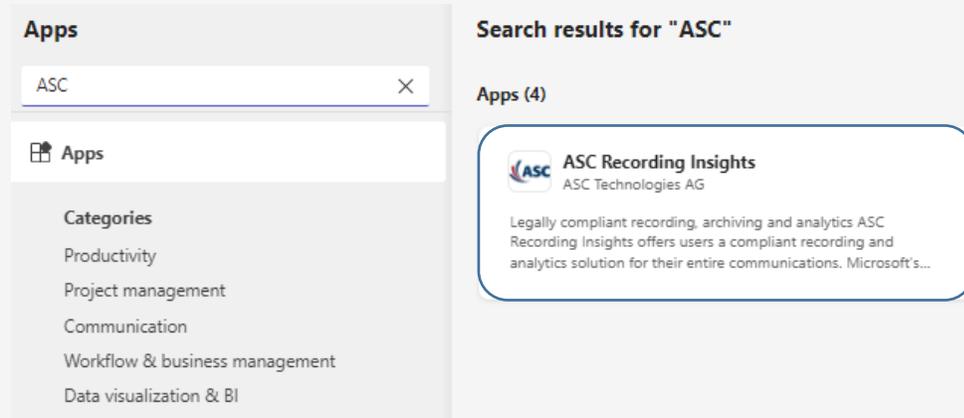
Hands on

How to start the configuration



With Customers already with Teams Recording

If the customer uses the ASC Recording Insights for Teams he can work with the ASCRI Teams App



All the permissions for ASC Recording Insights app in the customer's environment are already granted

Hands on

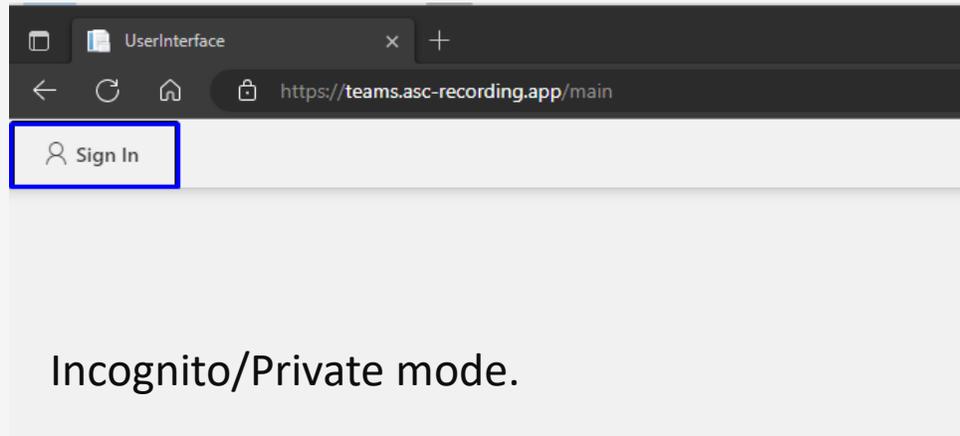
How to start the configuration



With Customers only using ASCRI for Import Zoom Calls

If the customer is only using ASC Recording Insights for Access the Zoom calls, the following URL must be used in a browser:

<https://teams.asc-recording.app/main>



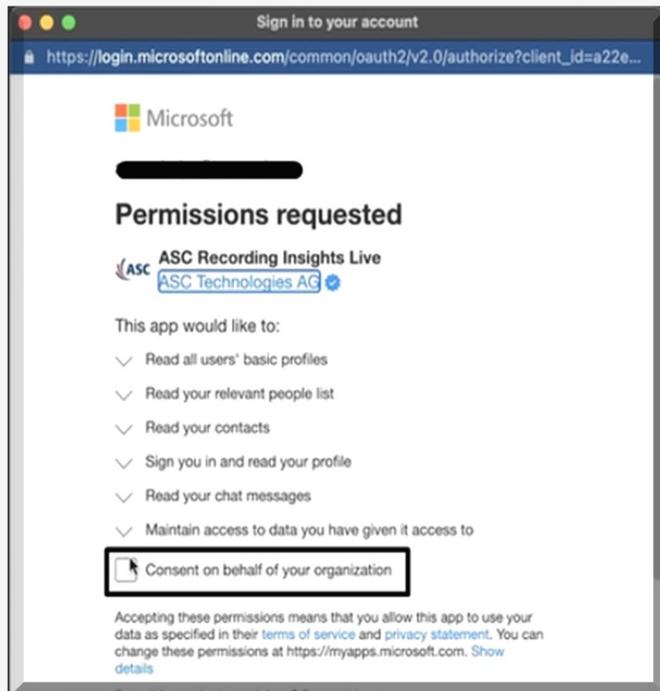
Hands on

How to start the configuration



With Customers only using ASCRI for Import Zoom Calls

After signing in with your account information, you have to accept the permissions and please mark the option : „Consent on behalf of your organization“.



If the user used here is not a Global admin, the „**Consent on Behalf of your organization**“ will not appear, either way, you can continue, in the next steps the Global Admin will be needed for granting Admin consent to the app.

