



Integration Specification

Zoom

For CommunityWFM Software Version 4.4+/5.0+

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About this document

The objective of this document is to outline the method and details of the CommunityWFM integration to a Zoom system. The document assumes that the reader has some basic understanding of the Zoom contact center platform.

CommunityWFM and Zoom Integration

CommunityWFM integrates with the Zoom platform using the Zoom Contact Center API.

The Zoom Contact Center API makes HTTP requests to communicate with the contact center platform. The communication to Zoom consists of sending in an account ID, client ID, and client secret to request a token for authentication (provided by Zoom). The token retrieved is then used to retrieve all the other data required for this implementation.

All times are returned in Unix time UTC.

Each component of data collection and the required database and table are described below.

Zoom Configuration Page

CommunityWFM

Zoom

Establish connections to data sources

Real-time adherence integration

Base URL:	<input type="text" value="https://zoom.us"/>
Account Id:	<input type="text" value="Created in the Contact Center App"/>
Client Id:	<input type="text" value="Client Id"/>
Client Secret:	<input type="text" value="Client Secret"/>
Transaction Collection Interval (seconds):	<input type="text" value="5"/>

Historical contact volume data collection

Base URL:	<input type="text" value="https://zoom.us"/>
Account Id:	<input type="text" value="Created in the Contact Center App"/>
Client Id:	<input type="text" value="Client Id"/>
Client Secret:	<input type="text" value="Client Secret"/>

Historical Data Collection

CommunityWFM collects call volume data from the Zoom Contact Center API to be used in volume and handle time reports and for future forecasting. The Community Historical Data Collection Service (a .NET Windows service) executes the request every 15 minutes and loads the results into vendor-neutral tables inside the Community product database.

The data retrieved from this call (historical) includes the following columns:

sumHandleTime – Total handle time during the 15-minute window

enteredCount – Total number of call during the 15-minute window

abandonedCount – Total number of abandoned calls during the 15-minute window`

Agent State Transaction Data Collection

CommunityWFM collects agent state transactions from the Zoom Contact Center API to compare against scheduled intervals to provide agent schedule adherence reporting. The Community Adherence Collection Service (a .NET Windows service) executes the request based upon the interval time configured in the UI. The adapter then loads the results into vendor-neutral tables inside the CommunityWFM product database.

The data retrieved from this call (realTime) includes the following columns:

- agent-id – Unique identifier for the agent
- agent-status – Agent state
 - Possible states include:
 - Offline
 - Ready
 - Not Ready
 - Occupied
 - Any custom states a customer creates.

