Journey

The Trusted Identity Platform

Zoom OTP Install or Removal Instructions
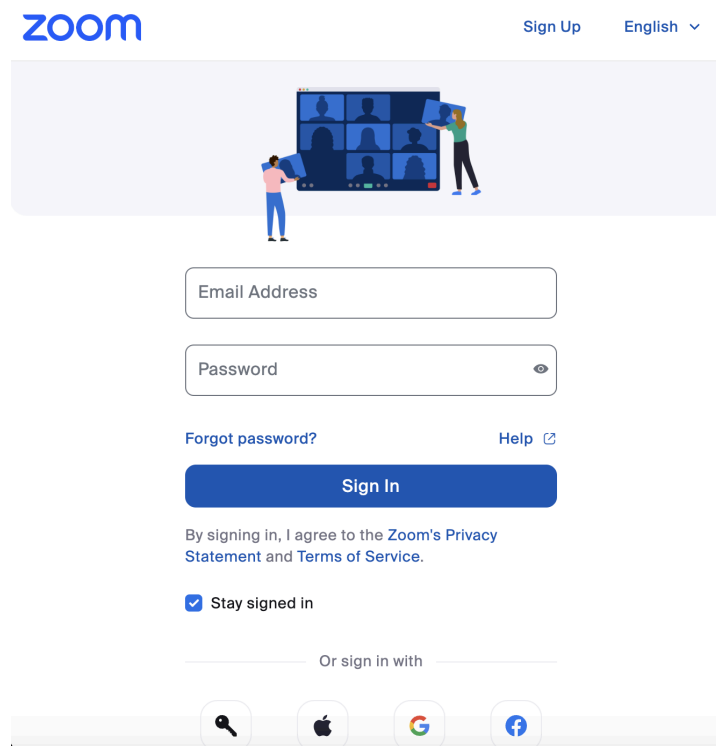
June 2024 | Alan Johnson

Installation

User - Zoom App Installation

1) First step after signing up with Journey OTP (one-time-password) for Zoom is to install the Journey OTP App.

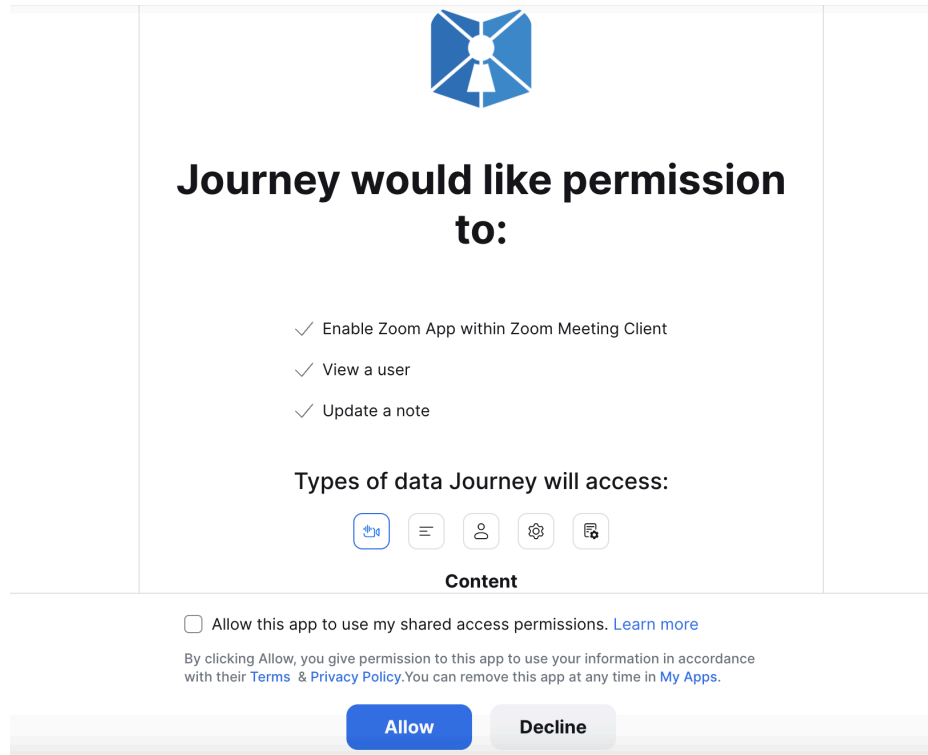   Click or navigate to this URL. Here is the Journey Zoom OTP Installation link: https://zoom-otp.journeyid.io/api/zoomapp/install

2) You will automatically be asked to login to your Zoom account, if you are not already logged in. For reference the standard US Zoom account login page is located here: https://zoom.us/
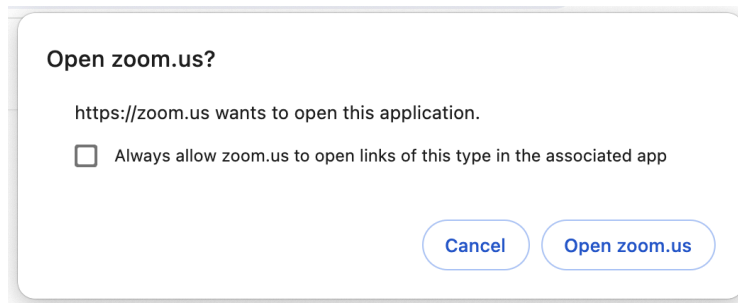

3) You asked to review the permissions you are allowing the Journey app to be allowed to access. You have an opportunity to review permissions granted.

