Deluge Integration: About Workflow Rule

Workflow configuration in Zoho Voice supports extended integration with any legitimate services available with the assistance of Deluge, Zoho's online scripting language.

Rules define the trigger type for a service connection and configure the call or SMS event that initiates the connection in the workflow rule. Conditions narrowing down a broader data set are also defined here, that can be associated with functions.

Configuring a condition in a workflow rule is two-fold: **Setup Criteria** and **Assign Functions**. Before proceeding further, you must select the module, Call or SMS. After selecting the module, clicking the **Add Conditions** button would open the following screen.

Setup Criteria	
Criteria Group	Collection of criteria, comparators, and match level. Each group can have only a limited criteria based on the module type selected. Multiple criteria groups can exist for a workflow rule.
Match Level	**All:** When this option is selected, all criteria within the group must be met for the filter to be activated. This is equivalent to using the AND operator. **Any:** When this option is selected, only one criterion needs to be met for the filter to be activated. This is equivalent to using the OR operator.
Criteria Comparators	Predefined parameters that help define the value for the criteria.

Assign Functions	
Function select	Only functions matching the module type of the workflow rule can be selected.

Note: One Rule can have multiple conditions associated with it. One condition can have up to five functions assigned.

In the *Setup Criteria* section of the Rule, you can create multiple Criteria Groups, each having their own Match Level option. Criteria Groups are connected with the OR condition (by default), meaning the workflow will trigger when any of the condition defined in one of the criteria groups matches.

Scenario: For a call module, when you want the workflow to be triggered only for Agent A, as well as for all the missed calls by some agents that include Agent A in the group, you can leverage multiple criteria groups. One group can be configured for agent-based criteria, while the other group can be configured for call-based criteria to ensure the workflow is triggered for either of the cases.

How Criteria Groups and Match Levels work?

- **Single Criterion:** If there is only one criteria in the group, the match level does not affect the filtering process.
- **Multiple Criteria:** When multiple criteria exist, the match level determines how these criteria are combined:
    - **All:** All criteria must be true for the filter to be activated.
    - **Any:** At least one criteria must be true for the filter to be activated.

Example

Scenario: You have a criteria group with three criteria:

- **Caller ID:** Matches the number "1234567890"
- **Call Duration:** Greater than 5 minutes
- **Call Time:** Between 9 AM and 5 PM

Match Level: All If a call meets all three criteria (Caller ID, Duration, and Time), it will be included in the filter results.

Match Level: Any If a call meets any one of the criteria (Caller ID, Duration, or Time), it will be included in the filter results.

> **Note:** Once a function is assigned, changing the module type of the rule removes the conditions assigned to the rule, thereby removing the functions associated with the condition.

A rule can be deleted or edited. After creating it, the default status of the rule will be active. Disabling a rule will keep the rule inactive and will not be deleted.