



Archiving for Meetings and Webinars

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Introduction

Zoom's cloud-based video communications solution is easy to deploy, manage, and scale. Financial institutions can bring together global teams and offer high-touch customer experiences with high-quality, reliable, and easy-to-use video communications. As these organizations navigate a complex regulatory landscape, Zoom offers controls and features, including a third-party archiving integration, that enable collaboration while having guardrails in place to manage risk.

What does archiving mean for meetings & webinars?

Initially released in early 2021, Zoom's meeting and webinar archiving solution allows account administrators to set up an automated mechanism to collect and archive meeting data to a third-party platform of their choice, and help satisfy certain regulatory compliance requirements. Zoom's approach to building this solution is platform-agnostic, allowing customers to archive to third-party platforms.

Unlike cloud recording, which can be enabled per meeting and saves video, audio, chat, and transcription files, Zoom can archive meeting data for specific users in an account, as controlled by the account admin rather than each meeting's host. Users who have archiving enabled for them by their account admin will have their video, audio, in-meeting chat, and live transcription captured as set up by their account admin and stored on Zoom's servers. Apart from these meeting artifacts, customers can capture polls, Q&A for webinar, and satisfaction surveys with our [existing APIs](#).

Meeting data that is archived is then exported by customers' third-party vendors to the location of their or the customer's choice to further process and manage this information.

Currently, meeting audio on internal and external meetings, video, chat (sent and deleted), meeting reactions, breakout room content, and live transcription on internal meetings can be archived using Zoom.

Administrative controls

The following administrative capabilities are available to the account administrator:

Ability to select archiving for Zoom Meetings, Zoom Webinar, or both

Customizing which electronic communications to archive

Set custom retention period to delete archived files from Zoom's storage between 1-30 days

Configure notification behavior for when regulated users join meetings

Configure user behavior on archive failure

Information collected during archiving

The information collected during a meeting or webinar depends on how the admin has configured the solution, but it can include the following data sets:

Meeting metadata (required):

This includes the meeting title, date, time zone, meeting duration, host ID, meeting ID, universal unique identifier (UUID), and passcode.

The meeting ID and UUID can be used to retrieve additional information related to the meeting, such as [Polls, Q&A, and satisfaction surveys](#).

In-meeting chat messages (public and direct):

This includes user display names, email addresses (excluding guests), message strings, and timestamps in a TXT format. The chat would be tagged to differentiate public versus private chat.

Note: Apart from this information, meeting reactions and deleted messages can be captured with in-meeting chat messages in a JSON format. This can be enabled by contacting Zoom support.

Audio:

An audio-only M4A file, which includes external as well as internal meeting audio recordings.

Video:

An audio and video MP4 file, which includes screen shares, whiteboards, and annotation.

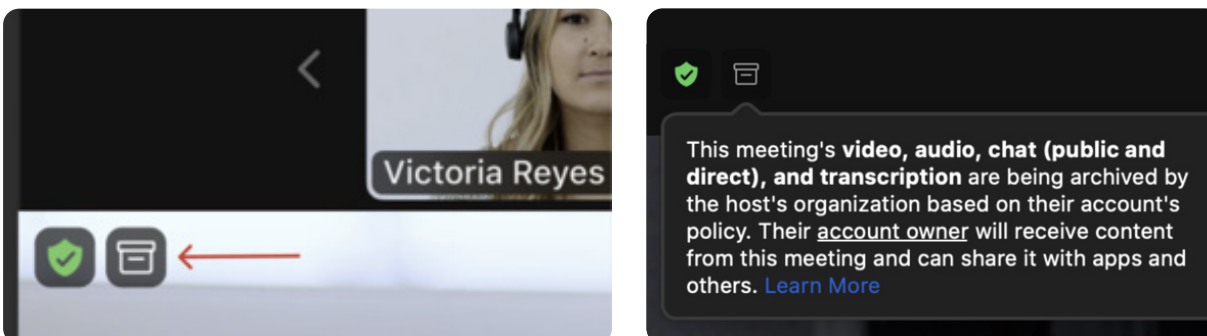
Captions and transcripts:

A video text track (VTT) file including closed captioning and audio transcripts from a meeting.

