



# How to Integrate Telegram with Zoho Voice?

While renowned for its lightning-fast message delivery, ensuring timely communication with customers, and its support for larger file sizes for sharing between users and agents, Telegram with its unique set of advantages make it a compelling choice for businesses seeking to enhance their customer interactions.

## Prerequisites

The following are the prerequisites for integrating Telegram with your Zoho Voice account:

1. A **Telegram** account
2. A verified business

## Steps to set up a Telegram channel on Zoho Voice

1. Log in to your **Zoho Voice** account with **Superadmin or Admin** privileges.
2. Select **Integrations** from the left menu bar.
3. Switch to **Instant Messaging** tab.
4. Navigate to **WhatsApp** and click on the **Configure** button.
5. To get started, Click on the **Add Number** button at the top right corner.
6. To get Both Auth Token, follow these steps.
  - a. In your Telegram account, search for the bot named **botfather**.
  - b. In the chat window, click on the **Start** button to begin the conversation.
  - c. From the response, select **/newbot** to create a new bot.
  - d. Choose an appropriate business/channel name for the bot.
  - e. Then, choose a username for the bot (stick to the guidelines as suggested in the chat response).
  - f. A telegram link for the bot, along with the **bot auth token** is generated.
7. Paste the **Bot Auth Token** in the **Add Channel** view.
8. Select a **Welcome Message** from the **Auto-response** configuration.
9. Associate relevant **Agents** to the channel and click **Save**.