Telemetry Data Collection
Zoom Phone

Introduction

Telemetry Data is information sent to Zoom from the Zoom client software running on an end user's device about how Zoom is used or performing (e.g., product usage and system configuration). Zoom collects Telemetry Data following a similar structure: a few fields describe the client and the operating system, the type- and subtype of the event, the location in the app where the event occurred, a timestamp, and some pseudonymous identifiers, including a UUID, userID and call_id. ***Telemetry Data does not include Customer Content, or information about other users, or other user-supplied values such as profile names.***

Please get in touch with us at privacy@zoom.us with any questions or comments.

Telemetry Data Fields Common for All Events

This data is collected for **all** Events on the Zoom Client.

- User_id
- Account_id
- Pbx_user_id
- Site_id
- Extension_id
- Extension_type
- Call_log_record_id
- Call_id
- Direction
- Start_timestamp
- End_timestamp

Telemetry Events

Event types and subevent types are notated below as "**Event.Subevent**". Each Event will include information about specific telemetry fields that are collected for that certain Event.Subevent. Each Event.Subevent includes the special field, the potential values of

the special field, and a description of the special field. If "none" is listed, then only common telemetry data fields are collected as defined in the previous section.

More

User taps on the "more" in the main call panel

Specific Fields

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Live_transcript

User taps on "live_transcript" option after tapping on the more_button

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Disable_live_transcript

User turns off live transcription by exiting the live transcription window then tapping on turn off

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Disable_live_transcript

User turns off live transcription by clicking on disable transcript then tapping turn off

Specific Fields

- Client_type
- Client_version

- Cluster_db_name

Manually

User taps on manually after turns ON Live Transcript for the first time and seeing the always_transcribe_calls_popup screen

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Automatically

User taps on automatically after turns ON Live Transcript for the first time and seeing the always_transcribe_calls_popup screen

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Text_input

User types in the search bar found in the top of the Live Transcription window

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Cancel_search

User taps the [x] button on the search bar found in the top of the Live Transcription window

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Prev_search

User taps on the previous_toggle on the search bar found in the top of the Live Transcription window

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Next_search

User taps on the "next" button on the search bar found in the top of the Live Transcription window

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Resume_auto_scroll

User taps on the "Resume Auto Scroll" in the Live Transcript after scroll action has been initiated

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Popout

User taps on "Pop Out" icon in the Live Transcript window

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Popin

User taps on "Pop In" icon in the Live Transcript window

Specific Fields

- Client_type
- Client_version
- Cluster_db_name

Keypad

User taps on the keypad tab in the main call panel under Phone

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Close

User closes keypad in a call

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Keypad

User uses keypad on the left manual bar in a call

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model

- Os_name
- os_version

Hold, unhold

User holds/unholds a call

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

start_direct_transfer, start_warm_transfer, start_voicemail_transfer

User starts a direct / warm / voicemail transfer

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Text_input.saved_contact

User searches for someone to transfer to

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name

- os_version

Text_input.unsaved_contact

User searches for someone to transfer to

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

warm_transfer_complete, direct_transfer_complete, voicemail_transfer_complete.saved_contact

User completes a phone call transfer in main call panel

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

warm_transfer_complete, direct_transfer_complete, voicemail_transfer_complete.unsaved_contact

User completes a phone call transfer in main call panel

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model

- Os_name
- os_version

add _call

User starts to add a call

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Text_input.saved_contact

User searches for someone to add to a call

Specific Field

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Text_input.unsaved_contact

User searches for someone to add to a call

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name

- os_version

Phone_call.saved_contact

User makes a phone call using add call feature in main call panel

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Phone_call.unsaved_contact

User makes a phone call using add call feature in main call panel

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Single_call

User merges a call when only one call is on hold after tapping merge in a single step process

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name

- os_version

Multiple_calls

User merges a call when there are multiple calls on hold after tapping on done in a two-step process

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

More

User selects more in main call panel

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Audio, minimize, parke2e_encryption

User interacts with audio, minimize, park, E2EE under more in the main call panel

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name

- os_version

Mute, unmute

User mutes/unmutes the call

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

start_record, stop_record

User starts/ends recording of the call

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Meeting_displayed

User clicks meet in call

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Verify

User clicks E2EE verify

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Verify_security_code

E2EE verify code pops up

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Hang_up

User ends a call by tapping the touchpad "End"

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Listen, whisper, barge, takeover

User switches to another monitor feature (listen, whisper, barge, takeover) from the main call panel when they are already monitoring a call

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Phone_call.shared

User makes a phone call on Lines tab

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Phone_call.speed_dial

User makes a phone call on Lines tab

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Phone_call.call_park,

User makes a phone call on Lines tab

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Phone_call.monitoring

User makes a phone call on Lines tab

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Phone_call.group_call

User makes a phone call on Lines tab

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- os_version

Meeting_displayed.shared

User makes a phone call on Lines tab

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- Os_version
- Meeting_id
- meeting_number

Meeting_displayed.call_park,

User makes a phone call on Lines tab

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- Os_version
- Meeting_id
- meeting_number

Meeting_displayed.monitoring

User makes a phone call on Lines tab

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- Os_version
- Meeting_id

- meeting_number

Meeting_displayed.group_call

User makes a phone call on Lines tab

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- Os_version
- Meeting_id
- meeting_number

Listen, whisper, barge, takeover

User initiates monitoring a call from the Lines tab

Specific Field:

- Client_type
- Client_version
- Cluster_db_name
- Device_id
- Device_model
- Os_name
- Os_version