   Click the **Allow** button to proceed:

Journey would like permission to:

✓ Enable Zoom App within Zoom Meeting Client

✓ View a user

✓ Update a note

Types of data Journey will access:

Content

☐ Allow this app to use my shared access permissions. Learn more

By clicking Allow, you give permission to this app to use your information in accordance with their Terms & Privacy Policy. You can remove this app at any time in My Apps.

[Allow]   [Decline]

4) During the Installation, Zoom will ask to proceed and open your Zoom client.

   Click **Open zoom.us** button

Open zoom.us?

https://zoom.us wants to open this application.

☐ Always allow zoom.us to open links of this type in the associated app

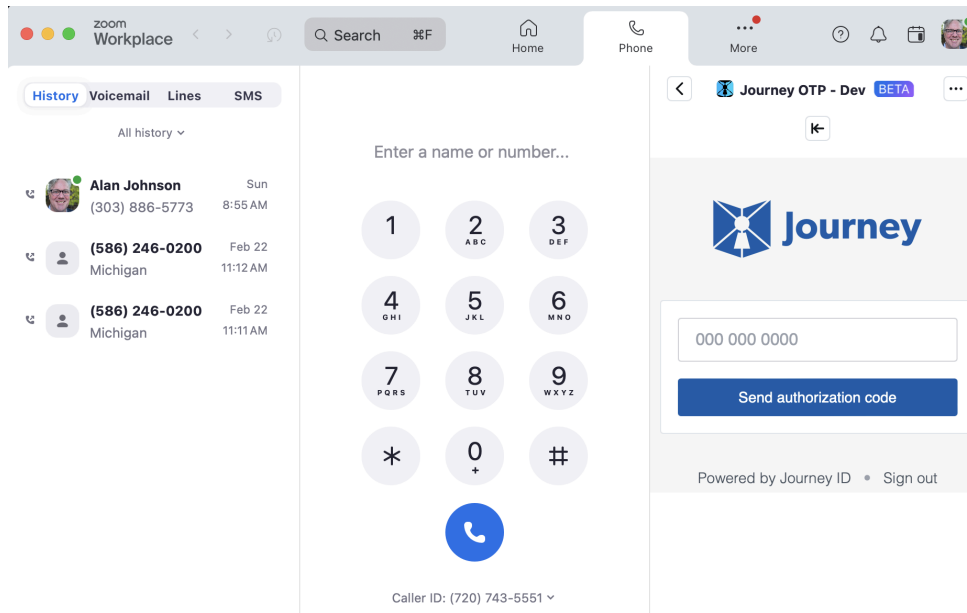[Cancel]   [Open zoom.us]

5) It will install the app and open "Journey OTP" within your Zoom client. It will open on the Apps tab, and you will see the Journey OTP page.
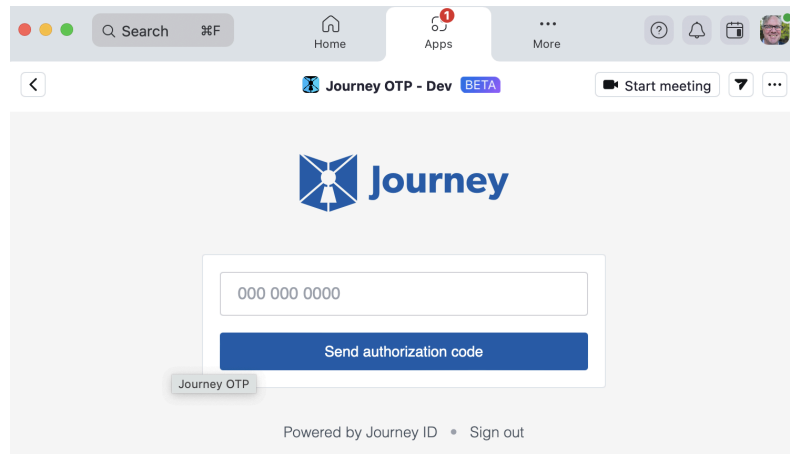
6) You can access the OTP functionality on the Apps tab. You will also be able to access this functionality in the Phone tab.