Note: Meetings with enhanced encryption are currently supported for archiving but meetings with end-to-end encryption enabled are not supported at the moment.

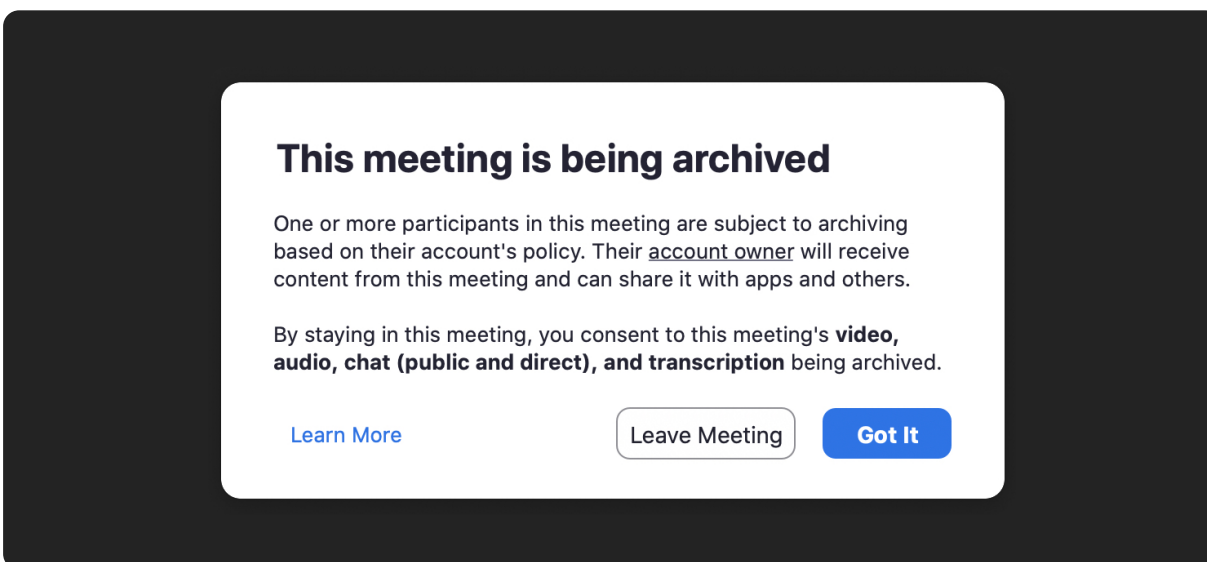
Types of compliance archiving notifications

When a meeting or webinar is being archived, there are different ways participants in the meeting are notified regarding the archiving in progress.



1. In-meeting archiving tooltip

The archiving badge is present when electronic communications (video, audio, meeting chat, captions, and transcripts) are being archived and can't be disabled.



2. In-meeting on-screen notice for audio and video

This message appears when a participant joins a meeting or webinar where archiving is already in progress or when a regulated user whose meeting or webinar content is subject to archiving joins a session. Once prompted, the participant will need to accept the notice. Alternatively, the participant will have the option to leave the meeting. Administrators can customize the on-screen notice for an account or user group to add information such as terms and conditions for the organization in regards to archiving, or more information, including what the organization is archiving. This notification occurs only when audio/video is being captured. The audio notification can be turned off but video notification can't.

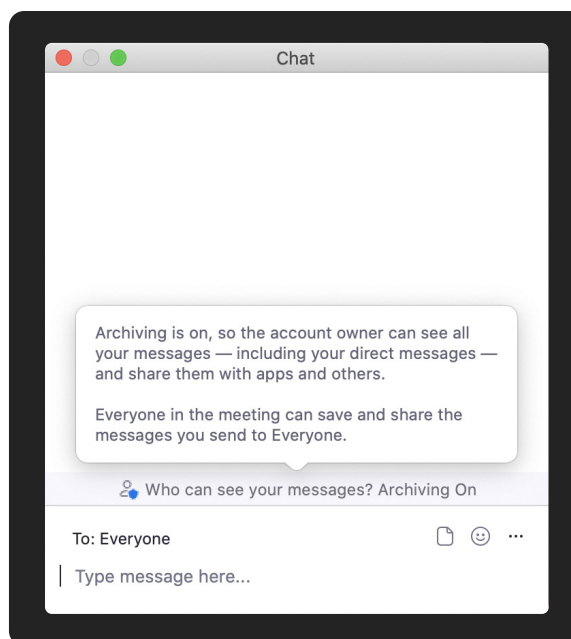
Each account admin can also choose whether to play the voice prompt (recorded audio version of archiving message) to all participants, only to guests or no one. Similarly, the same configuration can be used for the pop-up notification, with the options being whether it is displayed for all participants or only for guests.

