

Zoom Integration FAQ



What are the benefits of deeper integration with Zoom?

While it has always been possible to create a meeting or webinar in a third-party platform such as Zoom, and then copy and paste the joining link into an Agylia session, this dual point of maintenance is inefficient and creates a lot of work for companies who organise lots of webinars. Deeper Zoom integration will provide two key benefits for our customers:

1. Admins will be able to create the online webinar within Agylia – and Agylia will automate the creation of the webinar in the target platform i.e. Zoom.
2. After the webinar has ended, Agylia will pull attendance details from Zoom and update the user records for attendees.

What do you need to enable Zoom integration on your Agylia instance?

First, you need to ensure that the Agylia admins who want to create Zoom meetings or webinars have the necessary Zoom licenses.

Note: the email address corresponding to the user's Agylia account must match the licensed user in Zoom.

Then, you need to provide Agylia with your organisation's Zoom API key and API secret and you also need to enable some Zoom events so that Agylia can automatically process attendance data once a webinar completes.

Will Agylia support 'webinars' and online 'meetings'?

Yes, assuming your organisation has purchased a suitable license to create 'webinars' in addition to 'meetings', then you can select the type when creating the Agylia session.

What notifications will learners receive when enrolling onto a Zoom webinar?

When a learner has enrolled on a Zoom webinar, they will receive the standard Agylia session confirmation email, which includes a .ICS calendar attachment.

The Zoom webinar joining link will be included in this email and also in the calendar file attachment. When a learner adds the appointment to their calendar, the joining link will be immediately available when the calendar reminds them to join the session.

In common with any Agylia session, Zoom webinar sessions also feature in the learner's LMS calendar.

What type of Agylia users can create Zoom webinars and meetings?

Today, any Admin who has the ability to create an Agylia event/session can create a Zoom webinar or meeting (assuming they have an appropriate Zoom license). This is done via the Agylia admin site. Admins will see a new 'TYPE' drop down field on the 'Add a new session' dialog box that contains Zoom meeting and Zoom webinar (potentially together with other options depending on system configuration).

Note: In the future, the plan is to enable team leaders and other nominated users to be able to create their own Zoom webinars via Agylia - directly from the learner portal i.e. requiring no access to the admin site.

How soon after a webinar completes will attendance data be updated in Agylia?

Once a Zoom webinar (or meeting) finishes, Zoom will inform Agylia that this has happened (via a configured call back API). Agylia will then call a Zoom API to query the list of attendees. This attendance data will then be updated within the Agylia reporting database.

The Agylia session reporting job runs every hour (on the hour), so if a webinar ends at 5 past the hour, the admin portal and reporting state won't be updated for 55 minutes.

So, within an hour (at most) of the Zoom webinar or meeting finishing, attendee information will be reflected in the following Agylia reports:

- User activity report
- Content activity report
- Event session report

Similarly, within an hour (at most) of the Zoom webinar or meeting finishing, the Agylia administration site will reflect the user attendance when you view the users associated with the corresponding event/session within the Catalogue area of the admin site.

What happens if people join the Zoom webinar directly and not via Agylia?

If you choose to share details of the Zoom webinar outside of Agylia, then other (non Agylia) users might attend the webinar. This is fine but only Agylia licensed users will have their attendance records automatically updated once the webinar has finished.

Can a webinar recording be published via Agylia?

Yes. If a Zoom meeting or webinar has been recorded, then once it has finished, the (video) recording can be download directly from Zoom, and then uploaded to the Agylia catalogue - just like any other video. The video can be targeted to the required audience.

Note: In the future, automating the publishing of Zoom webinar recordings to the Agylia catalogue may be available.