



# Deluge Integration: Create a Connection

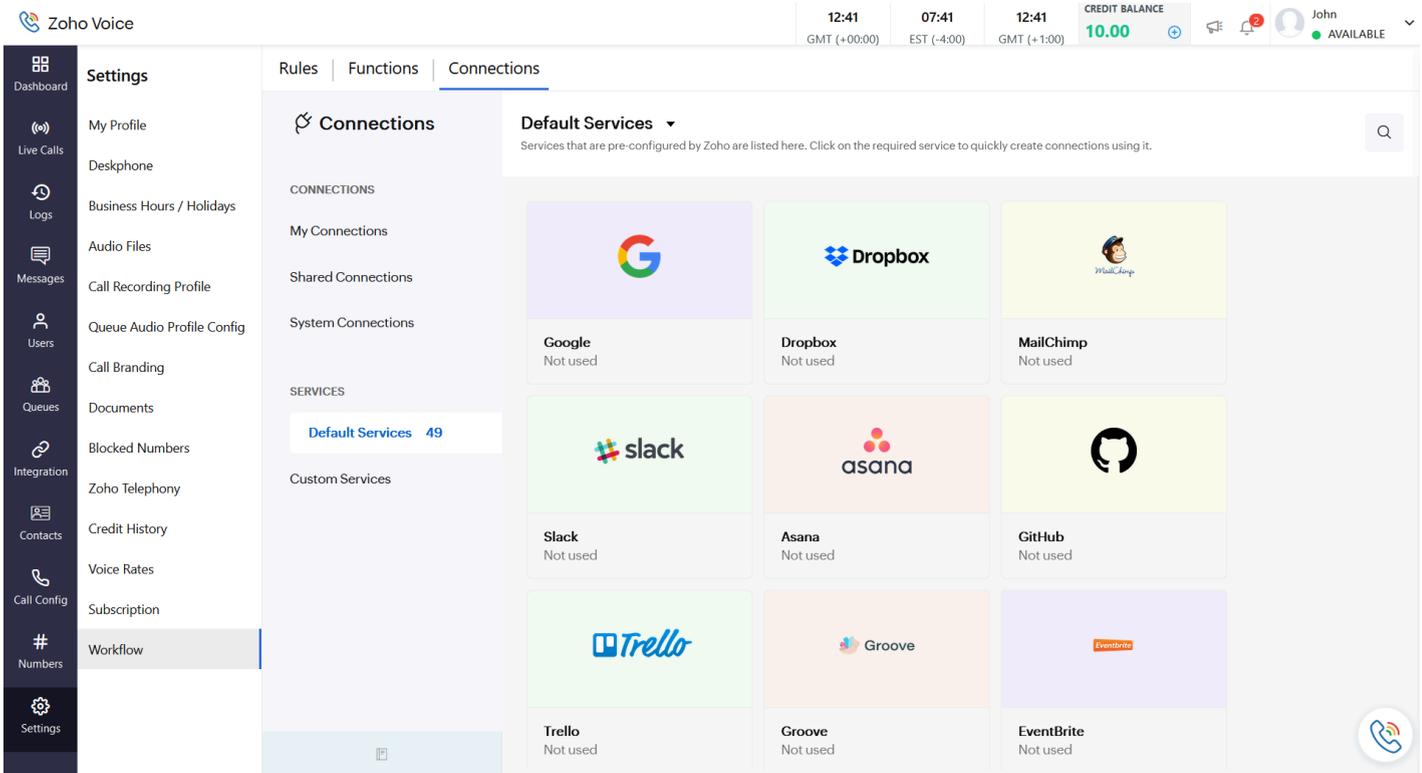
Integrating Zoho Voice with Zoho and non-Zoho services is configured directly in the Connections view. You can choose the services you want to connect Zoho Voice here and define the scope of the service.

The **Connections** tab in Zoho Voice 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**.

