



Basic Setup

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Off-Duty Actions

OFF-DUTY MESSAGE*	<input type="radio"/> TEXT <input type="radio"/> AUDIO	Hi there. Sorry, we could not pick your call. You have called outside our business hours. Please call later.	LANGUAGE English(F)
EMAIL	<input type="text" value="sales@zylker.com"/>		
OFF-DUTY HANDLER	Default Action Handler		 

Note: Callers outside of business hours will be handled according to this configuration. Missed calls will be notified to the specified email.

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Setting Up Zoho Voice

Now that you have [created your account and added your team](#), let's look at the basic details that you need to know to configure your Zoho Voice account.

To start receiving and making calls, you will need to:

1. Buy voice credits from our store.
2. Purchase a phone number.
3. Assign phone numbers to your agents directly, or route calls to specific agents using call queue or IVR flow.
4. Add all your contacts to the Contacts page.
5. Use the Zoho Voice dial pad to initiate or receive calls.

All the configurations related to the phone numbers and users in your Zoho Voice account need to be made from your Zoho Voice web app.

Adding Credits

Zoho Voice uses voice credits as a payment source for:

1. **Phone number purchase and monthly rental** (Based on the type of number, and country)
2. **Inbound calls** (Based on which country number you use. Incoming is free for Personal numbers)
3. **Outbound calls** (Based on which destination you call)
4. **Missed calls and Voicemail** (Per minute incoming charge for that number)
5. **Forwarded calls** (Based on destination number to which call is forwarded)
6. **Call recording** (0.0025 credits/min)
7. **Storage** (0.0005 credits/min/month)
8. **Voicemail transcription** (0.05 credits/min)

 Check out our call rates in our [Voice Pricing](#) section

Your credit balance will be \$0 when you open your account, please click the 'Ask Free Credits' button for us to enable it from our end.

Your credit balance is displayed in the top-right corner of the Zoho Voice app. To top up your credit balance:

1. Log in to your Zoho Voice account.
2. Go to **Settings > Subscription**, and then **Buy credits**.
3. Enter the number of credits you want to purchase and click the **Buy Credits** button. This will take you to Zoho Payments page.
4. Enter the required details such as name, billing address, and credit card details and complete the purchase process.
5. The selected number of credits will be added to your Zoho Voice account.

 While you're on the Trial, you can only use the free credits to make outbound test calls. To purchase credits and numbers, you need to be on the Solo plan or any other paid plans. To start with Solo plan, please select the Solo plan in the store and then buy credits from the add-on section.

 Only the Admins can purchase phone numbers and voice credits.

Low Credit Notifications

You can set a reminder to notify you when the credit balance is low.

Low Credit Notifications

CREDIT BALANCE*

Zoho Voice sends you 3 reminders. You can choose when you want to get notified.

To configure low credit notifications:

1. Go to **My Profile**.
2. Turn on **Low Credit Notification**.
3. Enter the credit balances in descending order.
4. You will receive notifications when your credit balance hits the defined 3 values.

ⓘ All 3 values are mandatory. Reminders can be configured only for a credit balance of 100 or less.

Buying a Number

The next step after adding users to your account is to purchase a number to receive and make calls. Zoho Voice offers three types of phone numbers:

1. Personal numbers
2. Local numbers
3. Toll-free numbers

ⓘ Read more about the different types of numbers and their capabilities [HERE](#).

To purchase a number:

1. Go to the **Numbers** page.
2. Select the type of number you want, and select the country the number is associated with.
3. Click **Search** . A list of available numbers will be displayed.
4. Click **Buy Number** to buy the number you want.
5. Enter a **Display Name** for the number for easy identification.
6. Select the agents for whom you want to assign this number as the default outgoing number.
7. Click **Buy** and complete the payment using credits.

- ① You can purchase as many phone numbers as you want.
You cannot purchase numbers while on a Trial using the free credits.
-

Adding Agents

Once you buy a number, you will have to assign agents who WILL make and receive calls from that number. Agents are users in Zoho Voice. Once you add users to your Zoho Voice account, they will be automatically listed in the Users page under Zoho Voice .

Editing or Deleting an Agent

You can edit an agent's details by clicking the Edit button. You can also delete a user from your list of agents by clicking the Menu > Delete button.

Once an agent is added to the Zoho Voice service, their status will be Completed. You can also send the email verification email again, if the user hasn't verified their email yet.

Agent Status Customization

You can manually or automatically change your status and the status of your agents.

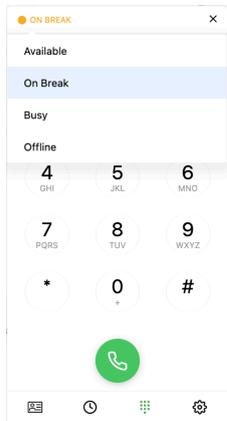
Manual Update

You can manually change your status when you're unavailable to pick calls. This can be done in the Zoho Voice dial pad.

The different status available are:

1. Available
2. On Break
3. Busy
4. Offline

You can mark your status accordingly. When you're on a call, Zoho Voice shows your status as '**On a Call**'. This cannot be manually changed.



You can also manually change the status of your agents on-demand. Go to Users page and click on the status and change it to the desired status.

<input type="checkbox"/>	NAME ↕	DEPARTMENT ↕	↕ ROLE	EXTENSION	NUMBER(S)	AGENT STATUS ↕	
<input type="checkbox"/>	Jenson jenson.j@zohocorp.com	Zylker	Admin	1007	📞 #	On Break	✎ ⋮

- Available
- On Break**
- Busy
- Offline

Auto Update

1. Maximum Unanswered Calls Limit

You can automatically change the status of an agent to 'On break' if the agent fails to answer a defined number of calls.

To set a limit to the maximum number of unanswered calls before changing the status:

1. Go to Users tab.
2. Select the agent and click Edit.
3. Under Agent Status Customization, set a number for Max Unanswered Calls.

Agent Status Customization

MAX UNANSWERED CALLS calls

i You can set the max number of unanswered calls ranging from a minimum of 1 min to a maximum of 10 mins.

ⓘ This setting is applicable only to queue calls. It is not applicable to unanswered calls that are directly assigned to the agent.

2. Call Wrap Up Time

You can allot a certain time period for the agent to wrap up all the activities related to the last call, and be ready for the next call.

To set up call wrap up time:

1. Go to **Users** tab.
2. Select the agent and click **Edit**.
3. Under **Agent Status Customization**, set a time period for **Call Wrap Up Time**.

ⓘ You can set a call wrap up time ranging from a minimum of 1 min to a maximum of 10 mins.

ⓘ This setting is applicable only to queue calls. It is not applicable to unanswered calls that are directly assigned to the agent.

Agent-to-Agent Calling

You can call other users in your account by searching their name in the dial pad and then clicking the call button. This call will be a VoIP call, not a PSTN call. Agent-to-agent calling is free.

Call Config: Enabling Incoming and Outgoing Services

Zoho Voice provides incoming and outgoing calls as separate services. You can enable or disable these services separately from the *Config* page.

1. Log in to your account and go to the **Config** page.
2. Click on the number and then click the **+Edit Phone Config** button in the top-right corner.
3. Click the **Incoming Calls** tab. This shows whether incoming service is enabled or not, and allows you to enable or disable it
4. Follow the same process for outgoing service by clicking the **Outgoing Calls** tab.

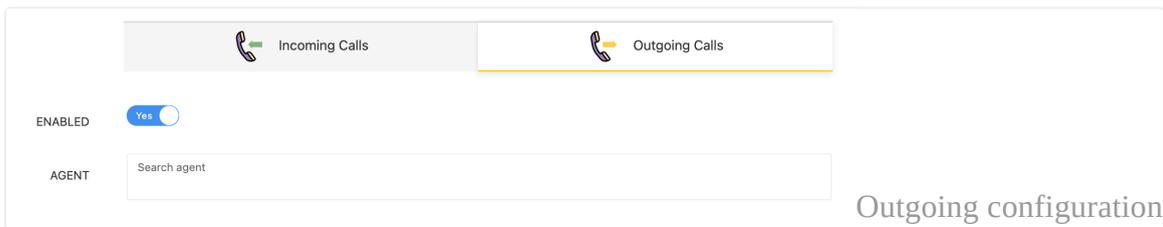
❗ If you disable a service for a particular number, the agents assigned to that number will not be able to use it.

Configuring Outgoing Service

You can assign a phone number to an agent so they can make outbound calls using it.

To assign a number:

1. Go to **Call Config** page.
2. Select the **Outgoing** tab.
3. Enable outgoing calls for this number.
4. Select the agents to whom you want to assign this number for outgoing calls.
5. Click **Save**.



Outgoing configuration

❗ Local numbers and Toll-Free numbers are assigned to the Super Admin and all Admins by default. You don't have to select them under the agent selection section.

Configuring Incoming Calls

You can assign incoming calls to a number in the following ways - Agent, IVR, Queue, Extension Dialing, and Call Forwarding.



MODE: Interactive Voice Response (IVR)

IVR PROFILE: Agent, Interactive Voice Response (IVR), Queue, Dial Extension, Forward

1. Directly to an Agent

1. Go to **Call Config** and select the number you want to configure.
2. In the incoming tab, select the drop-down menu under **Mode**.
3. Select **Agent** as the Mode and select the agent you want to assign to that number.
4. This agent will receive calls made to this number.

2. IVR for Incoming Calls

Zoho Voice allows you to configure IVR (Interactive Voice Response) for a phone number and respond to your callers with a pre-recorded audio file. Callers can use the menu to select their required service and calls will be assigned to the right agents.

How to Create IVRs

1. Go to the **Call Config** page and click the Edit Config button for the required number.
2. Select **IVR** as the **Mode**.
3. Click **Create New IVR**.
4. Enter a name for the IVR configuration and then type in the announcement message that your callers will hear when they call this number.
5. Create the required IVR menu using the IVR creator. You can use text or audio to configure IVRs.
6. If you have already created an IVR that you want to use for this number, click Clone From Existing and select the number associated with that IVR configuration.

