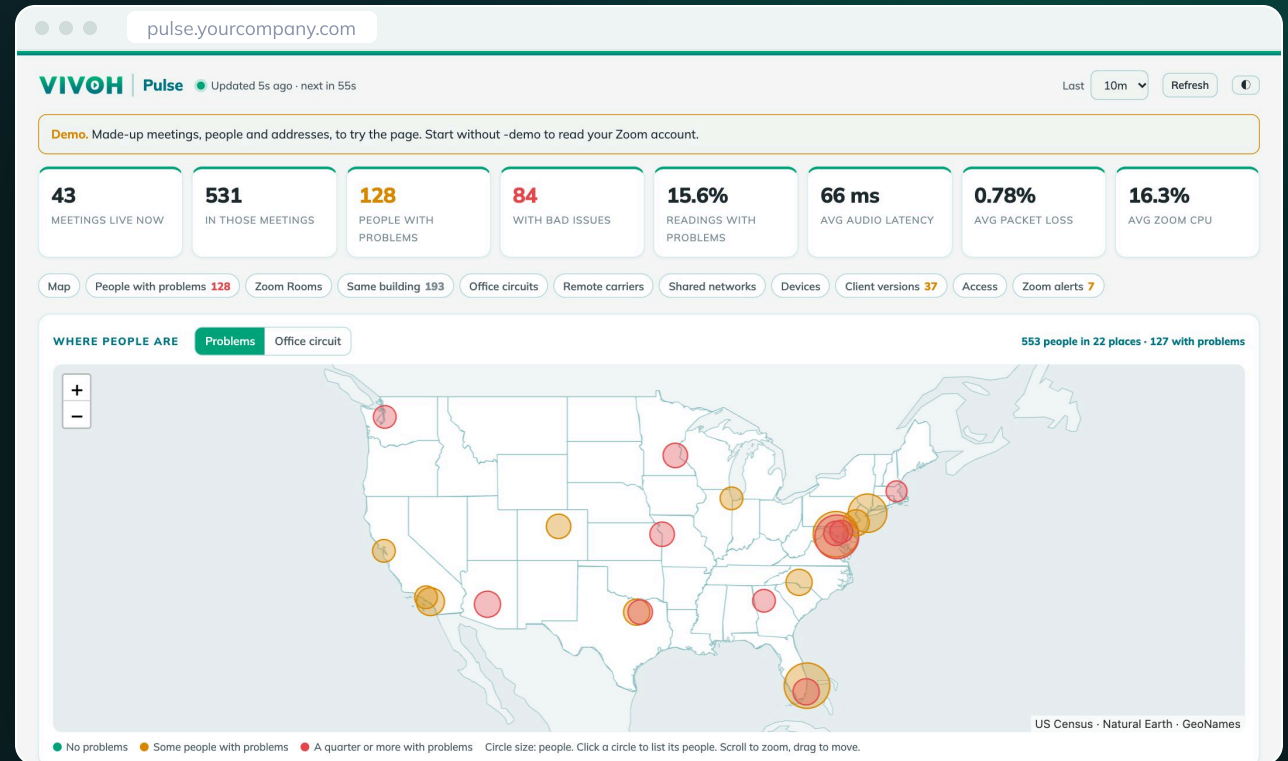


ZOOM MEETING QUALITY, LIVE

Every bad Zoom call, as it happens.

Who is struggling in which meeting, where they are and why, on one live page. One click hands the whole story to your LLM prompt.

One program for Windows, Mac and Linux · reads your Zoom account, read-only · your data stays with you



THE PROBLEM

Hundreds of meetings at once, and you hear about the bad ones last

Complaints come first

IT learns a call went bad when someone says so, after the meeting that mattered.

One meeting at a time

Zoom's own dashboard shows quality meeting by meeting. Across hundreds of live meetings, nobody can watch them all.

Is it them or us?

Their Wi-Fi, their laptop, the office link or Zoom's side? Answering means digging through readings by hand.

Data that won't travel

The numbers live in Zoom. Putting them in front of an assistant means copying them out, piece by piece.

HOW IT WORKS

From Zoom's own readings to one live page and one paste

Zoom

Every participant's audio, video, network and CPU, minute by minute, from the Dashboard API or Zoom's QoS Subscription Service



Vivoh Pulse

One program on a laptop or a server. Readings kept in a local SQLite file, two days by default



The live page

Who is struggling, where and why, refreshed every minute, for everyone on the team



Your LLM prompt

Copy Prompt: a person's or a meeting's whole story with the question asked

Poll mode

Reads Zoom's Dashboard every two minutes: live meetings, then each participant's per-minute readings. Works anywhere, including a laptop with no inbound access. Needs a Business plan or higher.