## How to create a connection with an existing service?

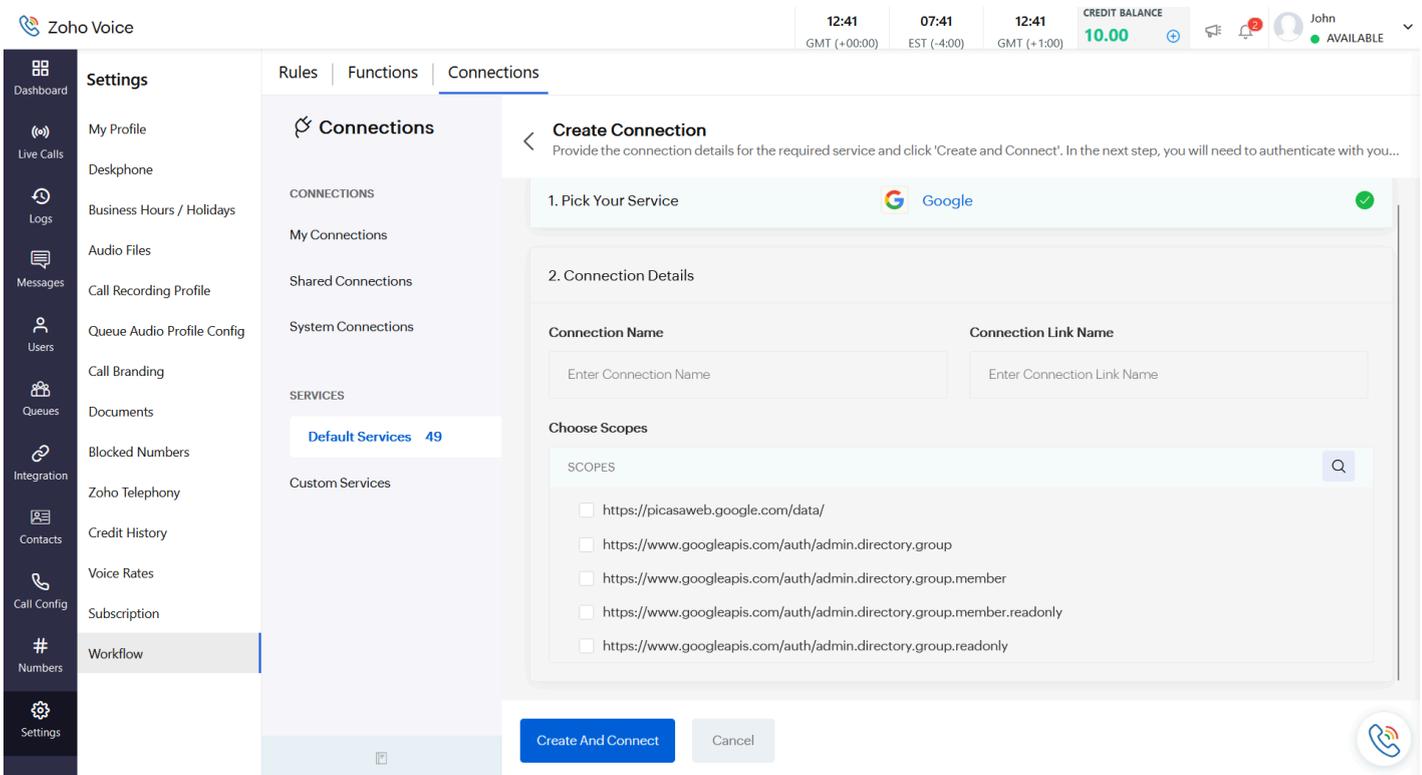
1. In **Zoho Voice** console, navigate to **Settings** in the left pane menu and click **Workflow**.
2. In the **Connections** tab, click **Create Connection** button.
3. In the first step, **Pick Your Service**, a list of available services is displayed under **Default Services** tab.

Choose the service you want to integrate with Zoho Voice.



4. Once a service is selected, mention the **Connection Name** in the *Connection Details* section. Select the scope (if any/available) for the service.