The screenshot displays the IVR configuration interface with the following fields and options:

- ANNOUNCEMENT**: Includes a toggle for **TEXT** (selected) and **AUDIO**. The text input contains "Press 1 for Sales". A **LANGUAGE** dropdown is set to "English(F)".
- DTMF KEY**: A dropdown menu showing the value "1".
- ACTION**: A dropdown menu showing "Call Agent / Queue".
- AGENTS**: A dropdown menu showing "Select Agent / Queue".
- WELCOME MESSAGE**: Includes a toggle for **TEXT** (selected) and **AUDIO**. The text input contains "Please wait while we connect to our sales agent". A **LANGUAGE** dropdown is set to "English(F)".
- CALL ACTION HANDLER**: A dropdown menu showing "Default Action Handler". There are edit and delete icons to the right.

At the bottom of the form, there are "Cancel" and "OK" buttons.

IVR

Announcement

This is the announcement message for that particular IVR level.

Key

Select a key for the menu. Key can be a number from 0 to 9, ' *', or '#'.

Action

The selected key can be assigned to an IVR menu or you can route the call directly to an agent or a group of agents using call queues when callers press that key. You can also forward calls to a different number. In later levels of configuration, you can assign a key to get back to the previous menu or the main menu.

Message

This is the message that the caller will hear after they click the key to select this menu.

Multi-level IVR

You can add multiple levels of IVR if required. Select the Play IVR option in the first level to direct the callers to the next level of IVR.

Assigning Calls

In the final level, when you need to route the calls to agents, select Call Agent/Queue as the Type and then select the agent or queue to receive the calls.

❗ If you select a queue consisting of agents who are not assigned to the relevant phone number, they will still be able to receive calls assigned to them in the IVR.

Call Action Handler

You can use the Call Action Handler to define what to do when an agent is busy or offline. You can divert the call to sub-agents or ask the caller to leave a voicemail.

Sub-agents: If an agent is busy or offline, the substitute agent selected in this section will receive the call.

Voicemail: If this is selected, the caller will be asked to leave a voicemail if an agent is busy or offline.

IVR Profile: Cloning

You can clone an IVR profile you have already configured for a number and use it for a different number.

1. Go to the Config page and edit a number.
2. Select IVR under Mode
3. Click Clone IVR in the IVR Profile section and select the required IVR configuration to be used for the number.

- ① When cloning an IVR, even if there are agents or queues in the IVR who the new number is not assigned to, they will still be able to answer the calls assigned to them in that IVR.

3. Call Queues

Zoho Voice allows you to group your agents by creating call queues, so that calls can be routed to the relevant team.

Adding a Queue

1. Log in to your account and go to **Queues**.
2. Click **+Add Queue** in the top-right corner.
3. Enter a Queue Name.
4. Enter a **Queue Email** Address. This should be a group email address with all the members of the queue included in it.
5. Choose if you want to be notified for all missed calls or just the missed calls with voicemails. You can also choose not to get notified. Notifications will be sent to the Queue email address.
6. Upload a **queue hold music**, or choose from the already uploaded files.
7. Create a new **Queue audio profile** for this queue. (Queue audio profile configuration is explained in the section below.)
8. Choose the **Max wait time**, **Ring type**, and the **Agents** in the queue.
9. Click **Save** to create the queue with the selected agents.
10. You can edit or delete a queue by clicking the buttons next to the queue in the list.

- ① Queue music on hold and queue audio profile configuration are available only in the Enterprise Telephony edition (Basic, Standard, and Contact Center)

Add Queue Page tips?

QUEUE NAME*

QUEUE EMAIL

NOTIFY FOR

EXTENSION

Queue Wait times ^

MAX WAITING TIME (QUEUE)

MAX WAITING TIME (AGENTS OFFLINE)

Agents and Ring Type ^

RING TYPE

IS BULK AGENTS ADD Disabled

AGENT(S)*



Max Waiting Time (Queue)

You can choose how long a caller should wait in the call queue when the agents in the queue are **unavailable** (on a break, in a call, etc). After the specified time, the call will be transferred to the sub-agents or voicemail according to the call action handler configured.

Max Waiting Time (Agents Offline)

You can choose how long a caller should wait in the call queue when the agents in the queue are **offline**. After the specified time, the call will be transferred to the sub-agents or voicemail according to the call action handler configured.

Ring Selector

You can select how you want to route the calls inside the queue. The order in which you select the agents in the *Agents* selection box is the order followed for the ringing type you select.

1. Top down

The call is always routed to the agent in position 1. If the agent rejects or does not answer, the call is then routed to the agent in the next position, and so on.

2. Ring progressively

The call is first routed to the agent in position 1. After 10 seconds, if the agent does not attend the call, the call is routed to the agent in position 2, but for the agent in position 1 the ringing still continues. The ringing proceeds progressively until it is ringing for all agents or one of the agents attends the call.

 **Note:** For every agent, the call rings for 30 seconds, then there is a 20-second break, and then it rings again for 30 seconds. This cycle repeats until someone picks up the call. If an agent rejects the call, the ringing stops immediately, then there is a 20-second break, and then it rings again for that agent.

3. Round Robin

The calls are routed to the agents in a round robin fashion. The first call is routed to the agent in position 1, the next call is routed to the agent in position 2, and so on.

4. Simultaneous

All agents receive the call simultaneously. The ringing continues for all agents until one of them attends the call.

Queue Music on Hold

You can choose what audio your callers have to listen to when they're waiting in the queue. You can upload a new audio file or choose from already uploaded files.

Queue Audio Profile

To manage the announcement messages for a queue, you need to create a Queue Audio Profile. You can create a queue audio profile and assign it to multiple queues.

Add Queue Audio Profile Config Page tips?

AUDIO PROFILE NAME*

WELCOME GREETINGS

TEXT Thank you for calling Zylker Support. Please stay on the line. Your call is being connected to one of our operators. LANGUAGE English(F)

AUDIO

CUSTOM ANNOUNCEMENT

TEXT master1

AUDIO

STATUS ANNOUNCEMENT

Offline Busy Connecting

Connecting Message

TEXT You're being connected to an agent now. LANGUAGE English(F)

AUDIO

Note: Waiting message will be played when user is waiting.

QUEUE BREAKOUT PROMPT*

TEXT Press # if you would like to exit the queue and leave a voicemail. LANGUAGE English(F)

AUDIO

Note: Add # in your message. Ex: Press # to exit the queue.

INTERVAL(SEC)

Welcome Greetings

This message is played when the caller enters a call queue. You can configure a text-to-speech message or upload an audio file to be played to greet the callers.

Custom Announcement

While callers wait in the queue, if you need to play any custom announcements about your business or any current offers, you can configure it here. Custom announcement is repeated in configured time intervals.

Interval

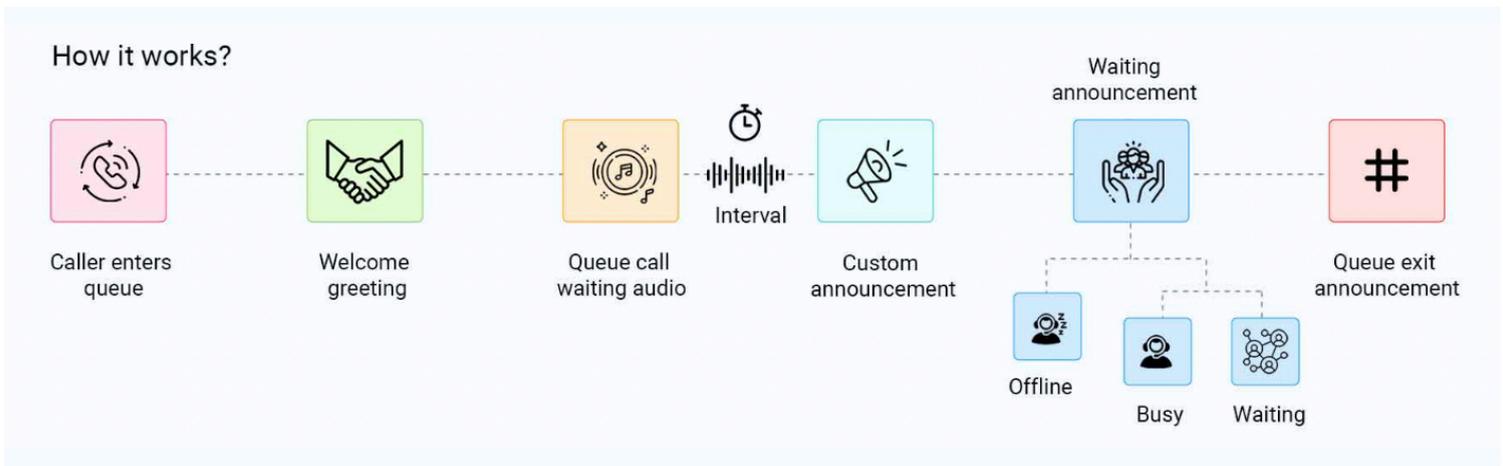
This is the time interval between the greeting message, the custom announcement, status announcement, and queue breakout prompt message. The same time interval is followed for announcement repetitions.

Status Announcement

This is the announcement you make about the status of the call. You can configure separate message to announce if all agents are offline or busy. You can also announce it when the call gets connected to a particular agent so the caller will be ready for the call.

Queue Breakout Prompt

You can ask callers if they want to leave the call queue by pressing hash (#) in case they've been waiting in the queue for too long. This message text should contain the symbol # in it. Once they exit the queue, they will be directed to sub-agents or voicemail according to the Call Action Handler you configure. So, you need to enter the message accordingly.



Assigning Calls to Queues

You can only assign Queues to pick the incoming calls made to a Local or Toll-Free number. You cannot assign a queue to a Personal number since Personal numbers can be assigned to only one agent.

You can assign queues directly to a phone number or you can select a queue to attend calls in any of the IVR branches you configure.

To assign queues directly to a number:

1. Go to Call Config page and select the phone number.
2. Select Queues as the Mode.
3. Select the Queue to which you want to assign calls received by this number.
4. Click Save

MODE

QUEUE

To assign queues inside IVR:

1. Go to Call Config page and select the phone number.
2. Select IVR as the Mode.
3. Create a new IVR.
4. While configuring a the last level, select Agents/Queues.
5. Select the required queue.

4. Extension Dialing

To set an extension number for an agent, click the Edit button and add the extension number. Extension numbers can be used to land the incoming calls to a particular agent.

To enable Extension Dialing:

1. Go to **Call Config** page and select the number for which you want to enable extension calling.
2. In the incoming tab, click the drop-down menu under **Mode**.
3. Select **Dial Extension**.
4. Click **Save**.

