

Current release

April 25, 2023 version 3.30

Resolved issues

- **Phone issues**
 - Resolved an issue where the screen pop would intermittently fail to open during an inbound call.
 - Resolved an issue where the Related To picklist search can now display up to 15 records.
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Previous Releases

March 20, 2023 version 3.29

Resolved issues

- **Webinar issues**
 - Resolved an issue where an incorrect webinar history status was being introduced by the registrant or panelist not being associated with the webinar history.
 - Resolved an issue where webinars were not syncing properly and resulting in panelists' emails being empty.

February 10, 2023 version 3.28

Resolved issues

- **Webinar issues**
 - Resolved an issue regarding webinar attendee's attendance status not bulk-syncing with Salesforce properly when the attendee data is too large
- **Phone issues**
 - Resolved an issue regarding contacts with additional extension information. Extension information will be ignored to ensure successful calls.

January 31, 2023 version 3.27

New and enhanced features

- **General features**

- **Support for OAuth authentication**

Admins can update and configure the Zoom for Salesforce app with OAuth. This is an alternative to authenticating with JWT, which has been [deprecated as of January 1, 2023](#) and will be completely phased out and unsupported as of June 1, 2023. Zoom recommends admins transition their accounts to OAuth authentication before June to avoid any disruption in service. Learn more about [migrating the Salesforce integration from JWT to OAuth](#).

December 19, 2022 version 3.26

Resolved issues

- Resolved an issue when a customer was activating multiple devices in the Zoom web portal and using Zoom Phone for Salesforce, then making an inbound call and ending it normally, fields the signal status of the call log were showing as 3 (3 means the phone was missed). With the signal status as 3, this caused the call end time of the call log to be null
- Resolved an issue where entering the name of a contact or lead in the salesforce Zoom Phone widget, the interface was getting stuck and couldn't proceed to the next step
- Resolved an issue when sending SMS to the number stored in the mobile field of a contact, the generated task was not associating with the contact, and the Name field on the task was staying empty

June 22, 2022 Version 3.23

Meetings

New and enhanced features

- **Meeting cloud recording password - PM [Kris Gallagher](#), Eng [Betty Feng](#)**
Meeting cloud recordings now provide password protection when listed in Salesforce. The cloud recording password is embedded in the link of the recording or is accessible in the PASSCODE field of the meeting details. To use the feature, all users who want to use this feature need to contact Zoom support to have their account ID to be white listed in the devops system using key enable_check_share_pwd_accountids. Account admins can ask their developer to add their account ID to be white listed to use this feature. Once the recording is processed, the host will receive an email containing the recording link and passcode.

Release notes for Phone

New and enhanced features

- **Place a phone call on hold** - [PM Maulik, Eng Winnie Tian](#)
Users can now place a phone call on hold while in a call conversation. If necessary, up to 4 calls can be placed on hold. The call(s) will be marked as **On Hold** in the **History** tab to be resumed.

Resolved issues

- Resolved an issue where users in Europe were unable to use the Zoom Phone widget while in Salesforce.

March 31, 2022 Version 3.22

Release notes for Phone

New and enhanced features

- **Username Phone authentication** - [PM Maulik, Eng Winnie Tian](#)
Account admins have the ability to choose whether their users can use their Salesforce username or email to match their Zoom account email to log into the Zoom Phone widget. This feature is disabled by default. When enabled, this feature is applied to the entire account and the user's Salesforce username must match their Zoom account email to avoid any error. If disabled and a user's Salesforce email doesn't match Zoom email, the user will get an error.
- **Display Case number with Case subject** - [PM Maulik, Eng Winnie Tian](#)
Searching for a case in the "Relate to" field of the Phone widget has been enhanced to provide both the case number and case subject. Previously only the subject was returned when searching for a case.

Current Release

March 4, 2022 Version 3.21

Release notes for Meeting and Webinar

Resolved issues

- Resolved an issue when a user doesn't have 'View setup and configuration' permission, the user is unable to use the integration.
- Resolved an issue where scheduled meetings did not show in external Zoom meetings.

Release notes for Phone

Change to existing features

- **Call log fields customization**
Increased the number of supported custom fields from 5 to 10 on the call log page.