When receiving Customer calls to the contact center, you will also be able to access the Journey OTP app within the Contact Center Tab.
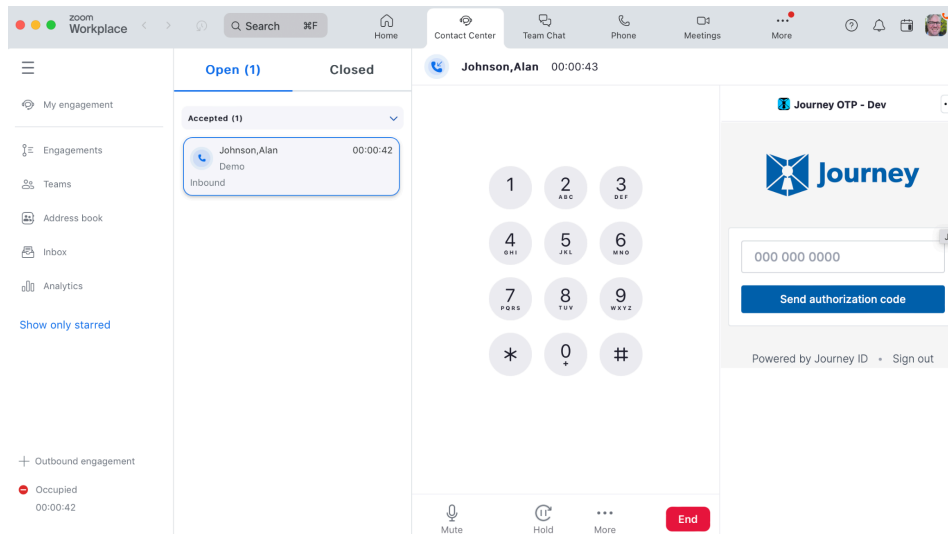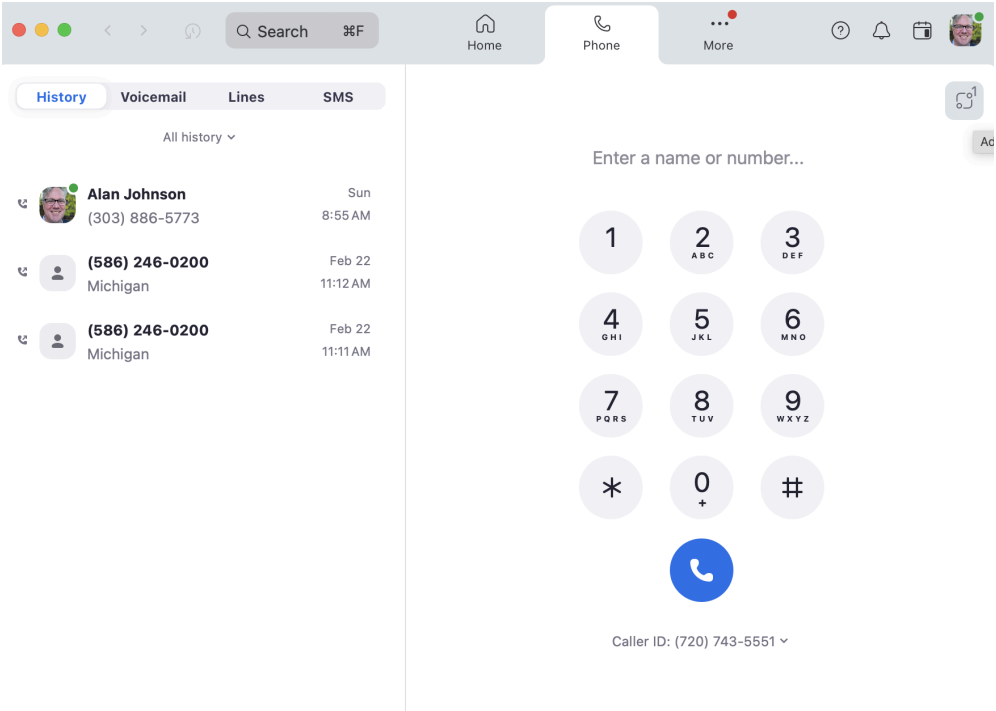