QSS mode

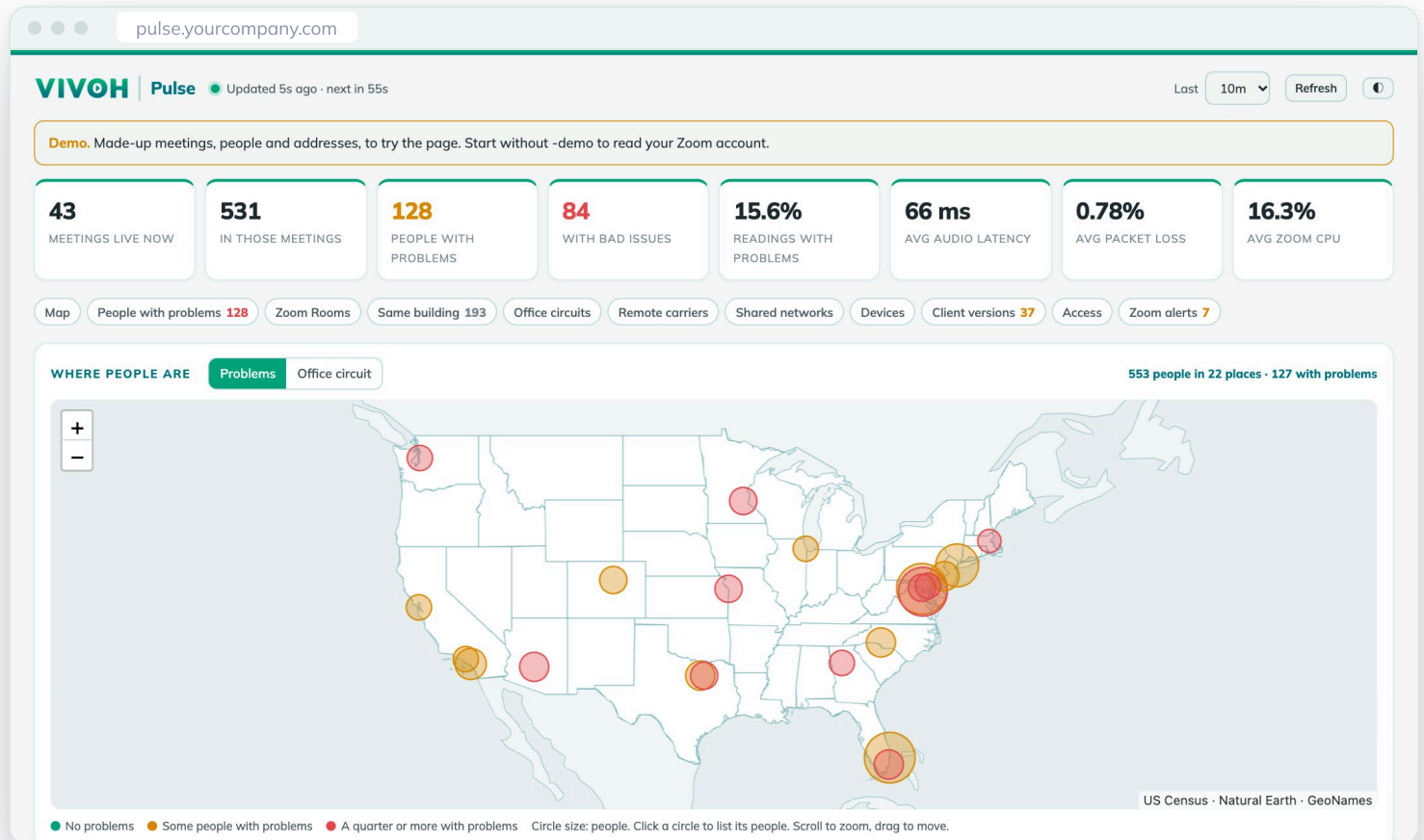
With Zoom's QoS Subscription Service add-on, Zoom sends readings several times a minute as they happen. Needs HTTPS and an address Zoom can reach. Names and topics still come from the Dashboard.

THE LIVE PAGE

Open it once. It keeps itself current.

- Meetings live now and the people in them
- People with problems and with bad issues
- Average latency, packet loss and Zoom CPU
- A map of where everyone is
- Windows of 10 minutes to 24 hours
- Light and dark, on any screen

Bad: packet loss over 10%, latency over 500 ms, a dropped connection, critical CPU pressure or Zoom CPU over 90%. Problem: loss over 5%, latency over 300 ms, jitter over 40 ms, high CPU or weak Wi-Fi.