New and enhanced features

- **SMS within Softphone in Salesforce**
Users can send and receive [SMS within the Softphone in Salesforce](#).
- **"Relate to" field**
Added the capability to auto populate the "Relate to" field according to the object types configured by users if a unique matching record is found in Salesforce.

Resolved issues

- Resolved an issue related to Contact/Lead matching for blind transfer calls.
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Current Release

November 19, 2021 Version 3.19

Release notes for Meeting and Webinar

Resolved issues

- Fixed permission error when trying to start a meeting from an account object.
- Fixed issue where webinar registrant's email is changed if the email contains the text "object".

Release notes for Phone

New and enhanced features

- **Phone call recording**
Users can answer/end a call, start/stop a phone call recording within the Softphone in Salesforce. Refer to the [integration documentation](#) for more information.
- **Active devices**
The active devices will be displayed on the Softphone.
- **Call logs**
Added one custom report type for building Zoom call logs.
- **Phone login process**
Enhanced phone login process, requires the phone user email to match the salesforce email.
- **Call logs record**
Added capability to auto populate record for call logs when using click to dial from custom object.

Resolved issues

- Fix an issue where the phone shows the BMW call logs.
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Previous Releases

Note: The information in the past release notes may have been superseded by subsequent release notes. Please review all current release notes carefully.

July 22, 2021 Version 3.17

General release notes

New and enhanced features

- **Shield encryption**

Added support for Shield Encryption which allows the integration to work when Shield Encryption is enabled. Please note there are limitations when used with Shield encryption. Refer to the [integration documentation](#) for details.

Release notes for Meeting and Webinar

Change to existing features

- **Error message display**

Improved error message displayed when mandatory start time and related fields are not provided when creating an event.

Resolved issues

- Fixed issue where duplicate leads were created for webinars that did not require users to register.

Release notes for Phone

New and enhanced features

- **Caller ID**

Users can select on a per call basis which caller ID value to use when placing an outbound call from the Zoom Salesforce phone dialer. Requires the Zoom client version 5.6.6 or higher. Refer to the [integration documentation](#) for more information.

- **Share call recordings**

Call recordings on salesforce can be shared with other users based on the Voicemail & Call Recording settings [permissions configured on zoom.us](#).

- **Call log information**

The following information is added to call logs when using 'External Zoom call logs' tab page to save call logs:

- Ring start time
- Answer start time
- Call end time
- Callee number type: Auto Receptionist or call queue (inbound calls only)

- **Phone number search**

Added capability to search for cases by case number.

Resolved issues

- Fixed issue where an error is generated when making calls to users with extensions longer than 7 digits.
- Fixed issue where an error is generated when making calls to an anonymous user.

May 19, 2021 Version 3.16

Release notes for Meeting and Webinar

New and enhanced features

- **External Zoom Meeting**
Optimized processing of the external Zoom meeting backend job to minimize generating temporary data when the job executes.
- **Webinar registrant field**
Adjusted sizes of the various webinar registrant field lengths to better reflect the size of the values in those fields. Some fields are now longer and some values will be truncated to fit the field.

Resolved issues

- Fixed an issue where user webinar registrations that were canceled on Zoom were still showing on Salesforce.

Release notes for Phone

New and enhanced features

- **Zoom for Salesforce app**
Allow the Zoom Marketplace app listing to be filtered using "Works with Zoom Phone".
- **Salesforce HVS**
Allow Zoom Phone to work with Salesforce HVS including call branching.
- **Phone call log**
 - Addition of admin setting to disable showing internal calls in the phone call log (default is to show internal calls):
 - Ignore Internal Calls = On -- phone calls from/to the same account (extension numbers) won't be shown on your phone call log panel. Internal calls will also not show in the "External Zoom call Logs" tab.

- Ignore Internal Calls = Off (default) -- all calls including calls from/to users in the same account (extension numbers) will be shown on the phone call log panel and external Zoom call logs tab.
 - Addition of call queue/auto receptionist information into call logs.
- **Multiple contacts/lead notification**
Notification to remind users they can select between multiple contacts/leads if the phone number matches multiple contacts/leads.

March 26, 2021 Version 3.15

Release notes for Meeting and Webinar

New and enhanced features

- **Event description**
Added support to populate details into an event description even when the invitation emails option is disabled.
- **Meeting synchronization**
Enhanced meeting synchronization logic to better support customers with a large number of meetings. Also added a new button to manually sync meeting details to Salesforce. The button can be added to the event page layout.

