

VAC Dialer – Zoho CRM Integration Guide

1. Install VAC Softteck App in Zoho One

1. Log in to **Zoho One**.
 2. Click the **Settings (Gear icon)** at the top-right corner.
 3. In the left panel, go to **Marketplace**.
 4. Choose **Telephony** → click **Access**.
 5. Search for **VAC Softteck**.
 6. Click **Install** and complete the setup.
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2. Zoho OAuth Configuration

(Backend + UI Setup)

⚠ Database and Cron setup are **for Admin only**.

2.1 Database Setup (Admin Only)

- Import **db.sql** into your database. *(Not recommended for end users.)*

2.2 OAuth Device Flow Setup

1. Open the URL:
<http://DialerURL/VAC/zoho/index.php>
2. Fill the following details (no spaces in names):
 - Company Name
 - User Name
 - Agent DID/Pilot Number
 - Zoho User ID (from Zoho CRM user profile)
 - Auth Domain
 - VAC Dialer Agent ID
3. Submit the form.
4. Note down the **User Code**.

5. Click the **URL Button** to open the Zoho verification page.
6. Enter the **User Code** and verify.
7. Allow permissions until completion.

2.3 Cron Setup (Admin Only)

Add to crontab:

```
*/50 * * * * php -f /var/www/html/VAC/zoho/token.php
```

Zoho OAuth setup is now completed.

3. Integrate Zoho with VAC Dialer

1. On the OAuth completion page, click **Integrate with VAC Dialer**.
 2. Click **Integrate** → Integration will be done automatically.
 3. Click **Click to Dial Integration** to proceed.
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4. Click to Dial Integration

1. The button will redirect to the **Click to Dial Integration Page**.
 2. Enter your **Agent ID**.
 3. Enter your **Click-to-Call URL** using **Public IP**.
 4. Submit → Click to Call is now enabled.
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5. Call Notification Integration (Admin Only)

5.1 Campaign URLs

Paste the following URLs in **Start Call URL** and **Dispo Call URL** inside Campaign settings:

Campaign Start Call URL:

`http://{DialerIP}/VAC/zoho/callnotify.php?type=dialed&id=--A--call_id--B--&state=answered&from=--A--user_custom_one--B--&to=--A--phone_number--B--&code=--A--user_custom_two--B--&duration=--A--talk_time--B--&filename=--A--recording_filename--B--`

Campaign Dispo Call URL:

```
http://{DialerIP}/VAC/zoho/callnotify.php?type=dialed&id=--A--call_id--B--  
&state=ended&from=--A--user_custom_one--B--&to=--A--phone_number--B--&code=--  
A--user_custom_two--B--&duration=--A--talk_time--B--&filename=--A--  
recording_filename--B--&dispo=--A--dispo--B--
```

5.2 Ingroup URLs

Paste the following inside **Start Call URL** and **Dispo Call URL** in Ingroup settings:

Ingroup Start Call URL:

```
http://{DialerIP}/VAC/zoho/callnotify.php?type=received&id=--A--call_id--B--  
&state=answered&to=--A--user_custom_one--B--&from=--A--phone_number--B--  
&code=--A--user_custom_two--B--&duration=--A--talk_time--B--&filename=--A--  
recording_filename--B--
```

Ingroup Dispo Call URL:

```
http://{DialerIP}/VAC/zoho/callnotify.php?type=received&id=--A--call_id--B--  
&state=ended&to=--A--user_custom_one--B--&from=--A--phone_number--B--&code=--  
A--user_custom_two--B--&duration=--A--talk_time--B--&filename=--A--  
recording_filename--B--&dispo=--A--dispo--B--
```

✓ Integration Complete

Your **Zoho CRM** and **VAC Dialer** are now successfully integrated.

You can now use Click-to-Call, Call Logs, and Real-Time Notifications seamlessly between Zoho and VAC Dialer.