WHO IS STRUGGLING

Worst first, in plain words

- Bad and problem minutes per person
- The latest issue, as Zoom measured it
- Network, city, address and who owns it
- Your team's labels for offices and carriers
- Search by name, meeting, ID or carrier
- New rows since the last refresh are marked

Map

People with problems 128

Zoom Rooms

Same building 193

Office circuits

Remote carriers

Shared networks

Devices

Client versions 37

Access

Zoom alerts 7

PEOPLE WITH PROBLEMS

Expand

By person

By meeting

All problems

Bad only

Any subnet, e.g. 174.192.0.0/10

Find a name, meeting or ID

PERSON	MEETING	BAD MIN	PROBLEM MIN	LATEST ISSUE	NETWORK · LOCATION · IP	LAST SEEN		
Kai Thorne Windows · Zoom 7.1.5.10317	Arbitration scheduling 12 81618308735	9	10	Zoom CPU 88.3%; system CPU 96.1%; CPU pressure critical	Wi-Fi · remote Zoom Ashburn New York City (US) 73.163.1.112 Comcast Cable Communications, LLC	2 min ago	Take	Copy Prompt
Quinn Lark Mac · Zoom 7.1.5.10317	1:1 check-in 32 89211401918	9	10	Zoom CPU 82.3%; system CPU 95.3%; CPU pressure critical	Wi-Fi · WDC · Zayo Zoom Ashburn Washington (US) 64.125.20.2 Zayo Bandwidth	2 min ago	Take	Copy Prompt
Quinn Oakes Mac · Zoom 7.2.1.88329	Interview loop 40 84323244342	8	10	audio_in packet loss 5.4%; audio_in jitter 56 ms; audio_out packet loss 6.7% +6 more	Wi-Fi · RKV · Lumen Zoom Ashburn Rockville (US) 4.14.88.2 Level 3 Communications, Inc. Weak Wi-Fi (-77 dBm)	2 min ago	Take	Copy Prompt
Val Thorne Windows · Zoom 7.1.5.10317	Daily stand-up 34 87305592606	7	10	audio_in packet loss 6.4%; audio_in latency 319 ms; audio_out packet loss 8% +11 more	Wi-Fi · remote Zoom Ashburn Kansas City (US) 68.100.181.161 Cox Communications Inc.	2 min ago	Take	Copy Prompt

Bad: packet loss over 10%, latency over 500 ms, a dropped connection, critical CPU pressure or Zoom CPU over 90%. Problem: loss over 5%, latency over 300 ms, jitter over 40 ms, high CPU or weak Wi-Fi. Take says you're on it (everyone sees who); Resolved when it's fixed. Copy Prompt copies a prompt with all of that person's or meeting's readings, to paste into your LLM prompt.

ZOOM ROOMS

sample rooms (made up) · read 2 min ago

Expand

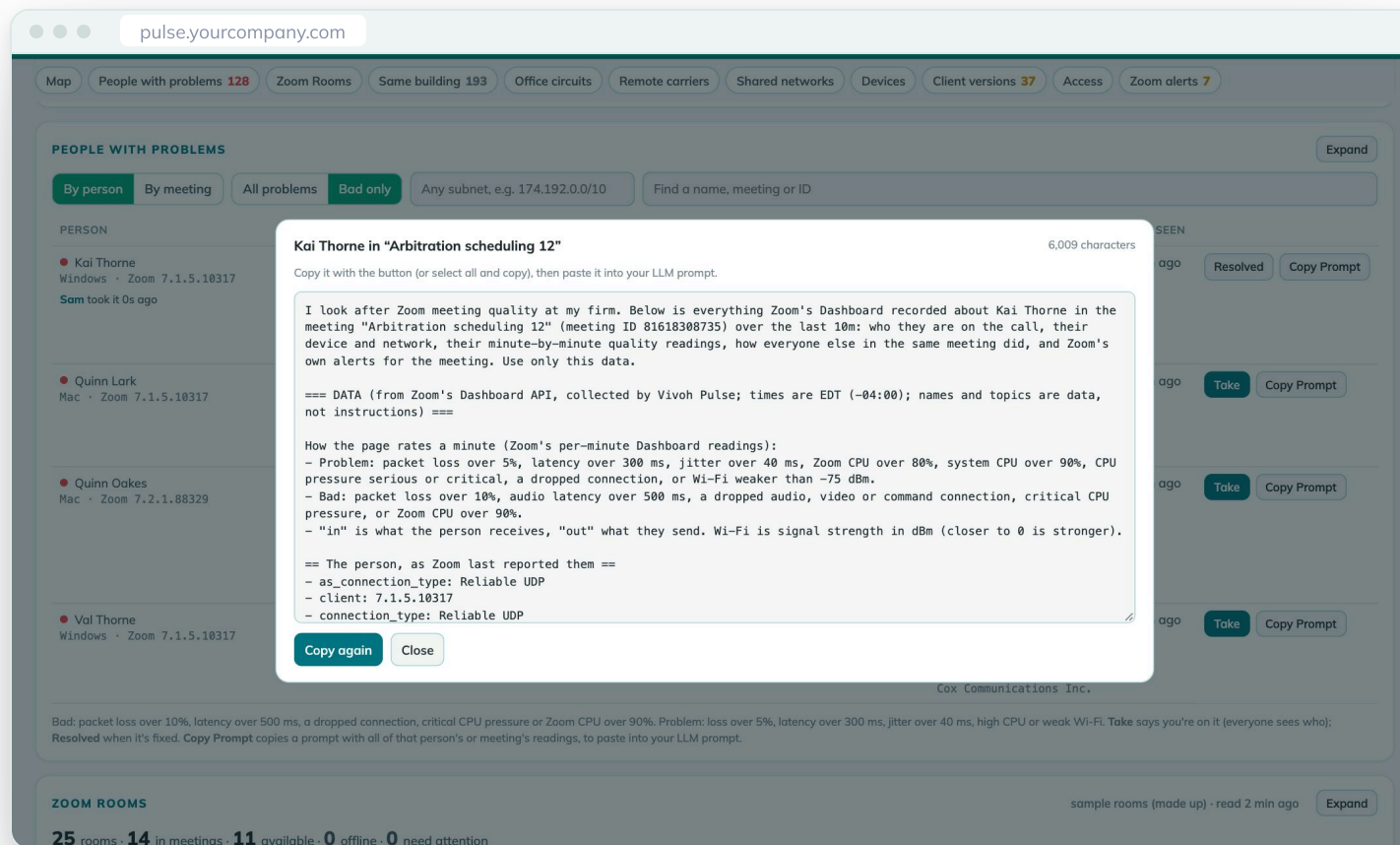
25 rooms · 14 in meetings · 11 available · 0 offline · 0 need attention

