Zoho Corporation

Deluge integration: About Functions

Functions are the building blocks of Deluge scripts that define the specific actions and behaviors of your Zoho Voice connections. They allow you to customize how your connected services interact with Zoho Voice. You can create your own functions or use pre-defined gallery functions designed to post the event logs to the connected services.

[Click here](#) to learn more about the functions offered by Zoho Deluge.

The following are parameters involved in function arguments, organized by module type:

Call module arguments

Arguments (as in the console)	Description
caller_number	Number of the call maker
destination_number	Number of the call receiver/attendee
contact_name	Name of the contact as in the account
call_rating	Rating for the call
call_duration_secs	Duration of the call (in seconds)
formatted_call_duration	Duration of the call in hh:mm:ss format
call_mode	Type of the call. Eg Outgoing call/Incoming call/Missed call
departments	Name of the department involved in the call
agents	Agent(s) involved in the call. Contains both email ID and name of the agent(s).

call_queues	Call queues involved
call_initiate_time_millis	Time when the call is originally started. The call initiate time and the call answer time might vary, as the answer time to the ringing time differs. (in milliseconds)
call_disconnect_time_millis	Time when the call is disconnected (in milliseconds)
call_answer_time_millis	Time when the call is answered (in milliseconds)
call_hangup_cause	Status of the call disconnection Possible values: - NORMAL_CLEARING - NO_ROUTE_DESTINATION - RECOVERY_ON_TIMER_EXPIRE - NETWORK_OUT_OF_ORDER - NORMAL_UNSPECIFIED
power_dialer_name	Name of the Power Dialer campaign
credits_used_call	Credits used during the call
unique_id	Unique ID generated for every call
call_recording_url	URL of the call recording
voicemail_url	URL of the voicemail

SMS module arguments

Arguments (as in the console)	Description
sender_number	Number of the SMS sender
destination_number	Number of the SMS receiver
contact_name	Name of the contact as in the account
agents	Agents involved in the SMS conversation
sms_type	Type of the SMS Eg. Incoming/Outgoing
sms_delivery_status	Status of the SMS delivery Eg. Successful
sms_sent_time_millis	Time when the SMS is sent (in milliseconds)
message_content	Content of the SMS
unique_id	Unique ID generated for every SMS
sms_total_character_count	Total character count used in the SMS

credits_used_sms	Credits used during the SMS

Key functions in Zoho Voice integrations

- **Call-related functions:**

  - **Initiate calls:** Make outbound calls to specific numbers or phone lists.

  - **Answer calls:** Automatically answer incoming calls based on defined criteria.

  - **Hang up calls:** End active calls.

  - **Transfer calls:** Send calls to other agents or departments.

  - **Hold calls:** Place calls on hold until they're transferred to the relevant agent or department.

- **SMS-related functions:**

  - **Send SMS messages:** Send text messages to specific phone numbers.

  - **Receive SMS messages:** Handle incoming SMS messages and trigger actions based on their content.

- **Integration functions:**

- **Connect to external services:** Integrate with other applications or APIs (e.g., CRMs or messaging platforms).

- **Retrieve data:** Fetch data from external systems.

- **Send data:** Push data to external systems.

- **Utility functions:**

  - **Logging:** Record information for debugging or analysis.

  - **Error handling:** Manage exceptions and errors that may occur during script execution.

  - **Time and date manipulation:** Work with time and date values.

  - **String manipulation:** Perform operations on text strings.

Creating and using functions

- **Custom functions:** You can create your own functions using Deluge's scripting language.
- **Built-in functions:** Deluge provides a library of pre-defined functions that can be used directly in your scripts.
- **Function parameters:** Functions can take input parameters to customize their behavior.
- **Function return values:** Functions return values that can be used in other parts of your script.