7) If desired, you can click the **<** to return to your list of installed Apps, and you will see Journey App here in your My Apps list:
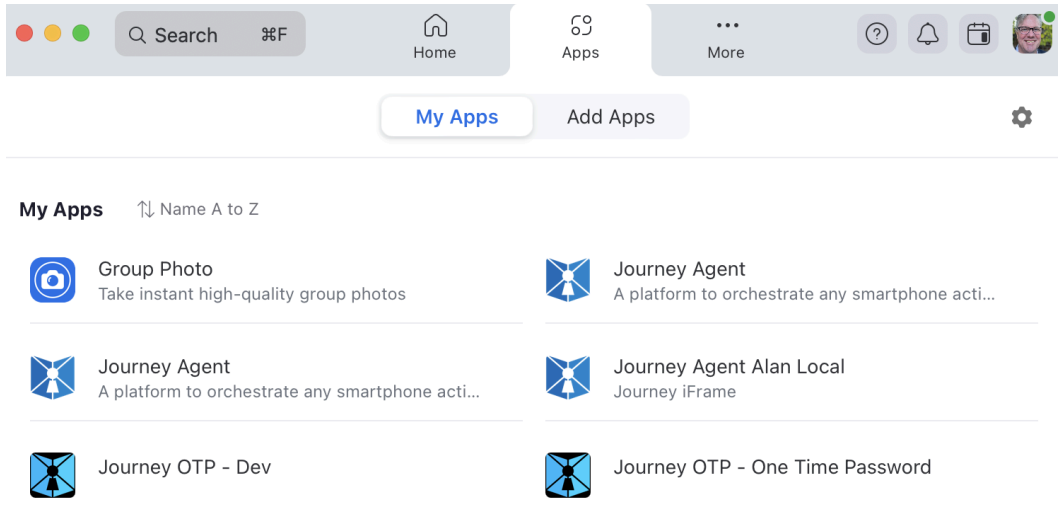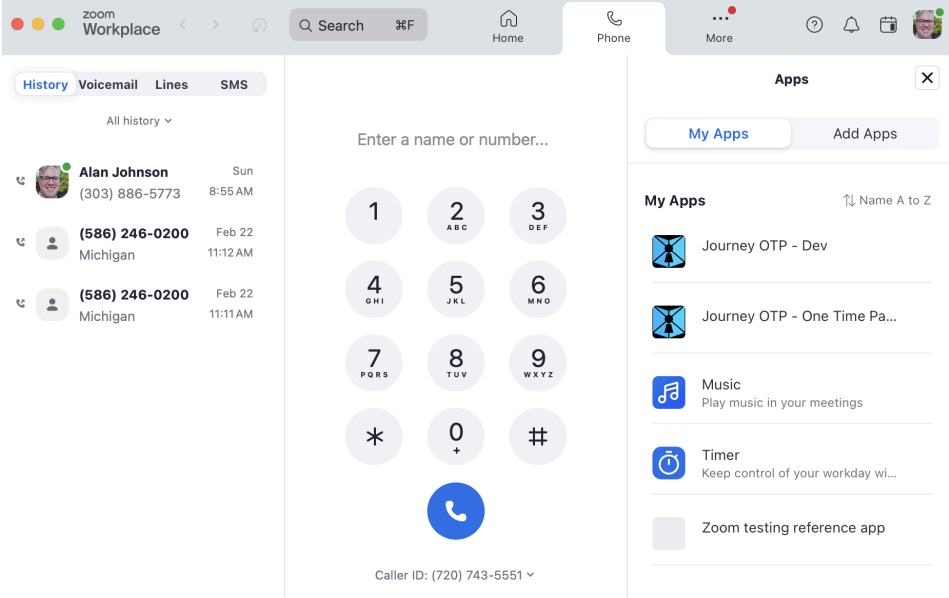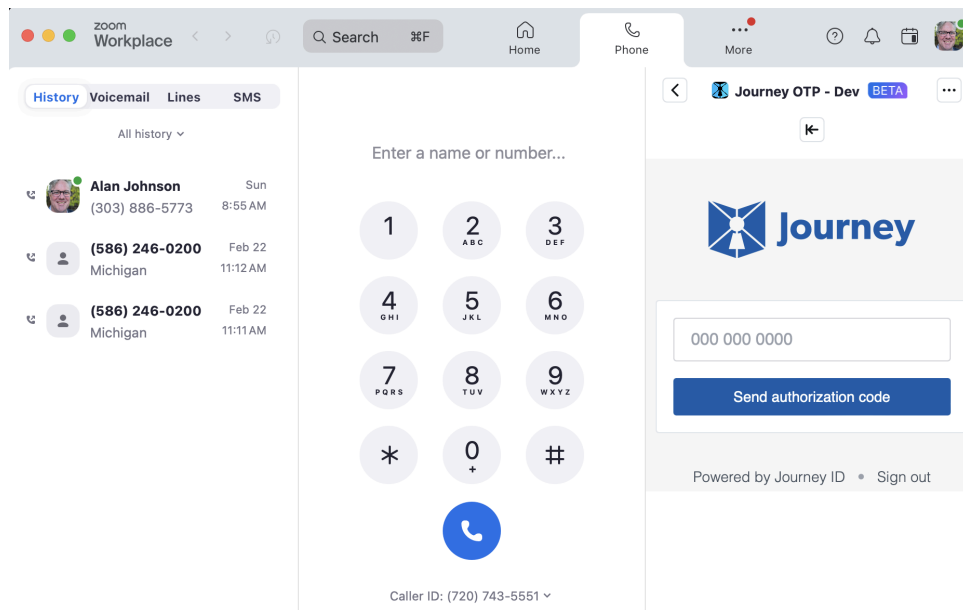
User - OTP Usage - Phone