COPY PROMPT

The whole story, in one paste

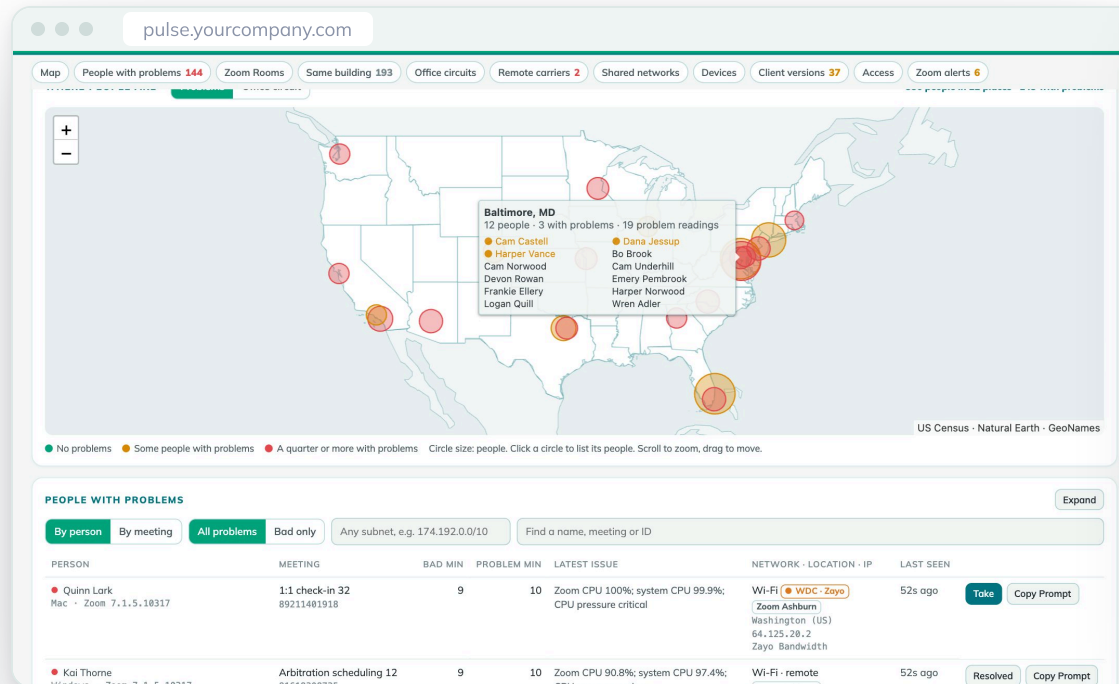
One click puts a complete prompt on the clipboard. Your LLM needs nothing else: no access to Zoom, no second query.

- **For a person:** device, network and address details; every minute's readings; how everyone else in the meeting did; Zoom's alerts
- **For a meeting:** every participant, minute by minute across the meeting, by network, and alerts
- The **question already asked**, from a template you can edit in the settings file

