

REQUIREMENTS FOR ZOOM PHONE USING OWN APP



monitor your business intelligence



DATE: JULY 2026

Table of Contents

Introduction	3
Summary of Required Information	4
Steps to Build App.....	5
Add Needed Scopes	7
User Requirements	8
Create New Zoom Phone Data Connector.....	8
Using Zoom App.....	12
Delete Zoom Phone Data Connector	13

Introduction

This document details the needs that will allow MoYoBi to collect the call records from the "Zoom Phone" environment.

Call records provide usage and KPIs information about the calls that occur within your organization when using Zoom Phone. Usage and KPIs can be consumed to produce custom reporting and dashboards by MoYoBi for your business to help monitor adoption.

At the end of the document, you will find the requirements for hosting MoYoBi at your premises, whether it be in your Cloud or your Data Center (DC).

Summary of Required Information

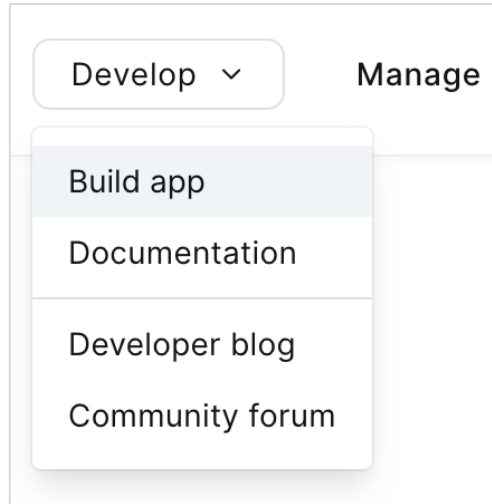
Please fill in this summary with the requested information and send it back by email (copy/paste):

Element	Value	Section
Customer's Domain		
Client ID		Section 2.5
Client Secret		
Scopes	• phone:read:list_call_logs:admin • phone:read:call_log:admin • phone:read:list_call_queues:admin • phone:read:call_queue:admin • phone:read:list_auto_receptionists:admin • phone:read:auto_receptionist:admin • phone:read:list_users:admin • user:read:user:admin • user:read:list_users:admin • user:read:presence_status:admin	Section 3
User		Section 4
Password		Section 4

Steps to Build App

Note: This app integration needs to be created on partner or customer Zoom tenant.

1. Login with a user that has access on <https://marketplace.zoom.us/>
2. Click on the user on the top right icon and select **Develop** > **Build app**.



3. Press **General App**.

What kind of app are you creating

☐ **General App**

Build a general app to integrate Zoom APIs and products using OAuth 2.0 to access authorized user data and/or connect with third-party services through the Zoom platform via direct API interactions.

4. Select the **Admin-managed** option and press **save**.

Basic Information

Provide information about your app. [Learn more](#)

Select how the app is managed

This may affect Features, Scopes, and permissions to add the app.

☒ **Admin-managed**
 Account admins can add and manage this app. It can access and manage users' data depending on the scope selection.

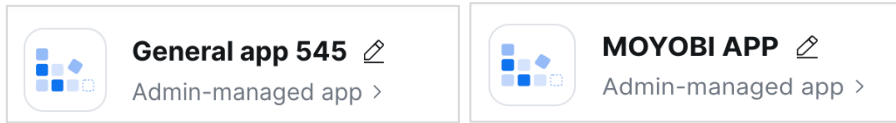
☐ **User-managed**
 Individual users can add and manage this app. The app only has access to authorized users' data.

Changes here will affect the following:

- All features and scopes will need to be re-configured
- Requirements for adding this app will change

Save
Cancel

5. Change the name of the app in the upper left corner



6. Save the **Client ID** and **Client Secret** on a safe place and add the url from your MOYOBI system in the **OAuth Redirect URL** field (the picture below includes an example URL). Note that the options under *OAuth Allow list* are not mandatory but can be set.

App Credentials Development

Use the credentials to access Zoom APIs from your app. Make sure to securely store the credentials. Do not store them in public repositories. [Learn More](#)

Client secret

A simple setup using a Zoom-generated secret to authenticate your app.

Public key

Bring your own public key for stronger security and key control.