MODE

Dial Extension

Note: On connecting to this number, caller will be asked to type in an extension, and they will be connected to it.

Now, if a caller calls this particular number, they will be asked to dial in an extension number. Upon entering, the call will be automatically routed to the respective agent.

i Please make sure that your callers know in advance the extension number of the required agent.

5. Call Forwarding

You can forward calls you receive on a Zoho Voice number to another phone number. This number can be a mobile number, landline number, or even another Zoho Voice number.

How to forward calls to another number?

1. Go to **Call Config** and select the Zoho Voice number for which you want to configure call forwarding.
2. In the incoming tab, select the drop-down menu under **Mode**.
3. Select **Forward**.

MODE Forward

FORWARD TO

Q |

Interactive Voice Response (IVR)

Agent

Queue

Dial Extension

Forward

4. Enter the phone number to which you want to forward calls that are made to this number.

MODE Forward

FORWARD TO +1 312XXX7891

Note: All calls to this number will be forwarded to the specified mobile/landline number.

5. Click **Save**.

How is a forwarded call charged?

Forwarded calls are considered as outbound calls. So, in addition to the incoming charges for the Zoho Voice number, outgoing charges are applicable according to the number to which the call is forwarded.

Let's say, you have an US number in Zoho Voice, and you have configured calls to be forwarded to an US mobile number. Now, the per min charges will be $0.0085+0.0125=0.021$ credits/min, in which 0.0085/min is the receiving charges for a Zoho Voice US number and 0.0125/min is the outgoing charges to a US mobile number.

You can forward calls from Zoho Voice Personal, Local, and Toll-free numbers to any mobile number, landline number, or another Zoho Voice number.

❗ When you forward a call from a Zoho Voice number to another Zoho Voice number, you will be charged thrice.

- i) Receiving the call using Number-1
- ii) Making an outgoing call from Number-1 to Number-2
- iii) Receiving the call using Number-2

❗ You can also set up call forwarding inside Call Action Handler and forward calls only when agents are unavailable.

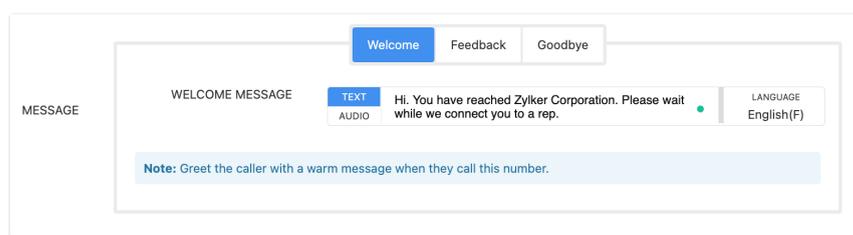
While configuring Business Hours, you can create an Off-Duty Call Action Handler and forward calls to another number during off-duty hours.

Text and Audio Messages

Zoho Voice allows you to add text-to-speech messages or upload an audio files to be played for all the announcements you need to play to your callers.

1. Welcome Message

Configure a welcome message using text-to-speech or upload a custom audio file to be played when callers call a number. Greet them with a warm message.



The screenshot shows a configuration interface for a 'WELCOME MESSAGE'. At the top, there are three tabs: 'Welcome' (selected), 'Feedback', and 'Goodbye'. Below the tabs, there are two main options: 'TEXT' and 'AUDIO'. The 'TEXT' option is selected, and the message content is: 'Hi. You have reached Zylker Corporation. Please wait while we connect you to a rep.' To the right of the message, there is a 'LANGUAGE' dropdown menu set to 'English(F)'. Below the message input, there is a blue note box that says: 'Note: Greet the caller with a warm message when they call this number.'

① When you configure an IVR, welcome message will be played first and then the announcement message of the first level of IVR will be played. Enter the message appropriately.

2. Good Bye Message

Configure a good bye message to play after you disconnect the call. You can use text-to-speech or upload an audio file to configure messages.

The screenshot shows a configuration panel for the 'Goodbye' message. At the top, there are three tabs: 'Welcome', 'Feedback', and 'Goodbye', with 'Goodbye' selected. Below the tabs, the 'MESSAGE' section is titled 'GOODBYE MESSAGE'. It features a 'TEXT' button (selected) and an 'AUDIO' button. The message text is 'Thank you for calling us. Have a nice day!'. To the right, the 'LANGUAGE' is set to 'English(F)'. A light blue note box at the bottom states: 'Note: Hang up message is played before hanging up an answered call.'

3. Feedback Message

Configure a message to be played requesting your caller to give a feedback about the quality of service provided.

The screenshot shows a configuration panel for the 'Feedback' message. At the top, there are three tabs: 'Welcome', 'Feedback', and 'Goodbye', with 'Feedback' selected. Below the tabs, the 'MESSAGE' section is titled 'FEEDBACK MESSAGE'. It features an 'ENABLE FEEDBACK' toggle switch which is turned on. There are 'TEXT' and 'AUDIO' buttons, with 'TEXT' selected. The message text is 'How would you like to rate the call? Please enter a value ranging from 1 to 5 according to your level of satisfaction.'. To the right, the 'LANGUAGE' is set to 'English(F)'. A light blue note box at the bottom states: 'Note: After you end the call, this message requests the caller to rate your service by pressing a number between 1 and 5.'

4. Call Recording Notification Message

You can configure a message to notify your callers or recipients that you will be recording the call for quality purposes. Some countries mandate this notification. Please configure accordingly.

The screenshot shows a configuration panel for the 'Call Recording' notification message. At the top, there is a 'CALL RECORDING' toggle switch which is turned on. Below it, there are 'TEXT' and 'AUDIO' buttons, with 'TEXT' selected. The message text is 'This call will be recorded for training and quality purposes.'. To the right, the 'LANGUAGE' is set to 'English(F)'.

5. Off-Duty Hour Message

You can configure an off-duty message to be played when this number receives a call during off-duty hours.

Off-Duty Actions

OFF-DUTY MESSAGE*	<table><tr><td>TEXT</td><td>Hi there. Sorry, we could not pick your call. You have called outside our business hours. Please call later.</td><td>LANGUAGE</td><td>English(F)</td></tr><tr><td>AUDIO</td><td></td><td></td><td></td></tr></table>	TEXT	Hi there. Sorry, we could not pick your call. You have called outside our business hours. Please call later.	LANGUAGE	English(F)	AUDIO			
TEXT	Hi there. Sorry, we could not pick your call. You have called outside our business hours. Please call later.	LANGUAGE	English(F)						
AUDIO									
EMAIL	<input type="text" value="sales@zylker.com"/>								
OFF-DUTY HANDLER	Default Action Handler  								

Note: Callers outside of business hours will be handled according to this configuration. Missed calls will be notified to the specified email.

6. Holiday Message

Configure a message to be played when you receive calls on a holiday. This message is specific to each holiday. See detailed steps to configure Holidays in the Holidays section below.

Add Holiday



Name*	<input type="text" value="Independence Day"/>								
Date	<input type="text" value="2022-07-04"/> TO <input type="text" value="2022-07-04"/>								
Message*	<table><tr><td>TEXT</td><td>Hi, thank you for calling us. Today</td><td>LANGUAGE</td><td>English(F)</td></tr><tr><td>AUDIO</td><td></td><td></td><td></td></tr></table>	TEXT	Hi, thank you for calling us. Today	LANGUAGE	English(F)	AUDIO			
TEXT	Hi, thank you for calling us. Today	LANGUAGE	English(F)						
AUDIO									

Text-To-Speech Mode

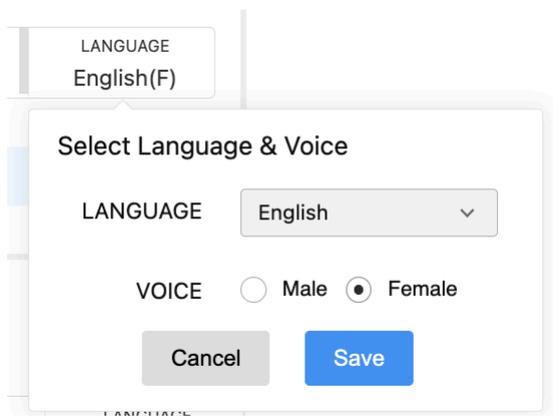
You can configure all the messages in Zoho Voice using text-to-speech or by uploading an audio file. To configure your messages using our text-to-speech engine, simply type the text in the text box and select the language and voice. The messages will be played based on the configurations.

Language Selection

Zoho Voice supports text-to-speech in 16 languages. Enter your message in English, Chinese, Danish, Dutch, Finnish, French, German, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, or Turkish. Make sure you select the correct language from the language selection box.

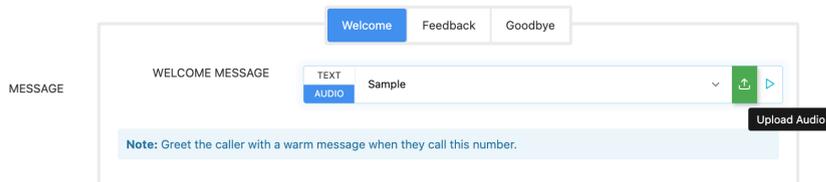
Voice Selection

You can select between a Male and Female voice for your text-to-speech messages.



Audio Mode

You can record a custom audio and upload that audio file in Zoho Voice to configure all the messages including welcome, goodbye, feedback, call recording notification, off-duty hours, holidays, and IVR messages.



You can also play the uploaded audio using the play button.

All the uploaded audio files will be present in **Settings > Audio Files**. You can delete or download the audio file from this page.

- ⚠ The audio file you upload in a specific level of IVR will be used for all the menus in that particular level. You don't have to upload separate audio files for every announcement message in a single level of IVR. Eg: You can have menu announcements "Press 1 for support. Press 2 for Sales. Press 3 for Billing" in the same audio file.

- ℹ Zoho Voice supports only .mp3 and .wav audio formats.

Business Hours

Define timezone-specific working hours for each phone number and route calls only during business hours. You can add new business hour configuration or select an already configured business hours.

To configure business hours:

1. Go to **Call Config** page and select the phone number
2. Under **Business Hours**, you can choose the default business hours (24x7) or create new.
3. Click **Create New** to configure a new business hour config for this number.
4. Enter a name for the config.
5. Select the timezone for the business hours.
6. Select the on-duty days and select the working hours.
7. You can add breaks by clicking the **Add Hours**.

