Telinta Newsletter

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Integrations

CRM Integration for Call Recordings

In April of 2025, Telinta announced its integration with Zoho CRM for call handling via our brandable Mobyx Desktop and WebRTC softphone solutions, along with Salesforce CRM.

Telinta recently expanded our Zoho integration, adding new capabilities for call recordings with Zoho WorkDrive.

This enables automated delivery of recorded calls to a Telinta customer's Zoho account to securely upload call recording files from TeliCore™ to Zoho, eliminating the need for manual downloads or external storage workflows.

The integration uses Zoho OAuth 2.0 server-based authentication and includes multiple Zoho datacenters in the USA, Europe, and India. Once authorized, TeliCore can upload call recordings directly to your customer's Zoho WorkDrive, making them immediately available for review, sharing, or CRM attachment.

This functionality is especially useful for end user businesses and contact centers that rely on Zoho for customer management, compliance, quality monitoring, and long-term storage of call records, providing a seamless bridge between telephony and business workflows.

Using Zoho XCRM, when one of your users receives a call, our brandable Mobyx Desktop Softphone or WebRTC solution can automatically open a browser page using the caller's phone number (CLI) for quick access to your user's CRM records.

Zoho integration is available to Telinta customers as a standard part of our Service, with no additional charges. With Telinta's flexible billing, you can easily offer Zoho CRM and WorkDrive capabilities to your customers as a premium add-on service for additional revenue, or bundle it together as part of your standard offer.
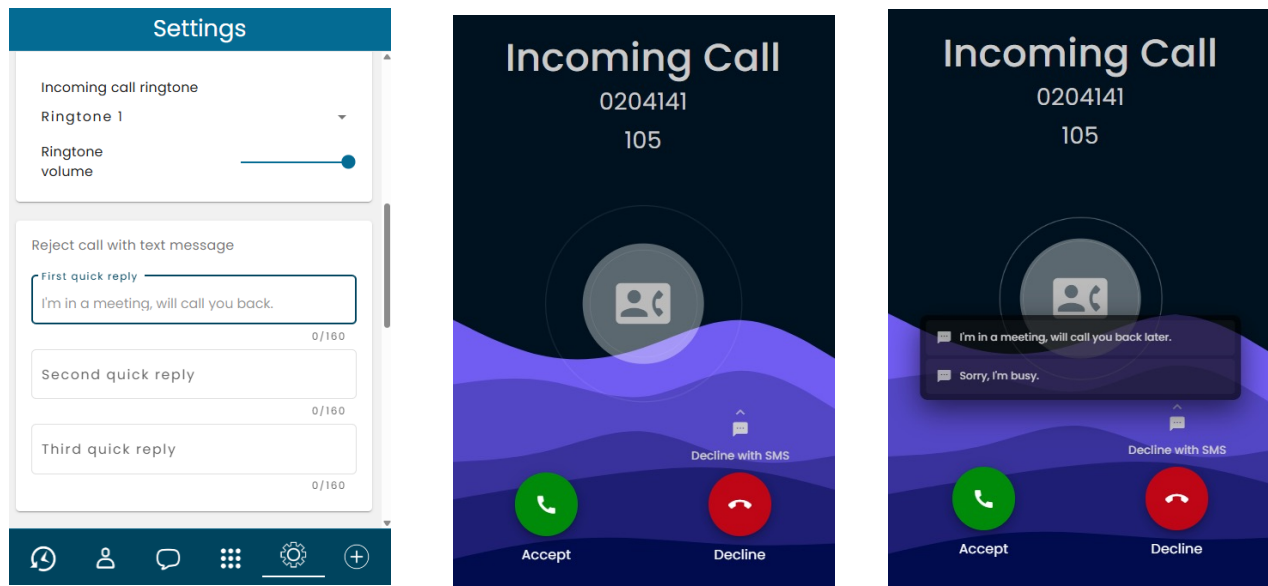
Contact support@telinta.com regarding configuration details for Zoho.

Solutions

Decline Incoming Calls with SMS

Desktop Mobyx now enables your users to decline incoming calls with an automatic SMS response. Your users can configure up to three custom quick-reply messages in Settings, and send one of them directly from the incoming call screen. This makes it easy for your users to politely notify callers when they are busy, without answering the call, while the call is properly rejected on the SIP side. The SMS can be composed in any language the user needs.

Desktop Mobyx is our brandable softphone for Windows and Mac, offering an attractive set of features used with Hosted PBX and other VoIP services for your business customers.

Best Practices

Changing Caller ID via Dialing Prefix

You can now offer your customers the ability to automatically change Caller IDs for outbound calls by dialing a prefix before the destination number. This allows easy use of multiple Caller IDs.   Caller ID selection is based on configurable dialing prefixes where each prefix corresponds to a specific Caller ID.

For example if your user wants to show a specific Caller ID, they would dial *1 before the destination number. To use a different Caller ID, they would dial *2 or whatever prefix the user has configured for the desired Caller ID.

Changing Caller ID via Dialing Prefix, continued

The configuration is managed via the customer or account notepad, where users can define prefix-to-Caller-ID mappings. Account-level settings override customer-level rules, providing precise control when needed. This functionality is ideal for outbound calling scenarios such as contact centers, sales and marketing campaigns, and multi-brand operations that require flexible Caller ID presentation.

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Please continue to give us your feedback: what you like, what you don't. Contact info@telinta.com to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.