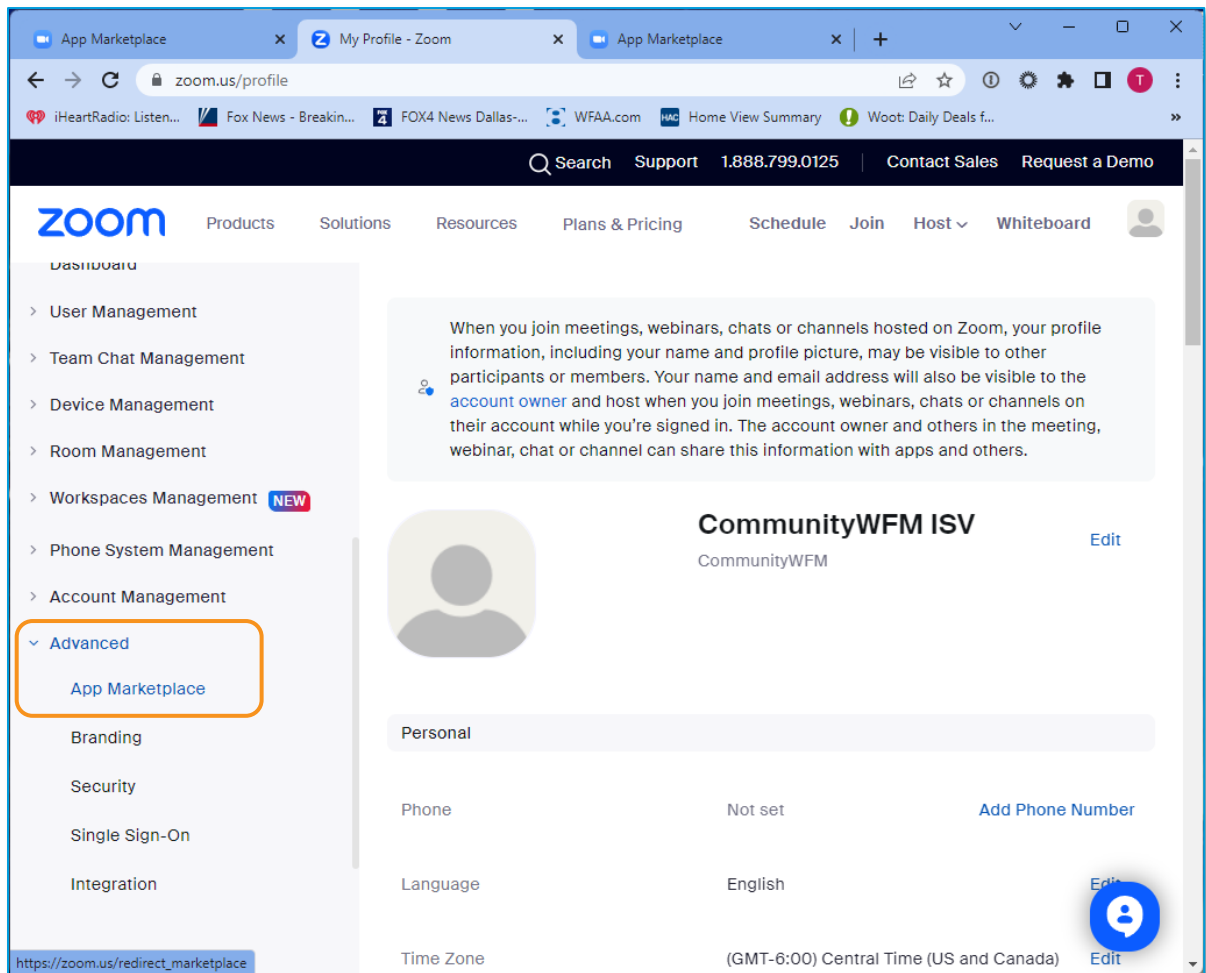
Importing Configuration Data

CommunityWFM supports the ability to import queue information and agents directly from the Zoom system into CommunityWFM. Configuration data is retrieved by making RESTful API calls to pull back the data.

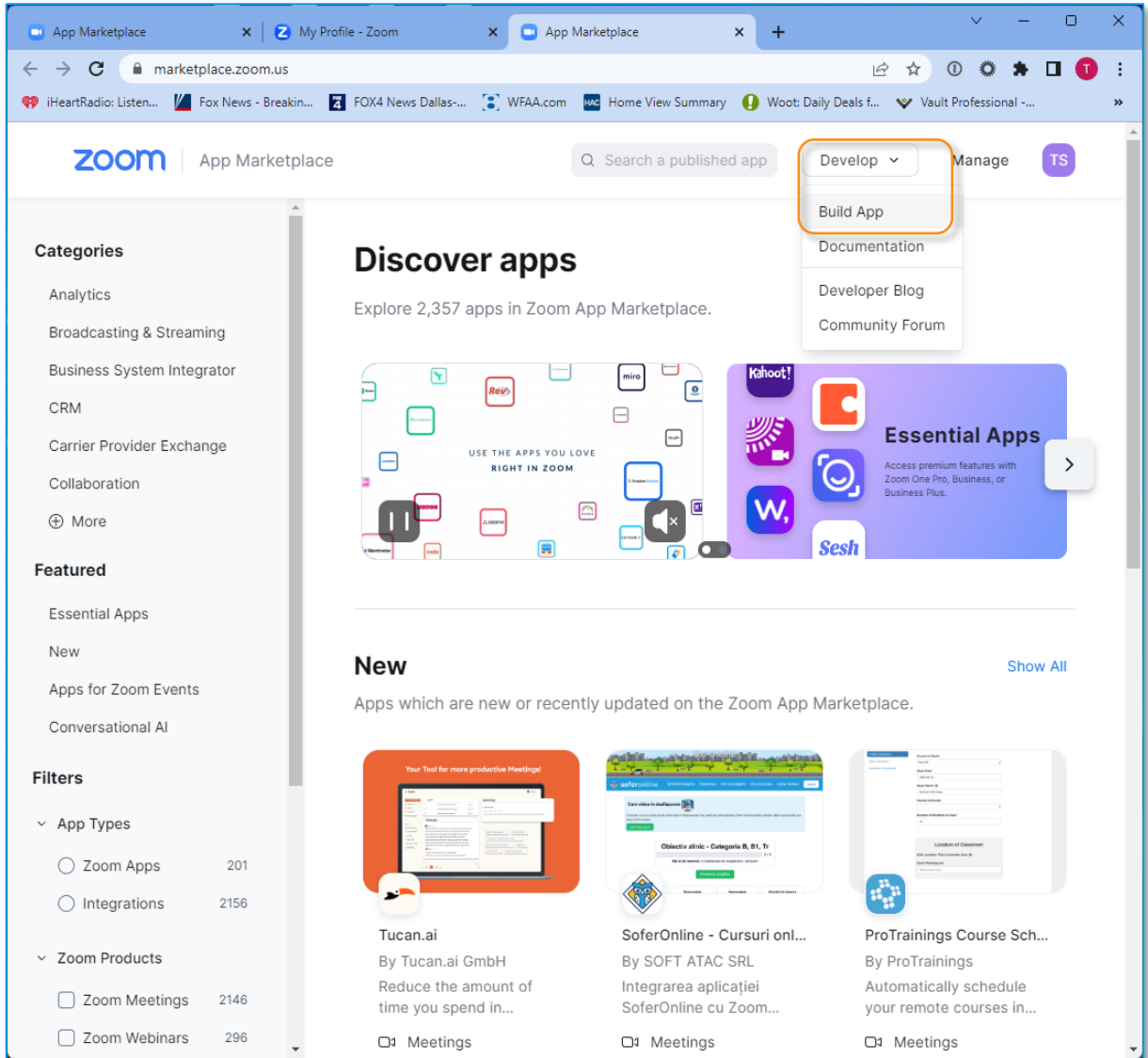
Configuring Zoom to get Account ID, Client ID, and Client Secret

To create the required credentials to be provided to Community:

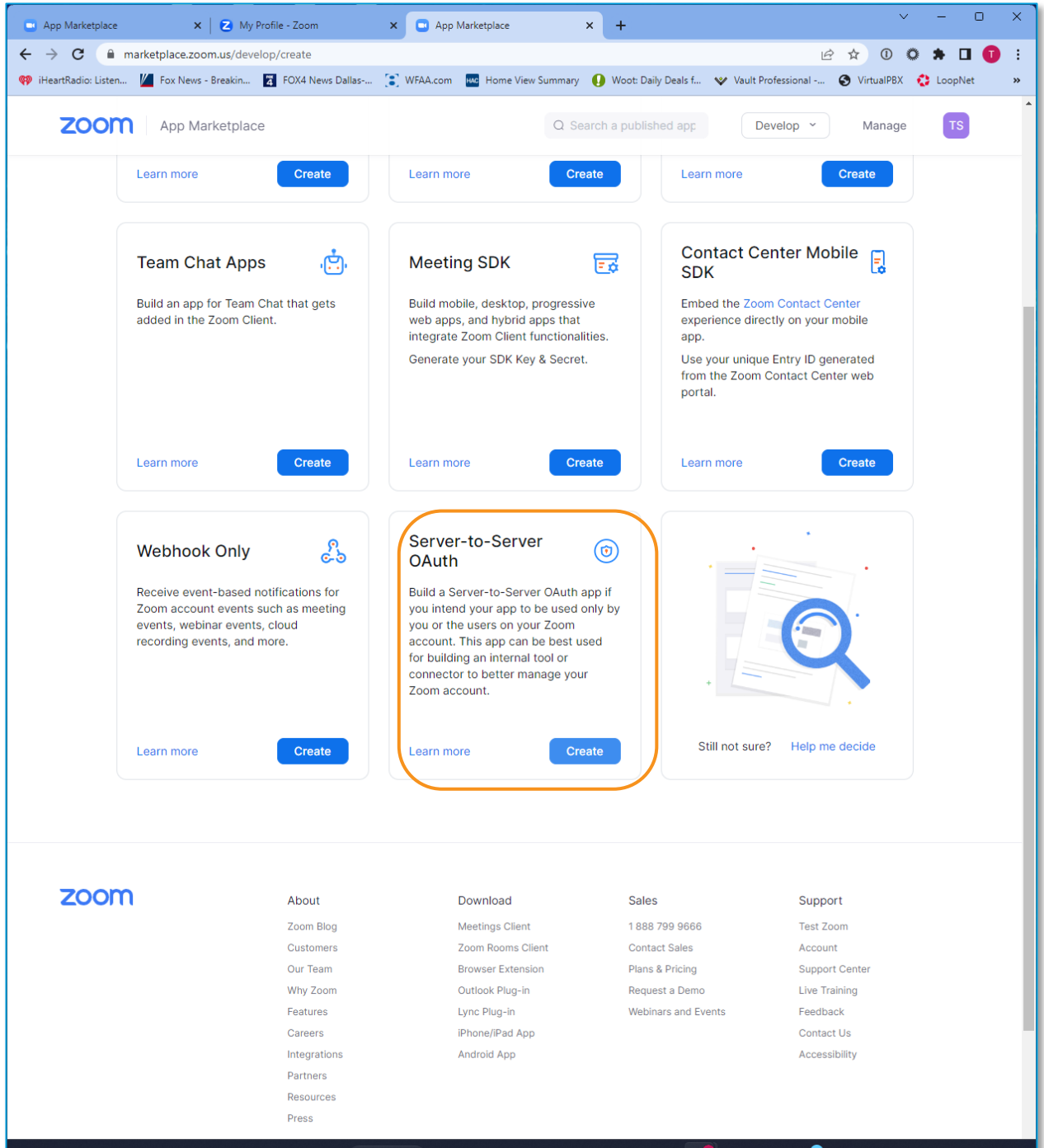
1. Have an administrator of the Zoom system login into <https://zoom.us>.
2. Under the Admin section, choose *Advanced* then choose *App Marketplace*.



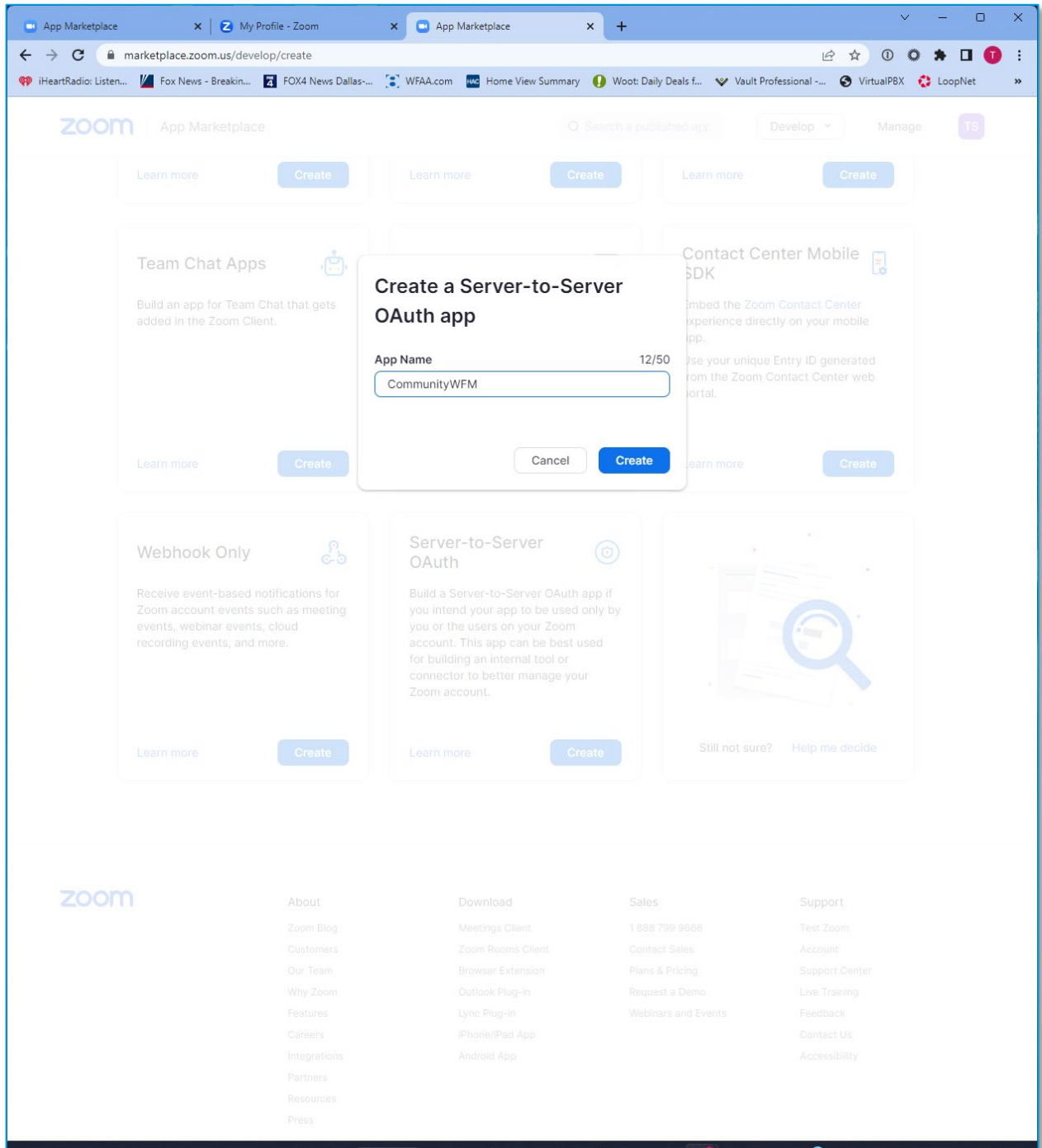
3. In the App Marketplace *Develop* dropdown menu choose *Build App*.