Client ID

VDW_EBseSPqHfk97oAyw9g Copy

Client Secret

..... Regenerate Show Copy

Use Public Client OAuth

☒ This feature allows authentication without a client secret. [Learn More](#)

OAuth Information Development

Provide the URL that the users will be redirected to, after successfully authorizing the app. URLs added here improve the OAuth redirect security as the app will only be allowed to redirect to those URLs. [Learn More](#)

OAuth Redirect URL

Provide the development redirect URL to generate an authorization URL for development testing.

☐ **Use Strict Mode for Redirect URLs**

This option only allows the redirections that exactly match the valid OAuth redirect URLs.

☐ **Subdomain Check**

This is for security check that can prohibit others from tampering with the redirected URLs. This option only allows the redirections that exactly match the subdomain of the valid OAuth redirect URLs.

7. The next **Add Feature** step can be ignored.

Add Needed Scopes

- **Phone Scopes** (View all users' phone information)
 - phone:read:list_call_logs:admin > View call logs
 - phone:read:call_log:admin > view a call log
 - phone:read:list_call_queues:admin > view call queues
 - phone:read:call_queue:admin > view a call queue
 - phone:read:list_auto_receptionists:admin > view auto receptionists
 - phone:read:auto_receptionist:admin > view an auto receptionist
 - phone:read:list_users:admin > read user information
- **User scopes** (View all user information)
 - user:read:user:admin > view a user
 - user:read:list_users:admin > view users
 - user:read:presence_status:admin > read user presence status

Scopes	Description	Optional ⓘ	
Phone			
View a call log			
phone:read:call_log:admin	View a call log	☐	
View a call queue			
phone:read:call_queue:admin	View a call queue	☐	
View an auto receptionist			
phone:read:auto_receptionist:admin	View an auto receptionist	☐	
View auto receptionists			
phone:read:list_auto_receptionists:admin	View auto receptionists	☐	
View call logs			
phone:read:list_call_logs:admin	View call logs	☐	
View call queues			
phone:read:list_call_queues:admin	View call queues	☐	
View phone users			
phone:read:list_users:admin	View phone users	☐	
User			
View a user			
user:read:user:admin	View a user	☐	
View a user's presence status			
user:read:presence_status:admin	View a user's presence status	☐	
View users			
user:read:list_users:admin	View users	☐	

User Requirements

In order to get the call records, a consent needs to be made with a user having the following requirements:

- A business or Enterprise Account
- A Zoom Phone license
- Role Admin

Create New Zoom Phone Data Connector

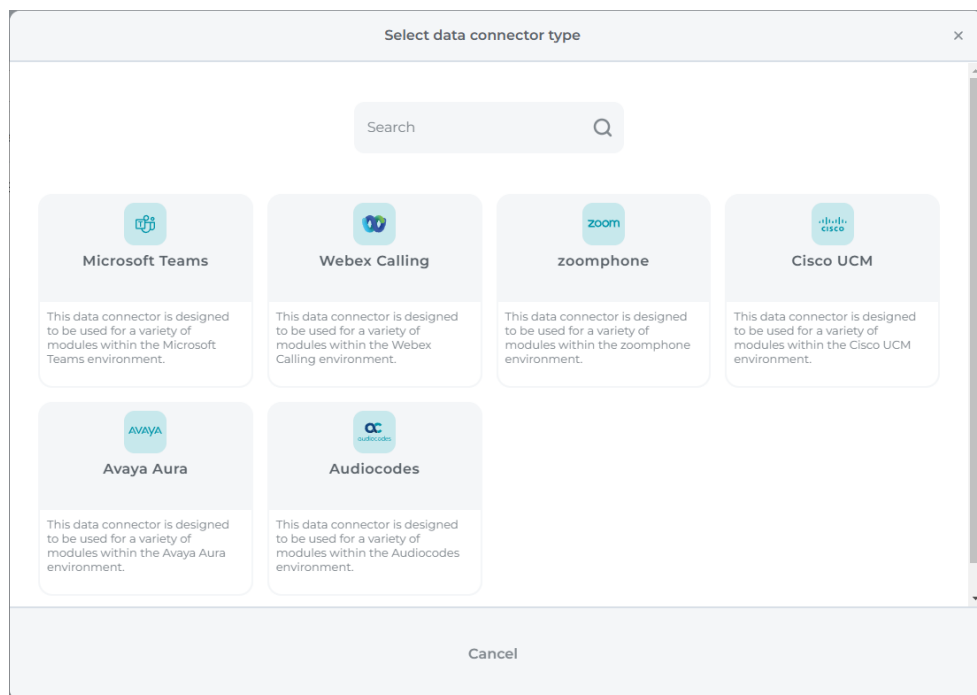
To create a new Zoom Phone data connector, proceed as follows:

- Click the **Data connectors** menu available under **Settings** in the navigation menu on the left.

The **Data connectors** page opens.

- Click **New data connector** button.

The **Select data connector type** page listing all data connector types opens.



- Click the **zoomphone** data connector type.

The **Add new "zoomphone" data connector** pop-up dialog opens. The **Details** section of the wizard is shown by default.

- Enter a **name** for the new data connector.
Note that the name entered in this field is used to create a folder for the data collection. If you have multiple customers with the same data connector name, the system can still separate them based on the IDs, but for the users it may be more complex to find the correct folders, if needed.
- Define the frequency of the data collection in the **Get data every x minutes** entry field. Note that the default value is 5 minutes.
- Click **Next step**.
The **Reporting & Dashboard** section is displayed.
- Toggle on the **Enable collecting** option to start the collection of call data from this connector (through the Zoom Phone OAuth app integration).
- Toggle on the **Enable processing** option to start processing the collected data and insert it into the database.
- Toggle on the **Delete called/caller number during processing** option if you need to remove the called/caller number information during processing. Note that this option is visible only when the **Enable processing** option is toggled and is disabled by default.

← Back to data connector type selection Add new "zoomphone" data connector ×

Details 2 Reporting & Dashboard 3 Settings

Reporting & Dashboard

Collecting

Upon activating the collector, the system will initiate the collection of call records through the zoomphone OAuth app integrator

☒ Enable collecting

Processing

Upon activation, the system will commence processing call records and inserting them into the database. Once the calls are processed, they will be ready for utilization on the dashboard and in reports.

☒ Enable processing

☐ Delete called / caller number during processing

Cancel ← Previous step Next step → Save

- Click **Next step**.

The **Settings** section is displayed.

← Back to data connector type selection Add new "zoomphone" data connector ×

Details Reporting & Dashboard 3 Settings

Settings

Connector Settings zoomphone API

☒ Use system zoom app

Tips

Call records can be retrieved for a maximum of 6 months in the past.

First data collection start date 12/09/26

Consent

☒ Consent

Cancel ← Previous step Next step → Save

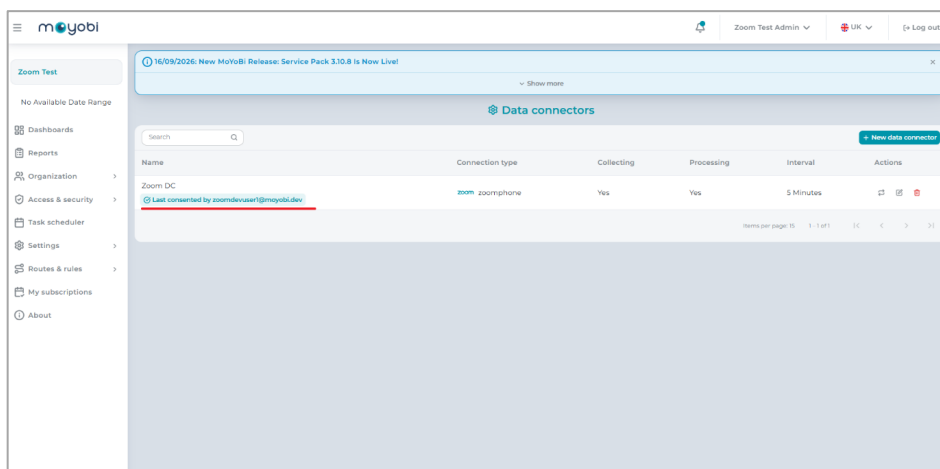
- Unselect the option "use system zoom app" to not use the MOYOBİ app from the zoom marketplace.