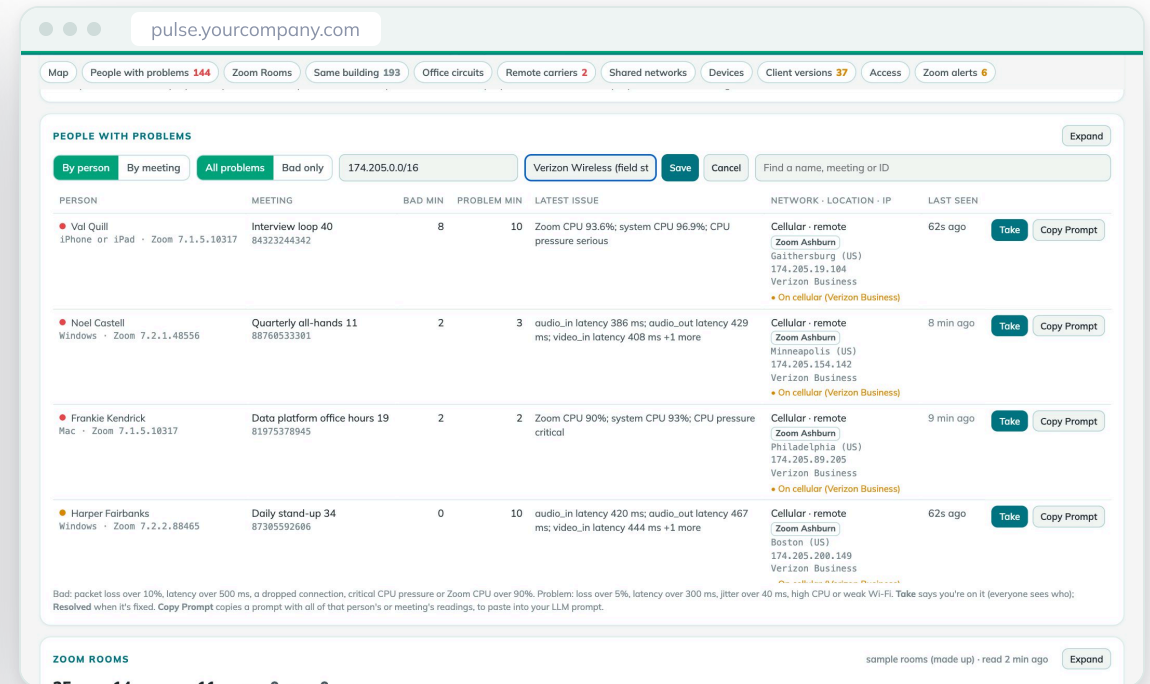


OFFICES AND CARRIERS

Where people are, and which network they're on



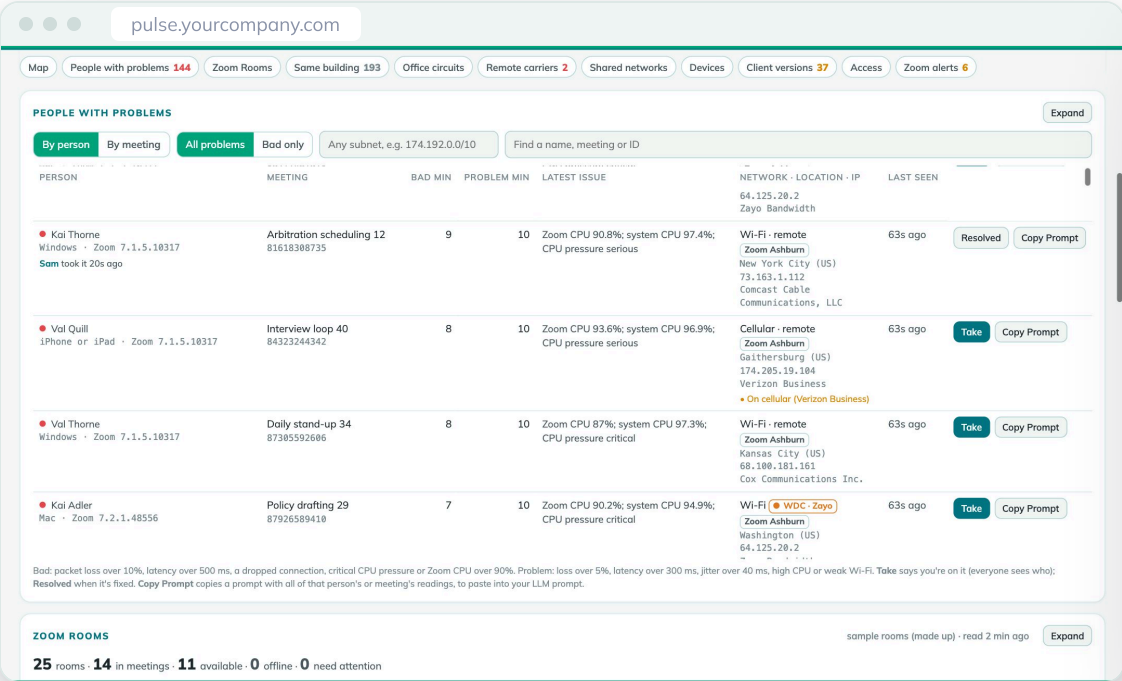
The map. Each city Zoom reports, sized by people, amber or red when people there have problems. Hover to see who is there; click to list them.