1) You can use the Journey OTP App from within the Zoom phone tab.. Click on the **Phone** tab within your Zoom client. You will notice a small apps icon in the top right of the page.
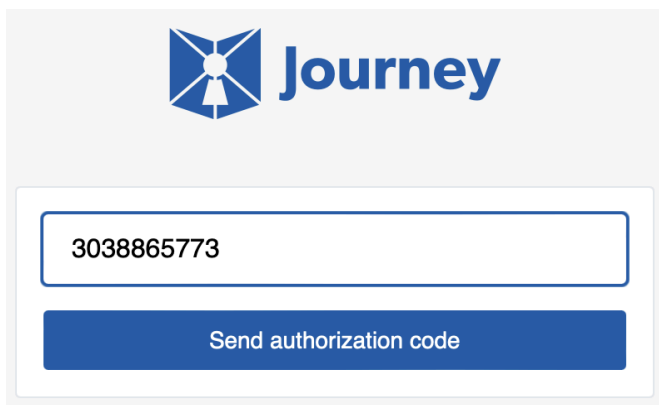

2) Clicking on the App icon will reveal a panel of **My Apps** with Journey OTP app.

3) Clicking on the Journey OTP App will open it up.

4) You are now ready to send SMS messages to a phone number and receive validation when this number is told to you and you enter it.
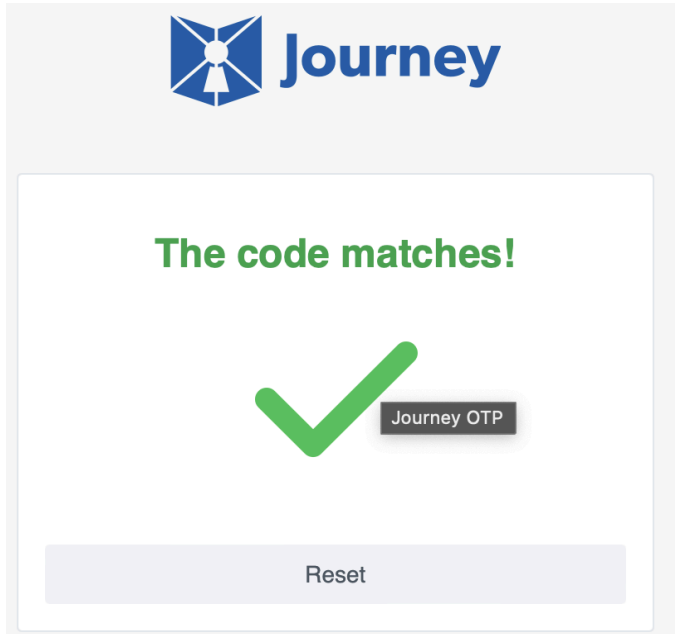Enter the Phone number and click on **Send authorization code** button:

Allow the person on the call with you to tell you the number, and enter this into the screen. Click on the '**Check authorization code**':
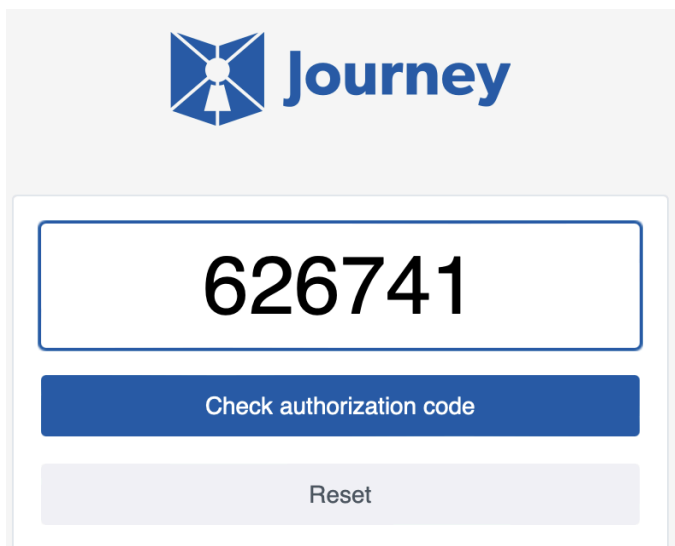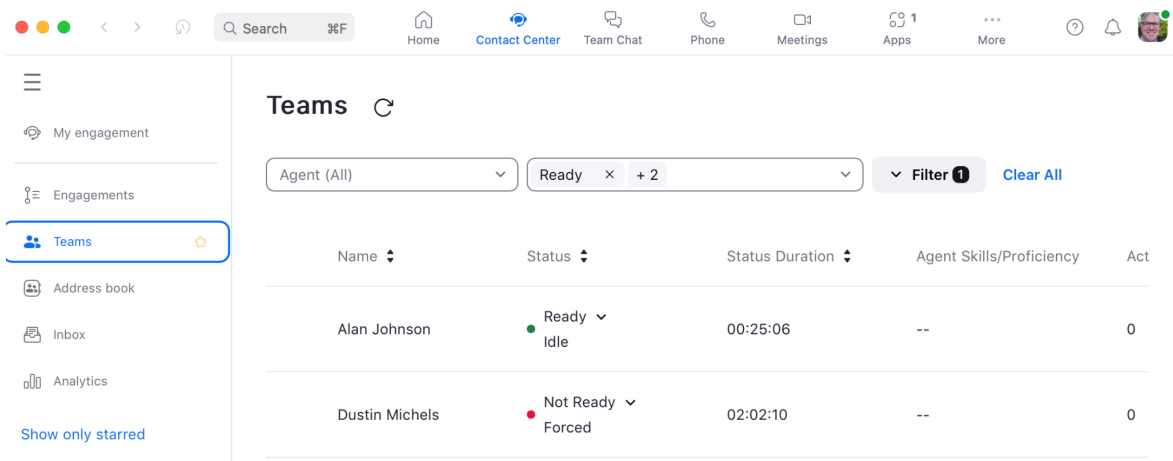

IF the code matches, you will get a confirmation that the person you are speaking

with received this code on their mobile device.