Resolved issues

- Fixed an issue where creating recurring events with Zoom did not work properly in Lightning.
- Fixed an issue where webinar attendees are not synchronized to Salesforce if a registered user attends the webinar and is deleted on the Zoom webinar page.
- Fixed an issue where the status of campaign members who are webinar panelists cannot be updated.
- Fixed an issue where webinar panelists cannot be synchronized to Salesforce if the webinar alternate host is also the alternate host of other webinars.

Release notes for Phone

New and enhanced features

- **Click to dial**
Enhanced click to dial so that characters contained in the number will be filtered out before dialing.
- **Phone dialer**
Added new tabs to make the phone dialer easier to use - one for the phone dialer and one for call logs. A new phone "Auto Save Call Logs" configuration option is updated that when enabled, will automatically save call logs. Disabling this option will require the user to manually save call logs.
- **Call log field**
 - Added a new admin setting that enables the contact/lead field on the call log panel to be editable/searchable.
 - Enhanced the call log panel "related to" field to auto-suggest.

Resolved issues

- Fixed issue where click to dial refreshes all open Salesforce tabs on the browser.

January 27, 2021 Version 3.14

Release notes for Meeting and Webinar

New and enhanced features

- **New field**
Added a new field (IsCreatedByZoomApp) to indicate if a lead was created by the integration.
- **Campaign member status**
No longer incorrectly update campaign member status to "attended" if webinar registrant/attendee does not match a contact/lead.

Resolved issues

- Fixed issue where duplicate leads/contacts are added to a campaign when multiple registrants/panelists with the same email attend the same webinar (only 1 lead/contact per email will now be added).
- Fixed issue where a registrant/panelist cannot be correctly associated with a lead/contact when there are more than 20,000 existing leads/contacts in the org.
- Fixed issue where a duplicate contact/lead record is created for a webinar attendee that joins the webinar by phone.
- Fixed issue where Zoom event trigger generates "zoom_app.ZoomMeetingCreationTrigger" errors during calendar event synchronization.
- Fixed issue where meeting metrics backend job throws an exception if the Zoom API key/secret is not configured.

Release notes for Phone

New and enhanced features

- Voicemail
Voicemail is now attached to a call log.
- Phone recording
Phone recording is now attached to a call log.
- Call logs
Added support for Saving call logs for calls that were placed when you were not logged into Salesforce.
- Contact/lead box
A default value (first matched contact) is now populated in the contact/lead box for incoming/outgoing calls.
- Outbound call handling
Outbound call handling is enhanced to show the contact/lead detail page instead of the search page when there is more than one record that matches the dialed number.

Resolved issues

- Fixed issue where not able to match contact/lead when phone number contains more than 1 blank or special characters like '(', ')', and '-'

November 8, 2020 Version 3.13

Zoom Release notes for Meeting and Webinar

New and enhanced features

- **Audio-only meeting recording**
Added support for audio-only meeting recording links to be shown on Salesforce.
- **Webinar owner**
Added support for changing the owner of a webinar.
- **Start Zoom Meeting**
Added support for starting zoom meetings from an account object (even though Field Service to be enabled).
- **Webinar sync**
Enhanced webinar sync to only sync webinars that are owned by salesforce users.
- **Webinar campaign**
Previously, campaigns automatically created for webinars are named after the webinar "topic" regardless of how long the topic is. The campaign name will now be truncated if the webinar topic is longer than 80 characters.

Resolved issues

- Fixed an issue where Zoom meeting and webinar join link URL did not work on Salesforce if URL length exceeds 255 characters.
- Fixed "Apex script unhandled exception" errors when automatic meeting batch job runs.
- Fixed an issue of duplicate webinars and campaigns created on Salesforce.
- Fixed issue where a webinar sync from the zoom.us batch job generates an 'Invalid Query Locator When Accessing Sub Query' error.

Release notes for Phone

New and enhanced features

- **Contact/lead drop down box**

When associating a call with a lead/contact, the drop down box is now enhanced to differentiate between contacts and leads.

Resolved issues

- Fixed error message when Zoom account doesn't have the required REST API enabled.
- Fixed issue where new case can't be created from the unknown call pop up.
- Fixed a click-to-dial issue where contact/lead drop down box could not be populated when only one contact/lead matches an Australian phone number.