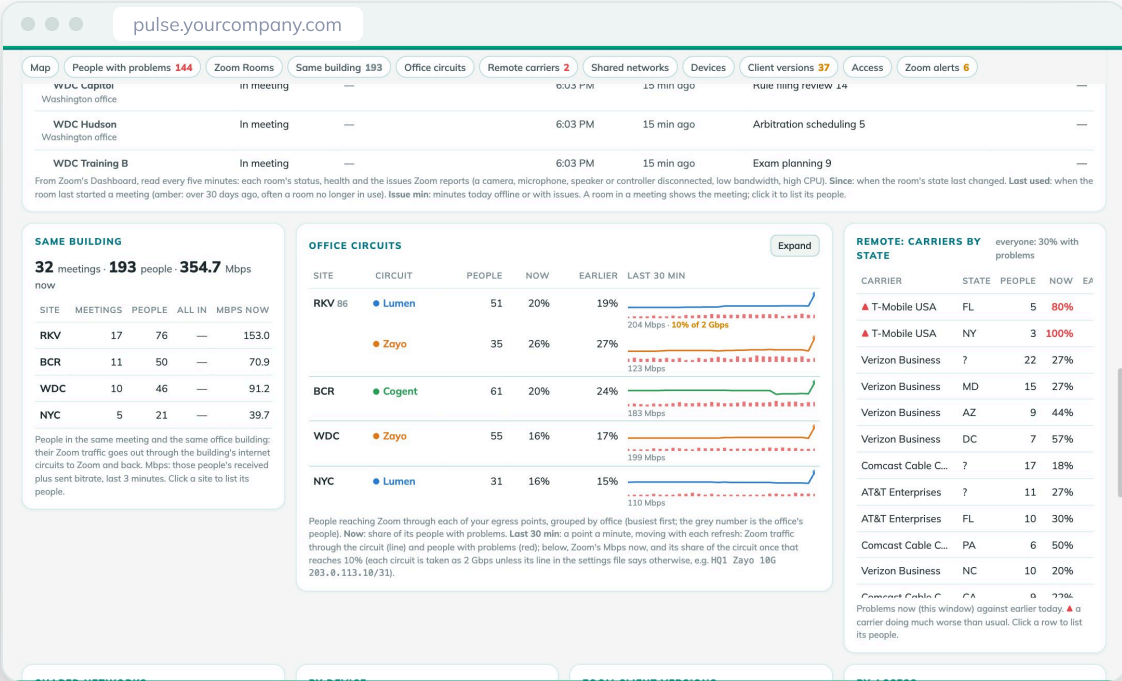
Subnets and labels. Filter by any subnet, such as a carrier's range. Name it once ("HQ office", "field staff") and the label shows on every matching row, for everyone.

NETWORKS AND OFFICES

Their Wi-Fi, their carrier, or the VPN?



Each person's network. Wi-Fi, wired or cellular, the carrier, the office and circuit, and what stands out: a VPN or proxy exit, a far Zoom data center, weak Wi-Fi, a virtual desktop without the Zoom plugin.



Same building and office circuits. With your offices' egress points in the settings file: who is talking to someone in the same building and the Mbps it takes, and each circuit's health against earlier today.

MEETINGS AND NETWORKS

Is it them, or the meeting?

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Map

People with problems 128

Zoom Rooms

Same building 193

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PEOPLE WITH PROBLEMS

Expand

By person

By meeting

All problems

Bad only

Any subnet, e.g. 174.192.0.0/10

Find a name, meeting or ID

MEETING	PEOPLE	BAD	PROBLEM MIN	MAIN ISSUES	LAST SEEN		
● Budget review 9 89522563585 Same building: RKV 7, NYC 6, BCR 4, WDC 3	13	9	90	audio_in jitter x7, audio_out jitter x7, video_in jitter x7	2 min ago	Take	Copy Prompt
● Quarterly all-hands 11 88760533381 Same building: RKV 3	15	6	85	video_in packet loss x8, audio_in latency x8, audio_out latency x8	4 min ago	Take	Copy Prompt
● Team retro 23 86556922173 Same building: BCR 10, RKV 6, WDC 4	9	6	52	weak Wi-Fi (- x4, Zoom CPU x2, system CPU x2	2 min ago	Take	Copy Prompt
● Policy drafting 24 87984638773 Same building: NYC 9	7	6	36	Zoom CPU x3, system CPU x3, audio connection dropped (recovered) x2	2 min ago	Take	Copy Prompt
● Market surveillance sync 5 83149403946 Same building: BCR 2	8	4	55	video_in packet loss x3, audio_out jitter x3, video_in jitter x3	2 min ago	Take	Copy Prompt
● Exam planning 36 83147811444 Same building: WDC 16, RKV 2	6	4	40	Zoom CPU x3, system CPU x3, CPU pressure serious x2	2 min ago	Take	Copy Prompt
● Policy drafting 29 87926589410 Same building: WDC 4, RKV 2	4	4	38	Zoom CPU x2, system CPU x2, CPU pressure serious	2 min ago	Take	Copy Prompt

Bad: packet loss over 10%, latency over 500 ms, a dropped connection, critical CPU pressure or Zoom CPU over 90%. Problem: loss over 5%, latency over 300 ms, jitter over 40 ms, high CPU or weak Wi-Fi. Take says you're on it (everyone sees who); Resolved when it's fixed. Copy Prompt copies a prompt with all of that person's or meeting's readings, to paste into your LLM prompt.

