



Zoho Voice - Zoho Recruit Integration

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Zoho Recruit is a cloud-based talent acquisition solution designed to streamline the recruitment process. It helps businesses connect with candidates through various channels, manage candidate interactions, and track recruitment activities efficiently.

Integrating Zoho Voice with Zoho Recruit helps you manage all candidate communication and records in the recruitment process in one place.

How to Integrate Zoho Voice with Zoho Recruit?

There are two ways to integrate Zoho Voice with Zoho Recruit.

- Native Integration
- Telephony Integration

Native Integration:

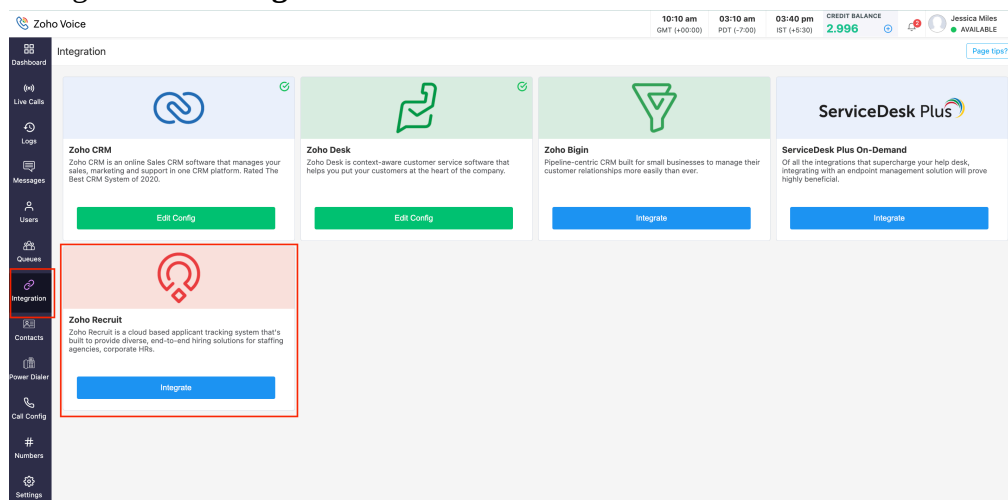
Native integration offers the flexibility of accessing more features from both applications like:

- Making and receiving calls directly from Zoho Recruit using ZDialer.
- Adding Call Notes and Call disposition etc from Zoho Voice to be posted in Zoho Recruit for future reference.
- Call the candidate directly from Recruit interface via Click-to-Call option and ZDialer browser extension.
- Identify candidates quickly with caller information from Zoho Recruit displayed in screen pop-ups.
- Keep detailed records of Call logs, recordings, Voicemails etc of Candidates.

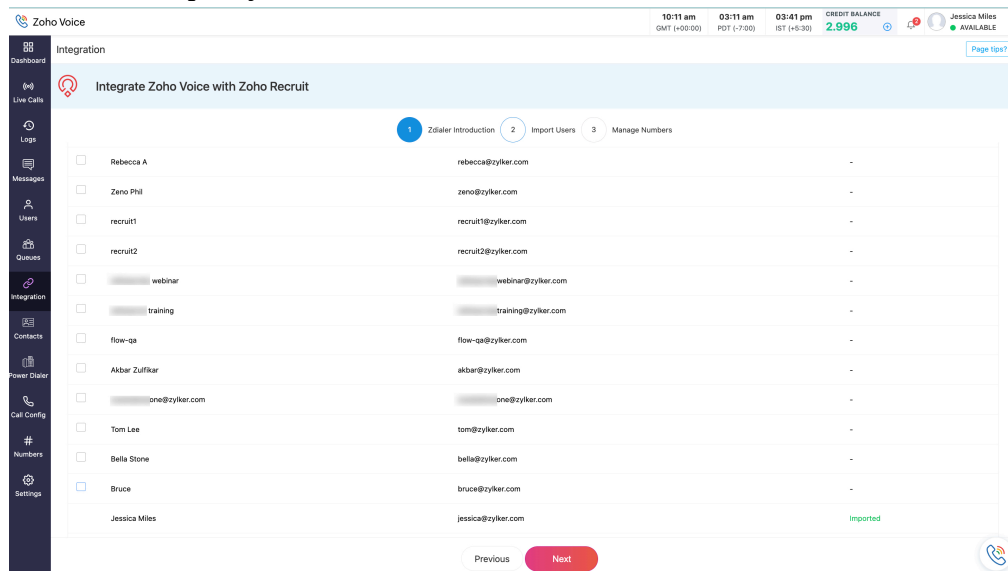
How to integrate Zoho Voice and Zoho Recruit via Native Integration:

Follow these steps to connect Zoho Recruit with Zoho Voice using Native Integration:

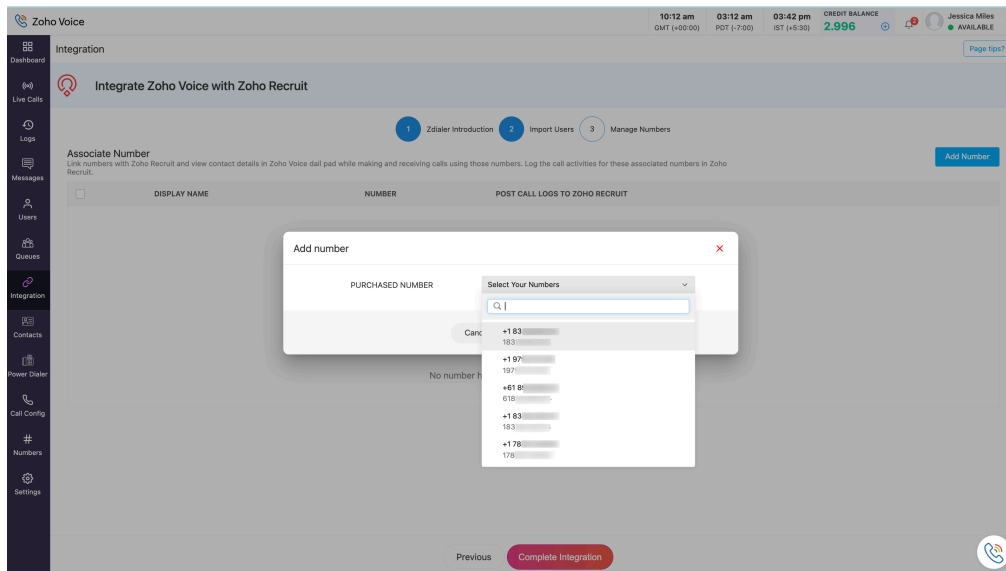
1. Log in to your [Zoho Voice account](#).
2. Navigate to the **Integrations** Module and select **Zoho Recruit** from the available integrations.



3. Click **Integrate >> Next**.
4. Select and Import your team members into Zoho Voice and click **Next**.



5. Choose a phone number for your Zoho Recruit account and click **Submit** to associate it.



6. Click **Complete Integration**

Making Calls

1. *Using ZDialer Widget:*

- Open the ZDialer widget within Zoho Recruit.
- Enter the desired phone number or select a contact.
- Click on the call button to initiate the call.

2. *Using ZDialer Browser Extension icon:*

Alternatively, use the ZDialer browser extension to make calls directly from your browser.

3. *Click-to-call button:*

All Phone numbers in the Zoho Recruit's Web interface will have a click-to-call button of Zoho Voice to connect with the candidate over the call instantly.

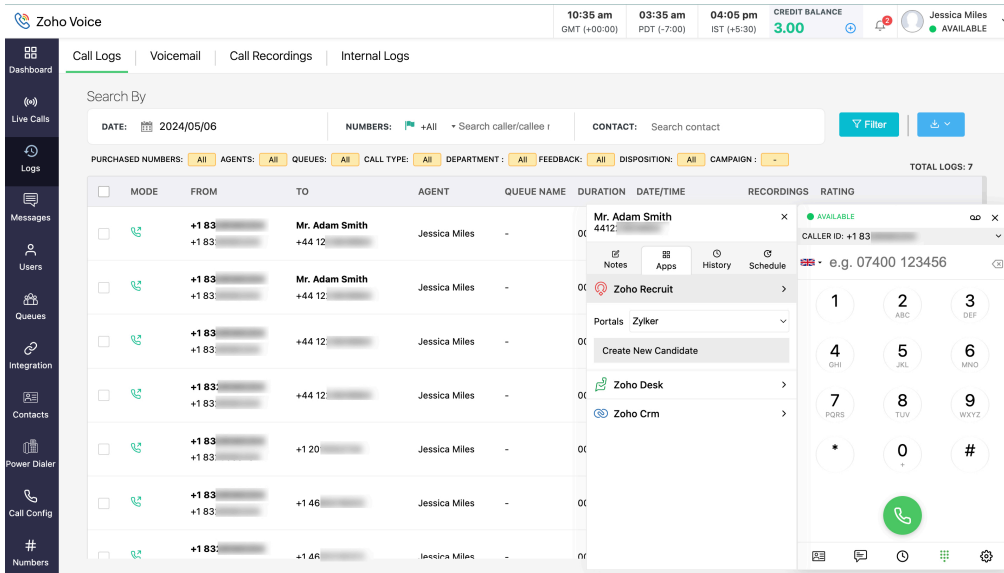
📄 When making or receiving a call using the ZDialer widget in Zoho Recruit, the caller details will be automatically fetched from Zoho Recruit contacts (if available).