Business Hours

DISPLAY NAME*

TIME ZONE*

BUSINESS DAYS*

DAYS	09:00 AM	TO	05:00 PM	
<input checked="" type="checkbox"/> Monday	09:00 AM	TO	05:00 PM	ADD HOURS
<input checked="" type="checkbox"/> Tuesday	09:00 AM	TO	05:00 PM	ADD HOURS
<input checked="" type="checkbox"/> Wednesday	09:00 AM	TO	05:00 PM	ADD HOURS
<input checked="" type="checkbox"/> Thursday	09:00 AM	TO	05:00 PM	ADD HOURS
<input checked="" type="checkbox"/> Friday	09:00 AM	TO	05:00 PM	ADD HOURS
<input type="checkbox"/> Saturday	Closed			
<input type="checkbox"/> Sunday	Closed			

HOLIDAY [\[Add Holiday\]](#)

Holidays

You can also select the holidays and route calls accordingly.

1. To add holidays:
2. Open the business hours configuration.
3. Click **Add Holiday** under Holidays.
4. Zoho Voice shows a list of **Regional Holidays** for you to choose from. Eg: US Holidays.
5. Select a holiday list. This shows all the holidays in that selected list. Eg: Flag Day, Father's Day, etc.
6. Click **Add+** if you want to add a particular holiday to your holiday list.
7. Enter a message to be played when users call you on holidays.
8. Click **Save**.

Regional Holidays

Regional Holidays ×

COUNTRY US Holidays ▼

Flag Day
2022-06-14 Add +

Father's Day
2022-06-19 Add +

Juneteenth substitute
2022-06-20 Add +

Independence Day
2022-07-04 Add +

Add Holiday ×

Name*

Date TO

Message* TEXT AUDIO LANGUAGE

Cancel

Add

Daylight Saving Time ends
2022-11-06 Add +

Election Day
2022-11-08 Add +

Off-Duty Hour Settings

You can configure an off-duty message to be played when this number receives a call during off-duty hours.

Missed call notifications and voicemails will be sent to the email address you configure here.

You can also set up a Call Action Handler to divert the calls to sub-agents, forward to another phone number, or ask your callers to leave a voicemail.

Off-Duty Actions

OFF-DUTY MESSAGE* TEXT Hi there. Sorry, we could not pick your call. You have called outside our business hours. Please call later. AUDIO LANGUAGE English(F)

EMAIL

OFF-DUTY HANDLER Default Action Handler 🔗 🗑️

Note: Callers outside of business hours will be handled according to this configuration. Missed calls will be notified to the specified email.

Call Action Handler

Call Action Handler allows you to perform various actions when agents are busy or unavailable to pick up the call. The three actions you can perform are:

Leave Voicemail

When an agent/queue is unavailable to pick a call, you can direct the call to voicemail. Enter a message requesting your callers to leave a voicemail.

Call Handler*

If Agent is Unavailable

Voicemail TEXT Sorry, you've reached voicemail. Please leave a message. AUDIO LANGUAGE English(F)

Voicemail

Sub-Agents

Forward To

Cancel Save

Transfer to Sub-Agents

When an agent/queue is unavailable to pick a call, you can direct the call to another sub-agent/queue. In case, the sub-agent is also busy, you can ask the caller to leave a voicemail.

1. When calls are assigned directly to an agent, you can select only another sub-agent to pick the call when primary agent is unavailable. You cannot choose a queue.

Call Handler*

If Agent is Unavailable

Sub-Agents

If Sub-Agent is Unavailable

Voicemail LANGUAGE English(F)

AUDIO

2. When calls are assigned to a queue/IVR, you can select a sub-agent or a sub-queue to attend the call when the agents in the primary queue or the IVR are unavailable.

Call Handler*

If Agent is Unavailable

Sub-Agents

If Sub-Agent is Unavailable

Voicemail LANGUAGE English(F)

AUDIO

Forward Calls to Another Number

Configure a landline, mobile, or Zoho Voice number and forward calls to that number when the primary agent/queue is unavailable to pick the call.

Call Handler*

If Agent is Unavailable

Forward To

 Call Action Handler can be configured for the following:

- 1. Phone Numbers** - To handle calls when they are directly assigned to Agent, Queues, or Extensions, and the agent/queue is unavailable.
- 2. Inside IVRs** - To handle calls when agents/queues inside the IVR are unavailable.
- 3. Off-Duty Hours** - To handle calls when callers call during off-duty hours.

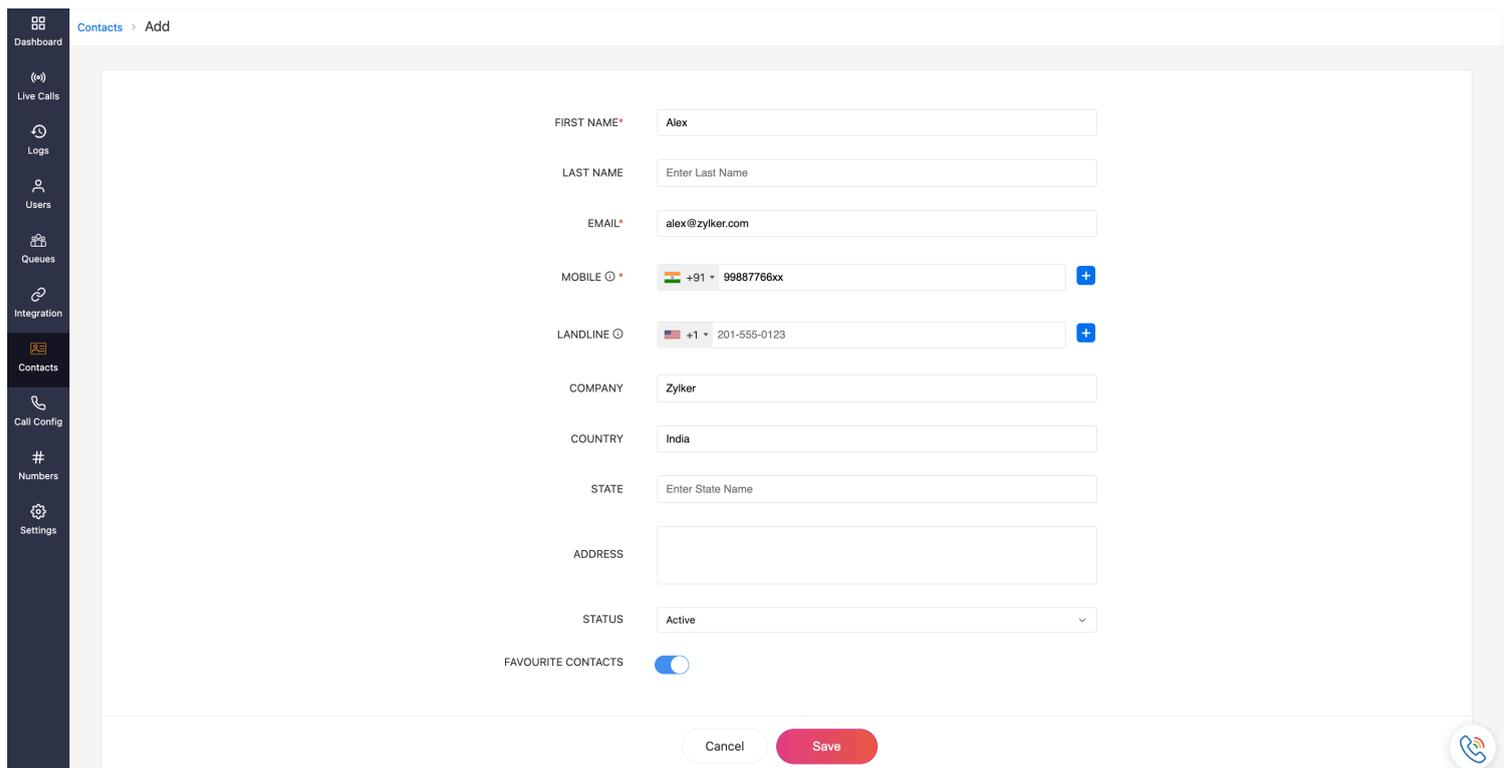
Contacts Module

The Zoho Voice Contacts module allows you to add your contacts to your account so you can make calls to them easily.

Contacts can be added by uploading from an existing contact list in CSV format, or by adding new contacts in the Contacts page.

Adding a New Contact

1. Go to **Contacts > Add**
2. Enter the contact details and click Save. Mark the contact as Favourite if you want to add the contact to the **Favourites** list.

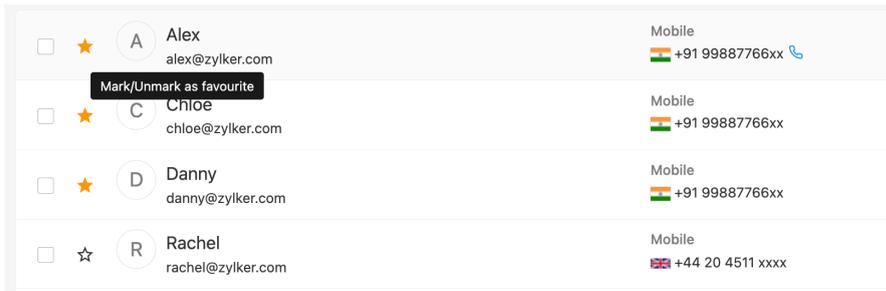


The screenshot shows the 'Add Contact' form in the Zoho Voice interface. The form is titled 'Contacts > Add' and contains the following fields and options:

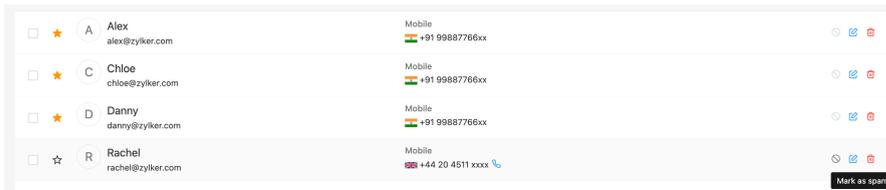
- FIRST NAME***: Alex
- LAST NAME**: Enter Last Name
- EMAIL***: alex@zylker.com
- MOBILE**: +91 99887766xx (with a dropdown for country code and a plus icon)
- LANDLINE**: +1 201-555-0123 (with a dropdown for country code and a plus icon)
- COMPANY**: Zylker
- COUNTRY**: India
- STATE**: Enter State Name
- ADDRESS**: (empty text area)
- STATUS**: Active (dropdown menu)
- FAVOURITE CONTACTS**:

At the bottom of the form, there are two buttons: 'Cancel' and 'Save' (highlighted in red). A call icon is visible in the bottom right corner of the interface.