User - OTP Usage - Contact Center

5) You can use the Journey OTP App from within the Zoom contact center. Click on the **Contact Center** tab within your Zoom client. Click on **Teams** and make sure your account is Active and you are "Ready" to take calls.
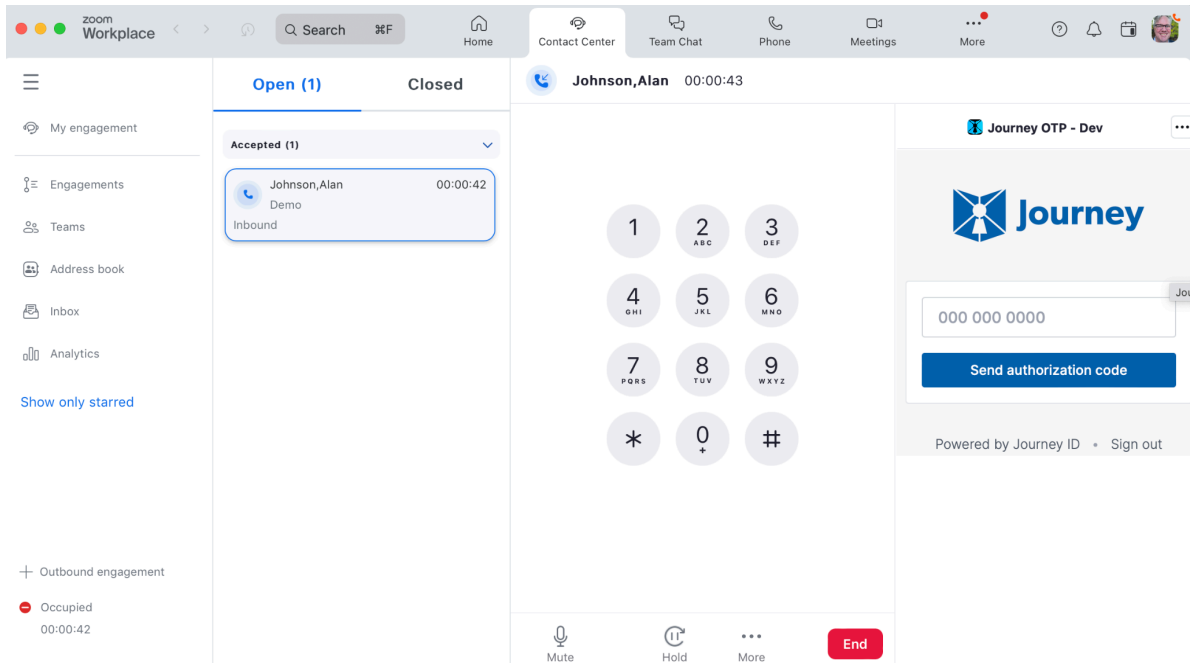

6) When a customer call comes in and you accept it, you will be presented with a journey icon on the right edge of your contact center window.
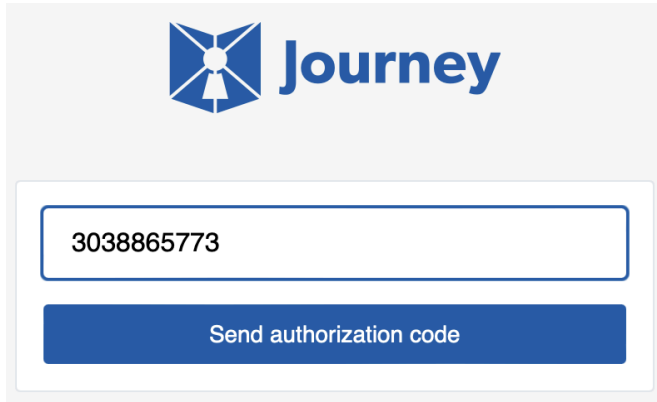Click on the **Journey OTP Shield Icon**.
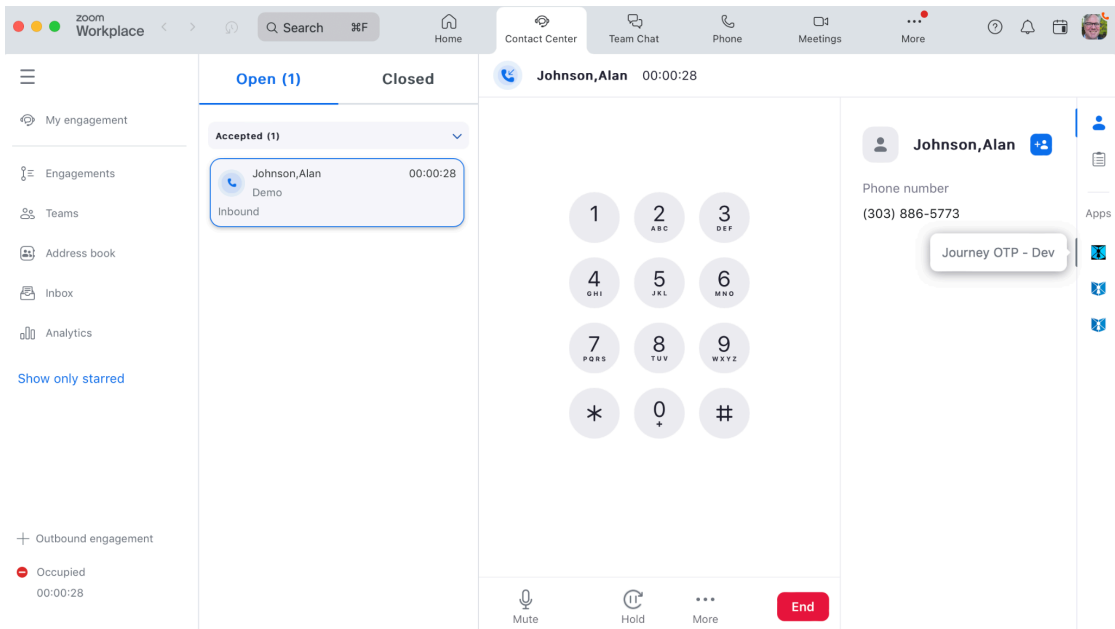
7) The Journey OTP window will become active and you will see the actionable options for One Time password.