If the account administrator has selected to provide notice of archiving using a voice prompt, the user joining the meeting will receive both a notification message and a voice prompt stating that the meeting is being archived.

3. In-meeting chat notification

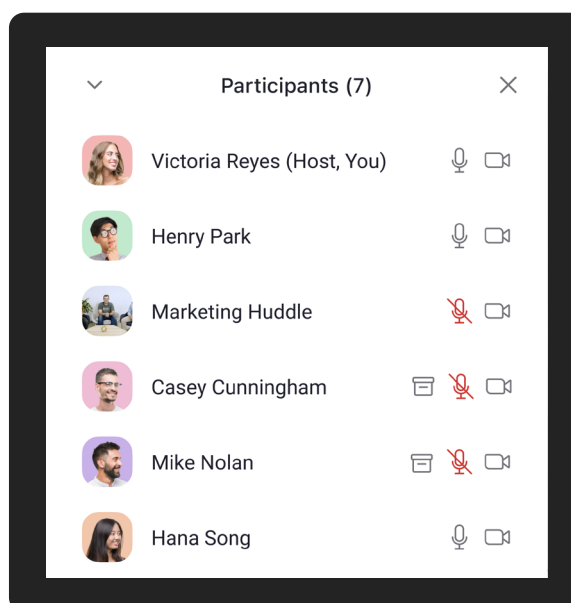
If in-meeting chat is being archived for a meeting, users will be able to view an archiving notice message by clicking the chat icon in the meeting. This notification is only present when in-meeting chat is being captured.

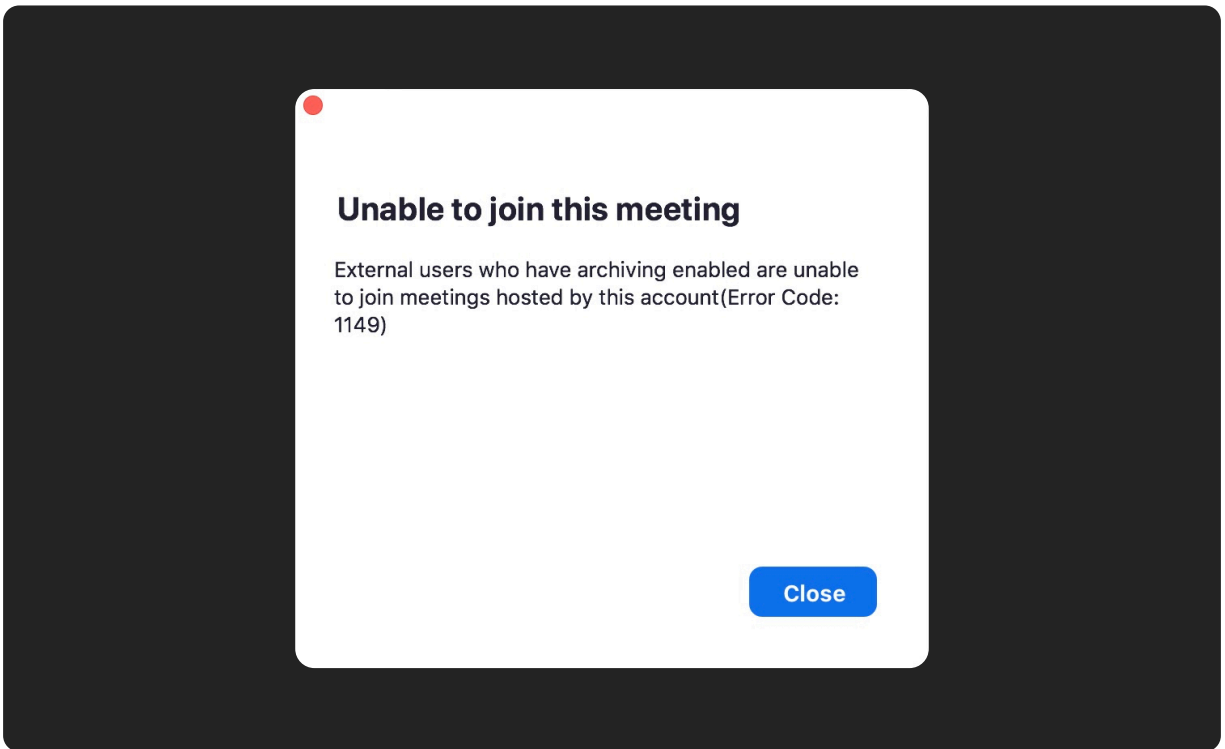
If in-meeting chat is the only item marked for archiving, then users will not see the audio and video archiving notice when joining a meeting, and will only see the above notification when opening the chat window