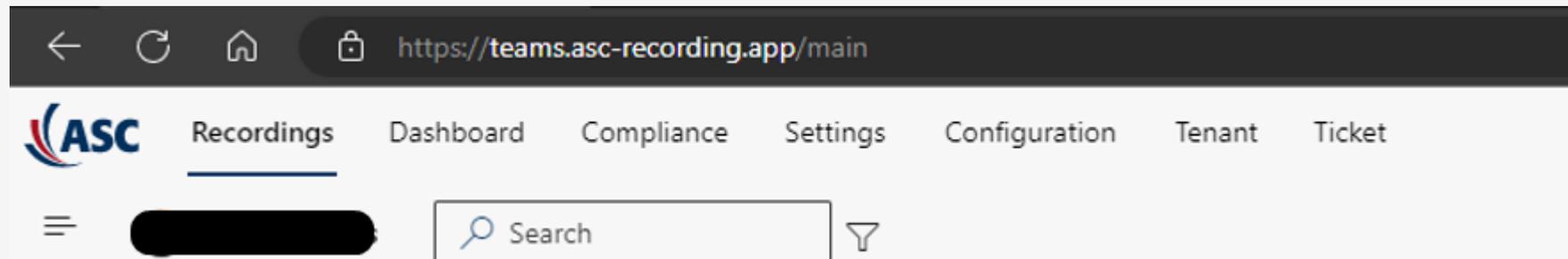
Hands on

How to start the configuration



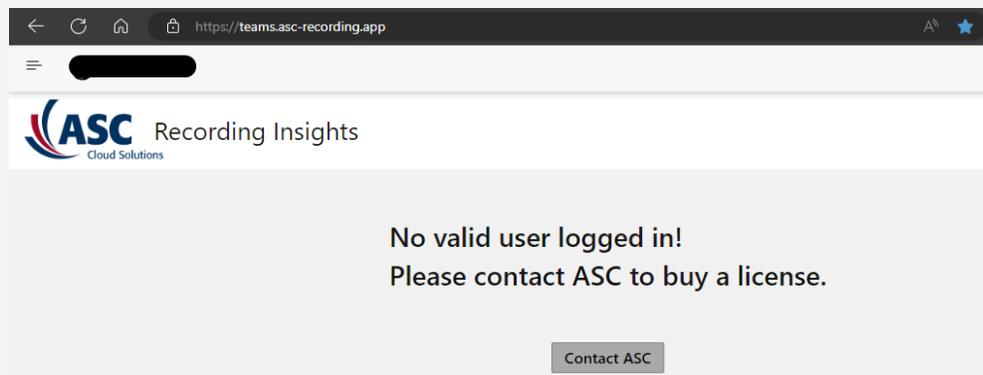
With Customers only using ASCRI for Import Zoom Calls

After you are logged in you should see the first menu from ASCRI App



At this point the user has all the admin rights, but no recordings, nothing yet configured but with full permissions

If the screen below is shown, it means that either the user logged in haven't used a Incognito/Private mode or the user is not the same as the Admin in ASCRI side.



Please, ask the customer to try in a private mode or Check the User ID is the same in the Onboarding Documentation, if that is not the case, you can ask the customer to use the same User or if the user is not available, ask in the DevOps assistance Teams channel to change the Admin ID.

Hands on

How to start the configuration



With Customers only using ASCRI for Import Zoom Calls

The next step is going to <https://portal.azure.com> and with the Global Admin give all permissions needed for the ASCRI Application. This can only be done by a Global Admin.

Go to Azure Active Directory → Enterprise Applications and Type „ASC“ in the search bar

After finding the „ASC Recording Insights Live App“, click on it to open more configuration

The screenshot shows the Azure Active Directory 'Enterprise applications' page. The search bar contains 'AS' and shows 2 applications found. The first application is 'ASC Recording Insights Live' with the following details:

Name	Object ID	Application ID	Homepage URL	Created on
ASC Recording Insights Live	24cde55a-4fba-44fe-9753-c48458049...	a22e0150-3615-46aa-b0a7-086c87a9...	https://asctechnologies.com	12/1/2022

Hands on

How to start the configuration

With Customers only using ASCRI for Import Zoom Calls



Inside of the ASC Recording Insights Live application → Go to the Security blade (on the left side) → Permissions

Home > Enterprise applications | All applications >

ASC Recording Insights Live | Overview

Enterprise Application

- Overview
- Deployment Plan
- Diagnose and solve problems
- Manage
 - Properties
 - Owners
 - Roles and administrators
 - Users and groups
 - Single sign-on
 - Provisioning
 - Self-service
 - Custom security attributes (preview)
- Security
 - Conditional Access
 - Permissions**
 - Token encryption
- Activity

Properties

ASC Name

Application ID

Object ID

Getting Started

- 1. Assign users and groups**
Provide specific users and groups access to the applications
[Assign users and groups](#)
- 2. Provision User Accounts**
You'll need to create user accounts in the application
[Learn more](#)
- 3. Conditional Access**
Secure access to this application with a customizable access policy.
[Create a policy](#)
- 4. Self service**
Enable users to request access to the application using their Azure AD credentials
[Get started](#)

Hands on

How to start the configuration

With Customers only using ASCRI for Import Zoom Calls



Primarily you will see the basic permissions asked in the authentication process, but now you will need to click on the „Grant admin consent for „Your Tenant“. Click on big blue button and provide your credentials.

Home > Enterprise applications | All applications > ASC Recording Insights Live

ASC Recording Insights Live | Permissions

Overview
Deployment Plan
Diagnose and solve problems

Manage

Properties
Owners
Roles and administrators
Users and groups
Single sign-on
Provisioning
Self-service
Custom security attributes (preview)

Security

Conditional Access
Permissions
Token encryption

Activity

Refresh Review permissions Got feedback?

Permissions

Applications can be granted permissions to your organization and its data by three methods: an admin consents to the application for all users, a user grants consent to the application, or an admin integrating an application and enabling self-service access or assigning users directly to the application. Learn more.

As an administrator you can grant consent on behalf of all users in this tenant, ensuring that end users will not be required to consent when using the application. Click the button below to grant admin consent.

Grant admin consent for [Application Name]

Admin consent User consent

Search permissions

API Name	Claim value	Permission	Type	Granted through	Granted by
Microsoft Graph					
Microsoft Graph	openid	Sign users in	Delegated	Admin consent	An administrator
Microsoft Graph	profile	View users' basic profile	Delegated	Admin consent	An administrator
Microsoft Graph	User.ReadBasic.All	Read all users' basic profiles	Delegated	Admin consent	An administrator
Microsoft Graph	People.Read	Read users' relevant people lists	Delegated	Admin consent	An administrator
Microsoft Graph	Contacts.Read	Read user contacts	Delegated	Admin consent	An administrator
Microsoft Graph	User.Read	Sign in and read user profile	Delegated	Admin consent	An administrator
Microsoft Graph	Chat.Read	Read user chat messages	Delegated	Admin consent	An administrator