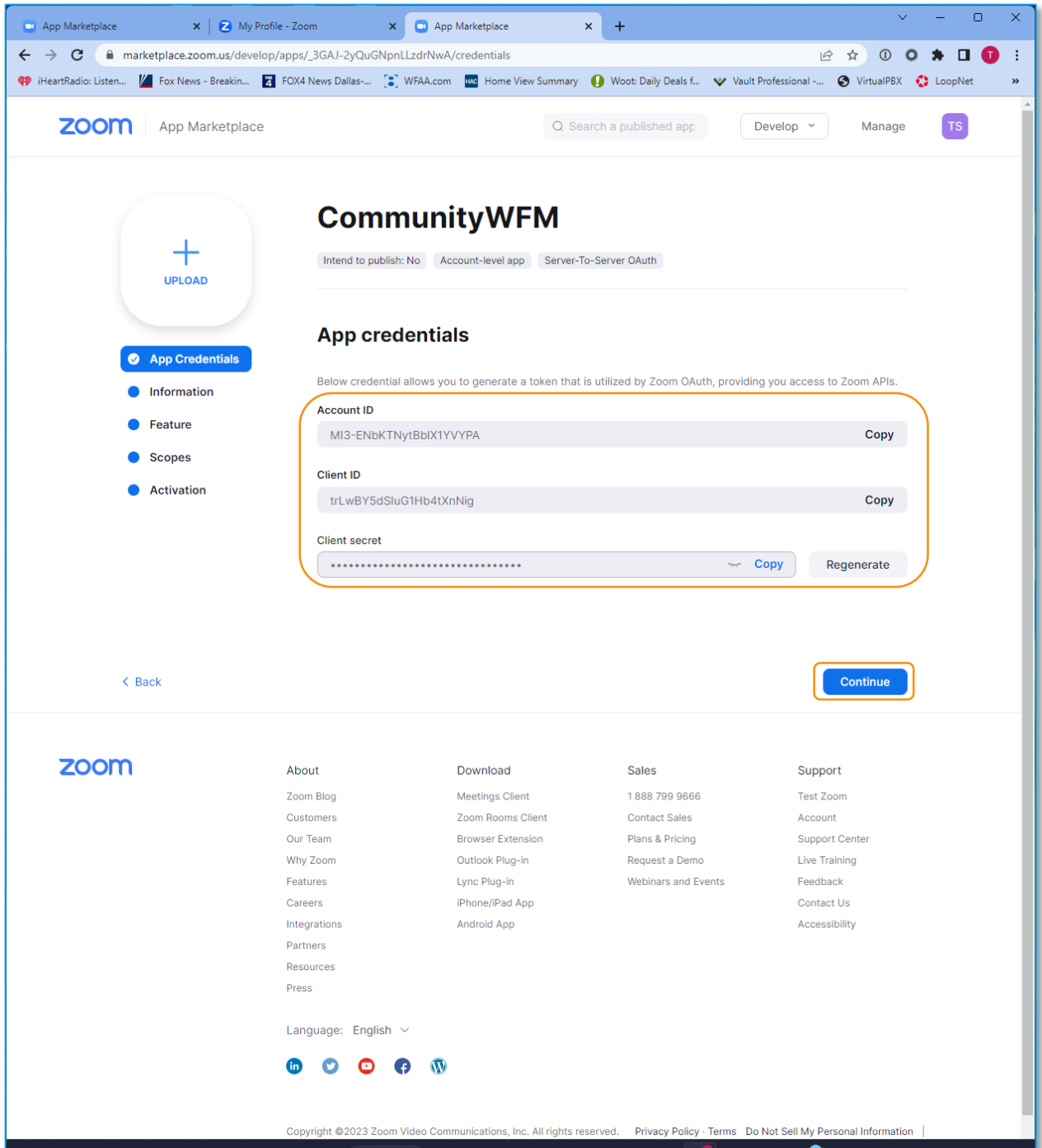
4. Find the app type Server-to-Server OAuth and click *Create*.



