# Mist Zoom Integration Usage Guide

# Version History

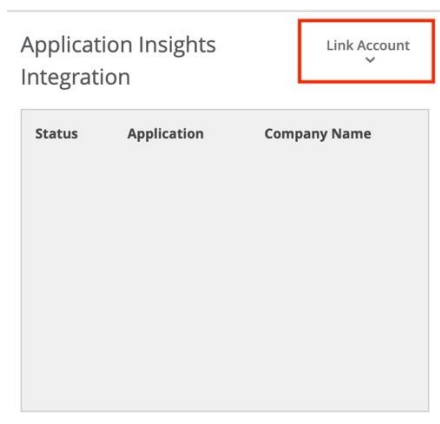| Date | Version | Updated By | Comments |
|------|---------|------------|----------|
| 13-Mar-2023 | 1.1 | Raj K | Initial Version |

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# Onboarding

To get zoom call data into Mist, customers need to link their zoom account to an org in the Mist Dashboard. Following are the steps to do that.
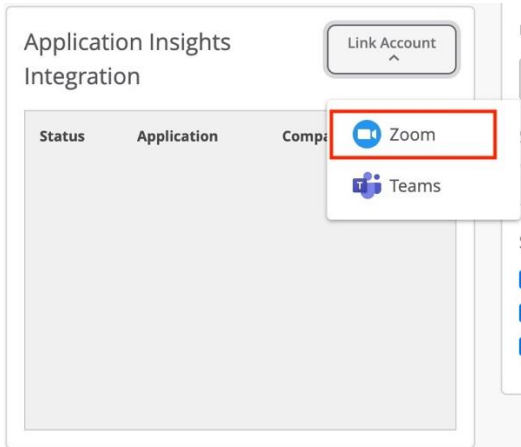
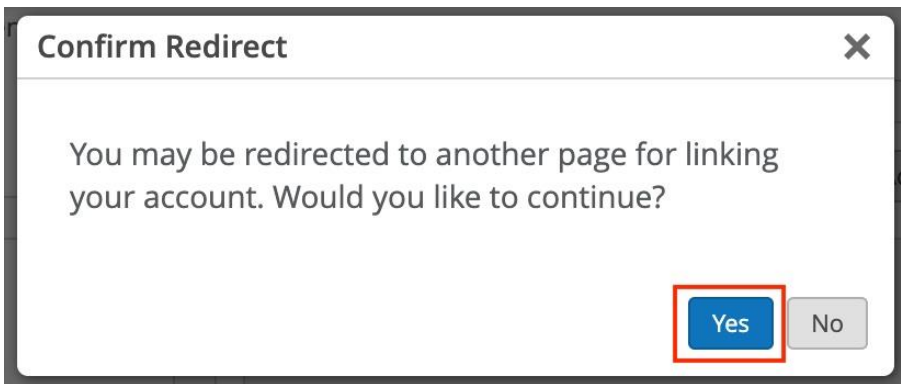1. Go to Organization on the left pane, select Settings under Admin
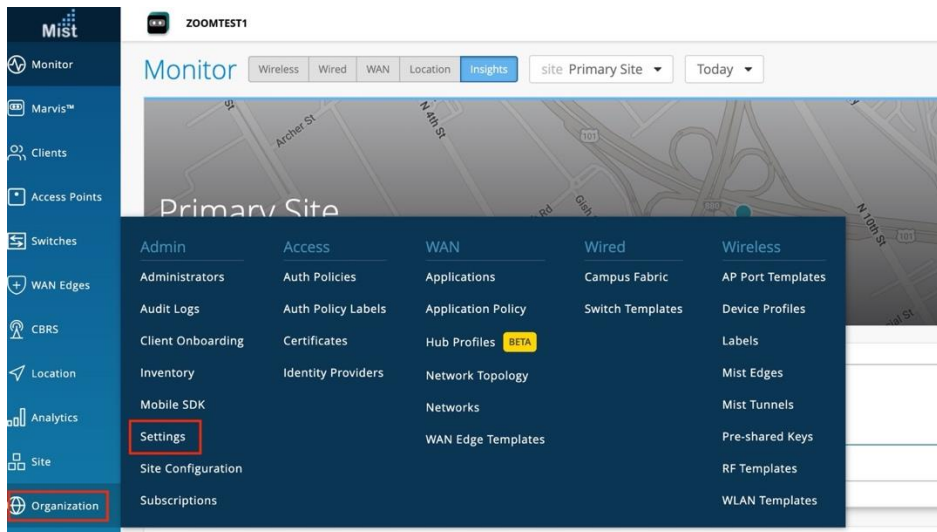