August 19, 2020 Version 3.12

General release notes

New and enhanced features

- **Zoom OAuthUtilizing**

Zoom OAuth to Integrate Salesforce.

- **Sensitive data**

Strengthen the security of sensitive data, including APIKey/API Secret, meeting and webinar password

- **Password label**

Change password label to passcode.

Release notes for Meeting/Webinar

New and enhanced features

- **Meeting object**

Support starting zoom meeting(global action button) from other standard objects and

custom objects which can track history except case/contact/lead/event object. Does not support 3rd party objects.

Resolved issues

- Fixed on issue on webinar registrants detail information.

Release notes for Phone

- **Automatic calling**

Manage automatic calling from Salesforce needs Zoom client version 5.2.X or greater.

- **Phone call log customization**

- Support customized fields on phone call log panel, support deleting call log in salesforce.
- Add a disposition field on call log(if the options in picklist don't meet your requirement, you can customize your own disposition field with #2 feature).
- Add new contact/lead to the call log related to fields after saving the popup created contact/lead.

- **Phone message**

Support enabling zoom phone message for salesforce from salesforce side;

February 19,2020 Version 3.11

Release notes for Meeting and Webinar

New and enhanced features

- **Support for Zoom Webinar**

- Creation and management of webinars natively from Salesforce.
- Management of webinar registrations natively through Salesforce.
- Automatic creation of salesforce campaigns when Zoom Webinars are create.
- Syncing of Zoom Webinar attendee information and webinar participation to contacts.

Release notes for Phone

- **Call logs**

- Added link to task details page on call logs generated from Zoom Phone calls.
- Added more details in zoom call logs including caller/callee extension number, answered start time, and ringing start time.

Resolved issues

- Fixed call log unique ID conflict issue for calls received via Zoom Phone call queuing that were presented to multiple users.
- Fixed issue that caused “First error: read timed out” error message when a Zoom batch job ran.

October 14, 2019 Version 3.9

Release notes for Meeting

New and enhanced features

- **Event deletion**

Enhanced event deletion handling to automatically cancel the associated Zoom meeting.

- **Exception handling**

Optimized exception handling for inactive remote site errors.

Release notes for Phone

New and enhanced features

- **Click-to-Dial**

Enhanced Click-to-Dial to automatically associate calls to a Salesforce object where the call was initiated from.

- If user click-to-dials the phone number on a lead or contact page, the contact/lead field on the Zoom Phone app will automatically populate with the contact or lead's name.
- If user click-to-dials the phone number on an object other than a lead or contact page (e.g. account, opportunity, or case object), the "Related To" fields on the Zoom Phone app will automatically populate with the object's type and name.
- **Click-to-Dial handling**
Improved handling when Click-to-Dial doesn't work because of a different PBX software package that is installed. Enhancement requires Zoom client version 4.5 or above.
- **Error message**
For improved troubleshooting, error messages have been enhanced to include the Zoom logged-in user email address.

Resolved issues

- Fixed 'Apex CPU time limit exceeded error' when searching for the types in the "Relate To" field.

September 10, 2019 Version 3.7

New and Enhanced Features

- Added password support for scheduled and instant Zoom meetings.
- Changed a few Zoom related field names for clarification.

August 29, 2019 Version 3.4

New and Enhanced Features

- **Meeting Features**
 - Added 2 configuration settings to disable sending the meeting invitation email when a Zoom meeting is created:
 - An org-level setting added to the Zoom Config "Zoom Settings" allows an admin to disable for all users in the org.
 - A user-level setting added to the Zoom Config "User Settings" allows each user to disable for themselves.
The org-level setting takes precedence over the user-level setting.
 - Enhanced email template function to support merging the User and Event object fields.
- **Zoom Phone Features**

- Enhanced call log panel to disable “related to” field when selecting a lead.
- Optimized the Zoom Phone pop up operations.

