



# Deluge Integration: Create a Workflow Rule

Deluge integration with Zoho Voice is used to extend the integration scope of the telephony capabilities beyond Zoho applications catering to accommodate a wider business requirement. However, **to be precise with the data set that is posted/called for a trigger event**, you have to create a rule specific to your business need.

**Rules** are where the trigger type for a service connection is defined. A call or SMS event that sets off a service connection is configured in the workflow rule. Conditions that narrow down the reports from a broader data set are also defined here, and these conditions are associated with functions to map the criteria.

## How to create a workflow rule for handling precise data?

1. In **Zoho Voice** console, navigate to **Settings** in the left pane menu and click **Workflow**.
2. In the **Rules** tab, click **New Rule** button to create a new rule.
3. Under the *Workflow Setup* section, provide the **Workflow Rule Name** and **Module** type (Call/SMS) for which you want the workflow to be triggered.

4. The *Setup Conditions* section is where the filters for the drill-down data are configured. Click **Add Functions** button to define the condition for the rule.
5. Provide a relevant **Condition Name**.
6. Filters are defined in **Setup Criteria** section. Based on the module type selected, the criteria parameters vary. For every criteria, you can choose a relevant comparator and values that match your business requirement. **Match Level** in each **Criteria Group** can be selected as **ALL** or **ANY** based on your requirement. [Refer to this page](#) to know more about the criteria.

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

### Add Condition

1. **CONDITION NAME\***

Enter the condition name

2. **SETUP CRITERIA**

Group 1 | Match Level  ALL  ANY

WHEN	Destination Number (To)	Select Comparator	Use commas for multiple values	+ X
AND	Caller Number (From)	Select Comparator	Use commas for multiple values	+ X
AND	Agents	Select Comparator	Select Agents	+ X

+ Add Group

3. **ASSIGN FUNCTION(S)\***

Note: Only the functions matching the module type of the workflow rules are displayed.

A maximum of 5 functions can be assigned + Add function

Save Cancel

7. Once criteria is defined, you can map functions to the rule under **Assign Function(s)** section.

**Note:** Only the functions matching the module type of the workflow rules are displayed under this field. You can assign a maximum of up to 5 functions to a rule.

8. After assigning, click **Save** to create the rule.