3. You can also add the contact to the Contacts list and then mark it as **Favourite** .

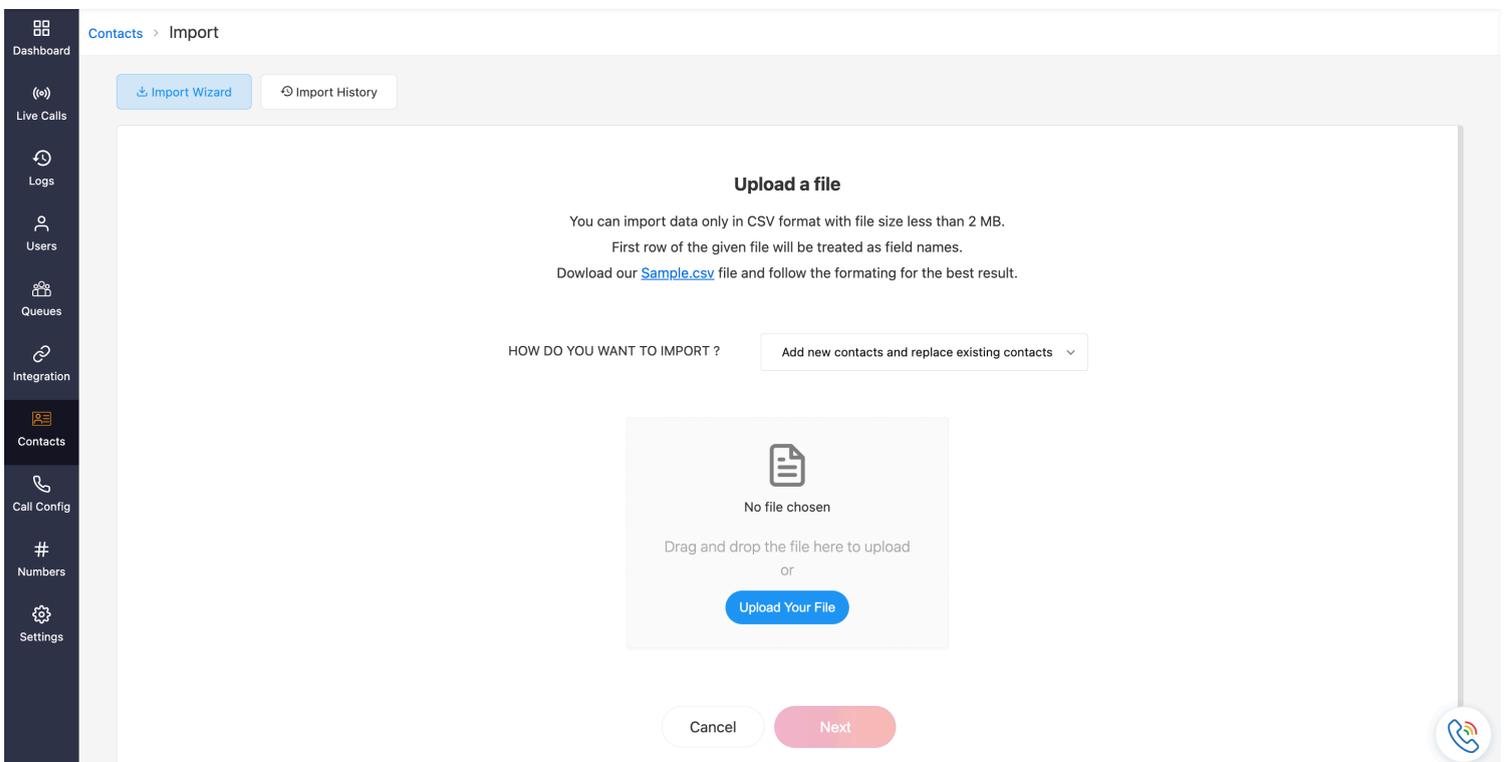


4. If it is a spam contact, add it to the **Spam** list by marking the contact as spam as shown below.



Importing Contacts From an Existing File

You can import contact from an existing CSV file containing all your contacts. You can import data only in CSV format with file size less than 2 MB. First row of the given file will be treated as field names.



1. Go to **Contacts > Import**

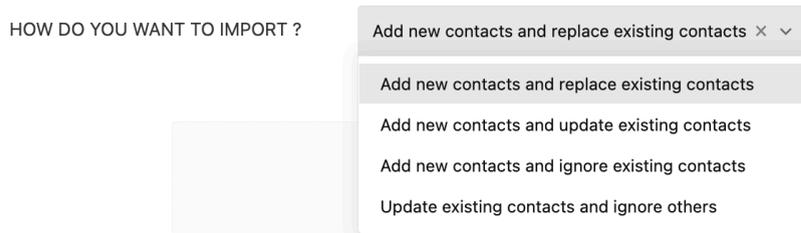
2. Click the **Upload your File** button and select the file you want to upload.

3. You can also download a sample CSV file from that page and use it to properly format the file you want to upload.

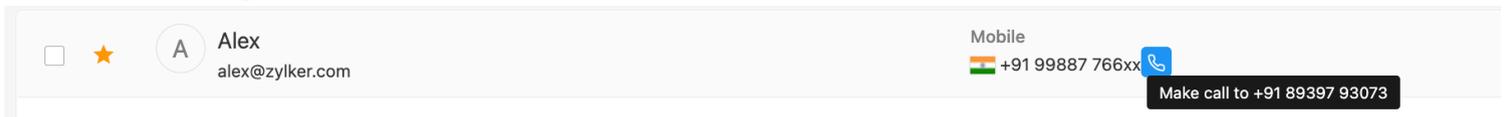
4. While importing, you have 4 options

- Add all the new contacts and replace the existing contacts. Existing contacts will be replaced with the new contact entries found in the CSV file.
- Add all the new contacts and update the existing contacts. If an existing contact's details are different, it will be updated.
- Add all the new contacts and ignore the existing contacts. No changes will be made to the existing contacts.
- Update existing contacts and ignore others. Only the existing contacts will be updated. No new contacts will

be added.



5. Once you have added all your contacts, you can initiate a call from the contacts page by clicking on the call button next to the phone number.



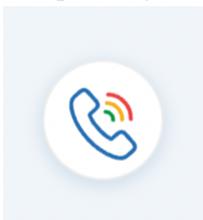
6. You can check out the recent call logs of a contact. Click the contact, then go to **Recent Logs** and check the logs.

ZDialer & Zoho Voice Dial pad

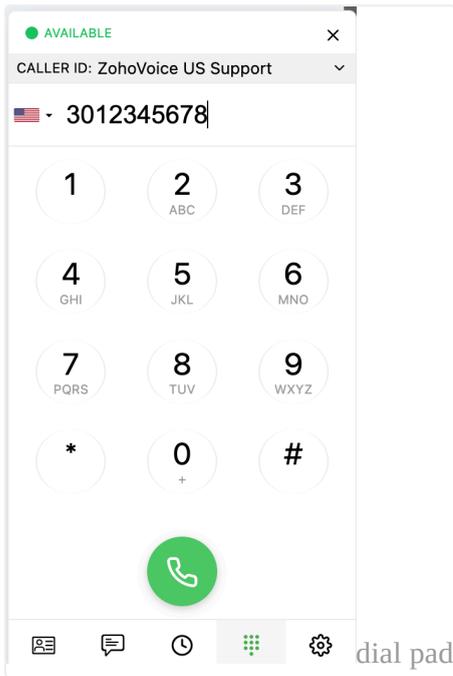
You can use Zoho Voice's dial pad and perform the actions mentioned in this section. If you want to use the ZDialer browser extension to perform these actions from any webpage, install the ZDialer browser extension for the browser that you use.

Dial pad - Making calls

You can make calls in Zoho Voice using the dial pad present at the bottom right corner. Click on the widget to open the dial pad. If you're using the browser extension, click on the widget icon in the webpage to open the dialer.



Select the caller ID from the list of purchased numbers, enter the country code, dial the number you want to call, and click the green button to initiate a call.



The dial pad and ZDialer have 4 menus - Contacts, SMS, Logs, and Settings.

Dialer - Contacts

This tab shows all your Zoho Voice contacts saved in Contacts page. You can click on a contact to initiate a call or send an SMS.

Dialer - SMS

This tab shows a minimized SMS inbox. You can view all your conversations, send and receive messages, and also initiate new conversations from this tab.

Dialer - Logs

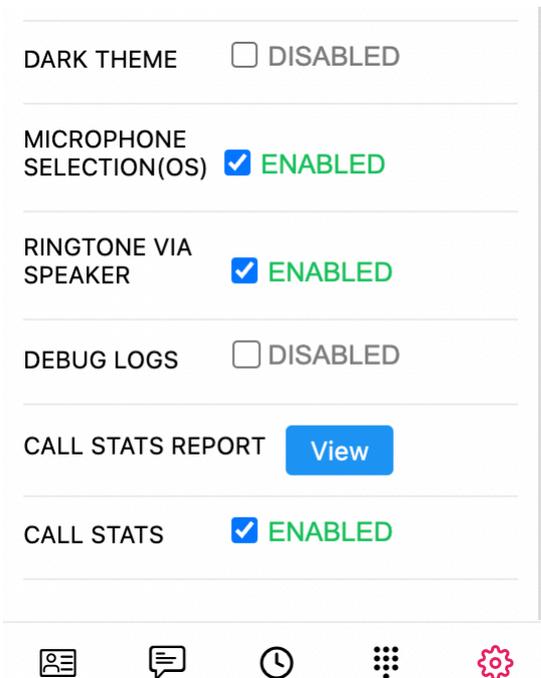
This tab shows all the call logs historically. You can also switch to the Voicemail sub-tab to listen to your voicemails.

Dialer - Settings

You can configure your dialer settings from this tab.

