VOYCELL Zoho CRM Integration – User Help Guide

Integration (Connecting VOYCELL with Zoho CRM)

To start using VOYCELL with Zoho CRM, the user must first connect your Zoho account with the VOYCELL application.

Begin by opening the VOYCELL application in your browser by navigating to https://app.voycell.com/. Log in using your registered email address and password. Once successfully logged in, you will be redirected to the main dashboard.

From the dashboard, locate the sidebar menu and click on the **"Sync & Integration"** section. Inside this section, you will find the option to connect Zoho CRM. Click on **"Connect Zoho CRM"** to initiate the integration process.

You will be redirected to the Zoho login page. Enter your Zoho CRM credentials and proceed with authentication. After logging in, Zoho will request permission to allow VOYCELL to access necessary CRM data. Carefully review the permissions and click **"Accept"** to authorize the integration.

Once authorization is completed, you will be redirected back to VOYCELL. The integration status will now display as **"Connected"**, confirming that your Zoho CRM account is successfully linked with VOYCELL.

Functionality (Using VOYCELL with Zoho CRM)

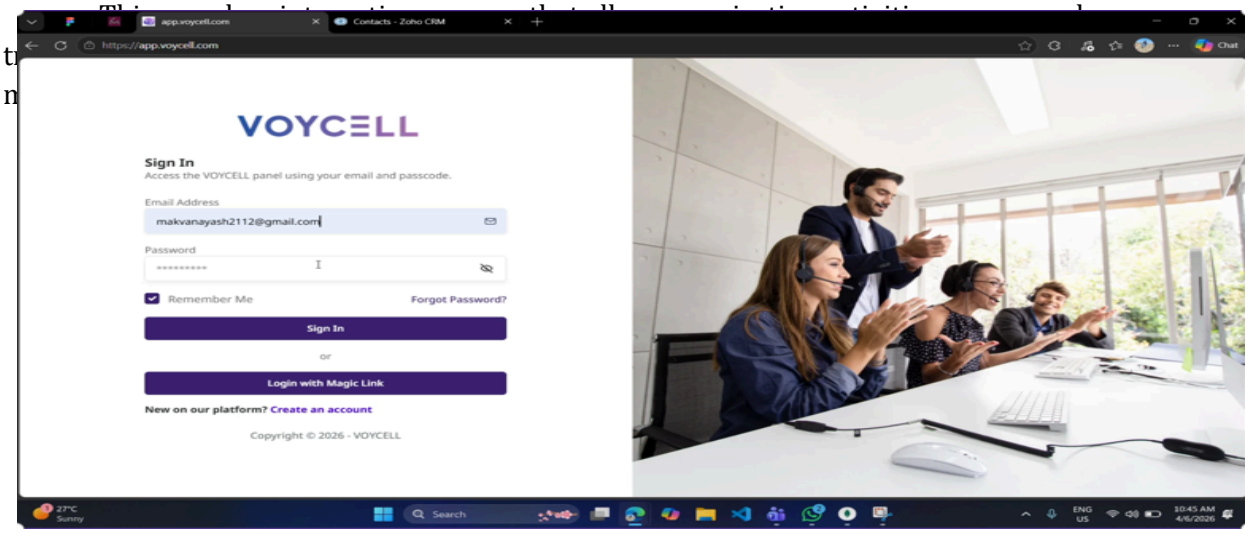
Once integration and configuration are complete, users can begin using VOYCELL's full functionality alongside Zoho CRM.

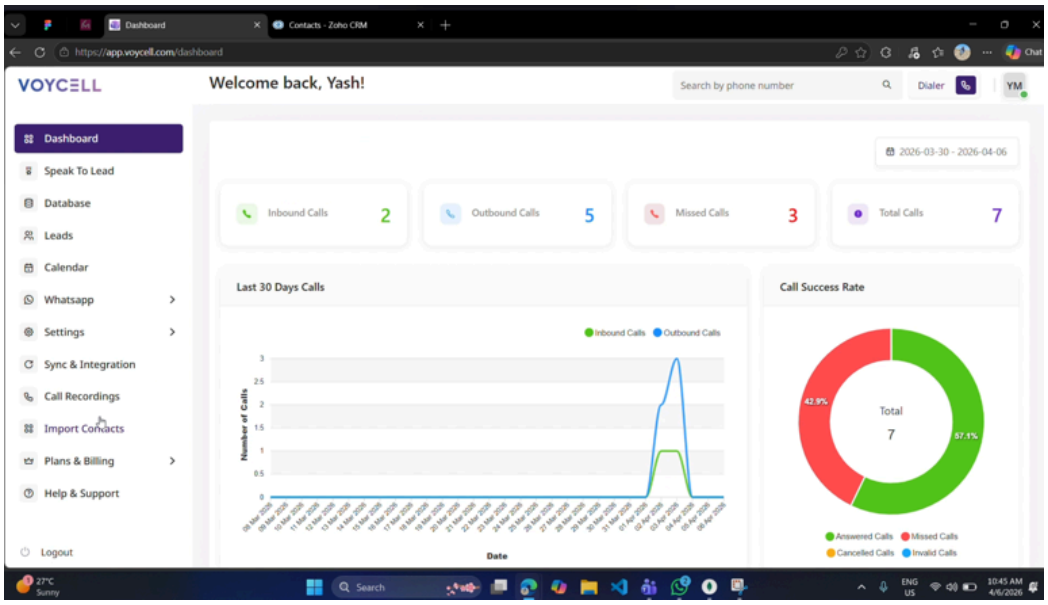
To make a call, open the dialer within the VOYCELL dashboard. Enter the phone number manually or select a contact from your available data. Click the call button to initiate the call. The system will start dialing and display the call status in real time.