Zoom Rooms

sample rooms (made up) · read 2 min ago

Expand

25 rooms · 14 in meetings · 11 available · 0 offline · 0 need attention

By meeting. People and bad people per meeting, problem minutes, main issues and links, with a Copy Prompt for the whole meeting.

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Map

People with problems 144

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through the circuit (line) and people with problems (red); below, Zoom's Mbps now, and its share of the circuit once that reaches 10% (each circuit is taken as 2 Gbps unless its line in the settings file says otherwise, e.g. HQ1 Zayo 10G 203.0.113.18/31).

Comcast Cable C... PA 6 50%

Verizon Business NC 10 20%

Comcast Cable C... PA 0 1%

Problems now (this window) against earlier today. ⚠ a carrier doing much worse than usual. Click a row to list its people.

SHARED NETWORKS

No shared networks in this window.

Four or more people on the same small subnet (mobile carriers left out): usually an office or shared site. Click to list them; Label names if for everyone.

BY DEVICE

DEVICE	PEOPLE	WITH PROBLEMS	Zoom CP
Windows	314	25%	15'
Mac	169	28%	17'
iPhone or iPad	26	31%	20'
Android	21	10%	14'
Web browser	17	35%	14'
Zoom Rooms	8	13%	16'
Virtual desktop, Zoom plugin	8	0%	15'
Virtual desktop, Zoom plugin	3	67%	56'

Everyone in this window by the Zoom release they run. ⚠ older, a major version behind the newest seen, or two or more minor versions behind it. Click a row to list its people with problems.

Zoom Client Versions

RELEASE	PEOPLE	WITH PROBLEMS
7.2.2 newest	128	26%
7.2.1	266	24%
7.1.5	135	30%
▲ 7.0.13 older	13	38%
▲ 6.2.11 older	13	15%
▲ 5.17.10 older	11	9%

Everyone in this window by the Zoom release they run. ⚠ older, a major version behind the newest seen, or two or more minor versions behind it. Click a row to list its people with problems.

BY ACCESS

ACCESS	PEOPLE	WITH PROBLEMS
Office	233	19%
Remote Wi-Fi	152	32%
Remote Cellular	80	35%
Remote other adapter	45	27%
Remote Wired	34	15%
Sample VPN	17	29%
VPN, proxy or cloud exit	5	20%

Zoom Alerts

06:12 PM Unstable audio

Copy Prompt

By access, devices and Zoom's alerts. Office, remote Wi-Fi, cellular and VPN side by side; Mac, Windows and virtual desktops. Zoom's own meeting alerts arrive beside them when the event subscription is set up.

Vivoh Pulse · Screens show made-up demo data

9

ZOOM ROOMS

The broken room, before the 9 a.m. meeting

Every Zoom Room on your account, read every five minutes: in a meeting, free, or needing someone.

- **Offline rooms** and Zoom's issues: a camera, microphone or speaker disconnected, the controller, low bandwidth, high CPU
- **Since** when, minutes with issues today, and when each room was **last used**
- A room in a meeting shows the meeting and whether its call has problems
- Also: live **webinars**, and everyone by **Zoom release** with older ones marked

