Zoho Corporation

Deluge Integration: About Connections

The Connections area 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.

What is Zoho Deluge Connections?

Zoho Deluge Connections allows you to integrate non-Zoho applications with Zoho Voice. This integration enables functionalities beyond native and telephony integrations.

[Click here](#) to learn more about Deluge Connections.

How Does it Work?

Zoho Deluge Connections utilizes scripting to connect services. The following core components are involved:

- **Triggers:** Events like calls or SMS messages initiate the connection logic.
- **Rules:** Define the trigger type (call or SMS) and conditions for service connection.
- **Functions:** Configure service behavior and expected actions after a trigger. These functions can be predefined or custom-built.
- **Connections:** Select the service you want to integrate with Zoho Voice. This can be a Zoho service or a non-Zoho service.

Benefits of Using Deluge Connections

- **Flexibility:** Integrate various applications with Zoho Voice, expanding its functionality.
- **Customization:** Define specific rules and functions to tailor integrations.
- **Enhanced Functionality:** Leverage Zoho Voice features for non-Zoho applications.

Who Should Use This Feature?

- Zoho Voice users with **Admin or Super Admin roles**.

- Users with a basic understanding of **scripting languages like Zoho Deluge or JSON**.

Getting Started with Deluge Connections

1. Ensure you have a Zoho Voice user with the appropriate permissions.

2. Create a connection from **Default Services** or **Custom Services.**

3. For predefined services, select the service and establish the connection. To know more, [click here](#).

4. For custom services, provide the service details, authentication type, and parameter key. To know more,

   [click here](#).