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
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
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
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
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
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