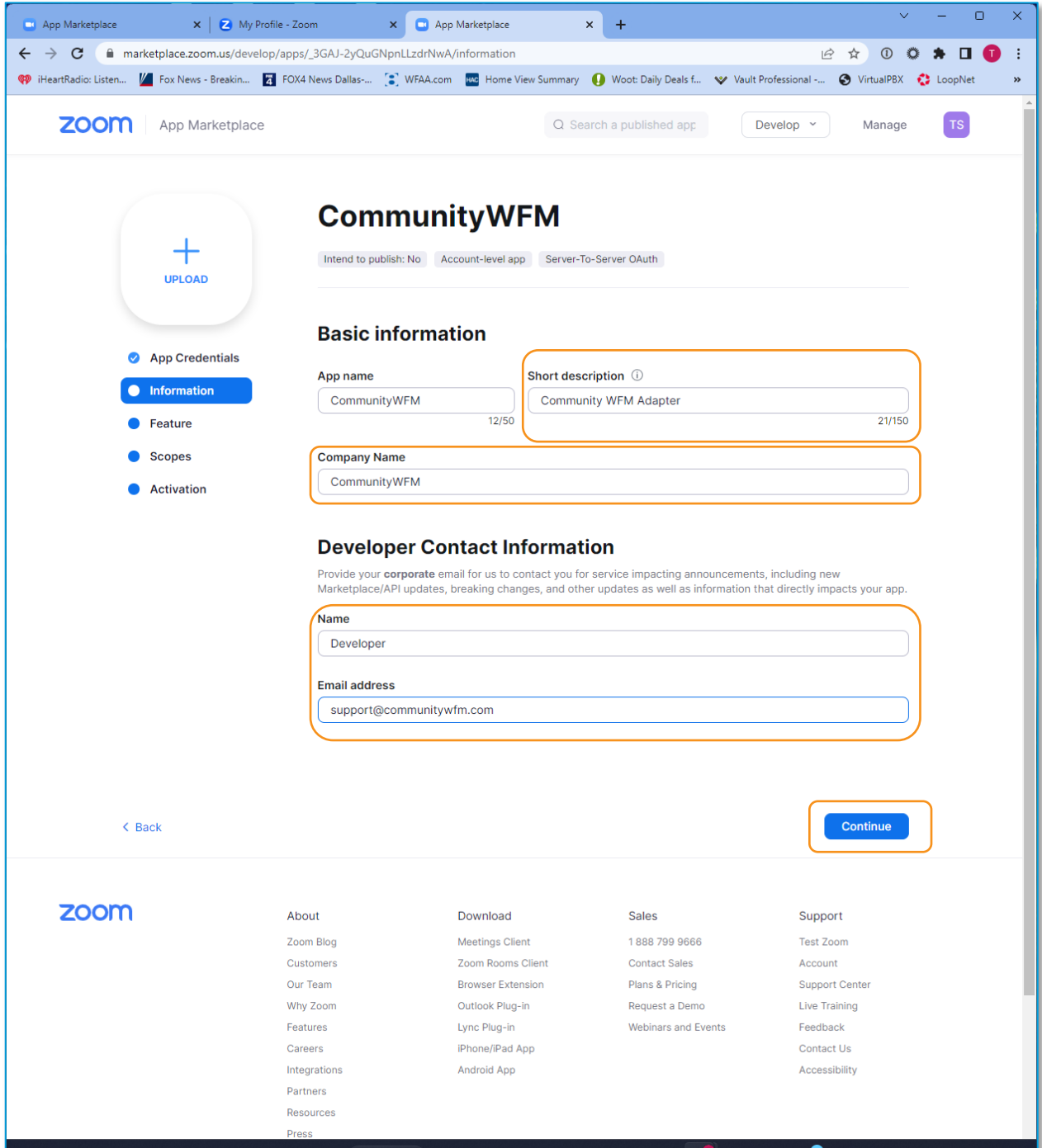
5. Give your app a name (e.g., "CommunityWFM") then click *Create*.



6. Copy and save the Account ID, Client ID, and Client Secret, then click *Continue*.



7. Add a Short Description, Company Name, Developer Name and Email address, then click *Continue*.



App Marketplace | My Profile - Zoom | App Marketplace

marketplace.zoom.us/develop/apps/_3GAJ-2yQuGNpnLLzdrNwA/information

zoom | App Marketplace | Search a published app | Develop | Manage | TS

CommunityWFM

Intend to publish: No | Account-level app | Server-To-Server OAuth

Basic information

App name: CommunityWFM (12/50)

Short description: Community WFM Adapter (21/150)

Company Name: CommunityWFM

Developer Contact Information

Provide your corporate email for us to contact you for service impacting announcements, including new Marketplace/API updates, breaking changes, and other updates as well as information that directly impacts your app.

