

Deluge Integration: Create a Connection

Integrating Zoho Voice with Zoho and non-Zoho services is configured directly in the Connections view. You can choose the services you want to connect Zoho Voice here and define the scope of the service.

The **Connections** tab in Zoho Voice allows you to link Zoho Voice with your desired services, both Zoho and non-Zoho. You can choose from pre-defined **Default Services** or create your own **Custom Services**.

How to create a connection with an existing service?

- 1. In **Zoho Voice** console, navigate to **Settings** in the left pane menu and click **Workflow**.
- 2. In the **Connections** tab, click **Create Connection** button.
- 3. In the first step, **Pick Your Service**, a list of available services is displayed under **Default Services** tab. Choose the service you want to integrate with Zoho Voice.

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4. Once a service is selected, mention the **Connection Name** in the *Connection Details* section. Select the scope (if any/available) for the service.

This scope defines the functionality of the service.

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5. Click **Create and Connect** to establish Zoho Voice connection with the service.

How to create a connection with a custom service?

- 1. In **Zoho Voice** console, navigate to **Settings** in the left pane menu and click **Workflow**.
- 2. In the **Connections** tab, click **Create Connection** button.
- 3. In the first step, Pick Your Service, select Custom Services tab, and click Create New Service to create

your own connection.

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4. Enter the following information under Service Details.

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Messages	Call Recording Profile	Shared Connections	Enter Service Name		Ent	er Service Link N	lame			
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5. Click **Create Service** to create a custom service.