4. Roster icon to indicate external participants who are archiving

An icon will be displayed alongside the name of external participants who are archiving the meeting. These icons can't be turned off.



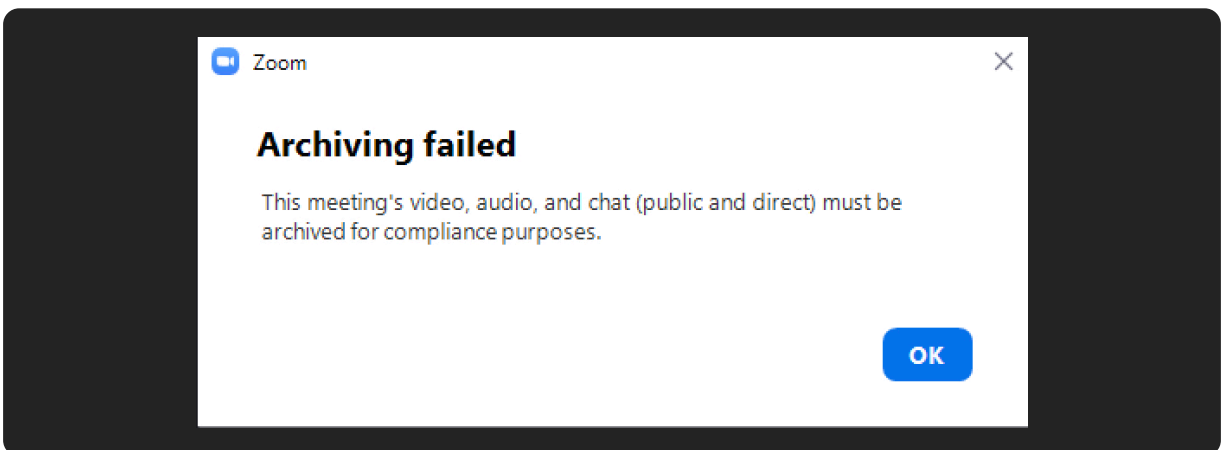


5. Archiving failure notifications

If archiving fails, the account admin can choose from one of two options for the meeting experience:

1. Nobody can join or stay in the meeting
2. Participants can stay in the meeting and will receive a notification

If the admin selects the latter route, there are two pop-ups that may occur if archiving fails – both of which can't be turned off. One happens when a regulated host or participant is trying to join a meeting or webinar and the integration can't connect to the session.



5.2 Archiving failure notification

The second notification emerges as a pop-up when a regulated host or participant drops out of the meeting or webinar because the archiving gateway failed.

Core concepts and components

1. Archiving a meeting

When a regulated user joins a meeting as a host or a participant, the archiving gateway connects to the meeting and starts the archiving process. The gateway is only present in the meeting when a regulated user is present in the meeting. If no regulated users are present, then the gateway leaves the meeting.

