

The Mitto logo features the word "mitto" in a white, lowercase, sans-serif font, followed by a white right-pointing chevron symbol.

ZOHO – MITTO SMS INTEGRATION

How To Get Started

Zoho CRM is a customer relationship management platform that allows business to manage their sales, marketing, customer support, and inventory from a single system. It supports over 150 thousand business from 180 countries.

With Mitto integration clients can send single or bulk:

- Marketing/Promotional SMS messages
- Customer notifications SMS messages

PART 1

MITTO INTEGRATION

Find Mitto on Zoho marketplace or use a direct link:

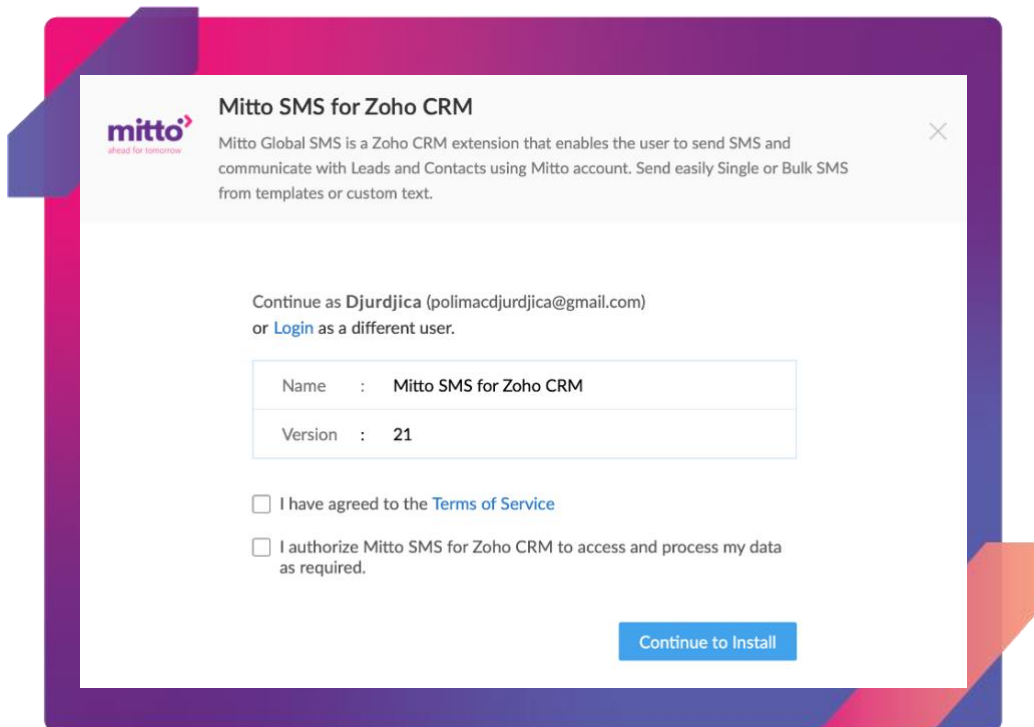
<https://marketplace.zoho.com/app/crm/mitto-sms-extension-for-zoho-crm#overview>

Prerequisites:

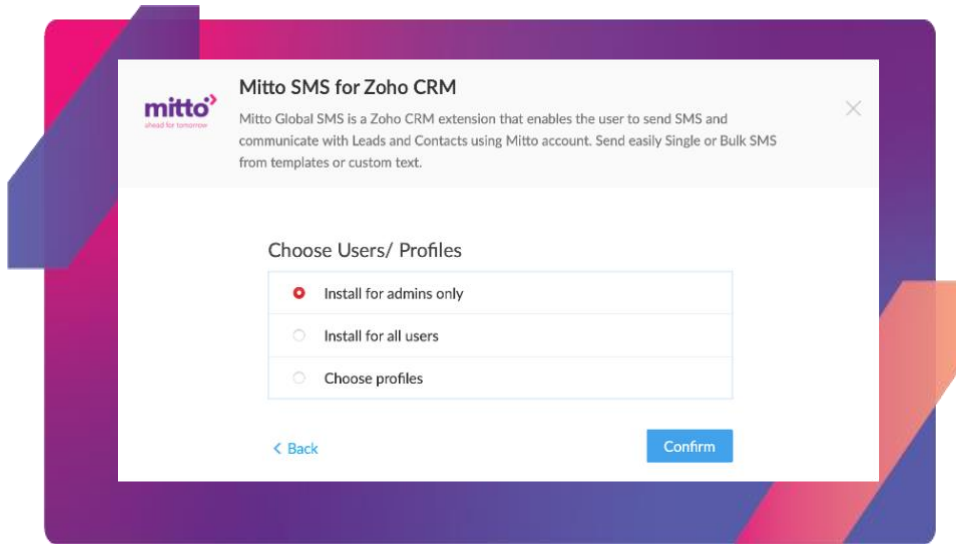
- Zoho account

Steps:

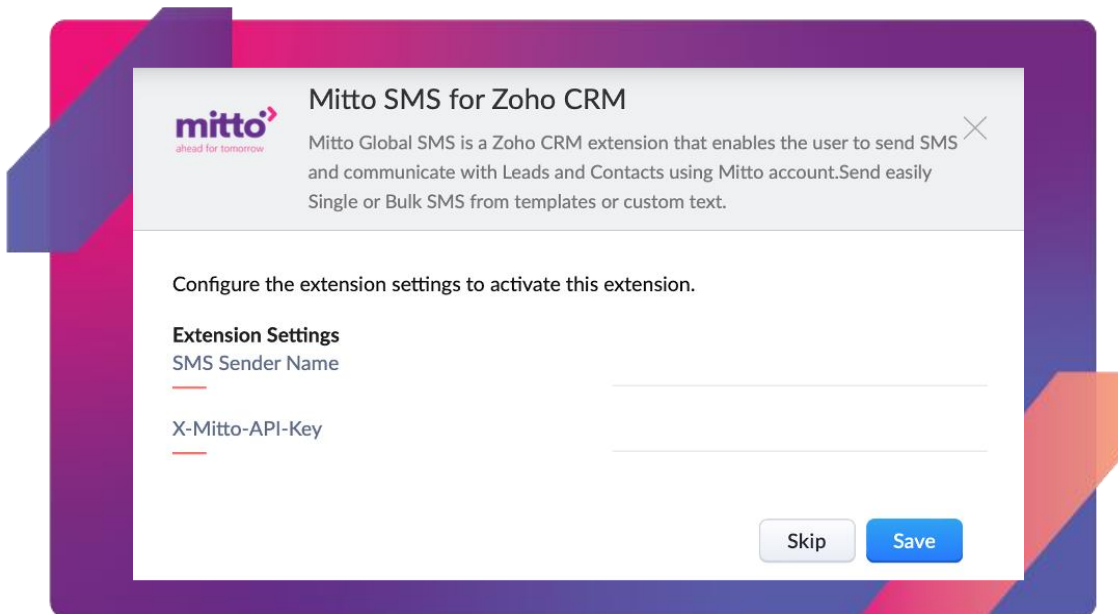
- Choose Mitto SMS in Zoho marketplace
- Click on Install



