



# User Guide for Deluge Integration with Zoho Voice

Integrations with Zoho Voice can be processed by native and telephony integration. Native integration posts Voice call logs to Zoho CRM, Bigin, Desk, Recruit, and ServiceDesk Plus. Telephony integration (via Phonebridge) is used to leverage Zoho Voice capabilities, such as call analytics, call coaching, queue handling, and so on, used by the other Zoho application.

Both these integration methods with Voice are intended to connect Zoho's telephony solution with other Zoho apps. By integrating Voice with Zoho Deluge, an online scripting language, you can integrate non-Zoho applications with Zoho Voice.

## What is needed to access this feature better?

A Zoho Voice user account (preferably of the **Admin** or **Super Admin role**), with a **fundamental understanding of scripting language** (Zoho Deluge or JSON). When creating functions for the services connected with Zoho Voice, the scripting knowledge ensures the integration is achieved without any issues.

## Getting Started

This Deluge integration in Zoho Voice is triggered only by a call or a SMS action. For example, after connecting Slack with Zoho Voice, the connection logic is called only for a call or sms-based event. Say the logic written in the Slack connection is to post the missed call logs in a channel; the connection is triggered only when a call is unanswered in Zoho Voice.

Deluge integration with Zoho Voice is split into three components,

- [Rules](#)
- [Functions](#)
- [Connections](#)

## Core Features

**Rules** are where the trigger type for a service connection is defined. A call or SMS event that sets off a service connection is configured in the workflow rule. Conditions that narrow down the reports from a broader data set are also defined here. These conditions are associated with functions to map the criteria to get a specific data set.

**Note:** For a rule, a maximum of five functions can be associated. Function module type has to match with the rule's module type; only SMS-based functions can be associated with a rule defined for the SMS module.

**Functions** are the components where the primary functionality of the connection is configured. After connecting a service, how the service should behave and what is expected of the connection after a trigger is defined in the function.

You can create your own function or choose from the gallery functions. Gallery functions are pre-defined functions mainly focused on posting event-based logs to the Zoho services.

**Connections** is the arena where you can select a service from the list of available services, both Zoho and non-Zoho, that you want to be linked with Zoho Voice. You can opt to pick a service from the Default Services option, that are pre-configured by Zoho, or if you want to create your services you can choose Custom Services.

## What can I achieve with this Deluge integration?

Deluge integration includes benefits like:

- **Extend the scope of your business requirement** by connecting Zoho Voice with non-Zoho applications.
- **Improve business efficiency** by analyzing key takeaways such as calls missed by agents, most calls handled by agents, and more.
- **Advanced analytics** by extracting reports for a specific business requirement and drilled-down data helps you identify the root cause analysis.
- **Automating repetitive tasks** arrests manual efforts and helps optimize resource allocation for productive tasks.

