

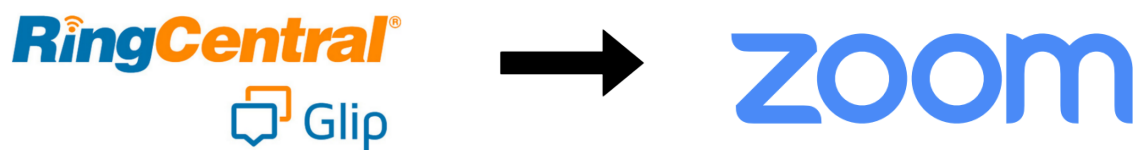
RingCentral Chat Migration to Zoom - Case Study

Version 1.1

CODIMITE
LET'S BUILD SOMETHING

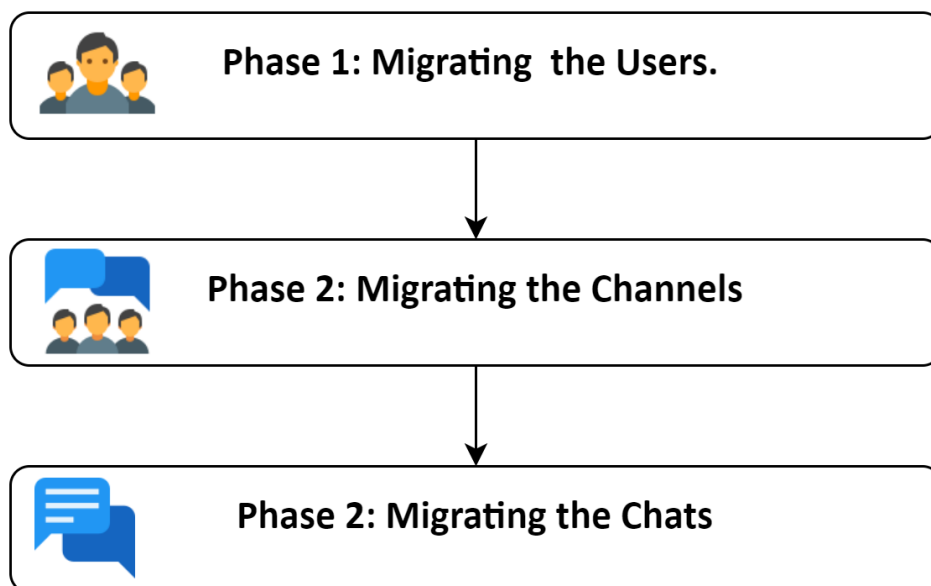
Customer Requirement

- Mondee Inc is a group of leading travel technology, service, and content companies.
- Mondee Inc wanted to switch from using RingCentral to Zoom as their communication platform.
- Mondee wanted us to migrate their RingCentral chats over the **past three years** from 2019 to 2022 to their new Zoom account.



Our Approach

- To migrate the RingCentral Chats to the new Zoom Account we used a migration script and the Zoom APIs.
- The migration was done in three phases.