This process may take a few minutes

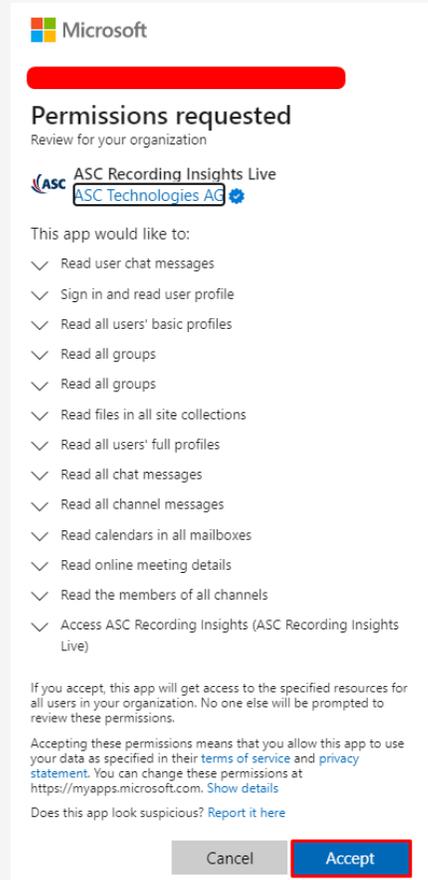
Hands on

How to start the configuration

With Customers only using ASCRI for Import Zoom Calls



Now all the extra permissions will be asked and they need to be accepted



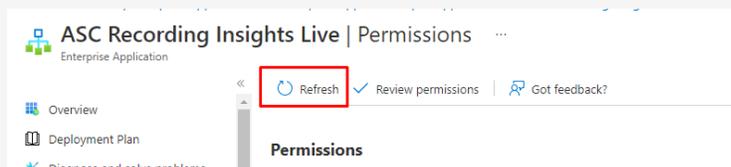
Hands on

How to start the configuration

With Customers only using ASCRI for Import Zoom Calls



Click on the Refresh button until you see all the permissions



Admin consent		User consent			
API Name	Claim value	Permission	Type	Granted through	Granted by
ASC Recording Insights Live					
ASC Recording Insights Live	user_impersonation	Access ASC Recording Insights	Delegated	Admin consent	An administrator
Microsoft Graph					
Microsoft Graph	profile	View users' basic profile	Delegated	Admin consent	An administrator
Microsoft Graph	Chat.Read	Read user chat messages	Delegated	Admin consent	An administrator
Microsoft Graph	User.Read	Sign in and read user profile	Delegated	Admin consent	An administrator
Microsoft Graph	User.ReadBasic.All	Read all users' basic profiles	Delegated	Admin consent	An administrator
Microsoft Graph	Group.Read.All	Read all groups	Delegated	Admin consent	An administrator
Microsoft Graph	openid	Sign users in	Delegated	Admin consent	An administrator
Microsoft Graph	OnlineMeetings.Read.All	Read online meeting details	Application	Admin consent	An administrator
Microsoft Graph	Calendars.Read	Read calendars in all mailboxes	Application	Admin consent	An administrator
Microsoft Graph	Group.Read.All	Read all groups	Application	Admin consent	An administrator
Microsoft Graph	User.Read.All	Read all users' full profiles	Application	Admin consent	An administrator
Microsoft Graph	ChannelMember.Read.All	Read the members of all channels	Application	Admin consent	An administrator
Microsoft Graph	Files.Read.All	Read files in all site collections	Application	Admin consent	An administrator
Microsoft Graph	Chat.Read.All	Read all chat messages	Application	Admin consent	An administrator
Microsoft Graph	ChannelMessage.Read.All	Read all channel messages	Application	Admin consent	An administrator

You should see all the permissions listed and from now on ASCRI has all permissions to do the necessary work

What is necessary for the Zoom Integration?

What is necessary to Zoom Integration to Work



Zoom License + Compliance/Smart Licenses

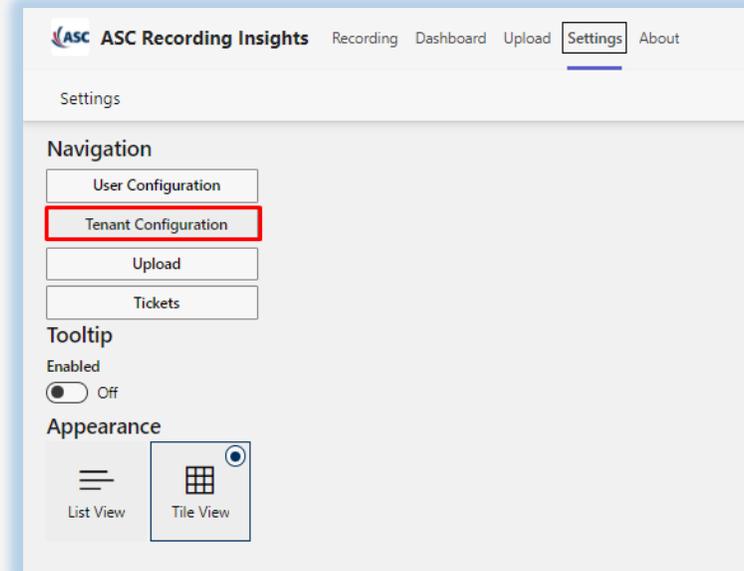
For the Import to work all users which are supposed to have the recordings from Zoom imported need to have the Add-on Zoom integration selected and a Compliance/Smart Voice or UC License assigned to every user.

Please, check in the Tenant Configuration. If using the Web version, tab Tenant



You will need to have Licenses for Zoom Bought and Available. In the example above, 10 license are available.

If using the App inside of Teams, you need to select the „Tenant Configuration“ for checking the licenses



What is necessary to Zoom Integration to Work



Zoom License + Compliance/Smart License + UC or Voice

If the customer has already Teams recording license you need just to add the Zoom Add-On for every single user in the platform (or to every group if AD groups are used). If the customer only works with Zoom integration, it's necessary to have a Compliance/Smart License, otherwise the user can't not be added to the ASCRI App. Therefore, a recording license it's required when Zoom integration is required.