- Add the **Client ID** & **Client Secret** from the app intergration you created in your zoom tenant.

- Select the **start date** for the first collection of call records. Note that this field is mandatory. Additionally, you can only select a date that is maximum 6 months prior to the current date.
- Click **Consent**.

You are redirected to the Zoom login page and required to authenticate to complete the consent process.

After you provide consent, you will be redirected back to the data connector configuration wizard.



Important note: The user granting consent must have full administrative privileges and appropriate licensing (A business or Enterprise Account, Zoom Phone license and role admin).

- Click **Save**.

The new Zoom Phone data connector is shown in the **Data connectors** list and is now ready to collect Call Logs, Import Users, Call Queues, Auto Receptionist and provide real-time presence information from your zoom users.

Note! If you want to use your own app unselect the option and add the Client ID & Client Secret from your own created app, for more information please refer to the "MoYoBi Using Own Zoom Phone App" document

Using Zoom App

Once authorization has been successfully completed, you can start using the integration to import Zoom Phone users, Auto Receptionists, and Call Queues, and to collect Zoom Phone call history.

This data is used to generate reports and dashboards that provide insights into calling activity and usage across your Zoom Phone account.

In addition, real-time user presence status can be displayed in supported dashboard widgets to provide up-to-date visibility into user availability.

For more information about the integration, configuration, and supported functionality, please refer to the related Q&A documentation.

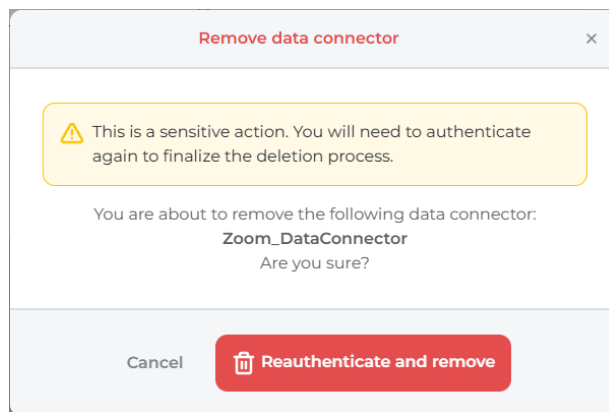
Delete Zoom Phone Data Connector

The data connector removal is a sensitive action and therefore, you will need to authenticate again to finalize the deletion process. To delete a data connector, proceed as follows:

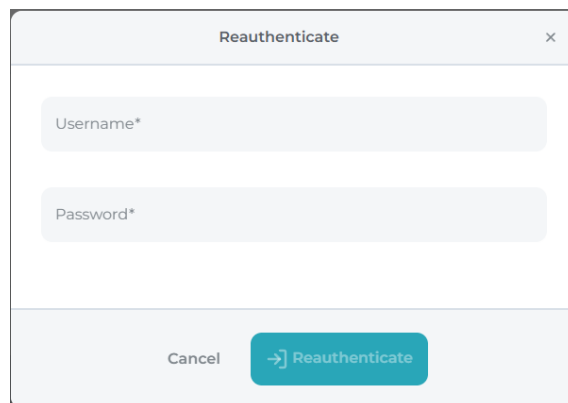
Important! A data connector which already has data or/ and scheduled tasks linked to it **cannot be deleted**. However, if the data connector deletion is mandatory, you must first delete the data (i.e. using the *Delete Calls* task) and/or the linked scheduled tasks.

- Click the **Data connectors** menu available under **Settings** in the navigation menu on the left.
The **Data connectors** page opens.
- Click the  icon available for the data connector under the **Actions** column.

A message informing that you are about to delete the data connector is shown in the **Remove data connector** dialog.



- Click **Reauthenticate and remove**.
The **Reauthenticate** pop-up dialog appears.



- Enter your credentials in the **username** and **password** fields and click **Reauthenticate**.

Note that if you are logged in using SSO, you will be redirected to the Microsoft Sign-in page (instead of the *Reauthenticate* pop-up dialog) and asked to reauthenticate by providing your Microsoft Account credentials.

Once you re-authenticate, the data connector is removed from the **Data connectors** page and the app is not used anymore to collect information from your tenant.