2. Look for Application Insights Integration, Click Enable
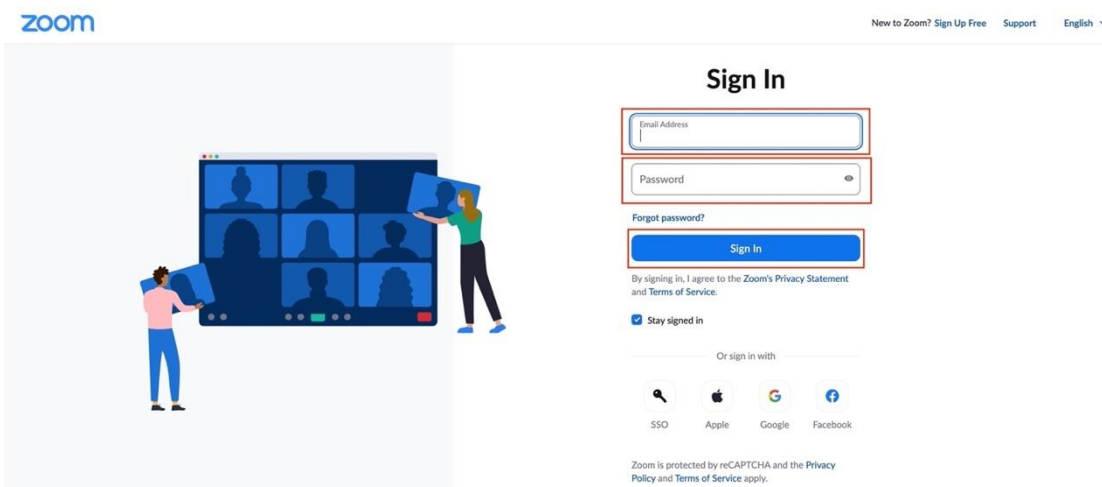
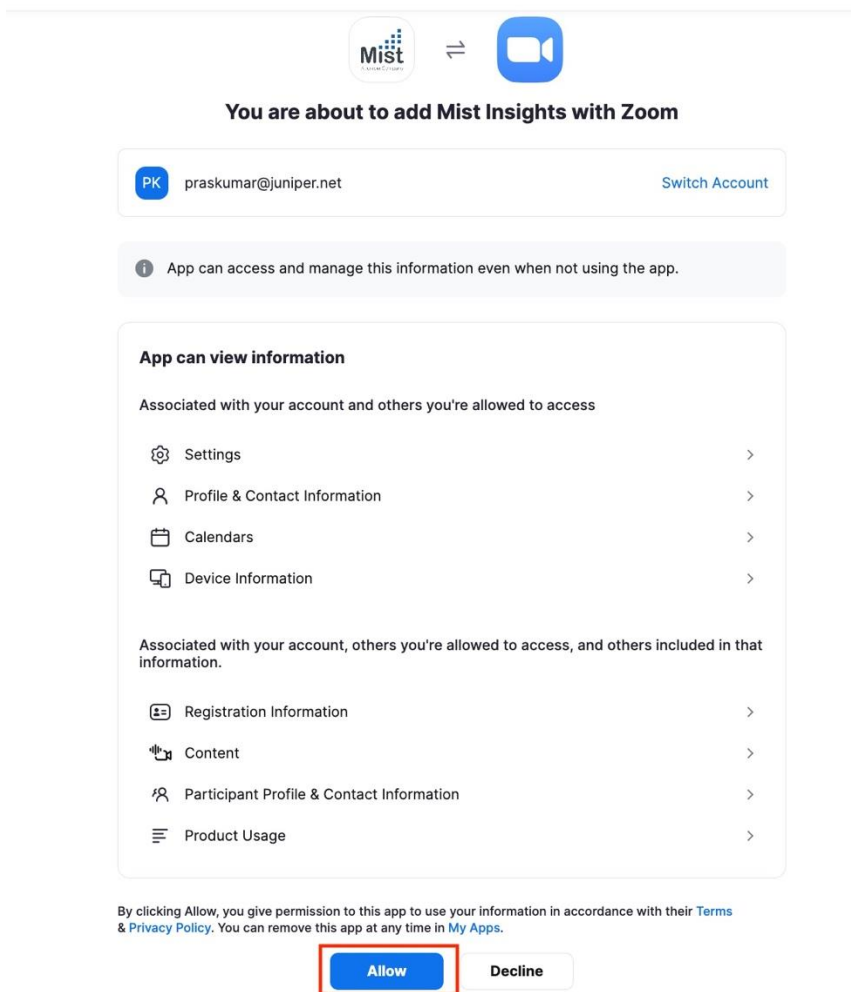3.  Select Zoom/Teams on the drop down.



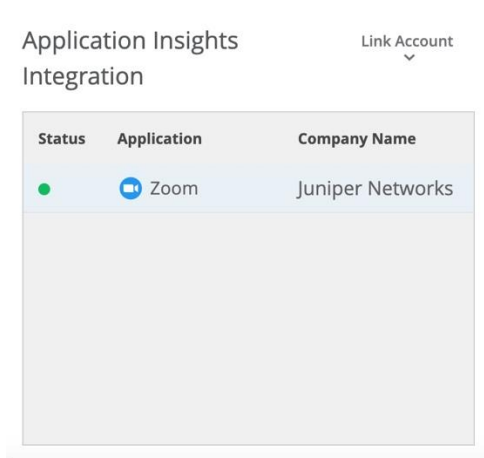4.  Select Yes for the confirmation on Re-direction.