Only Zoom Integration



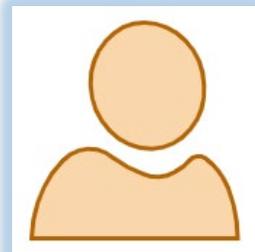
License: Compliance Voice + Add-on Zoom = Import Audio Calls and Chat from Zoom

License: Compliance UC + Add-on Zoom = Import Video/Audio Calls and Chat from Zoom

License: Smart Voice + Add-on Zoom = Import Audio Calls and Chat from Zoom

License: Smart UC + Add-on Zoom = Import Video/Audio Calls and Chat from Zoom

Teams Recording + Zoom



Whatever license the customer has already for Teams + Add-on Zoom. Depending on what the Customer has he will be able to grab the same from Zoom, except Chat which is grabbed also without any additional license.

Observation: The 1 Administrator user which doesn't consume a Recording License, doesn't apply for the Add-on Zoom or any other add-on license, therefore, if the Admin (free) license wants to use any Add-on, an additional license is needed.

What is necessary to Zoom Integration to Work



Same UPN on both sides

To be able to import the calls, the users have to have the same e-mail address or UPN on Zoom side. ASCRI grabs every recording of a user with this email-address configured in zoom.

User@domain.com (ASCRI) x User@domain.com (Zoom)

A Recording Rule attributed with proper TTL

Depending on the Type of recording desired. The recording rule has to be assigned to the user

Rule used by 1 Users

Rule Type
Recording

Rule Name
2 years

Audio
 Video/Screen Recording
 Screen Only Recording
 Re-evaluate a call when it changes from 1:1 to Meeting

Recording Type
 Bulk Recording
 Never Record
 Record On Demand
 Recording Control for Bulk Recording
 Record Switch
 More options...
 Chat

What is necessary to Zoom Integration to Work



A Recording Rule attributed with proper TTL

Depending on the Type of recording desired. The recording rule has to be assigned to the user

Rule used by 1 Users

Rule Type
Recording

Rule Name
2 years

Audio
 Video/Screen Recording
 Screen Only Recording
 Re-evaluate a call when it changes from 1:1 to Meeting

Choose the retention time for the Imported Calls from Zoom

Retention Time (Days):
730

Description:

Save As New Rule Cancel

Bulk Recording is all that is needed for the Zoom Integration

Recording Type

Bulk Recording
 Never Record
 Record On Demand
 Recording Control for Bulk Recording
 Record Switch
 More options...
 Chat

Managing Users

Groups or Users Individually

For easy administration the users can be added individually or via group, but this is not covered by this manual. Please, check how to import the users via group or add them manually (not recommended)



Users (1) Rules (26) Categories (0) **Groups (0)** Job (10)

+ Add Group ▾

Name ↑	Priority	License	Regional Storage	Recording Rule	Replay Rule
--------	----------	---------	------------------	----------------	-------------

Users or Group

Add On Zoom Integration

User Configuration

CS [redacted]

Rules

Recording
2 years

Replay
Replay All

Access
Administrator_ASC_Export

Analytics
Transcribe Portuguese_SpeechTo...

Regional Storage
optional

Add On Analytics

Add On Full Chat

Add On Zoom Integration

Add On Ring Central

The Add-on Zoom needs to be assigned to the users directly or via group

groupConfiguration

Z Zoom_Integration_Group

Rules

Recording
2 years

Replay
Replay Own

Access
User

Regional Storage
optional

Add On Analytics

Add On Full Chat

Add On Zoom Integration

Add On Ring Central

Priority
1

Save

Delete Group

Integration Job Configuration

Hands on

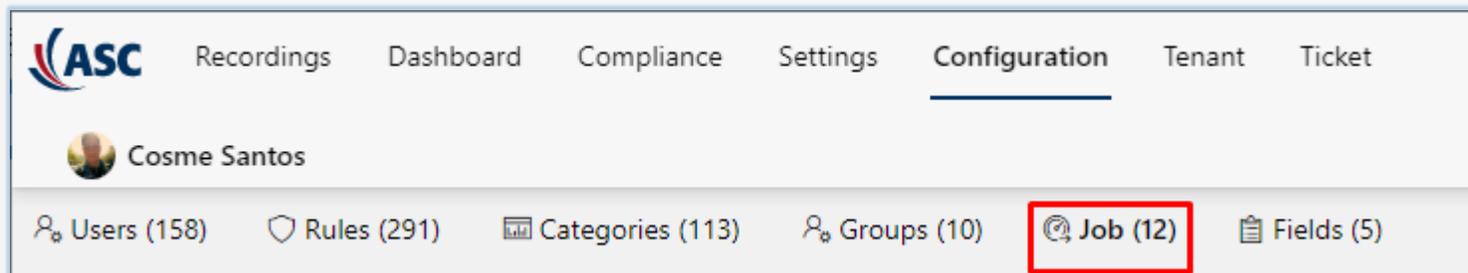


Job's tab

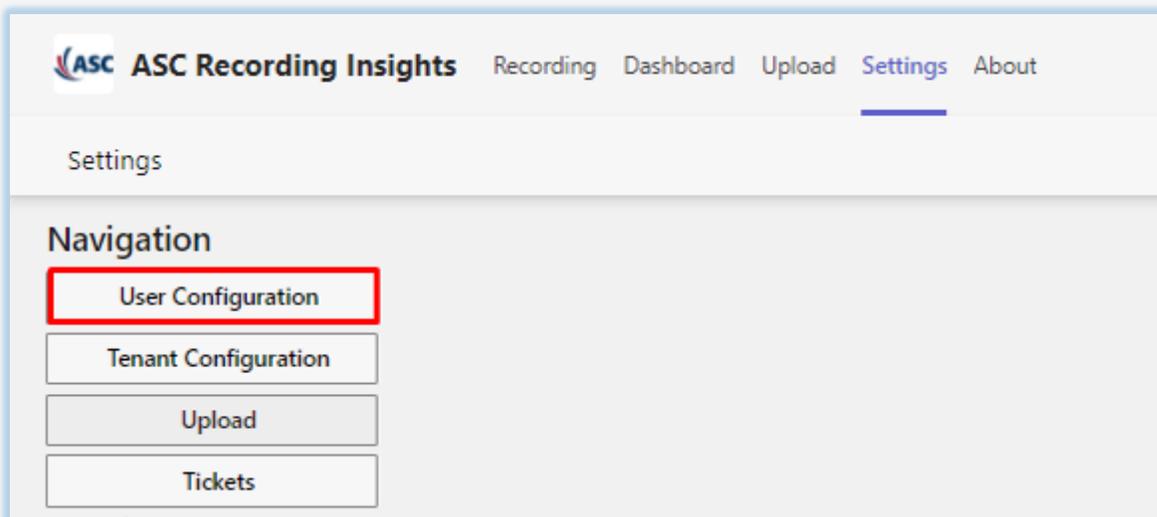
Configuration of the Integration Job

Back to the Application Insights after the Authentication

If you are using the Web version, you will need to go to „Configuration“ Tab → Jobs