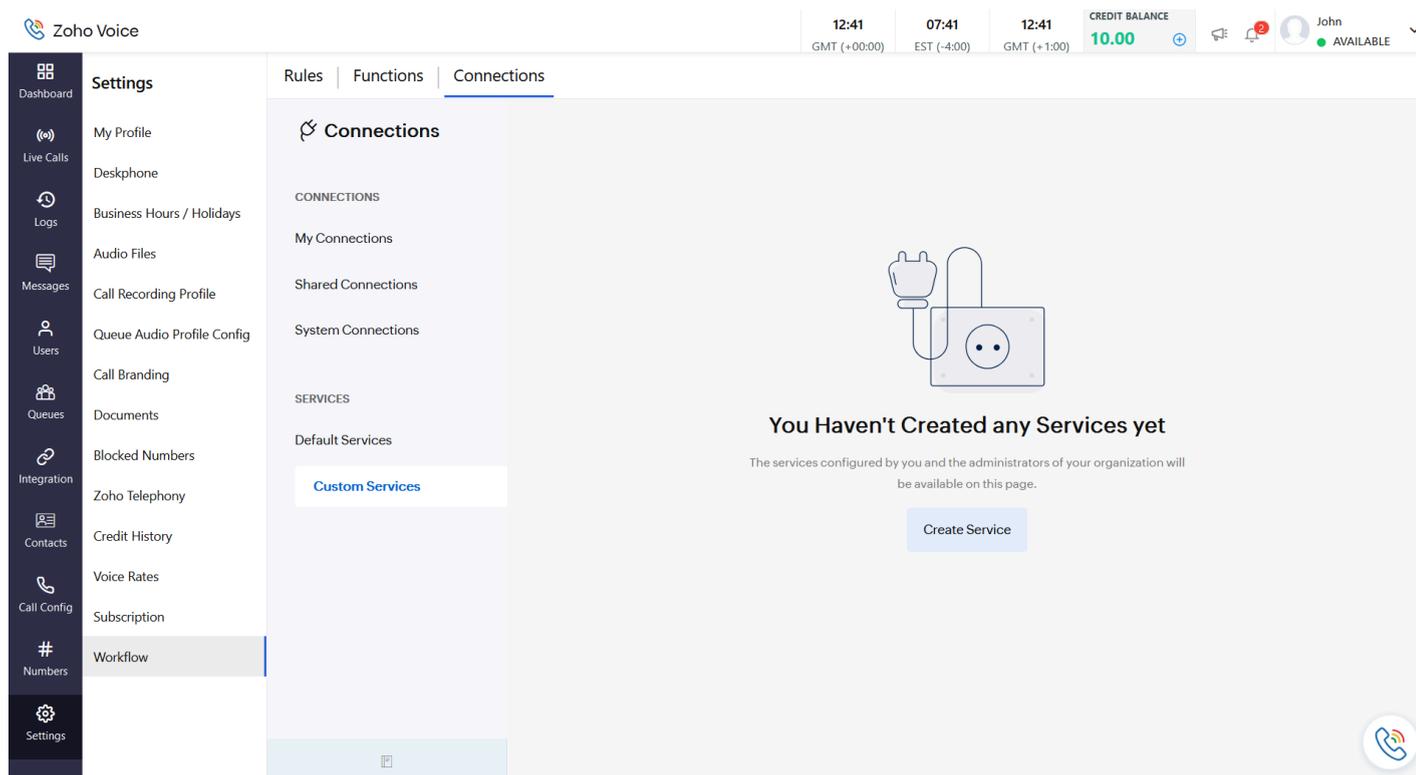
This scope defines the functionality of the service.



5. Click **Create and Connect** to establish Zoho Voice connection with the service.

## How to create a connection with a custom service?

1. In **Zoho Voice** console, navigate to **Settings** in the left pane menu and click **Workflow**.
2. In the **Connections** tab, click **Create Connection** button.
3. In the first step, **Pick Your Service**, select **Custom Services** tab, and click **Create New Service** to create your own connection.



4. Enter the following information under *Service Details*.

Zoho Voice

12:41 GMT (+00:00) 07:41 EST (-4:00) 12:41 GMT (+1:00) CREDIT BALANCE 10.00 John AVAILABLE

Settings

Dashboard

My Profile

Live Calls

Deskphone

Business Hours / Holidays

Logs

Audio Files

Messages

Call Recording Profile

Users

Queue Audio Profile Config

Call Branding

Queues

Documents

Blocked Numbers

Integration

Zoho Telephony

Contacts

Credit History

Call Config

Voice Rates

Subscription

Workflow

Numbers

Settings

Rules | Functions | Connections

Connections

CONNECTIONS

My Connections

Shared Connections

System Connections

SERVICES

Default Services

Custom Services

Create Service

Provide the following service details and click 'Create Service'. Once configured, you can create multiple connections based on this service.

SERVICE DETAILS

Service Name

Service Link Name

Authentication Type

Parameter Type

Parameter Key

Parameter Display Name

Dynamic Parameters

Yes

Create Service

Cancel

5. Click **Create Service** to create a custom service.