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PhoneBridge



Soluzioni evolute per la telefonia aziendale

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## PREREQUISITES

To enable the integration between Cally and Zoho PhoneBridge, the administrator will have to:

1. **Activate the use of webhooks and set the "ZOHO\_PHONEBRIDGE" type:** on menù "Tools" => "System settings", change the "Enable Webhooks" setting to "Yes" and change the Webhooks Type setting to "ZOHO\_PHONEBRIDGE".

URL dei Webhooks		Contiene l'uri dedicato ai webhooks e dove il centralino invierà gli eventi della chiamata	
Abilita Webhooks	Si	Abilita l'utilizzo dei webhooks	
Chiave URL Webhooks		Contiene l'eventuale chiave segreta con cui chiamare l'uri.	
Dominio Omnia Web		Dominio da configurare in caso di utilizzo dei webhooks per Omnia Web. Il valore si ottiene dalla configurazione del centralino su Omnia	
Tipo richiesta HTTP URL Webhooks		Contiene l'indicazione su come chiamare l'uri. I valori possibili sono: GET e POST	
Tipologia Webhooks	ZOHO_PHONEBRIDGE	Contiene la tipologia di webhooks da utilizzare. I valori possibili sono: ZOHO, OMNIA e CUSTOM	


2. **CREATE API USER TO USE CLICK TO DIAL:** to use click-to-dial from Zoho services you need to create a system API user on menù "Tools" => "API Users". Once the username and password have been created, they must be provided to IPKOM assistance for creation of the external user who will interface with the Cally API.

Utenti API



Configurazione Utente API


Utente\*

Utenti web registrati

-- Seleziona --
 

Password\*





Abilita utente

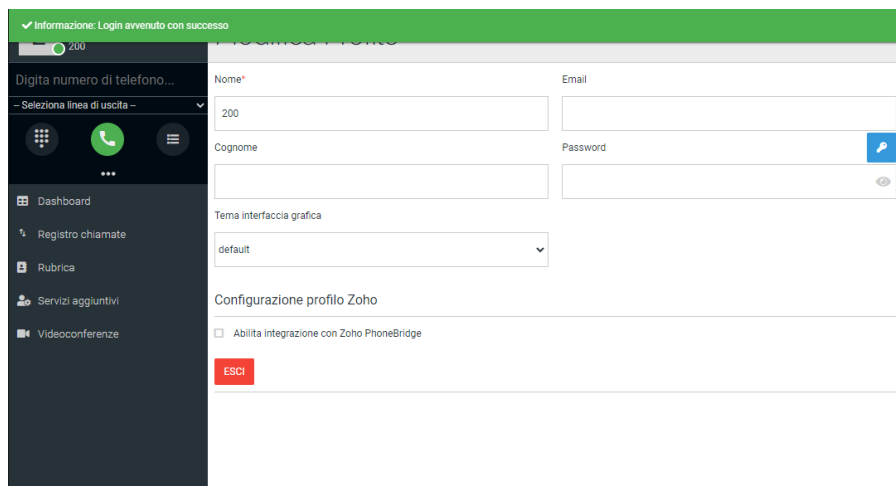
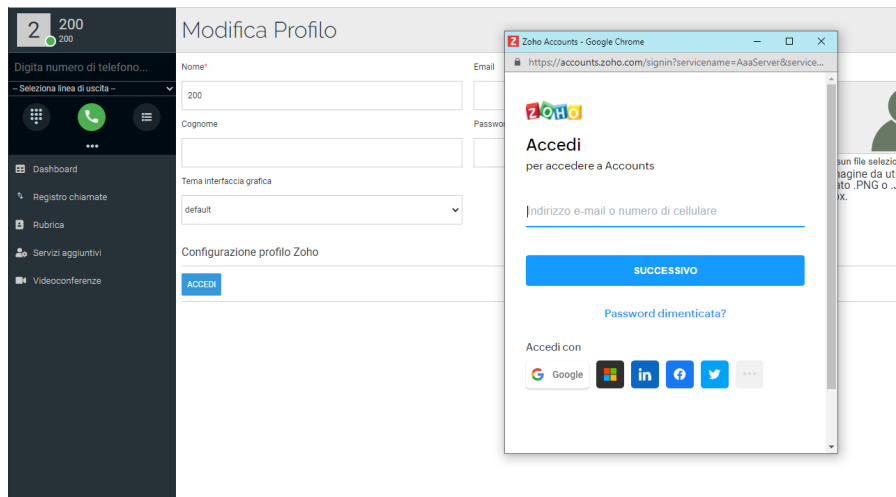
CHIUDI SALVA

## LOGIN ON ZOHO

Cally users must first log into Zoho CRM to use the integration.

To do this, you must access the "Edit profile" page by clicking on the username or profile image at the top left.

In the section you will see a section "Zoho Profile Configuration". Clicking the "LOGIN" button will open a popup that will direct the user to the Zoho portal for authentication. At the end of the procedure, the popup will be closed and if the login has been successful, a message will appear at the top "Information: Login successful".