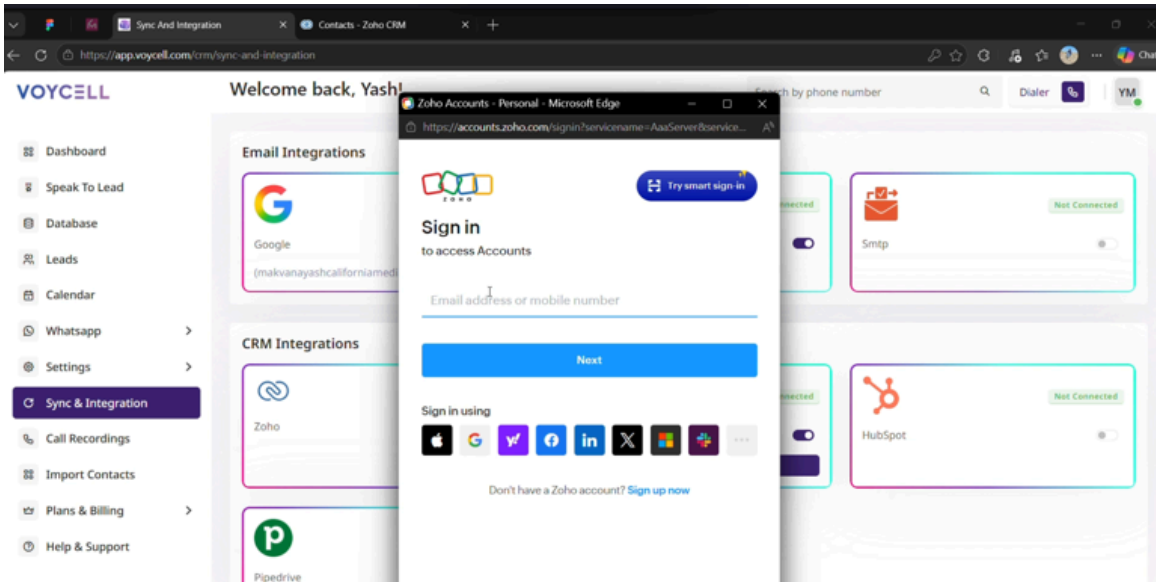
During an active call, users have access to various controls such as muting the microphone, placing the call on hold, using the dial pad for inputs, and ending the call when required. These controls ensure smooth communication handling.

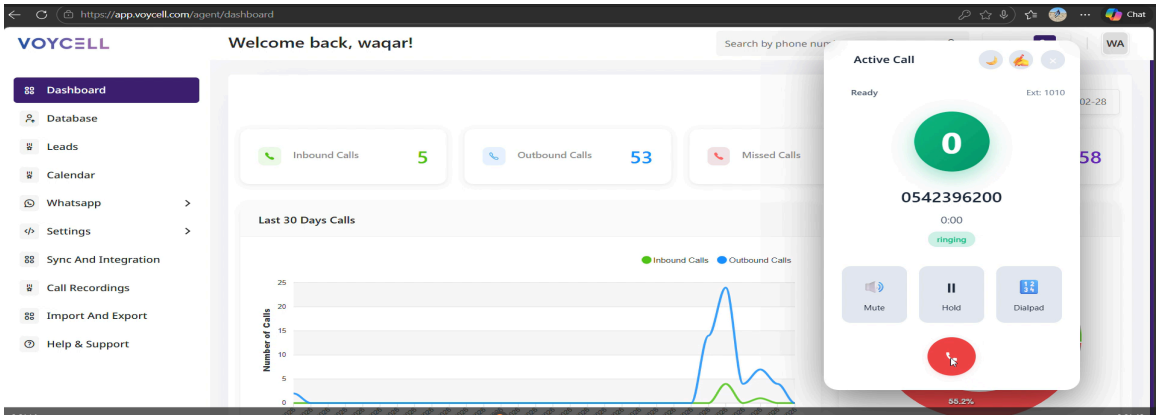
After the call is completed, the system will prompt you to enter call details. Add relevant notes about the conversation, select the appropriate call status such as "Connected", "No Answer", or "Call Back", and include any meeting details if required. Once all details are entered, click **Save**.