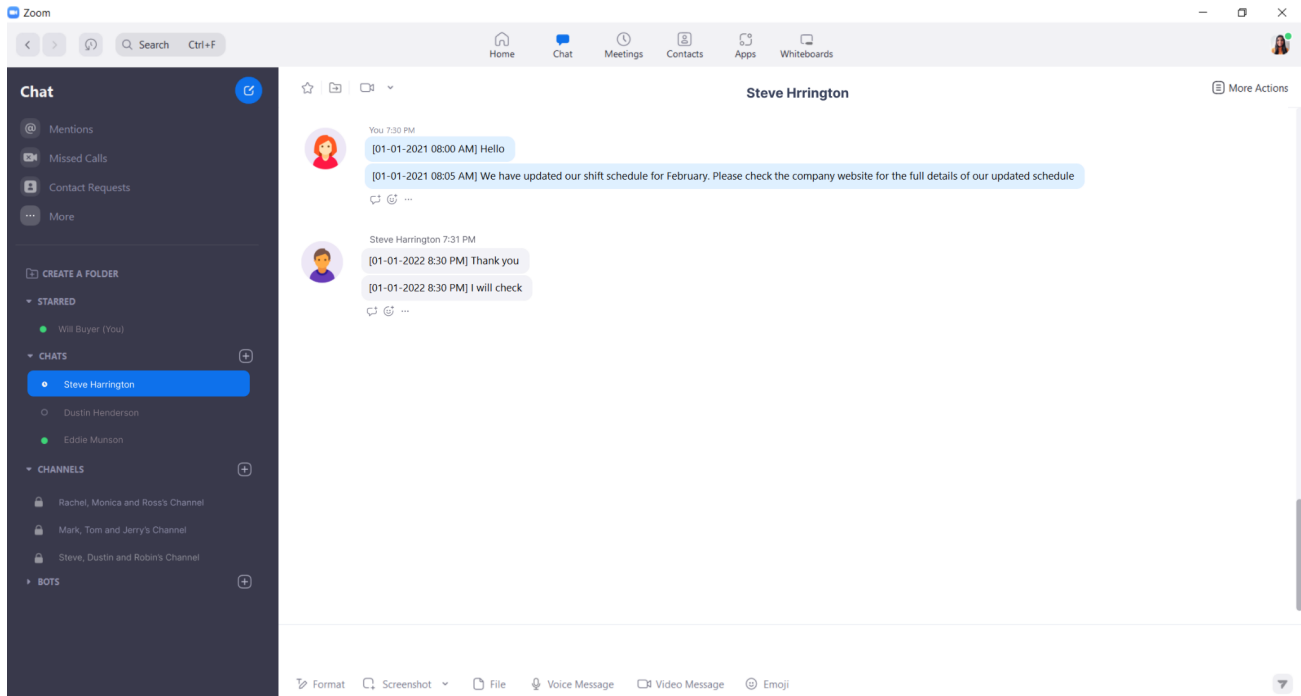


- The users must have the same email address they used in their RingCentral account in their new Zoom accounts.

Limitations and Workarounds

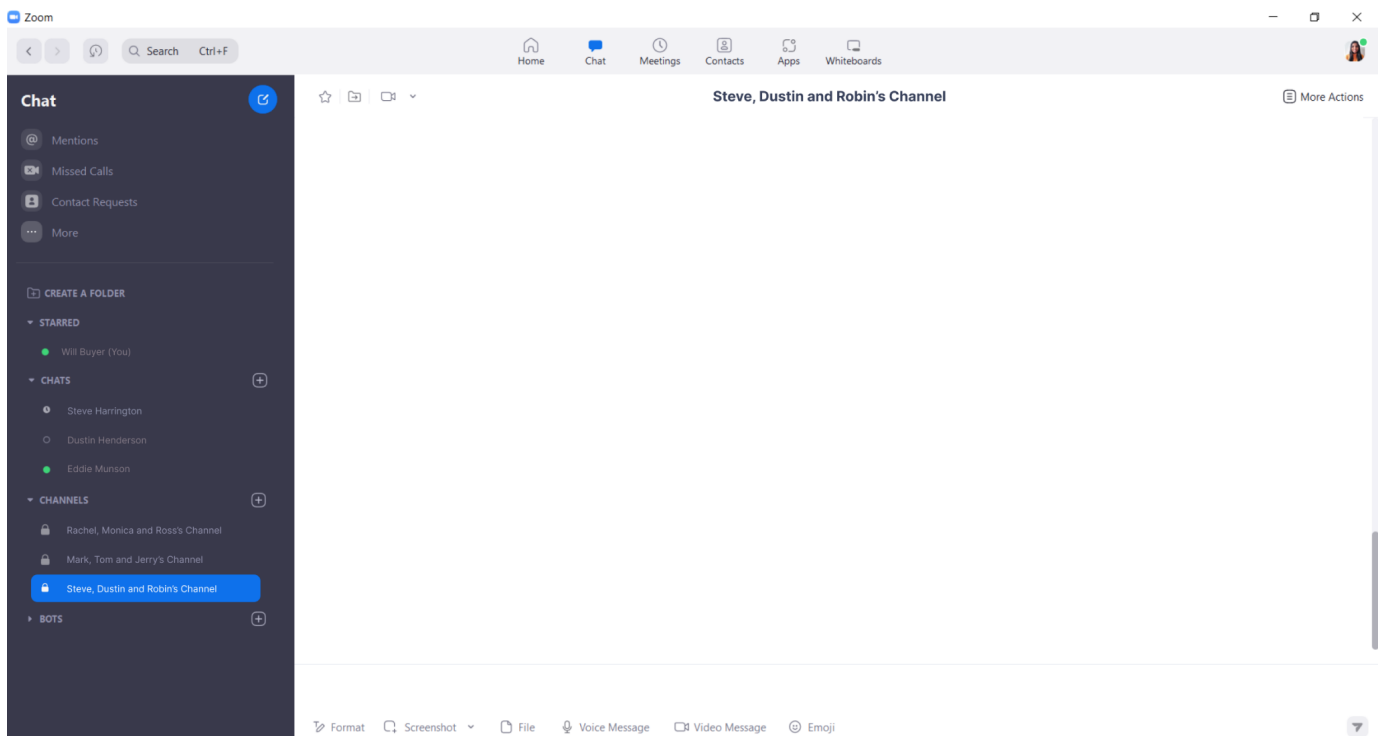
1. Limitation - Unable to get the original timestamp in chat messages.

Workaround - Appended the original timestamp to the chat message body.



2. Limitation - Zoom API didn't allow us to create instant chats.

Workaround - Converted the RingCentral group chats to channels and migrated them to Zoom.



Other Products

- We can do these types of chat migrations to Zoom from other products such as,



Slack



Microsoft Teams



Webex