8) You are now ready to send SMS messages to a phone number and receive validation when this number is told to you and you enter it.

Enter the Phone number and click on **Send authorization code** button:

Allow the person on the call with you to tell you the number, and enter this into the screen. Click on the '**Check authorization code**':

IF the code matches, you will get a confirmation that the person you are speaking with received this code on their mobile device.

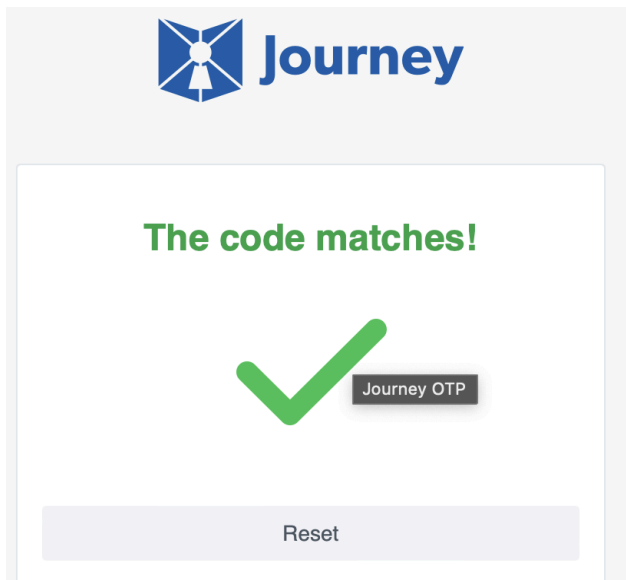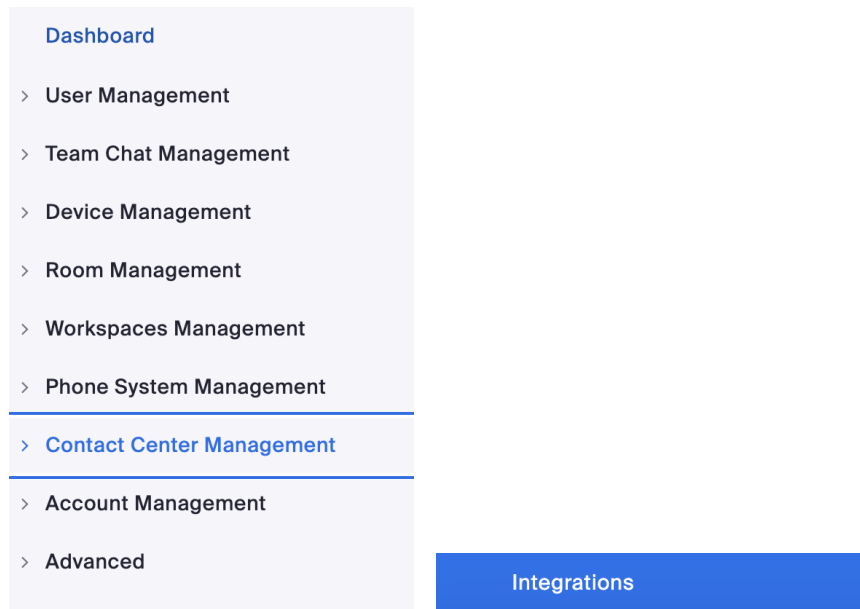You can **Close** or **Refresh App** in the menu with the three dots

Admin - Zoom OTP CC install config

In order to utilize Journey's OTP App within the Contact Center, there are a few administrative steps that need to be configured. These configuration items happen within Contact Center configuration of your Corporately licensed Zoom Products.