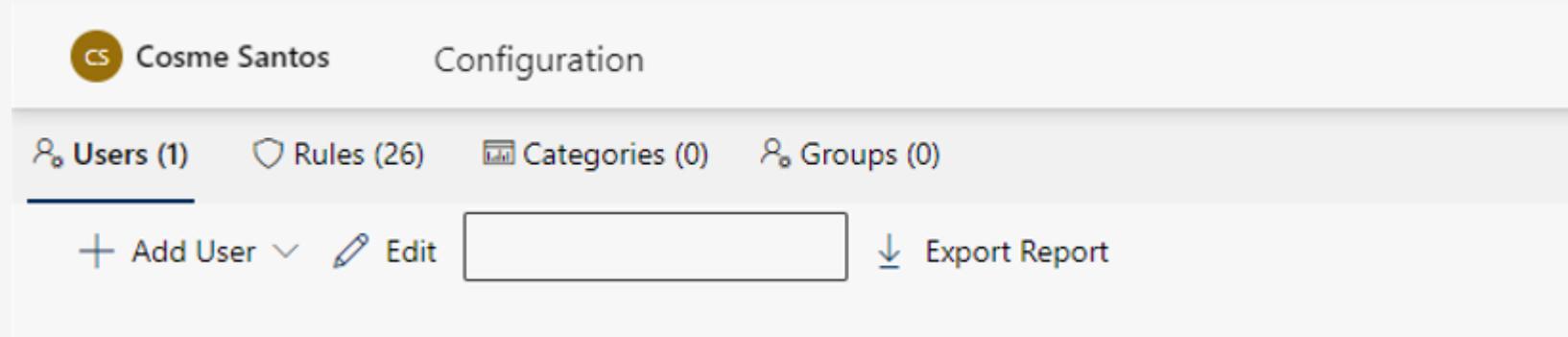


If you are using the ASCRI App version, then you need to go to „Settings“ → User Configuration → Jobs



Information: „The different layout is just because the Web version has a new layout which will be updated in the App in a newer feature.“

What if the Job Tab is not shown?



If the Job tab is not shown, this means that the Administrator rule has no job option enabled. To be able to configure the Integration you will need to add the option to the existing rule or create a new rule with that option enabled. Notice: The Administrator default rule can't be changed, you will need to save it as a new rule.

Hands on



Giving the proper access to the user who is configuring the job

Configuration of the Integration Job

Go to the Rules Tab → Edit the Administrator Rule or Add a new Access rule

Name	Time	Group
Access & Right Rules (9)		
Access_Assignment	10/8/2022 10:53:10 AM	access
Test_User3_Role	8/1/2022 11:11:07 AM	access
Test_User2_Role	8/1/2022 10:50:55 AM	access
Test_User1_Role	8/1/2022 10:48:34 AM	access
Administrator_ASC_No_Export	7/15/2022 3:56:24 PM	access
New Admin Rule	6/28/2022 6:04:17 PM	access
Administrator_ASC_Export	10/25/2022 2:14:57 PM	access
User	6/25/2019 5:01:58 PM	access
Administrator	6/25/2019 5:01:58 PM	access

Hands on



Giving the proper access to the user who is configuring the job

Configuration of the Integration Job

In the rule, inside of „Create and Edit Rules“ you need to select „Access Jobs“. Select this option and Save it.

Rule used by 1 Users
Rule Type
Access & Right
Rule Name
Administrator
Description
Admin Rights User Rights
License management
 List user
 Add User
Create and Edit Rules
 Recording
 Replay
 Access & Right
 Analytics
 Access Audit Logs
 Access Jobs
 Custom Fields
 Suspension of recording deletion process

Access Jobs
 Custom Fields
 Suspension of recording deletion process
User Mapping
 Map external user
User Assignment
 No Assignment
 Certain Users
 Hierarchy
 All
 Recording Rules
 Replay Rules
 Access & Right Rules
 Analytics
Save As New Rule Cancel

You can save as a new Rule and or if it's not the Default „Administrator“ the change will be applied to the existing access rule.

Hands on



Giving the proper access to the user who is configuring the job

Configuration of the Integration Job

Assign the new Access rule to the User

Access
Administrator_ASC_Export

When you assign the new rule, if you are assigning to the same user which is configuring the Rule, you will need to refresh the UI to see the new tab. You can do it by clicking on the arrow icon like shown below:

Cosme Santos Configuration ? ↻ ×

Users (1) Rules (26) Categories (0) Groups (0)

+ Add User Edit [] Export Report

Name ↑	Username	License	Regional Storage	Depart...	Recording Rule	Replay Rule	Access Rule	Analytics Rules	Add
✓	[redacted]	Compliance UC & A...			2 years	Replay All	Administrator	Transcribe Portugues...	true

Hands on

Creation a new integration Job



Configuration of the Integration Job

With the Job tab shown now, it's time to configure the Integration Job. Click on the Integration Job option to go to next step.

The screenshot shows a user interface for managing jobs. At the top, there are navigation tabs: Users (1), Rules (26), Categories (0), Groups (0), and Job (10). The 'Job (10)' tab is selected. Below the tabs, there is a '+ Add Job' button with a dropdown arrow, and a toggle switch for 'Display historical jobs' which is currently 'Off'. A dropdown menu is open, showing options: 'Export Job', 'Import Job', and 'Integration Job'. The 'Integration Job' option is highlighted with a red rectangular box. Below the menu, there is a table with columns: Enabled, Group, and State.

