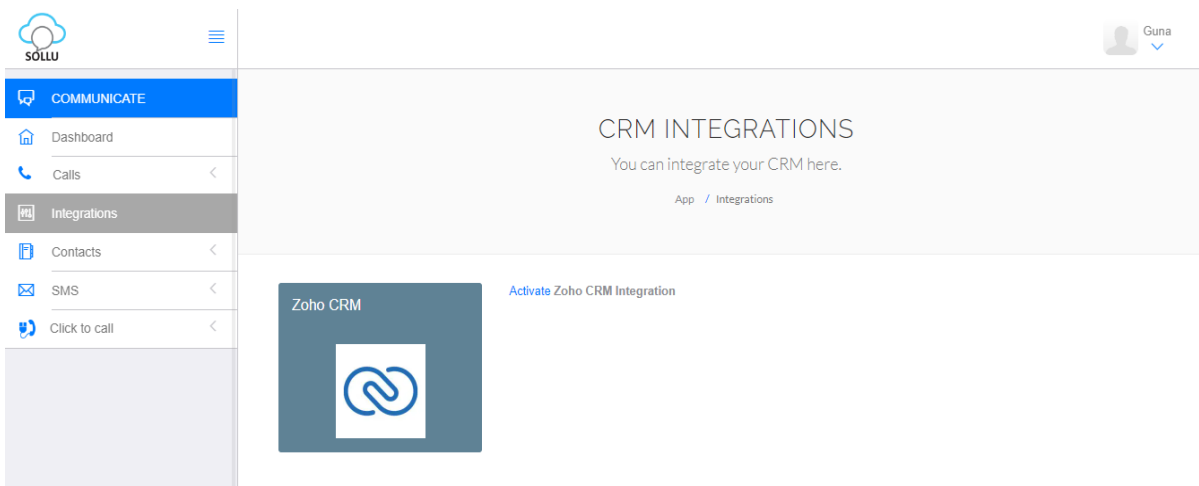# Sollu Zoho Integrations

1.1 Zoho CRM Integration (Inbound)

Sollu Extension for Zoho is an innovative solution to integrate your phone system with the Zoho platform, helping your sales and support teams handle more calls more effectively. If your organization has Zoho CRM Credentials, then this option will be of real use for tracking the calls without any miss.

Step1: Below we have attached the reference screenshot to activate the Zoho CRM in Sollu

Before Activation – Sollu panel

Step2: Click the "Activate link" in Sollu Agent panel. Then it will be redirected to the Zoho CRM Phone bridge. To integrate Zoho CRM with Sollu, click the "Accept" Button.

SOLLU

ZOHO

sollu

sollu would like to access the following information.

PhoneBridge
Zoho One - Sollu Private Limited

- Allow to log your calls inside Zoho
- To view user details to map them against their phone number/extension
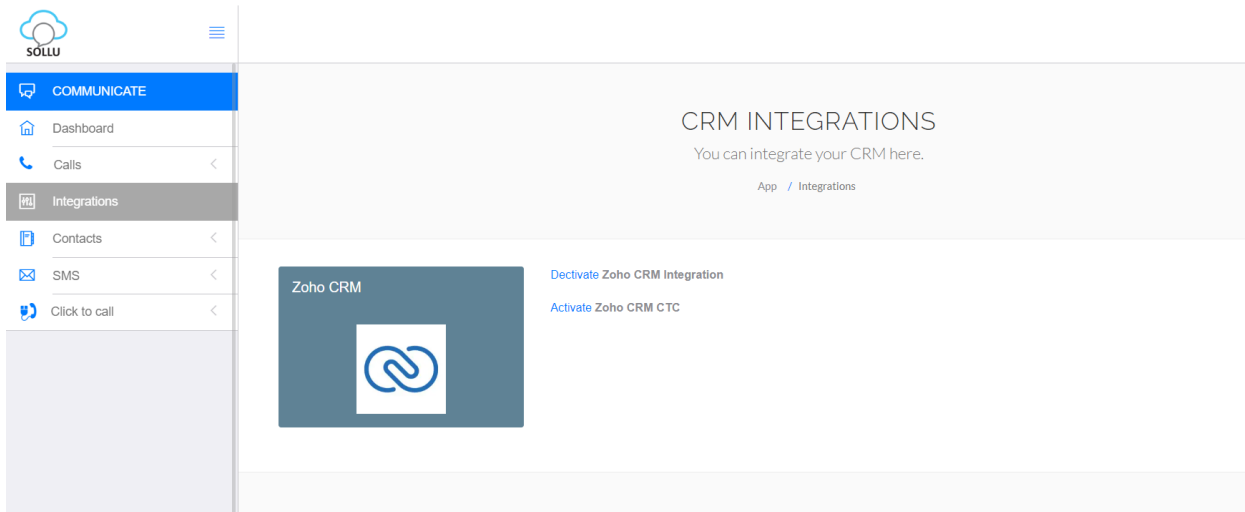- To view the information associated with the caller/callee

By clicking the "Accept" button you allow sollu to access data in your Zoho account.