1) Within your Zoom account, navigate to your **Contact Center Management** configuration and open the menu selections. Click on the

Dashboard

> User Management

> Team Chat Management

> Device Management

> Room Management

> Workspaces Management

> Phone System Management

> Contact Center Management

> Account Management

> Advanced

Integrations

2) In the Integrations area, select on the **3rd Party Apps** tab. You will add a Queue that the Journey App will become available within. Click on **Journey OTP**:

Integrations

Integrations with Zoom Contact Center

Applications   Integration Bots   **3rd Party Apps**

🔍 Search apps

Apps ⇕	Queues
Journey	Demo

3) Make sure to select which Queue(s) you want the Journey OTP App to display within your Contact Center.

Journey

A platform to orchestrate any smartphone action upon request from bots or agents, such as biometric authentication, payments, or identity verification

🔍 Search queues	Channel (All) ⌄	Enabled ⌄

| ☐	Queues ⇅	Channel	Status	⚙
☐	**Demo**	Voice	🔵	

‹ **1** ›   1 result(s)

Removal

User - Zoom App Removal

1) To remove your app, you must first login to the Zoom App Marketplace. For reference, in the United States, the Zoom marketplace is located here: https://marketplace.zoom.us/

ZOOM App Marketplace

2) On the right top of your Marketplace window, click on the **Manage** button.

| 🔍 Search a published app | Develop ⌄ | Manage | 👤 |
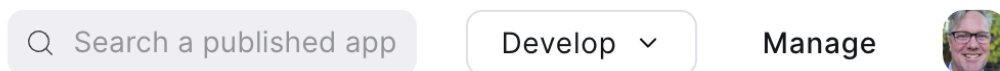
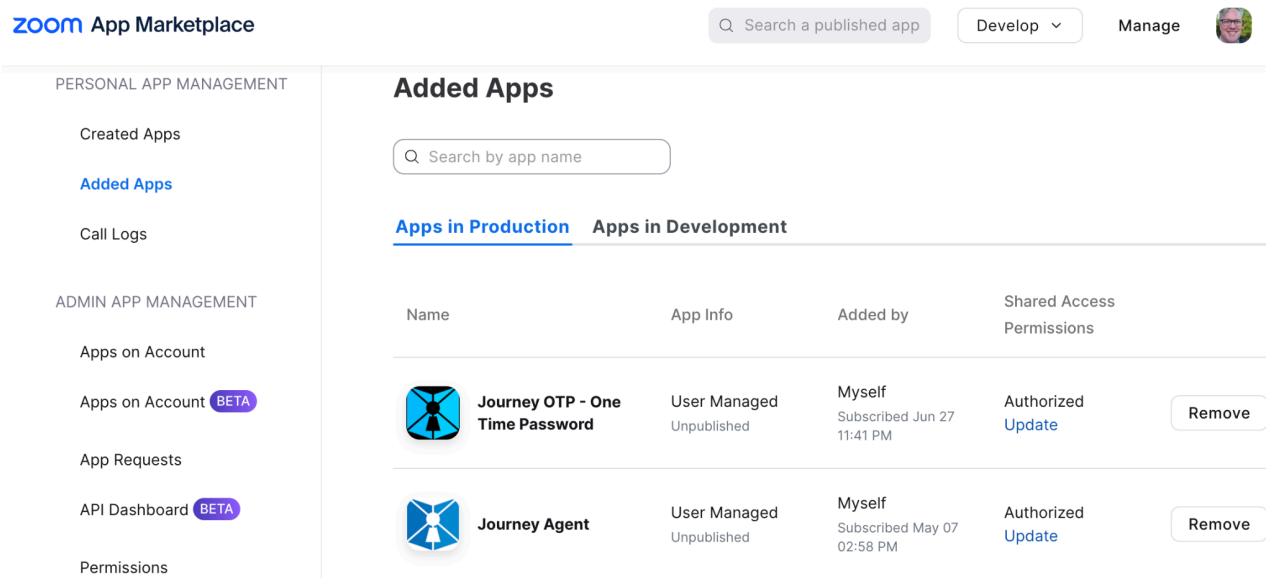3) Under the **Personal App Management** section, click on **Added Apps**.

PERSONAL APP MANAGEMENT

Created Apps

Added Apps

Call Logs

4) You will see the Journey App currently installed on this list. To remove it, click the **Remove** button.

ZOOM App Marketplace   🔍 Search a published app   Develop ⌄   Manage 👤

PERSONAL APP MANAGEMENT

Created Apps

Added Apps

Call Logs

ADMIN APP MANAGEMENT

Apps on Account

Apps on Account BETA

App Requests

API Dashboard BETA

Permissions

Added Apps

🔍 Search by app name

Apps in Production Apps in Development

Name	App Info	Added by	Shared Access Permissions	
Journey OTP - One Time Password	User Managed Unpublished	Myself Subscribed Jun 27 11:41 PM	Authorized Update	Remove
Journey Agent	User Managed Unpublished	Myself Subscribed May 07 02:58 PM	Authorized Update	Remove

5) You will be presented with a confirmation and opportunity to include an optional reason, if desired. Click **Remove** button to finalize.

Remove App

> ⓘ To request the deletion of your data in connection with your use of this app, please contact the app's developer.
>
> Learn more about Zoom's privacy practices in the Zoom Privacy Statement.

Select the reason for removing (Optional)   ⌄

Remove   Cancel