Resolved Issues

- Fixed problem of invitation email ICS file not adding the meeting to Google calendar automatically.
- Fixed issue of meeting status not getting properly updated after the meeting is done.
- Fixed issue that allowed a user to start a meeting on behalf of another user.
- Fixed recording display issue for meeting with UUID starting with ‘/’
- Fixed problem where if multiple tabs are open and an incoming Zoom Phone call arrives, all the tabs get refreshed with the contact/lead’s details.
- Fixed embedded page error on page load and refresh when signing out of Zoom Phone.
- Bug Fixes

July 29, 2019 Version **3.0**

New and Enhanced Features

- **Addition of 3 custom fields**
- **Meeting Features**
 - Support configurable sending meeting invitation email.
 - Enhance emailTemplate function, support to merge the fields of User and Event Object.
 - Optimize and enhance the meeting Metric Synchronization job
- **Phone Features**
 - Enhance related to field on callLog panel, when you select a lead,disable related to field
 - Optimize the popup function

Resolved Issues

- Fixed problem of invitation email not working on google calendar.
- Fix the problem of security to prevent users from starting to meet on behalf of another user.
- Fix problem of multiple tab missing the context of browser when making a call
- Fix problem of embedded page error on page load and refresh when you sign out zoom phone
- Minor Bug Fixes

April 16, 2018 Version **2.4.1**

Resolved Issues

- Fixed the Issue of Job 'Sync External Zoom Meeting'

January 25, 2019 Version **2.3**

New and Enhanced Features

- Made the "API Key/Secret" fields in the Zoom config page visible only to Zoom admin users
- Added Zoom meeting information to the event description field if the new org-level option is enabled in the Zoom config page by an admin (disabled by default)
- Removed "Zoom URL" in the zoom config page (no longer required)
- Emails are now sent to the meeting owner after scheduling a Zoom meeting.
- Added ICS file as an attachment to meeting invitation emails if the new user-level option is enabled in the Zoom config page (disabled by default)
- Added ability to now set or change a user's default mail "from address" on the Zoom config page (previously could only set it from the "custom settings" page - can now set from either)
- Prevented Zoom meetings from being started by an admin who has logged in as a different user using the 'login as user feature

Resolved Issues

- Fixed meeting metrics batch job synch issue related to timezone

November 16, 2018 Version **2.2**

New and Enhanced Features

- **Support Changing Owner of Event with Zoom Meeting**
Users can now change the owner of an event to another user. This requires Zoom Scheduling Privilege.
- **Add extra time description with Salesforce User time zone in meeting invitation email**
- **Add error message to Zoom Meeting Creation Status when the email of your Salesforce user is not a valid Zoom user**

September 26, 2018 Version **2.1**

Resolved Issues

- Minor Bug Fixes

May 8, 2018 Version **1.7**

Resolved Issues

- Minor Bug Fixes

March 27, 2018 Version **1.6**

New and Enhanced Features

- Support for Salesforce Lightning UX
- Users can now create Salesforce events (with Zoom meetings) by specifying the date and time in the customer's timezone. Previously users had to manually convert the customer's date/time to their own timezone.
- Customers can now customize the "from" email name/address for the Salesforce event for emails sent out to meeting participants
- Salesforce events (with Zoom) can now be synched to Google calendar

Resolved Issues

- Minor Bug Fixes

June 23, 2017 Version: **1.5**

New Features

- **Service Cloud Integration with Zoom**
Ability to start zoom session from within a case and track the meetings in the Activity History.

Resolved Issues

- Bug Fix for the issue when Saving Recurring Series event leading to Too many SOQL-101 error.

February 13, 2017 Version: **1.4**

New Features

- **3 new custom reports**
- **Schedule meetings with PMI**
- **Send invitation e-mail to external users**
- **Meeting recordings listed in the activity**
- **Import of the non Salesforce Zoom meetings into Salesforce**
if the invitee list matches with the any of the contacts, auto create the activity.

August 7, 2018 Version **1.10**

New and Enhanced Features

- Added Field Service Lightning feature to the package as per “Add Fields Service to Release ORG (New Partner Case Comment Notification for Case #18796899)”.
- Added selected time zone & time in that to the email invite body as per “[ZOOM-47969] Salesforce: Use customers time zone in email invite”. The short name of the time zone will be added to the email body. For this, we wrote a method in the utility class.
- Wrote custom controller to start the zoom meeting with that New global action is added to start the zoom meeting. The meeting will be started in the new tab.
- Zoom meeting will be started in a new window with the button in classic (earlier it was in the same window).
- Zoom URL in the zoom event detail page is clickable.

Resolved Issues

- Salesforce error - no meeting ID shows null.
- Sync not working properly
- Minor Bug Fixes