Accept   **Reject**

After Activation: Screen pop-ups for calls - Receive screen pop-ups for incoming and outgoing calls to see instantly who is calling you or being called. The pop-ups that appear in Zoho provide detailed information and contextual access to the historical interactions with the contact.
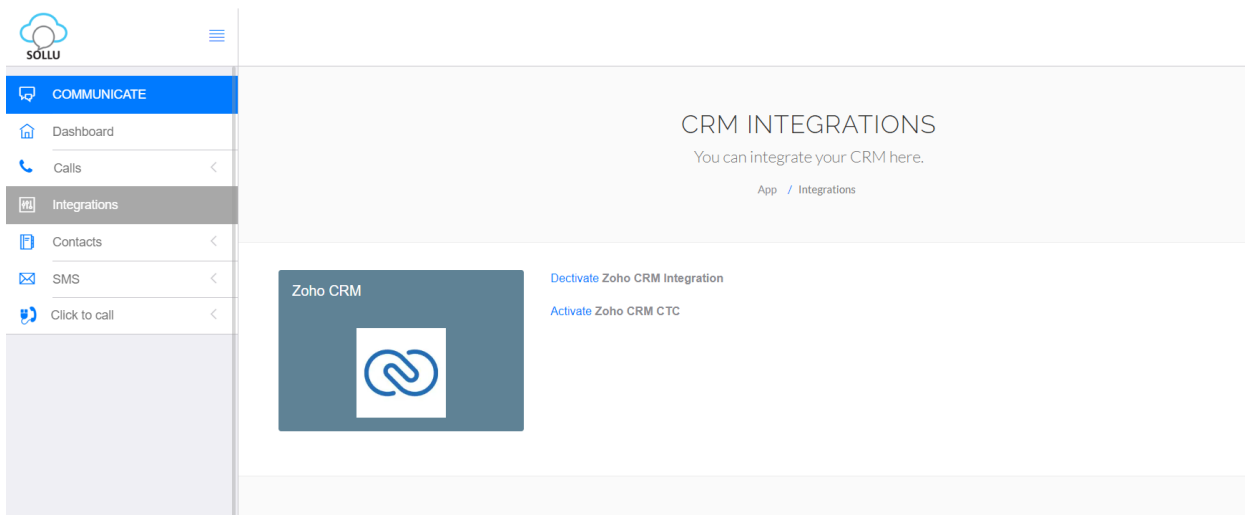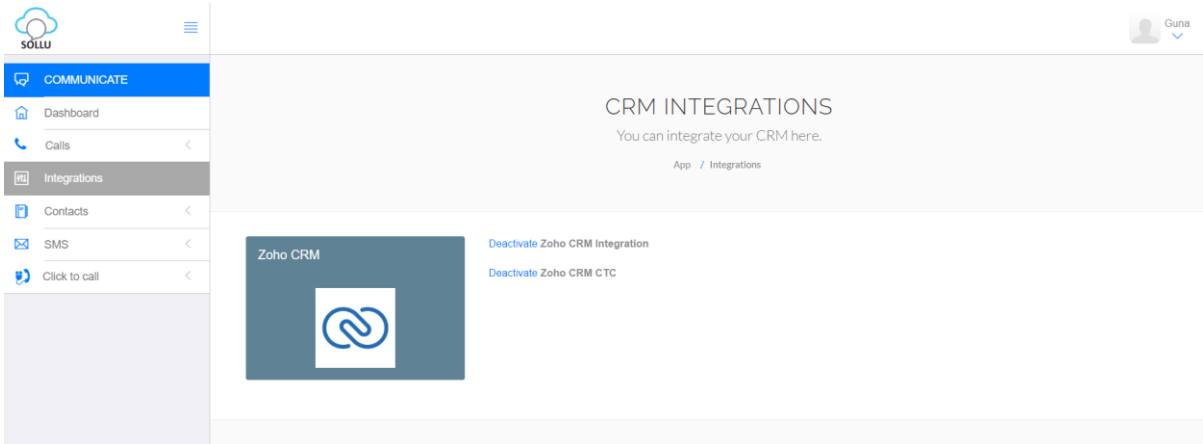
After Activation – Sollu panel

1.2 CTC Activation (Outbound)

Step1: Click the "Activate Zoho CRM CTC" link in Sollu Agent panel.

Step2: Activate link will turn into "Deactivate", once the CTC is activated.

Before Activation – Sollu panel

After Activation – Sollu panel