

Leadline Connected Calendar App for Zoom – Technical Documentation

Purpose: This document describes the functionality and overview of the Leadline for Zoom application. It is intended for use by any Users who want to connect their Zoom account to allow Leadline to automatically generate Meeting URLs for interviews scheduled as part of Leadline’s automated interview scheduling functionality.

Adding the App

To add the app to your Leadline account, follow the below instructions:

1. Login to Leadline and navigate to the **Administration > Meetings** settings page.
2. Select the ‘Zoom’ icon, which will prompt you to login to your Zoom account.
3. Upon successful login, Zoom will prompt you to authorize the app.

Should you have any issues or need to revisit, you can refer to the User Guide that was emailed to you when your account is first created.

Usage

The Leadline Connected Calendar App for Zoom is intended for use by any Users who want to connect their Zoom account to allow Leadline to automatically generate Meeting URLs for interviews scheduled as part of Leadline’s automated interview scheduling functionality. The pre-requisites are as follows:

1. You must have a valid Zoom account.
2. To generate events for including Zoom Meeting URLs, you must have a Connected Calendar (Google, Microsoft) setup in the Leadline application.

Removing the App

To remove the app;

1. Login to Leadline and navigate to the **Administration > Meetings** settings page.
2. Click the ‘Zoom’ icon you used to enable the app.
3. Alternatively, you can login to your Zoom Account and navigate to the Zoom App Marketplace
4. Click ‘Manage > Added Apps’ or search for the ‘Leadline Connected Calendar for Zoom App’
5. Click the ‘Leadline Connected Calendar for Zoom App’
6. Click Remove

When you remove the app, we are no longer able to access your Zoom account to generate Meeting URLs. As a result, events that are created will no longer include Zoom Meeting URL information in the description of the events.

Troubleshooting

Since Leadline is only requesting the ability to generate Meeting URLs and modify/delete URLs created by our app, the most common issue encountered would be related to authorization of your Zoom account. For example, if you remove the Zoom app directly from the Zoom App Marketplace without removing it first from the Leadline app. If there is a request made to generate a meeting event and there is a failure encountered in the response from Zoom, you will receive a system-generated email alerting you that one of your Connected Calendar apps appears to have been disconnected.

Frequently Asked Questions (FAQ)

- 1. Do I need a certain Zoom subscription to use this app (eg. licensed)?**
 - a. No – you can use any valid Zoom account (basic or licensed subscription).

- 2. Can I use a shared Zoom account for scheduling interviews across multiple recruiters?**
 - a. No - The Zoom account can only be connected to a single Leadline user at time (otherwise, an error is thrown). However, if you have a generic 'recruiters@yourcompany.com' calendar that you want to share, you can connect this single calendar to one Leadline User and assign that user in the 'Meeting Organizers' settings to share that Calendar and Zoom account across multiple users in your company.

- 3. How can I be sure that Meeting URLs are being generated properly for each Candidate interview?**
 - a. Every successful interview event generated will send you a meeting notification providing you the details of the meeting, including the Meeting URL generated by Zoom. You can also find the Meeting URL in each event created. Lastly, you are alerted via email if the request to generate a new Meeting URL from Zoom responds with a failure (we will still generate a meeting event in this case, but it will not include the Zoom URL – this is to ensure we are still booking time for the meeting, you will just need to manually follow-up with Zoom Meeting URL information).

Contact Support

If you have any issues, you can use the 'Contact Us' button at the bottom of every page within the application, or you can send an email to 'support@getleadline.com' and a member of our team will respond back to you, typically within 2 business days. Alternatively, you can contact us via our website at <https://www.getleadline.com/contact>