



# Configure Telegram using Zoho Voice

Expand your customer reach with Telegram integration. Create and manage Telegram bots, send and receive messages, leverage channels for mass communication, and share rich media.

## A) Create a Telegram configuration

Telegram is located under the **Instant Messaging** view under the **Integrations** pane in **Zoho Voice**.

1. Create a configuration for Telegram under the **Integrations** pane.
2. In the **Channels** view, click **Add Channel** to create a channel.
3. In the channel creation view, for the **bot auth token**, create a bot by messaging **@botfather**.
4. Initiate the conversation and **create a bot with a customized name**.
5. The **bot auth token is generated** for that bot, and the same can be added to the created channel.
6. Add an auto-response message and associate agents to the channel.

## B) What's new with Telegram in Zoho Voice?

1. Enjoy seamless user communication by leveraging,

**Canned Messages:** Canned messages are pre-drafted responses you can use to save time and effort while sending frequently used messages.

**Auto-Response:** Auto-response messages are pre-written texts that are used to greet the sender and keep them engaged.

2. Invite users to access a Telegram channel via,

**Link:** With a pre-filled message, share the URL (Telegram domain-based) with the users to access the channel.

**QR code:** Download the QR code along with a pre-filled message and share it with the users to access the channel.

**Message button:** The code script for the typical 'Message us on Telegram' button can be incorporated into a business website. This button navigation leads to the invite page to access the specific channel. You can customize the button text and the button color theme.

3. When a channel receives a message, Admin/Super Admin can assign agents associated with the channel, avoiding overlap of agents handling the same chat. If no agent is associated, the Technician/Admin can handle the message by selecting Pick Up to initiate the session and continue the conversation.