Name: Developer

Email address: support@communitywfm.com

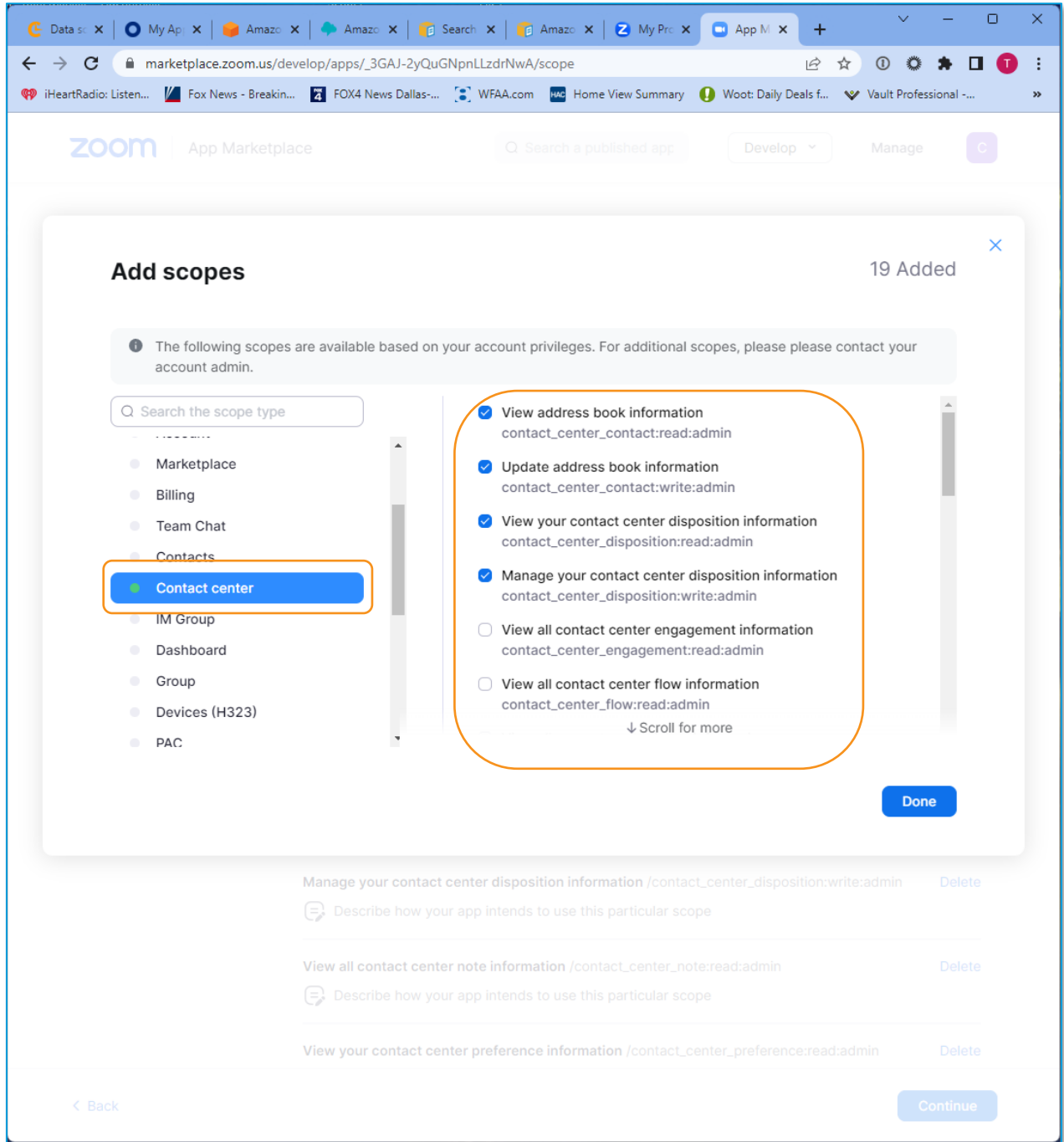
< Back | Continue

zoom

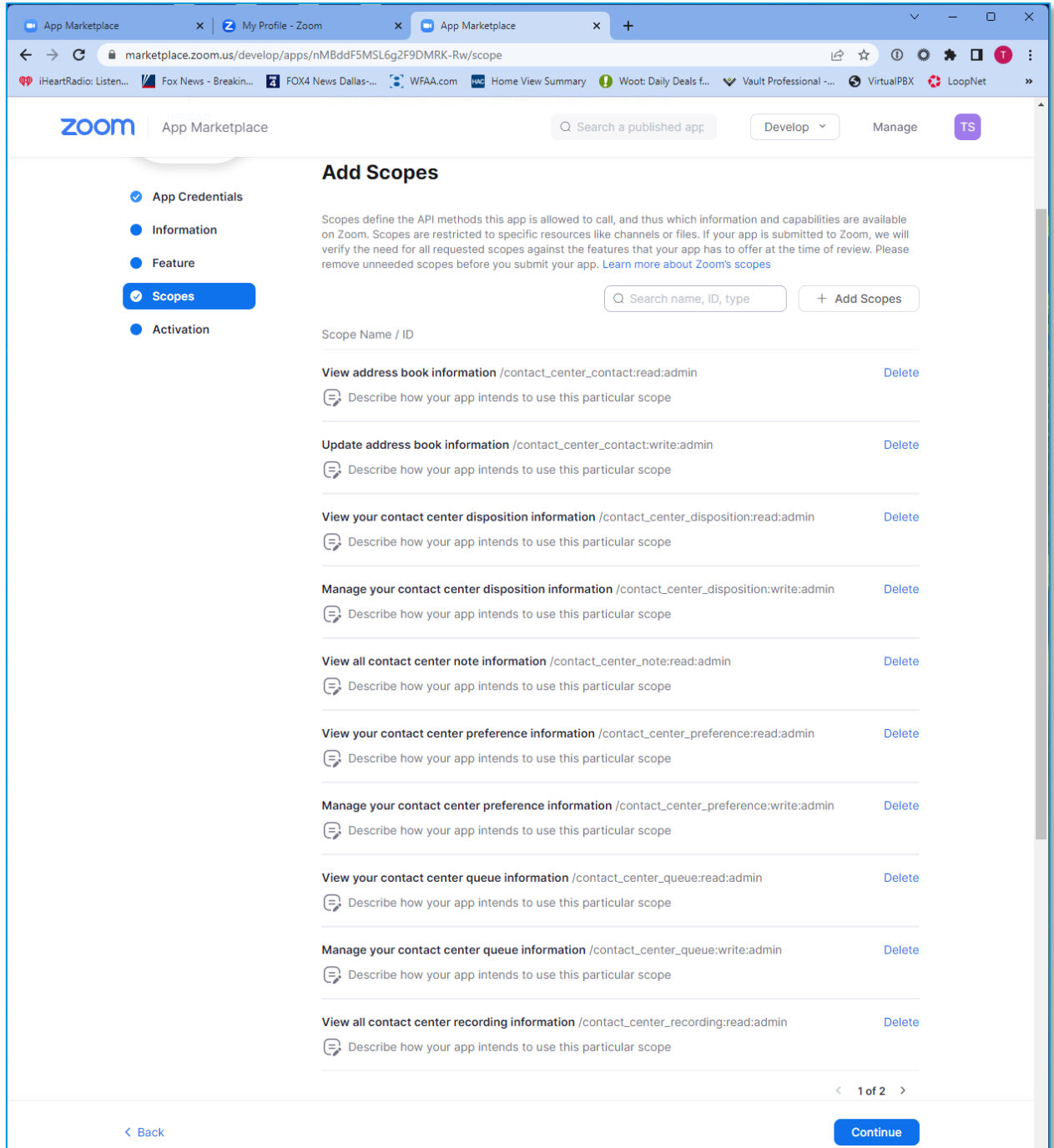
About	Download	Sales	Support
Zoom Blog	Meetings Client	1 888 799 9666	Test Zoom
Customers	Zoom Rooms Client	Contact Sales	Account
Our Team	Browser Extension	Plans & Pricing	Support Center
Why Zoom	Outlook Plug-in	Request a Demo	Live Training
Features	Lync Plug-in	Webinars and Events	Feedback
Careers	iPhone/iPad App		Contact Us
Integrations	Android App		Accessibility
Partners			
Resources			
Press			