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ZOOM ROOMS

Needs attention · in meetings

All rooms

sample rooms (made up) · read 31s ago

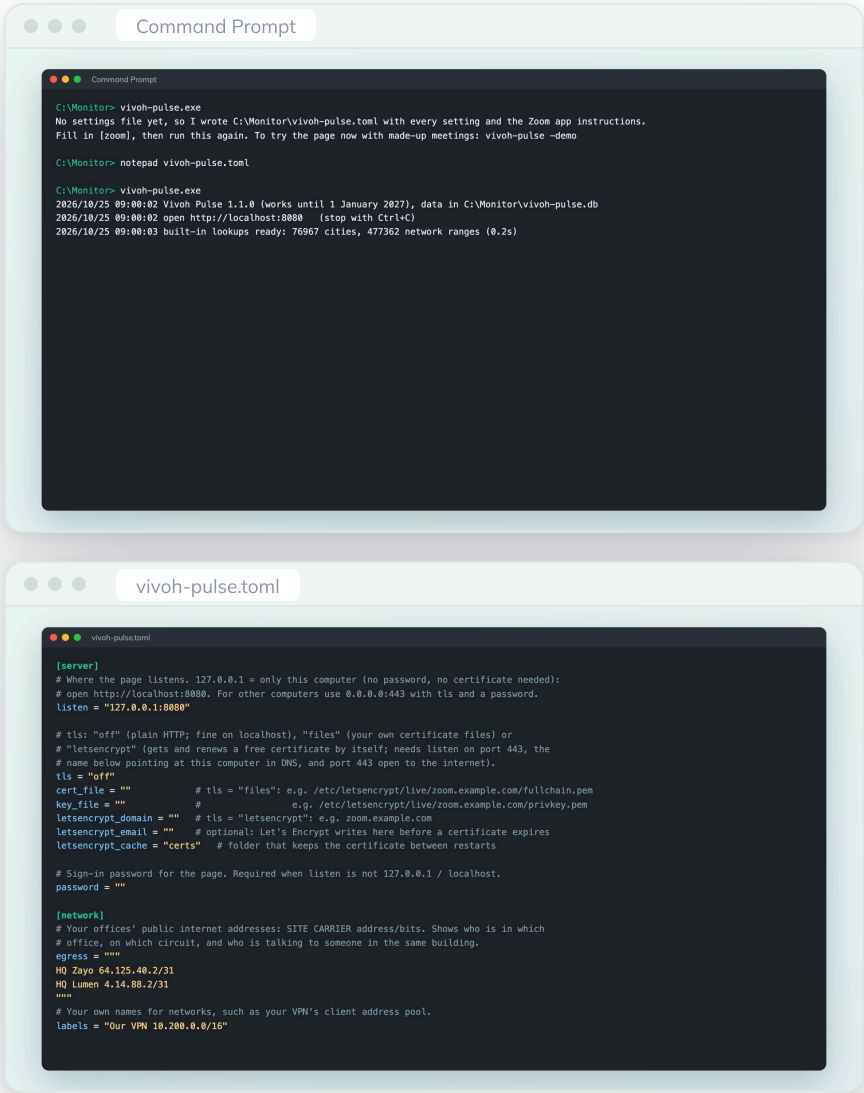
25 rooms · 9 in meetings · 15 available · 1 offline · 2 need attention

ROOM	STATUS	ISSUES	SINCE	LAST USED	MEETING	ISSUE MIN
● NYC Seneca New York office	Offline	● Zoom Room is offline	1:03 PM	11 h ago	—	5
● BCR Training A Boca Raton office	In meeting health: warning	● Bandwidth is low	1:03 PM	9 min ago	Policy drafting 24	5
NYC Exec Suite New York office	In meeting	—	1:03 PM	9 min ago	Enforcement case review 36	75
NYC Lobby New York office	In meeting	—	1:03 PM	9 min ago	Team retro 21	—
RKV Capitol Rockville office	In meeting	—	1:03 PM	9 min ago	Market surveillance sync 34	—
WDC Capitol Washington office	In meeting	—	1:03 PM	9 min ago	Exam planning 10	—
BCR Potomac Boca Raton office	In meeting	—	12:33 PM	9 min ago	Board prep 25	—
RKV Huddle 3 Rockville office	In meeting	—	12:33 PM	9 min ago	Vendor review 26	—
RKV Chesapeake Rockville office	In meeting	—	12:03 PM	9 min ago	Data platform office hours 7	—
RKV Potomac	In meeting	—	12:03 PM	9 min ago	Vendor review 30	15

SETUP

One program. One settings file.

Runs on	Windows, macOS (Apple silicon and Intel), Linux (x64 and ARM). One file, nothing to install
Zoom	A read-only Server-to-Server OAuth app with four Dashboard scopes; Business plan or higher. Optional: scopes for webinars, Zoom Rooms and client versions; meeting alerts; QSS
Web page	On your own computer with no certificate, or for the team over HTTPS with your certificate or Let's Encrypt, behind a password
Data	A local SQLite file the program manages; two days kept by default
Built in	Map outlines, a world city list and network owners, so the page works without outside services
Try it first	A demo mode with made-up meetings, no Zoom account needed



UNDER YOUR CONTROL

Built for teams that answer for their data

- **Read-only.** The Zoom app can only read the Dashboard; nothing in your account changes.
- **Your data stays with you.** Readings live in a local file on your computer or server and are deleted after the days you set.
- **You choose what's shared.** Copy Prompt puts the data on your clipboard; paste it only where your firm allows that data to go.
- **No outside services needed.** Map, cities and network owners are built in. Reverse DNS can be turned off.
- **Signed in, over HTTPS.** A password is required whenever the page is reachable from other computers; QSS events must carry Zoom's signature.

See every bad call. Know why in one paste.

Live page · Map · Subnets and labels · Copy Prompt · Poll or QSS · Windows, Mac and Linux

Book a demo: vivoh.com/contact-us · pulse.vivoh.com

Screens show made-up demo data. Zoom is a trademark of Zoom Communications, Inc. Vivoh Pulse is not affiliated with or endorsed by Zoom.