Enabled	Group	State
On	Export Job	MetadataUpdated
Off	Export Job	MetadataUpdated

Hands on

Creation a new integration Job



Configuration of the Integration Job

Now you will need to configure the job

Integration Job

Job Name
Zoom Integration Job

Enabled
 On

Integration Type
Zoom

Credentials
Username

syncRecordingRule
 Off

Processing Region
EU

Save Cancel

Job Name: choose a proper name for ease identificaiton

Enable: Enable the Job

Integration Type: Choose Zoom

Credentials: The credentials will be asked after you click the Save button

syncRecordingRule: This option enable ASCRI to configure recording rule directly in Zoom, based on the recording rule of the user. If the recording is already enabled on Zoom side, keep it "Off"

Processing Region: Choose the appropriate location based on the customer's region. This is important to keep data in the continent region. Possible options: EU, USA, APAC

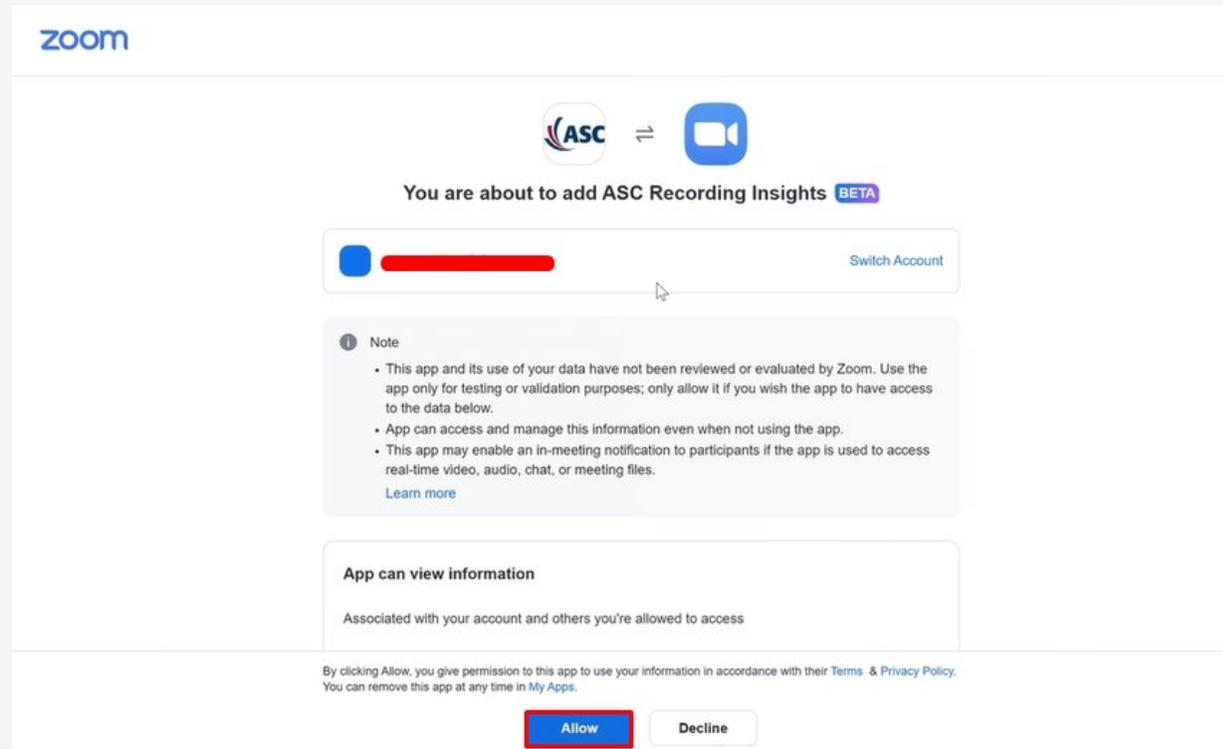
Hands on

Authentication with Zoom



Zoom Integration - Authentication

After you click the button Save, you will be forwarded to the Zoom Portal and you will need to grant permissions for ASCRI App. Click on the Allow button.



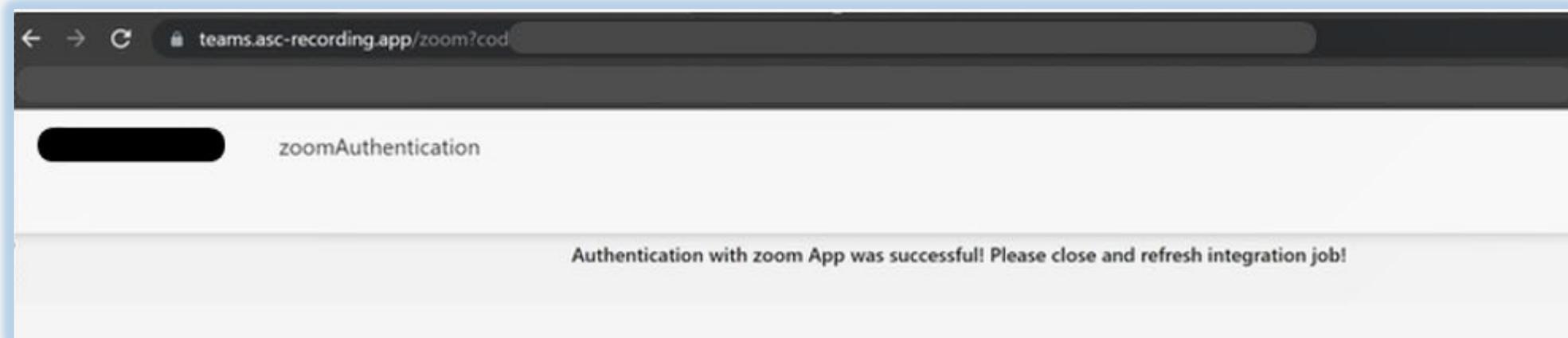
Hands on

Authentication with Zoom



Zoom Integration - Authenticated

After accepting the permission you will be redirected back to the ASCRI page with the message as shown below:



„Authentication with Zoom App was successful! Please close and refresh the integration job“