5.  It should redirect to the Zoom O-Auth2 page, enter Zoom credentials and click Sign in

6. Permissions page, select Allow. Clicking Allow should redirect back to Mist portal.



7. You should be able to see the Zoom entry in the table after a successful integration.

8. Click the row on the table to get more details.

**Zoom Account Information** ✕

| | |
|---|---|
| **Last Sync:** | Monday, March 6, 2023 2:00 PM |
| **Last Status:** | Success |
| **Account Id:** | 5002973801 |
| **Linked By:** | praskumar@juniper.net |
| **Company Name:** | Juniper Networks |
| **Application:** | Zoom |

Unlink Account    Done

Note:
One Zoom account can be added to multiple Mist orgs.
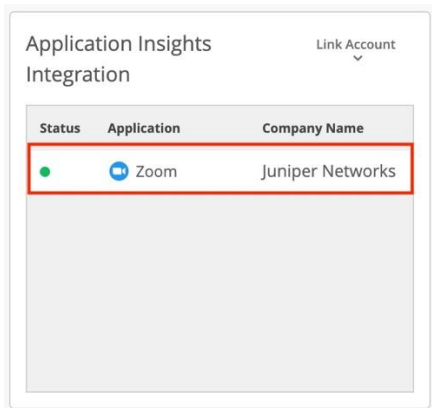One Mist org can support multiple Zoom accounts.

# De-boarding

This section has steps to unlink the Zoom account for Mist org.

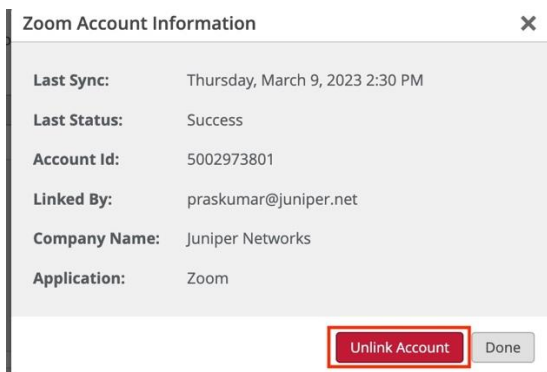1.  Go to Organization on the left pane, select Settings under Admin
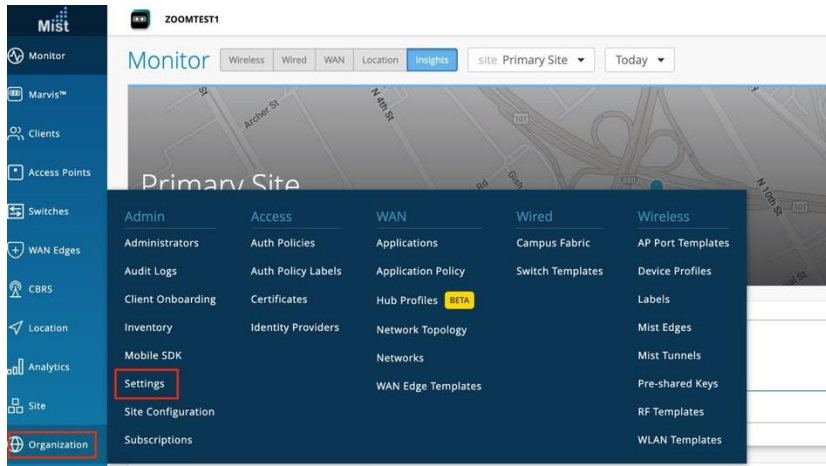


2.  Look for Application insights integration, click on the row which you want to disable.



3.  Click Unlink Account to unlink.

4. The table should not contain that row after unlinking.

Application Insights
Integration                    Link Account
                                    ⌄

| Status | Application | Company Name |
| --- | --- | --- |

# Permissions requested:

Mist insights App needs the following permissions.

1. *View all users' meetings information on Dashboard* /<u>dashboard_meetings:read:admin</u>
   **Reason**: User meeting participant QoS data is co-related with the data from the network devices.
2. *View all user information* /<u>user:read:admin</u>
   **Reason**: Account id/number of the account, along with admin name/email for bookkeeping purpose.

# Mist data collection from third party

Mist uses O-Auth2 for linking a Mist org with the customer Zoom/Teams account.
(Mist App is published on the Zoom/Teams marketplace)
Mist fetches the following data from third parties (e.g., Zoom, Teams) on behalf of the customers.

1. *Admin Information*
   - Name, Email ID of the admin who linked the account.
2. *Meeting details*
   - Meeting details – Meeting ID, Meeting host information
   - Meeting participants – Participant information e.g., Display Name, public and private IP, mac address, hostname, etc.
   - Participants QoS information – Latency, jitter, loss, bitrate, resolution, Client CPU etc.