Adding Caller Phone Numbers from ZDialer Widget:

While on a call, if the caller's number is not associated with a contact or candidate in Zoho Recruit, you can easily add them using the following steps

1. Login to your Zoho Recruit account.

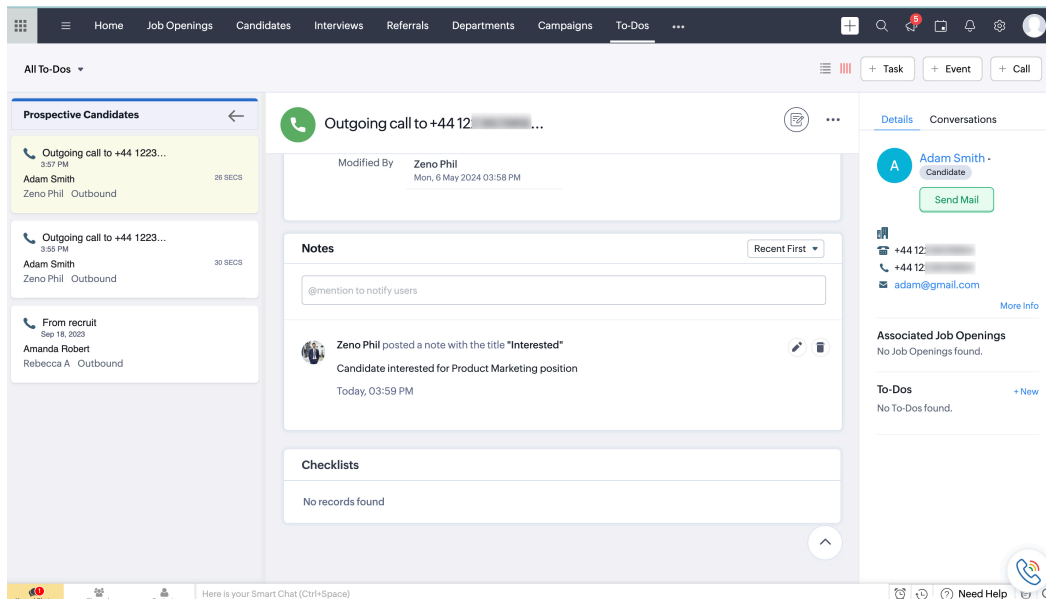
2. In the Zoho Voice Dialer, select **More options >>Apps>> Zoho Recruit**.



3. Click on create new contact or candidate option and hit Save.

Accessing Call Records in Zoho Recruit

1. Login to your **Zoho Recruit** account
2. Navigate to the **To-Dos** tab.
3. All call records of the number associated in Zoho Voice, including calls made, received, or scheduled, will be displayed here.



Telephony Integration:

Zoho Telephony (or Phonebridge) is an integration platform to integrate cloud PBX services with Zoho apps. You can integrate Zoho Voice with all Zoho Telephony supported apps in Zoho. In this case, ensure You have activated the Zoho Telephony integration in Zoho Recruit before proceeding to following steps.

How to integrate Zoho Voice and Zoho Recruit via Telephony Integration:

1. Log in to your Zoho Voice account.
2. Navigate to **Settings >> Zoho Telephony**.
3. Select **Zoho Recruit** from the list of Zoho products you want to integrate with Zoho Voice.

Agent Import and Configuration:

1. Once you've selected Zoho Recruit, all your agents from Zoho Recruit will be listed.
2. Choose the users you want to import into Zoho Voice and click the Import button.
3. Enter a department name for the selected agents for identification within Zoho Voice.
4. Optionally, assign outgoing phone numbers to agents during the import or later from the Call Config page.



Importing Users:

Basic Plan: Imported Zoho Recruit agents become licensed users in Zoho Voice, receiving email invitations to join your Zoho Voice account. Assign user privileges (Admin, Supervisor, Technician) as needed.

Standard and Contact Center Plans: Agents imported from Zoho Recruit are added as free Telephony users in Zoho Voice, with limited access. Click-to-call functionality and call pop-ups will be enabled in their Zoho Recruit accounts.

Configuring Incoming and Outgoing Calls:

1. In Zoho Voice, navigate to the Call Config module.
2. In the Incoming tab, select agents or queues to receive calls made to assigned phone numbers.
3. In the Outgoing tab, assign agents to make calls from assigned numbers, specifying Zoho Telephony agents for outgoing calls.