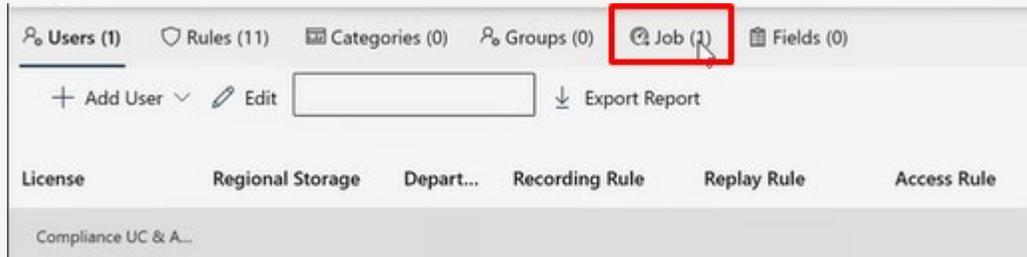
Hands on

Authentication with Zoom



Zoom Integration – Job Integration Status

Now It's necessary to check the job's tab and check the status of the job.
Please switch back to the browser frame showing the job configuration and refresh the page

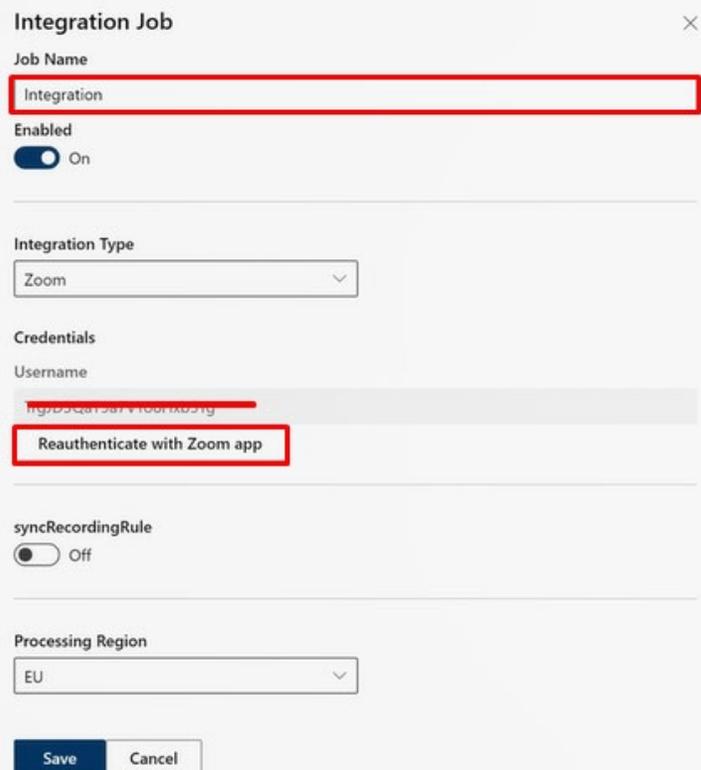


The Integration should be shown like below

	Name	Enabled	Group	State	Next run	Last successful run	Number of conversations	Remaining package size	Id
<input checked="" type="checkbox"/>	Integration	On	Integration...						5d1aea8...

Zoom Integration – Job Integration Status

Like shown before, now the Integration Job is properly authenticated



Job Name: choose a proper name for ease identification

Enable: Enable to Job

Integration Type: Choose Zoom

Credentials: **Now Authenticated.** If necessary you can „Reauthenticate with Zoom App“

syncRecordingRule: This option enable ASCRI to configure recording rule directly in Zoom, based on the recording rule of the user. If in the Zoom, the recording is already enabled, leave this option “Off”

Processing Region: Choose the appropriated location based on the customer’s region. This important to data no leave the continent region. Possible options: EU, USA, APAC

Search for Calls from Zoom



Search – Zoom Calls

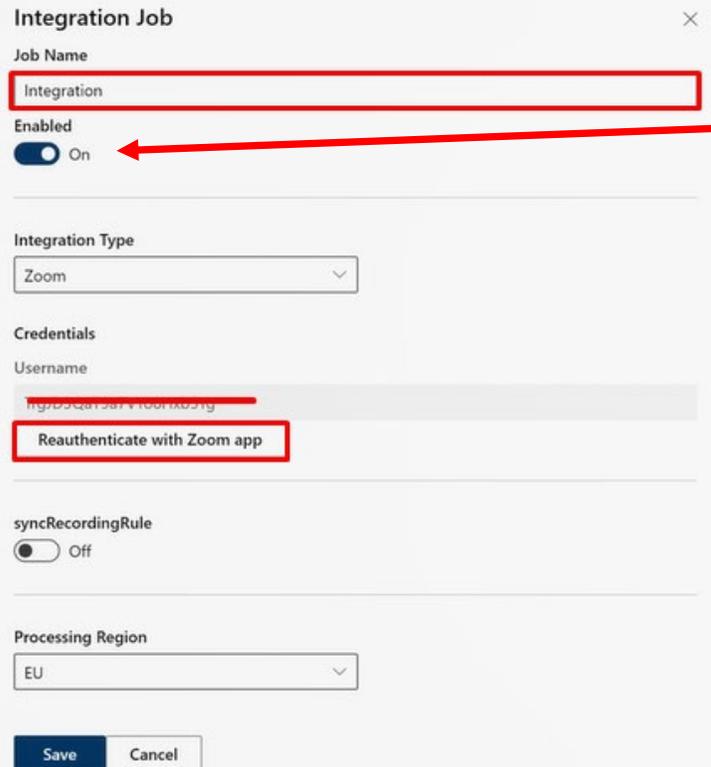
After the Job is configured it's necessary to wait 1 day for the test calls that were made. You can use a filter in the Recording Tab to look for Zoom calls only.