8. On the Add Feature page, click *Continue*.

9. On the Add Scopes page, select Contact Center and check the box for each scope.



10. Choose the following scopes (there are two pages):



zoom App Marketplace

Search a published app: [Develop] Manage [TS]

Add Scopes

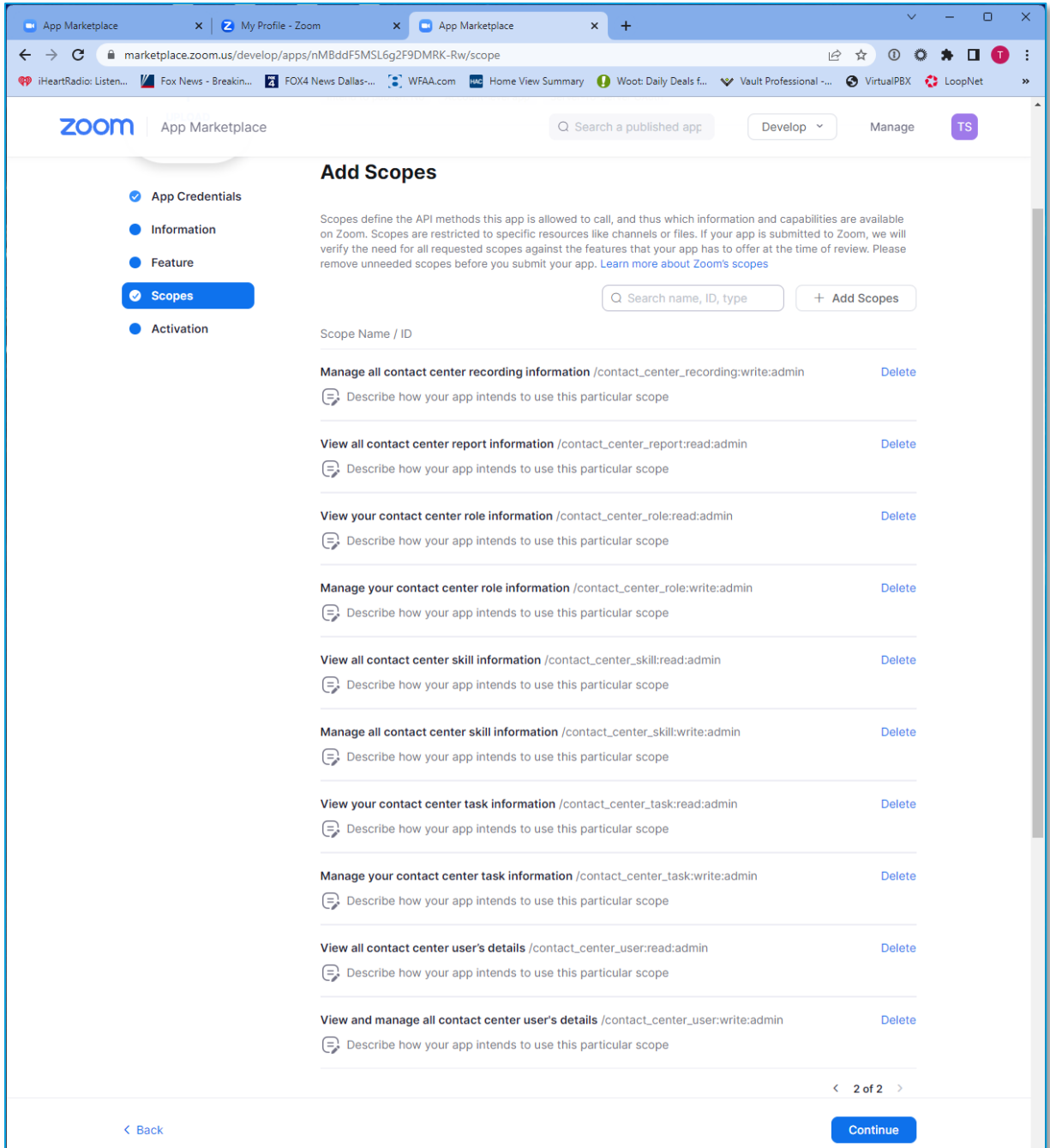
Scopes define the API methods this app is allowed to call, and thus which information and capabilities are available on Zoom. Scopes are restricted to specific resources like channels or files. If your app is submitted to Zoom, we will verify the need for all requested scopes against the features that your app has to offer at the time of review. Please remove unneeded scopes before you submit your app. [Learn more about Zoom's scopes](#)