Audio device: Choose your audio input and output devices, and test your audio to make sure that your devices are working properly.

Dark theme: If you want to have a dark themed dialer, enable the dark theme here.



Call stats report: Enable call stats to get reports on the latest call you made. This report has details on packet loss, jitter, and round trip time (RTT).

Debug logs: Enable debug logs if you want to send us the logs to diagnose any issues.

Integrations

Zoho Voice offers integrations with other Zoho apps such as Zoho CRM, Zoho Desk, Bigin, and Zoho One.

There are 2 modes of integrations:

Native Integrations

This is a type of integration where Zoho Voice directly integrates with CRM, Desk, and Bigin. Calls are managed using ZDialer.

Check this [NATIVE INTEGRATIONS GUIDE](#) to learn about this integration.

Zoho Telephony(PhoneBridge) Integration

Zoho Telephony or PhoneBridge is an integration platform using which you can integrate any cloud-based phone system with other Zoho apps. You can choose your cloud telephony provider from a list of pre-integrated telephony providers. You can choose Zoho Voice as your cloud telephony provider and integrate it with other Zoho apps including Zoho One.

Check this [ZOHO TELEPHONY INTEGRATION GUIDE](#) to learn more about this integration.

Power Dialer

Power dialer is a special feature offered by Zoho Voice, that allows you to automate outbound calls and help your agents reach more customers in a given time. It streamlines your outbound call campaigns, increases outbound call quota and boosts your agents' productivity by removing the wait time between calls to prospects.

To setup a Power Dialer in Zoho Voice:

- Go to the **Power Dialer** page and create a new campaign by clicking on **Add New Campaign** button.
 - Create a **Dial Group** for the campaign either by uploading new contacts from a CSV file or choosing the existing contacts from Zoho Voice. Only a maximum of 1000 contacts are allowed to be uploaded in a Dial Group. If the number of contacts exceeds hundred, the list will not be loaded.
 - Name the campaign and assign the campaign a specific snooze interval between 10 seconds to 300 seconds. By default 10 seconds is defined as the snooze interval for all the campaigns. The snooze timer starts counting down after the end of every call.
 - Click **Save** to save the campaign. The campaign will be added to the list of campaigns in the Power Dialer page.
-
- On the **Power Dialer** page, click on the campaign name to get into the specific campaign.
 - Inside the specific campaign page, click on the **Start Campaign** button to initiate the campaign.
 - Select the specific outgoing phone number with which you want to make calls or choose Auto Select. Selecting Auto Select option during number selection, automatically chooses an outgoing number assigned to the agent that matches the country code of each of the prospects' phone numbers in the Dial Group. For contacts with no matching dialing numbers with the same country code, the calls are handled via a random number from the list of available dialing numbers.
 - Once selected, you will receive an incoming call with the campaign name as caller ID. The incoming call is mainly triggered to confirm the device.
 - Accept the call to initiate the campaign.
 - You can pause or stop the campaign as per your requirements.

❗ On clicking Pause Campaign or Stop Campaign, the current call of the campaign stays undisturbed until its termination and only then the campaign is paused or stopped. If the campaign is paused or stopped during the snooze time, the campaign is immediately paused or halted. Only the user who created the campaign can start the campaign. A campaign once started can be paused or stopped by the creator of the campaign, the Superadmin or Admins.

ⓘ Power Dialer feature is included in the Contact Center plan. Users in other plans can add it as a feature add-on.

You can choose to add feature add-ons only for the users who need it.

Live Call Monitoring

You can keep track of all the live calls in Zoho Voice. Go to the **Live Calls** page to see the following information:

- The number the call is coming from, and number which received the call
- Which agent placed or answered the call
- Queue details
- What time the call was made
- Status of the call: ringing, on call, or hanging up
- Call duration

FROM	TO	AGENT	QUEUE	START TIME	STATUS	DURATION
  +1 4321056789	Sales - US  + 4444555666	-	Sales	12:10:00	Ringing	00:00
  +1 8899776655	 + 4565758595	Jack - Sales Jack@zylker.com	-	8:14:15	On a call	10:00
  +1 4444333222	James Personal - US  + 4444555666	James - Sales Robert@zylker.com	-	15:10:15	Call Ended	15:00

Live call monitoring

Call Barging: Listen, Whisper, and Takeover

Zoho Voice offers intuitive call monitoring with three modes to directly supervise your agents: Call Listening, Call Whispering, and Call Takeover (three-way conferencing). Admins and supervisors can intervene in real time and silently monitor conversations, coach and guide agents behind the scenes, and participate in the conversation with both the agent and the customer.

Listen: You can barge and silently listen to calls using the Call Barging (listen only) button available on the Live Calls page. Once the call is barged, an exclusive dial pad pops up with further options for the supervisor to whisper or initiate a three-way call with the agent and caller.

Whisper: When a live call is barged in Zoho Voice, the supervisor can choose to whisper essential details to the agent through a one-way conversation by clicking the Whisper button on the dial pad. This un-mutes the supervisor's line, enabling them to give audio instructions and hints exclusively to the agent. The agent can listen to the supervisor but cannot respond back. The customer is not even aware of the supervisor's whispers.

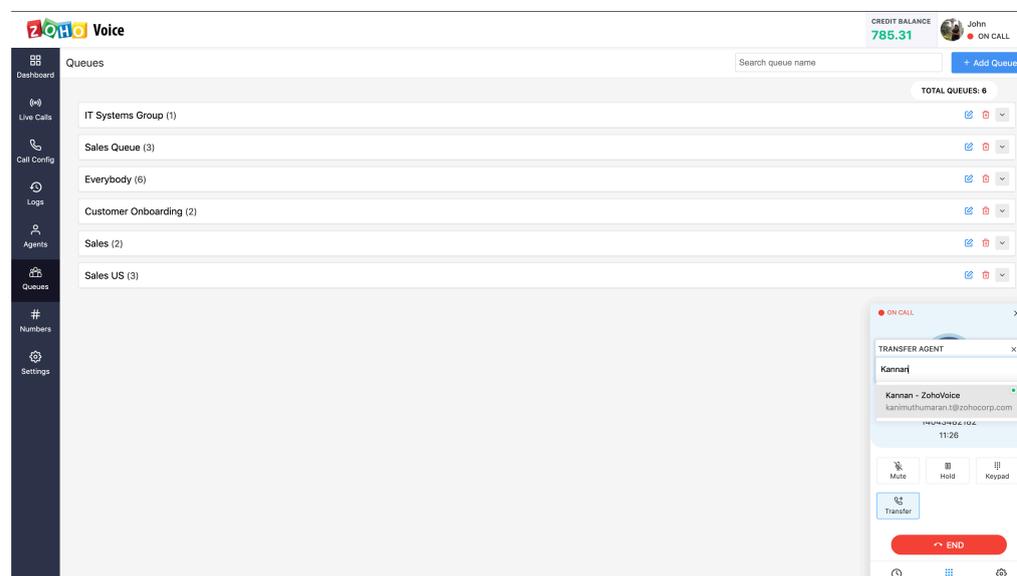
Takeover: The Call Takeover (three-way conferencing) mode, helps the supervisor intervene and participate in an ongoing live call making the agent-customer conversation into an ad-hoc conference, giving way to three-way interactions.

❶ Call Barging feature is included in the Contact Center plan. Users in Basic and Standard plan can add Call Barging as a feature add-on.

You can choose to add feature add-ons only for the users who need it. For instance, admins and supervisors.

Call Transfer

Zoho Voice allows you to transfer calls to another agent if you need help with a customer's request. Attend the call from the caller, and then click the *Transfer* button and search for the Agent to whom you want to transfer the call and click to connect.

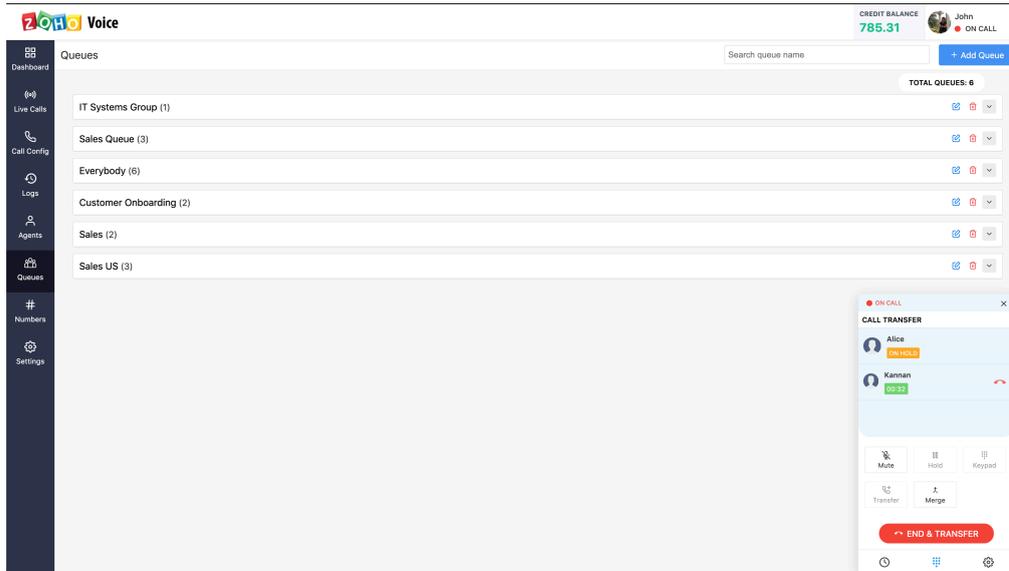


The screenshot displays the Zoho Voice interface. On the left is a dark sidebar with navigation icons for Dashboard, Live Calls, Call Config, Logs, Agents, Queues, Numbers, and Settings. The main area shows a 'Queues' section with a search bar and a '+ Add Queue' button. Below the search bar is a table of queues:

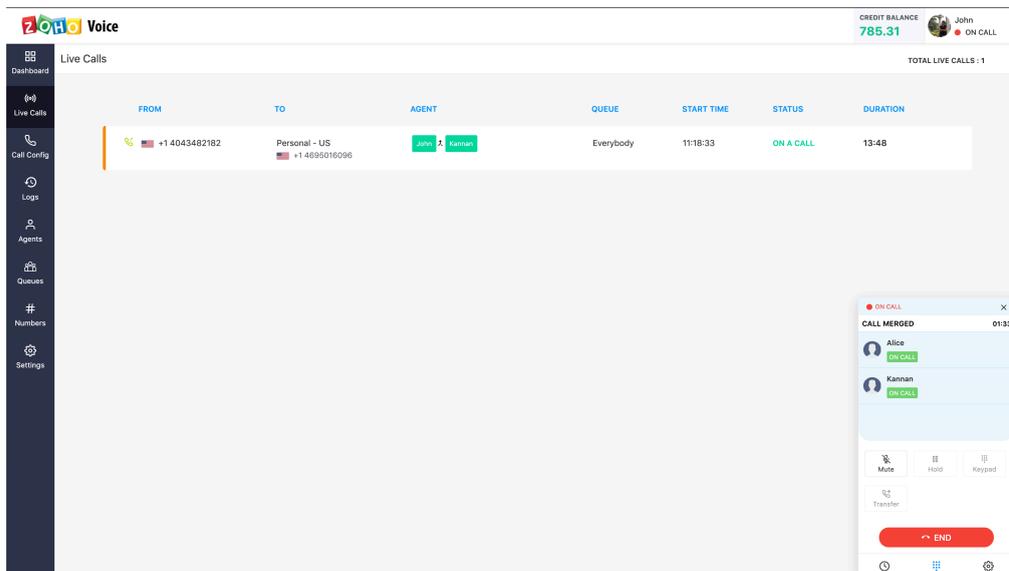
Queue Name	Count	Actions
IT Systems Group	1	[Icons]
Sales Queue	3	[Icons]
Everybody	6	[Icons]
Customer Onboarding	2	[Icons]
Sales	2	[Icons]
Sales US	3	[Icons]

At the bottom right, a 'TRANSFER AGENT' dialog box is open. It contains a search field with 'Kannari' entered, a dropdown menu showing 'Kannari - ZohoVoice' with the email 'kannimuthumaran.j@zohocorp.com', and a timestamp '11:26'. Below the search field are buttons for 'Mute', 'Hold', and 'Keypad'. At the bottom of the dialog is a prominent red 'END' button.

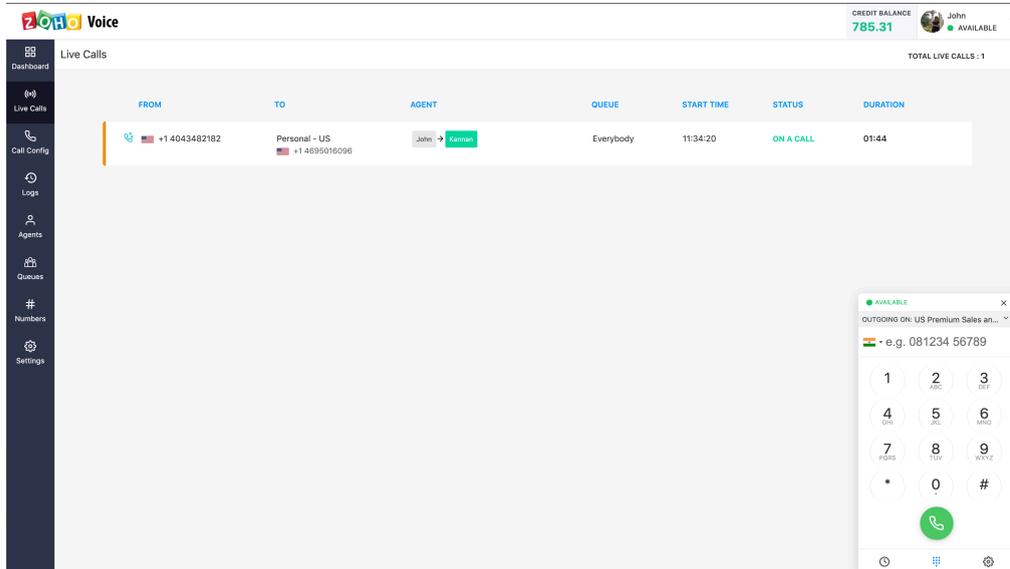
During this time the initial caller's call will be on hold. So, please mention this to the caller before you put them on hold. You can now talk to the agent and explain them about the request.



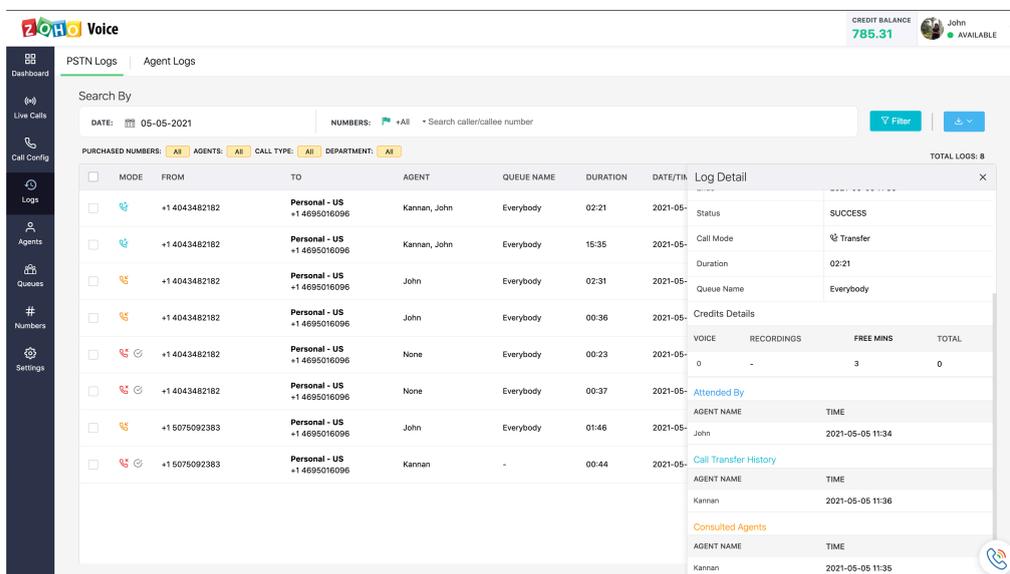
Once you have explained the request to your agent, you can put the caller back on the call and tell them that the other agent will take over.



Now, the call will be transferred and you will be disconnected. This can be seen in the Live Calls page.



The Logs page shows the details about the transferred calls.



Spam Number Blocking

Zoho Voice allows you to block spam numbers and add them to a Blocked List, so you don't receive calls from those numbers again.

To block numbers:

1. Go to **Settings > Number Blocking**.
2. Enter the phone number you want to block.
3. Specify a reason why you want to block this number.
4. Click **Save**.

NUMBER*

REASON

You can also block a number from the logs page by clicking the **Add to Blocklist** button next to the number.

+1 702xxxxx45 

Add to blocklist

Call Recording

Zoho Voice has an option to record calls. You can choose to record incoming calls, outgoing calls, or both. To enable call recording:

1. Log in to your account and go to the **Call Config** page.
2. Click on the number and then click the **+Edit Phone Config** button in the top-right corner.
3. Click the **Incoming Calls** tab.
4. Switch the **Call Recording** toggle switch on to enable incoming call recording.
5. Follow the same steps for outgoing calls by clicking the **Outgoing Calls** tab.

 Admins can access all recordings from all numbers. Supervisors will only be able to access the recordings of technicians who are assigned to them. Technicians will only be able to access the recordings of calls placed or received from numbers that are assigned to them.

 To comply with privacy laws, make sure you include a message telling your callers that the call is being recorded.

Voicemails

Zoho Voice allows you to request your callers to send voicemails. Voicemails can be configured using **Call Action Handler**.

You can check the voicemails in the Logs page, or you can receive email notifications for missed calls with the voicemails attached to the emails.



You can play or download the voicemail, listen to what your caller has to say, and then call them back using the call back button. You can also manually transcribe the voicemails using the Transcription option.

Email Notifications - Missed Calls/Voicemails

You can choose whether you want to receive email notifications for missed calls.

Email notifications can be configured:

1. Only for missed calls with voicemail.
2. For all missed calls irrespective of voicemail.
3. No notifications for any missed call.

To configure missed call notifications:

1. Go to **Settings > My Profile**.
2. Under **Email Notifications**, select the notification preference.



Voicemail Transcription

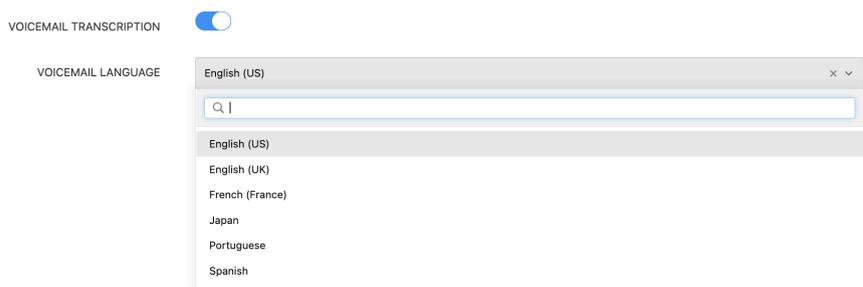
Using Voicemail Transcription, you can instantly transcribe your voicemails into text, and reduce continuous audio into easily understandable textual data.

To configure voicemail transcription:

1. Go to the **Call Config** page.
2. Edit the number configuration and turn on **Voicemail Transcription**.

3. Select the language in which your callers would speak in the voicemail.

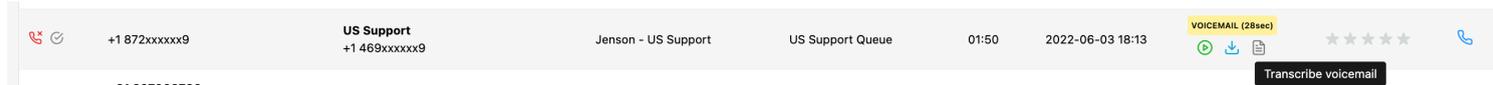
4. Voicemails will be transcribed to the language selected, and transcribed text will be in the same language.



When voicemail transcription is enabled, your agents automatically receive the voicemail audio and text via their respective email addresses or the specific queue email they have associations with—or they can access it directly from the Logs page.

On-Demand Transcription

You can also transcribe a voicemail on-demand by accessing it from the logs page and clicking the Transcribe button.



Supported Languages

Zoho Voice supports voicemail transcription in the following languages.