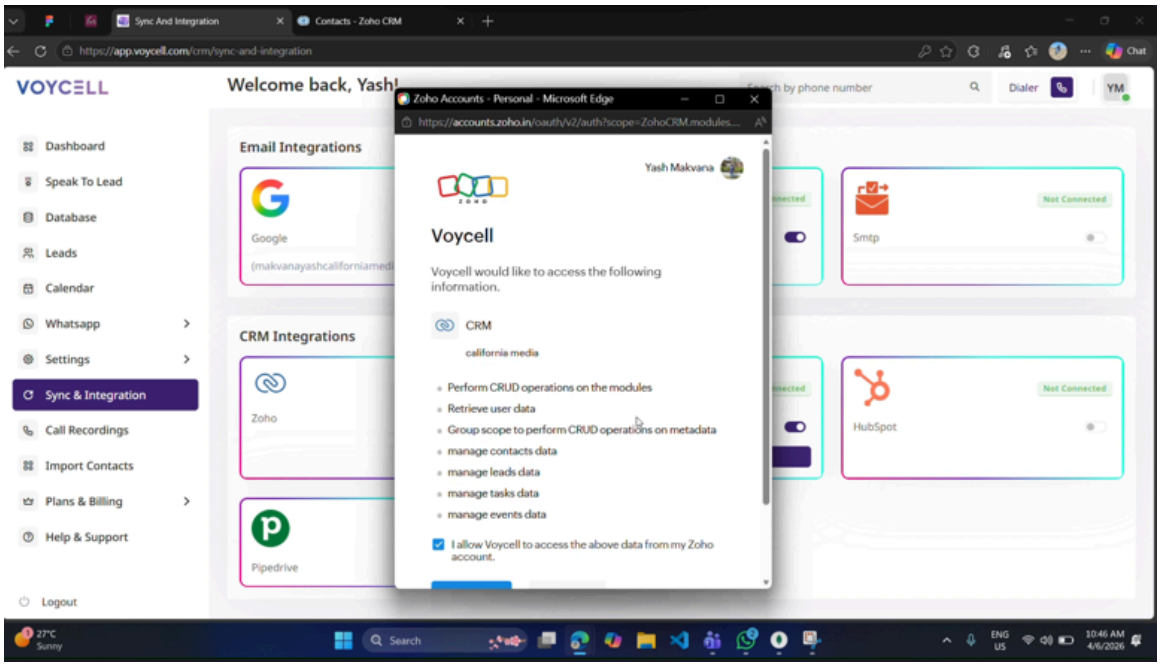
All the information entered will automatically be synchronized with Zoho CRM. The call activity, notes, and any associated data will be linked to the respective contact or lead inside Zoho CRM without requiring any manual update.








VOYCELL
Welcome back, waqar!
Dashboard
Database
Leads
Calendar
Whatsapp
Settings
Sync And Integration
Call Recordings
Import And Export
Help & Support
Inbound Calls 5
Outbound Calls 53
Missed Calls
Last 30 Days Calls
Inbound Calls
Outbound Calls
Number of Calls
Active Call
Ready
Ext: 1010
0
0542396200
0:00
ringing
Mute
Hold
Dialpad


Sync And Integration
Contacts - Zoho CRM
https://app.voycell.com/crm/sync-and-integration
VOYCELL
Welcome back, Yash!
Dialer
YM
Dashboard
Speak To Lead
Database
Leads
Calendar
Whatsapp
Settings
Sync & Integration
Call Recordings
Import Contacts
Plans & Billing
Help & Support
Logout
Email Integrations
Google
Smtp
Not Connected
CRM Integrations
Zoho
HubSpot
Pipedrive
Zoho Accounts - Personal - Microsoft Edge
Yash Makvana
Voycell
Voycell would like to access the following information.
CRM
california media
Perform CRUD operations on the modules
Retrieve user data
Group scope to perform CRUD operations on metadata
manage contacts data
manage leads data
manage tasks data
manage events data
I allow Voycell to access the above data from my Zoho account.