To understand more about when a meeting is being archived and what information is being captured, please refer to the Archiving Notifications > Types of Notifications section

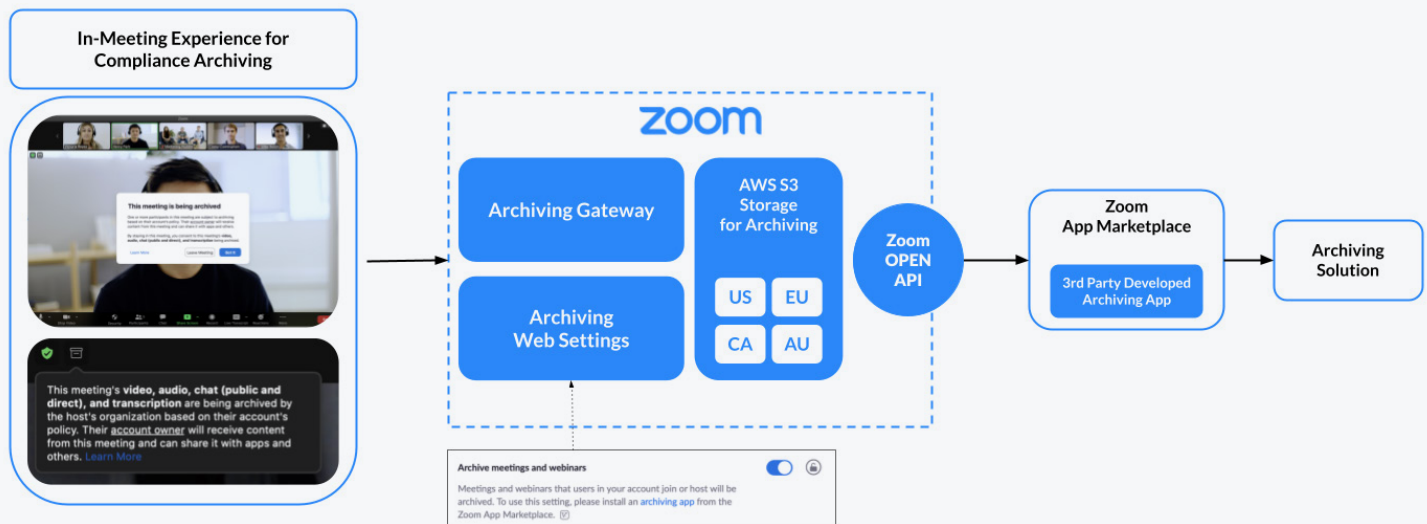
2. Storing archived data

Zoom uses AWS S3, which has AWS's AES-256 encryption, to store the archived files for an account. Archived files are retained for a period of time ranging from 1-30 days, which is configurable by the account administrator. During this time, the archiving APIs can be used.

Creating voice files per user in the meeting:

In addition to creating a single audio file for the entire meeting, we also create per-user audio files (a separate file featuring each user's audio) for all regulated users attending. For regulated users joining external meetings, only the file per individual user will be provided. Note: audio is only picked up when a user is off mute. When a user is muted, there is silence on the file.

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3. Third-party archiving application

Our archiving solution is flexible, making it possible for you to choose from a list of compliance archiving vendors to manage and fulfill your archiving needs. Alternatively, you can also choose to create your own archiving application and use it in tandem with our APIs and webhooks.

How our archiving APIs and partners work together:

1. A specific archiving application is installed and configured for a particular account from the [Zoom App Marketplace](#).
2. As per the configuration in your account-level settings, Zoom's archiving agent joins meetings and/or webinars and collects information.
3. After the meeting ends, the archiving agent stores the archived files within Zoom's cloud storage for a certain number of days. This number can be configured from your account settings and ranges between 1-30 days.
4. When these archived files are present in Zoom's cloud storage, you can choose to receive a notification whenever the files for your account's meetings and/or webinars are available to download using Zoom's archiving webhook. Using the webhook is optional.
5. After that, the third-party application can leverage Zoom's archiving APIs to fetch the files that have been archived for a particular account.
6. The third-party platform processes this information and then applies business logic to handle the data.

Partner integrations

We work with multiple partners to archive video, audio, in-meeting chat, and closed captions/live transcription for Zoom Meetings and Zoom Webinar.

While we work with many partners, below are applications currently available on the [Zoom App Marketplace](#):



Aware

VERINT

NICE



proofpoint.



For further information on archiving, check out the following support articles:

[Archiving for meetings and webinars for developers and partners](#)

[Configuring archiving settings for meetings and webinars](#)

[Archiving indicators for meetings and webinars](#)