The screenshot displays the 'ASC Recording Insights' web application interface. The main navigation bar includes 'Recording', 'Dashboard', 'Upload', 'Settings', and 'About'. A search bar is visible at the top left. The main content area shows '0 Conversations'. A 'Filter Panel' is open on the right side, allowing users to refine their search. The filter panel includes the following fields:

- Type: [Dropdown menu]
- Cycle: [Dropdown menu]
- Start Date: 12/5/2022 12:00 AM [Clear] [Calendar icon]
- End Date: 12/5/2022 12:00 AM [Clear] [Calendar icon]
- Participants: [Text input field]
- integrationsSelection: Zoom Integration As App [Dropdown menu]
- integrationsSelection (checkbox list):
 - Teams
 - Integration
 - Integration
 - Dynamics Produktiv
 - Integration
 - Zoom Integration As App
 - Integration RingCentral

Zoom Integration – Disable Job

Please disable integration if you want to pause or remove the integration



Enabled Off: Disable the Integration. The integration cannot be deleted as you otherwise lose the filter possibility in the recording tab (see previous slide)

Please also remove the app on zoom side. (see last slide from Zoom Side section)

Zoom Side

Hands on

Authentication with Zoom



Zoom Integration – Added Apps

You can see the ASCRI on Zoom side by going to MarketPlace → Added Apps after you configured the Integration Job.

zoom App Marketplace

Search a published app Develop Manage

PERSONAL APP MANAGEMENT

- Created Apps
- Added Apps**
- Call Logs

ADMIN APP MANAGEMENT

- Apps on Account
- App Requests
- Permissions
- Notifications

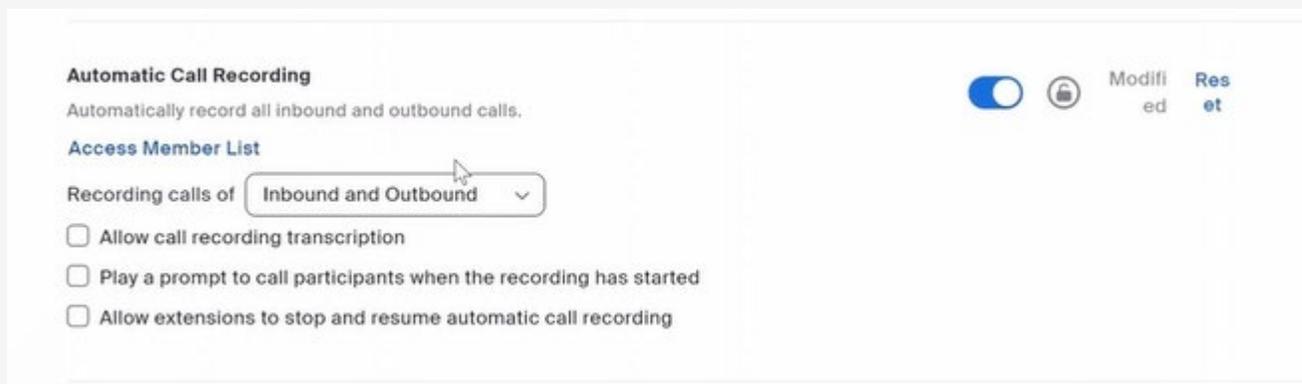
Added Apps

Search

Name	App Info	Added by	Shared Access Permissions	
ASC Recording Insights	Account Level Unpublished	Myself Subscribed Today 01:24 PM	Not Applicable	Remove
Slack	User Managed Published	Myself Subscribed Jun 16, 2020 01:05 PM	Not Authorized update	Remove
Zoom Developer Forum Log-in Helper	User Managed Unpublished	Myself Subscribed Jun 15, 2020 08:35 AM	Not Authorized update	Remove

Zoom Side

On Zoom side, normally the automatic Call Recording is configured like below and all the users which have the Call Recording and properly configured in the ASCRI will have the calls imported



The screenshot shows the Zoom 'Automatic Call Recording' configuration page. It features a blue toggle switch that is turned on, a lock icon, and buttons for 'Modified' and 'Reset'. Below the toggle, there is a section for 'Access Member List' with a dropdown menu set to 'Inbound and Outbound'. Three checkboxes are listed below: 'Allow call recording transcription', 'Play a prompt to call participants when the recording has started', and 'Allow extensions to stop and resume automatic call recording', all of which are currently unchecked.

Remove ASC Recording Insights App

Authentication with Zoom



Zoom Integration – Remove App

You can see the ASCRI on Zoom side by going to MarketPlace → Added Apps after you configured the Integration Job.

zoom App Marketplace

Search a published app Develop Manage

PERSONAL APP MANAGEMENT

Created Apps

Added Apps

Call Logs

ADMIN APP MANAGEMENT

Apps on Account

App Requests

Permissions

Notifications

Added Apps

Search

Name	App Info	Added by	Shared Access Permissions	
ASC Recording Insights	Account Level Unpublished	Myself Subscribed Today 01:24 PM	Not Applicable	Remove
Slack	User Managed Published	Myself Subscribed Jun 16, 2020 01:05 PM	Not Authorized update	Remove
Zoom Developer Forum Log-in Helper	User Managed Unpublished	Myself Subscribed Jun 15, 2020 08:35 AM	Not Authorized update	Remove

FAQs

Zoom Integration - General

Zoom Questions

Why can't I see the ASC Application Insights in the Zoom Market Place?

ASC Recording Insights is not yet shown in the Marketplace of Zoom because we are still in the review mode. There are other process to follow to be able to see the ASCRI in the Zoom Marketplace.

How can I delete the Zoom Integration?

The Job can be disabled and ASC won't use the integration anymore. You can not delete the job because we need the integration. We flag all the recordings with this integration Job and they are used for the Search of recording lates

You can also delete the Connection on Zoom side if no calls are supposed to be imported.

Are all the Calls Imported from Zoom to ASCRI ?

ASC only import and store recording of the users that have an add on zoom license assigned. If there is a need to record another group for other reasons, we will never import those calls if not configured in the ASCRI app.

Zoom Questions

After which time can I see my calls from Zoom in ASCRI?

As mentioned previously, currently for the import of Zoom calls to ASCRI, a nightly job is used. All zoom recordings can only be seen next day.

For next implementation ASC will use a webhook event and with every new recording in zoom, ASC Recording will import the calls right shortly after it was finished in the Zoom side.

Can I work with Zoom Add-on Integration without assigning a Recording License?

That's not possible. In order to import recordings from zoom, the user needs a recording license and a zoom add on license.

FAQs

Zoom Integration - Authentication

Zoom Questions

How is the authentication carried on with Zoom and ASCRI?

Oauth2 is first used, we connect the ASCRI with Zoom account. The user has to login with the Zoom account one time with Admin rights. The connection is made and Zoom will send a session token with a refresh token then ASC always work with refresh token to get a new session token.

What if there is a problem with the Authentication after the Job is configured?

You can always reauthenticated in the Job's configuration page in the ASCRI app or Web version