## Enabling integration with Zoho PhoneBridge

Once logged in, the user will be able to see a "Enable integration with Zoho PhoneBridge" checkbox in the "Zoho profile configuration" section. Selecting it and proceeding to save with the "SAVE" button at the bottom of the page, a message will appear at the top with the wording "Information: saving successful". The user can therefore begin to enjoy all the benefits of the integration

Configurazione profilo Zoho

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Abilita integrazione con Zoho PhoneBridge

[ESCI](#)

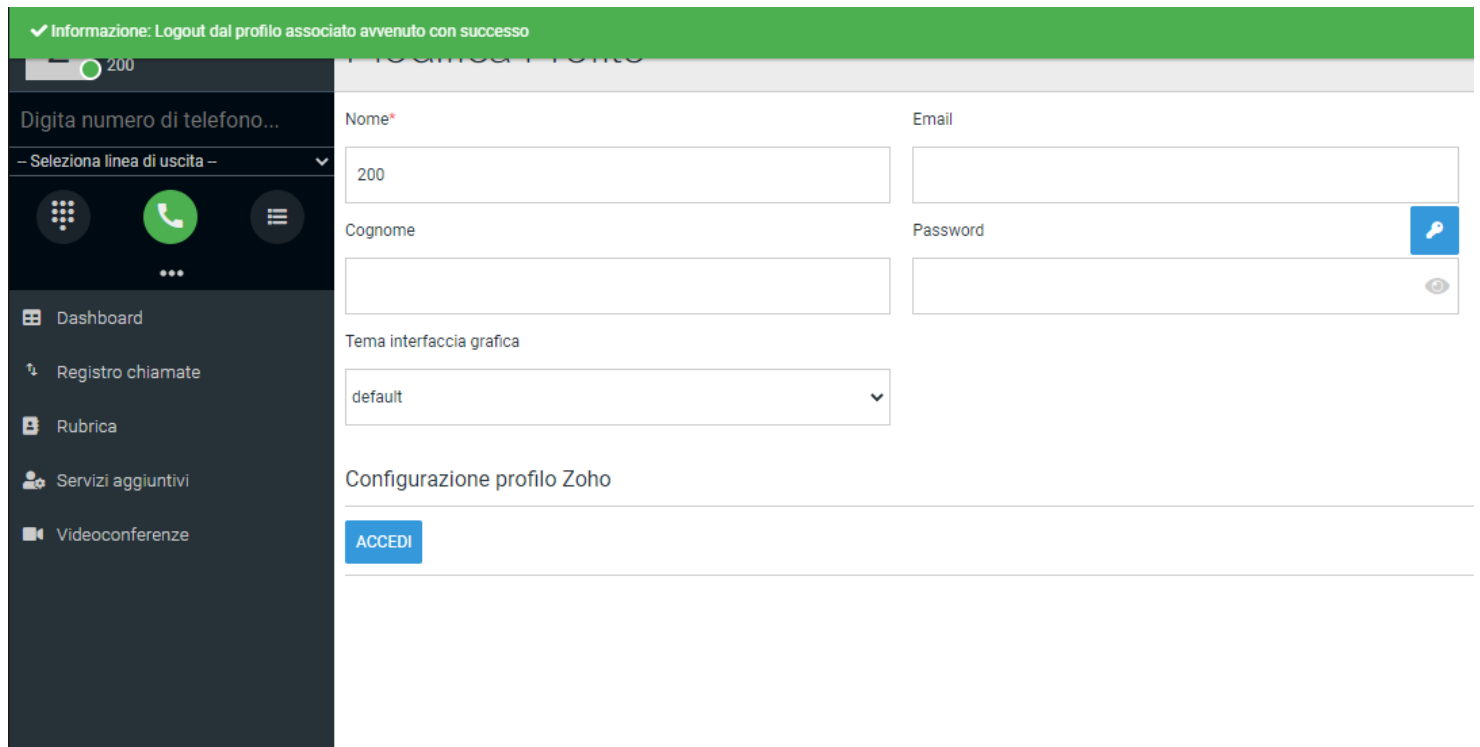
[SALVA](#)

## **Disabling integration with Zoho PhoneBridge**

If the user wants to disable integration with Zoho PhoneBridge, he must always access the "Edit Profile" page, and deselect the "Enable integration with Zoho PhoneBridge" checkbox in the "Zoho profile configuration" section. By clicking the "SAVE" button at the bottom of the page, the message "Information: saving successful" will appear at the top, and the integration will be disabled.

## Logout from Zoho

It may happen that the user needs to associate another Zoho account with their Cally profile. In this case, by always accessing the "Edit Profile" page, in the "Zoho profile configuration" section, it will be possible to display an "EXIT" button. By clicking it, a message will appear at the top "Information: Logout from associated profile successful", and you will be able to log in with another Zoho account.



✓ Informazione: Logout dal profilo associato avvenuto con successo

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Digita numero di telefono...

– Seleziona linea di uscita –

Nome\*

200

Cognome

Tema interfaccia grafica

default

Configurazione profilo Zoho

ACCEDEI

Dashboard

Registro chiamate

Rubrica

Servizi aggiuntivi

Videoconferenze