Zoom

The Zoom integration imports meetings that Zoom has already recorded to the cloud, along with their audio transcripts and participants, into Alchemer Voice. Access is read-only: Alchemer Voice never creates, changes, or deletes anything in your Zoom account. A meeting is only imported if it has a cloud video recording and an audio transcript.

Set up

Before you begin

- **A Zoom account admin to approve access,** because Zoom asks for read-only access to users, meetings, participants, and cloud recordings across the whole account.
- **Cloud recording turned on,** with the meetings you want recorded to the cloud. Local recordings aren't imported.
- **Audio transcript turned on** (**Create audio transcript** in Zoom's recording settings). A meeting without a transcript isn't imported.
- **A video file in the recording** (speaker view or gallery view). Audio-only recordings aren't imported.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin > Connections**.
2. Under **Call recording**, find **Zoom Cloud Recordings** and click **Connect**.
3. Sign in to Zoom as an admin and approve the requested access.

You return to Alchemer Voice and the card shows **Connected**. Importing starts right away.

What's imported and when

Alchemer Voice checks Zoom every 5 minutes for cloud recordings belonging to every active user in your Zoom account. The first sync looks back over recent recordings, roughly the last two months. After that, each sync picks up new recordings.

For each meeting, Alchemer Voice waits until Zoom has finished processing both the video recording and the audio transcript, then imports the transcript, the attendees, and the recording. If Zoom hasn't finished, Alchemer Voice tries again every 10 minutes for up to 8 hours, then stops trying for that meeting. You can play back the Zoom recording from the conversation in Alchemer Voice.

Choose which recordings are analyzed

Click the **Settings** cog on the Zoom card to open the Zoom settings. Under **Cloud recording import**,

choose one of the following options and click **Save**.

Option	Behavior
Hold all cloud recordings in draft	Every recording is imported but held as a draft. Nothing is analyzed until you release it.
Import cloud recordings with external participants (default)	Only meetings where someone outside your company spoke are analyzed. Internal-only meetings are ignored.
Import all cloud recordings	Every recording is analyzed.

The setting applies to recordings as they're imported, and to your whole company.

Troubleshooting

- **Authentication failed:** Alchemer Voice can no longer use the Zoom access, for example because it was revoked or the approving admin left. Click **Disconnect**, then **Connect** and sign in again as a Zoom admin.
- **Setup error, or Connect doesn't complete:** Try again. If it keeps happening, contact Alchemer Support with the error shown at the top of the Connections page.
- **A meeting didn't appear:** Confirm it was recorded to the cloud, has a video file and an audio transcript, and that the recording owner is an active Zoom user. Then check **Cloud recording import**: the recording may be held as a draft or ignored as an internal-only meeting. Recent meetings can also take longer while Zoom finishes processing.

To stop importing, click **Disconnect** on the Zoom card. Conversations already imported stay in Alchemer Voice.

Permissions

Connecting Zoom requires the **Manage connections** permission. See Roles and permissions.

If you need help, contact Alchemer Support.

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