Search name, ID, type [+ Add Scopes]

Scope Name / ID	Delete
View address book information /contact_center_contact:read:admin Describe how your app intends to use this particular scope	Delete
Update address book information /contact_center_contact:write:admin Describe how your app intends to use this particular scope	Delete
View your contact center disposition information /contact_center_disposition:read:admin Describe how your app intends to use this particular scope	Delete
Manage your contact center disposition information /contact_center_disposition:write:admin Describe how your app intends to use this particular scope	Delete
View all contact center note information /contact_center_note:read:admin Describe how your app intends to use this particular scope	Delete
View your contact center preference information /contact_center_preference:read:admin Describe how your app intends to use this particular scope	Delete
Manage your contact center preference information /contact_center_preference:write:admin Describe how your app intends to use this particular scope	Delete
View your contact center queue information /contact_center_queue:read:admin Describe how your app intends to use this particular scope	Delete
Manage your contact center queue information /contact_center_queue:write:admin Describe how your app intends to use this particular scope	Delete
View all contact center recording information /contact_center_recording:read:admin Describe how your app intends to use this particular scope	Delete

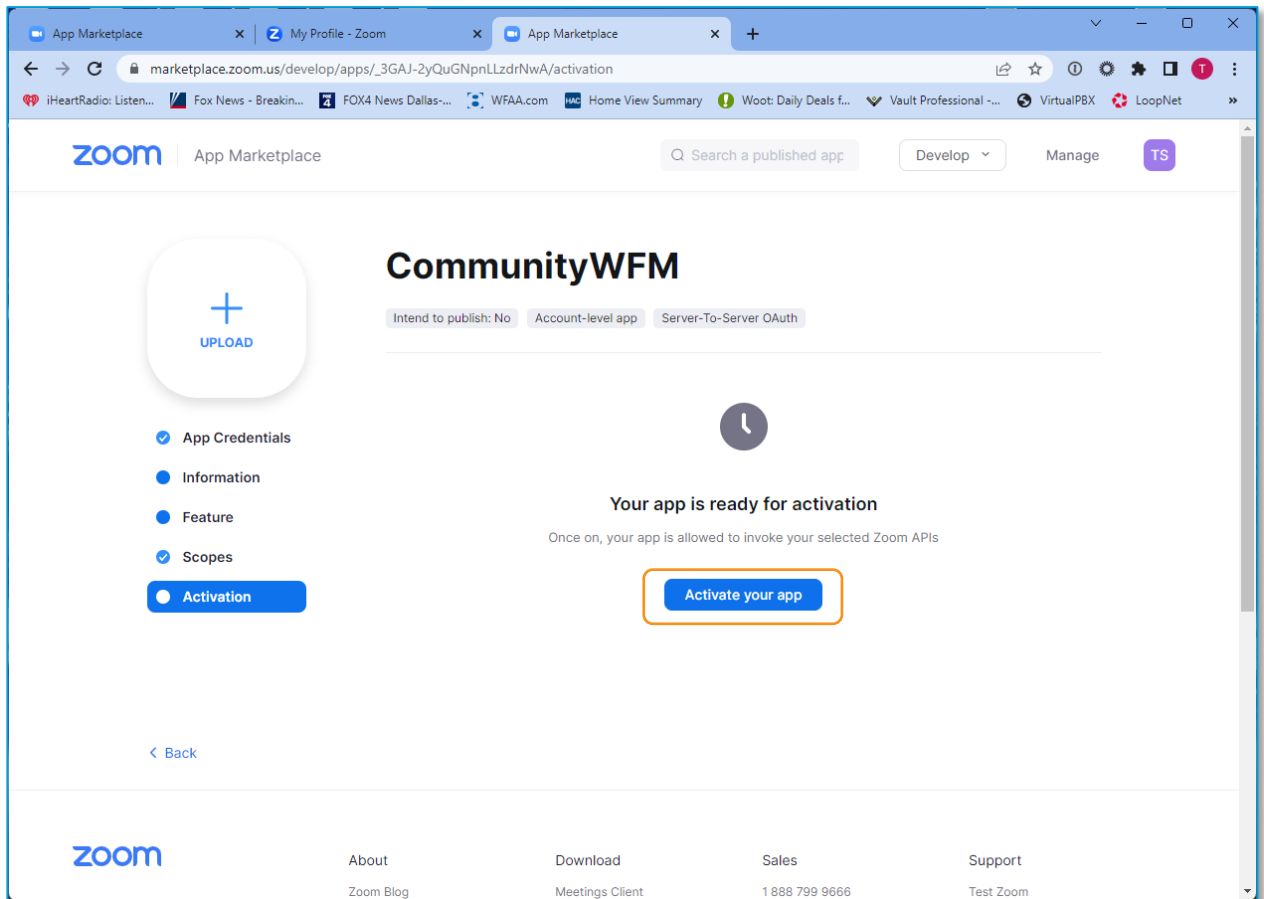
< 1 of 2 >

< Back [Continue]



11. After making the selections click *Continue*.

12. Click *Activate your app*.



13. Use the credentials you gathered in the adapter setup page to finish.