1. English - US
2. English - UK
3. French - France
4. Japanese
5. Portuguese
6. Spanish

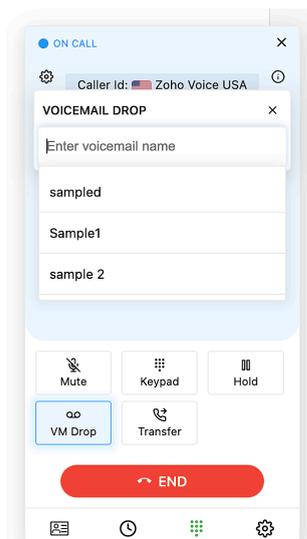
ⓘ Voicemail transcription charges of 0.05 credits/min is charged for transcribing a voicemail. If you delete a transcript and transcribe the same voicemail again, transcription charges will be charged again.

Voicemail Drop

The Voicemail Drop feature enables your agents to drop prerecorded voicemails when an outbound call is directed to the voicemail.

To drop a prerecorded voicemail:

1. Make an outbound call.
2. Wait till it directs you to the voicemail.
3. Click the **VM Drop** button on the dial pad.
4. Choose the desired voicemail from the list of prerecorded voicemails that you've already uploaded.
5. The chosen voicemail is then dropped into the recipient's voicemail box and the call is terminated.



How to upload an audio file for Voicemail Drop

1. Go to **Settings** and select the **Audio Files** menu.
2. Click on the **Voicemail Drop** tab.
3. Click the **+Upload Audio** button to upload the required audio file.
4. Enter a suitable name for the file.
5. Click **Upload**.

Call Logs

You can search, view, and export call logs as PDF and CSV files to keep a record of your call logs.

Call logs can be filtered based:

1. Date
2. Caller number
3. Recipient number

4. Agent

5. Type of call: incoming, outgoing, or missed

Once the required log is displayed, click the **Export** dropdown button and select **PDF** or **CSV** to generate the report.

ⓘ Admins can view and edit all logs of all numbers. Supervisors will only be able to view the logs for the technicians who are assigned to them. Technicians will only be able to view the logs for the numbers that are assigned to them.

ⓘ Call recordings and voicemails for the calls can be played or downloaded from the Logs page.

Dashboard

Zoho Voice dashboard shows different metrics including:

- Number of incoming, outgoing, and missed calls
- Number of users
- Total duration of calls
- Call, agent, and number stats

You can select and view stats related to a particular number or all numbers. You can also choose the time frame you want to see stats for.

The dashboard can be set to auto-refresh so that the stats are updated live.

Queue Performance Metrics

Zoho Voice offers the Queue Performance Metrics to render an effective oversight of the live queue calls and agents' activities in the queue.

It is a special analytic feature that helps your supervisors to have real-time visibility of various aspects of the queue and lets them closely monitor the calling patterns, trends, performance of various agent teams by measuring and analyzing performance of each team in your organization. This feature presents the required analytical data in a consolidated list view for the supervisors to draw effective actionable insights out of the real time queue data just from a single window.

For each queue the following KPIs are measured and analyzed:

Agent with most number of missed calls

Displays the agent who had missed most of the queue calls. This easily helps the supervisor to spot the most inert agent in the queue and evaluate the agent's performance in terms of their efficiency and skills.

Agent with most number of answered calls

Displays the agent who had answered most of the queue calls. This easily helps the supervisor to identify the best performing agent in the queue and helps the supervisor to take actions towards distributing the calls evenly across the queue.

Answered Calls

Displays the total number of calls successfully connected and answered by the agents in the queue

Timed Out Calls

Displays the number of calls that were disconnected after ringing throughout the allocated waiting time limit of the queue, without successfully connecting to an agent.

Abandoned Calls

Displays the number of calls that were disconnected by the caller before successfully connecting to an agent in the queue

Total Calls

Displays the total number of calls that successfully entered the particular queue regardless of the end status of the calls.

No. of active agents in the queue

Quantifies the accurate number of active agents in the queue.

No. of active calls in the queue

Enables the supervisor to visually gather the number of ongoing live queue calls within the queue. The supervisor can barge the ongoing calls only via the Live Calls page, the Live calls displayed inside the Queue page is only for monitoring the queue activities visually.

Response Time Metrics (MM:SS) and Call Duration (HH:MM)

Response time is the time taken for agents to respond to a call. Call duration is the total duration of a call.

i These metrics are measured separately for each queue as well as for the all the queues grouped together, depending on the role and access permissions allocated for the monitoring supervisor who reviews the performance of the queues.

- ❗ Generally, the Superadmin and the Admin are free to create, edit, monitor, and view analytics for all the queues in the organization. The Supervisor Plus can edit, monitor, and view analytics for only those queues constituting the agents associated with them. Supervisor, Technician and the Telephony Agent can only view a queue but cannot edit, configure or monitor any aspect of the queue.

Average response time

Estimates and presents the average amount of time taken by the agents in a specific queue to respond to the calls that arrive into the queue, for a specific time window. This helps the supervisor to gauge and rank the queues based on availability and efficiency.

Max response time

Presents the longest amount of time taken by the agents in a specific queue to respond to the calls that arrive into the queue, for a specific time window. This helps the supervisor to enquire and resolve the cause behind the lags or idle time associated with the queue.

Average Call Duration

Shows the average amount of talk time taken by the agents in a specific queue to answer and close the calls that arrive into the queue, for a specific period of time.

Total Call Duration

Presents the total amount of talk-time taken by each of the agents in a specific queue to answer and close the calls that arrive into the queue, for a specific period of time.

- ❗ Queue Performance Metrics also lets the Superadmin, Admin, or the Supervisor Plus to view Grouped Analytics regarding all the queues they have access to in the organization.

Queue with most number of missed calls

Displays the queue that has missed most number of incoming calls among the group of queues that the Superadmin, Admin, or the Supervisor Plus are directly associated within the organization. The grouping also includes the queues that the Superadmin, Admin, or the Supervisor Plus are not connected with but constituting the agents directly associated to them.

Queue with most number of answered calls

Displays the queue that has answered most number of incoming calls among the group of queues that the Superadmin, Admin, or the Supervisor Plus are directly associated within the organization. The grouping also includes the queues that the Superadmin, Admin, or the Supervisor plus are not connected with but constituting the agents directly associated to them.

The Queue Performance feature offers Segmented Analytics across a time slice for each Agent's performance in a specific Queue:

Answered Calls

Displays the total number of calls successfully connected and answered by the agent for the specific queue selected.

Missed Calls

Displays the total number of calls missed by the agent in the queue for the specific queue selected.

Average Response Time

Calculates and presents each agent's average time to respond to calls, taking into account all the calls answered by the agent for the specific queue selected.

Average Time Per Call

Calculates and presents each agent's average talk time per call, taking into account all the calls answered by the agent for the specific queue selected.

❗ Queue Performance Metrics feature is included in the Contact Center plan. Users in other plans can add it as a feature add-on.

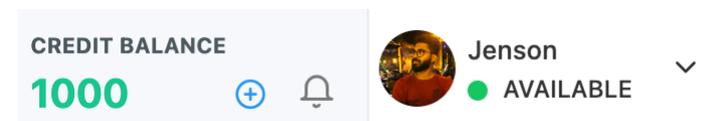
You can choose to add feature add-ons only for the users who need it. For instance, admins and supervisors.

Notification Center

Notification Center inside Zoho Voice allows you to see an overview of all the alerts and notifications from Zoho Voice. You can also view the history of notifications and take appropriate actions when necessary.

Zoho Voice notifies you of any actions performed and the result of those actions. On clicking the notifications, you will see a pop-up where you can see the configurations or perform any further actions.

You can open the Notification Center by clicking the "Bell" icon at the top right of your screen. New notifications will mark the bell icon with a red circle with a number representing the number of unread notifications.



Currently Zoho Voice has the following notifications:

Missed call notification:

Receive notifications for both missed calls and missed calls with voicemail.

Sample:

1. You have missed a call from +1312xxxx789.
2. You have missed a call from +1312xxxx789. Voicemail has been attached.

Low credit notification:

Receive notifications when your credit balance is low.

Sample:

1. Please top up your balance by purchasing voice credits from our store, and enjoy a hassle-free service.

Monthly credit deduction:

We'll send a notification when your monthly credit deduction is due in 2 days, and we'll another notification when it is successfully deducted.

Sample:

1. Monthly deduction of credits from your Zoho Voice account for number rental and storage of call recordings is due in 2 days.
2. Successfully deducted credits from your voice credit balance towards monthly number rental and storage of recordings.

Business hour changes:

We'll notify you if there is any change in the timings of the business hour configuration associated to a number that is assigned to you.

Sample:

Business hours for the configuration " Business Hour Name" has been modified.

Number purchase and number association notifications:

Receive notifications when the number you purchased is approved or rejected after the review. Agents will receive notifications if a number is associated to them or unassociated from them.

Sample:

1. The number you purchased(+1 312XXXX789) has been approved and is ready to use.
2. The number you purchased(+1 312XXXX789) has been rejected.
3. One or more numbers have been associated to you.
4. One or more numbers have been unassociated from you.

Queue changes notifications:

Agents will be notified if they are assigned to a call queue or removed from a queue.

Sample:

1. You have been added as an agent in the queue "queue name", and will receive calls assigned to that queue.
2. You have been removed the queue "queue name", and will no longer receive calls assigned to that queue.

Notification center is present only in the web app for now.

My Profile

If you need to change your name, mobile number, time zone, language, or company name in Zoho Voice, you can do it in *My Profile* .

1. Log in to your Zoho Voice account.
2. Go to **Settings** and then **My Profile**.
3. Edit the required fields and click **Update**.

Daily Reports

Zoho Voice can send daily call reports to you via email. You can enable daily reports in the *My Profile* page and set the time you want to receive this report. The report contains the call statistics for the last 24 hours prior to the time the report is generated. The reporting time will use the time zone you have selected in *My Profile* .

Daily Report

ENABLE REPORT



REPORTING TIME

09 ▾

HH

00 ▾

MM

The super admin, admins, supervisors, and technicians must enable the daily reports separately in their accounts so that they receive daily reports to their email address. Users will receive reports with call stats for the numbers that are assigned to them.

Reach out to support@zohovoice.com for any product-related queries.