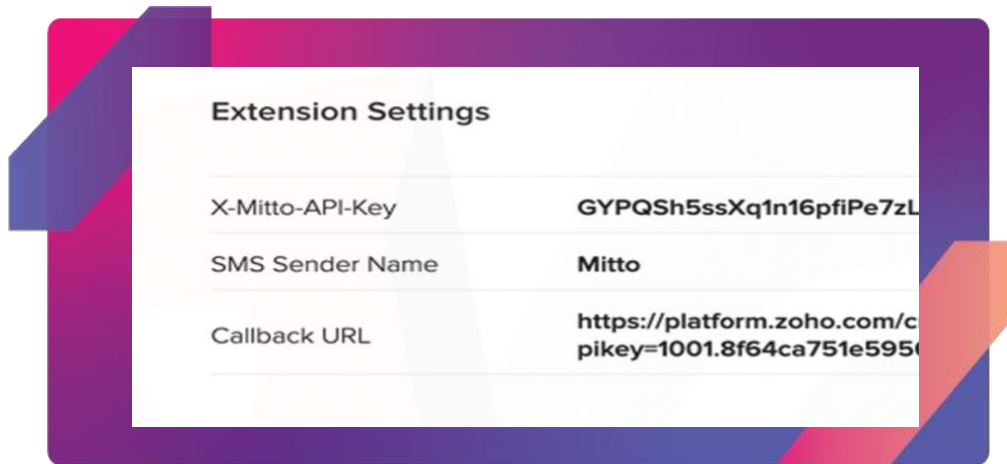
- Choose if you want to install it for admins only:



- Insert Mitto API key and SMS sender name. API key will be provided by sales team from Mitto.



- Your callback URL is set and you are ready to start sending SMS. Provide that URL to your Mitto account manager so that you can get delivery reports.



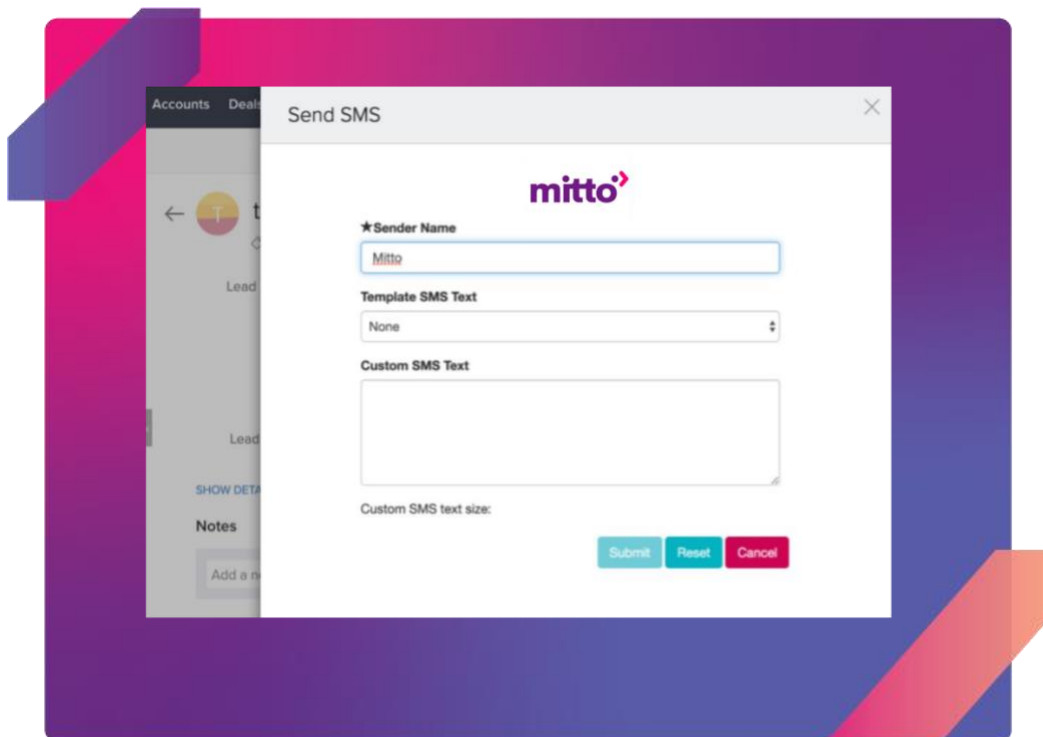
SENDING SMS

Sending individual or bulk SMS is easy - simple interface leads you through the process.

- If you are sending a **single SMS**, go to the Record/Contact, and in the upper right corner click on button Send SMS.
- If you are sending a **bulk SMS** you can select max **up to 500 records at once!**

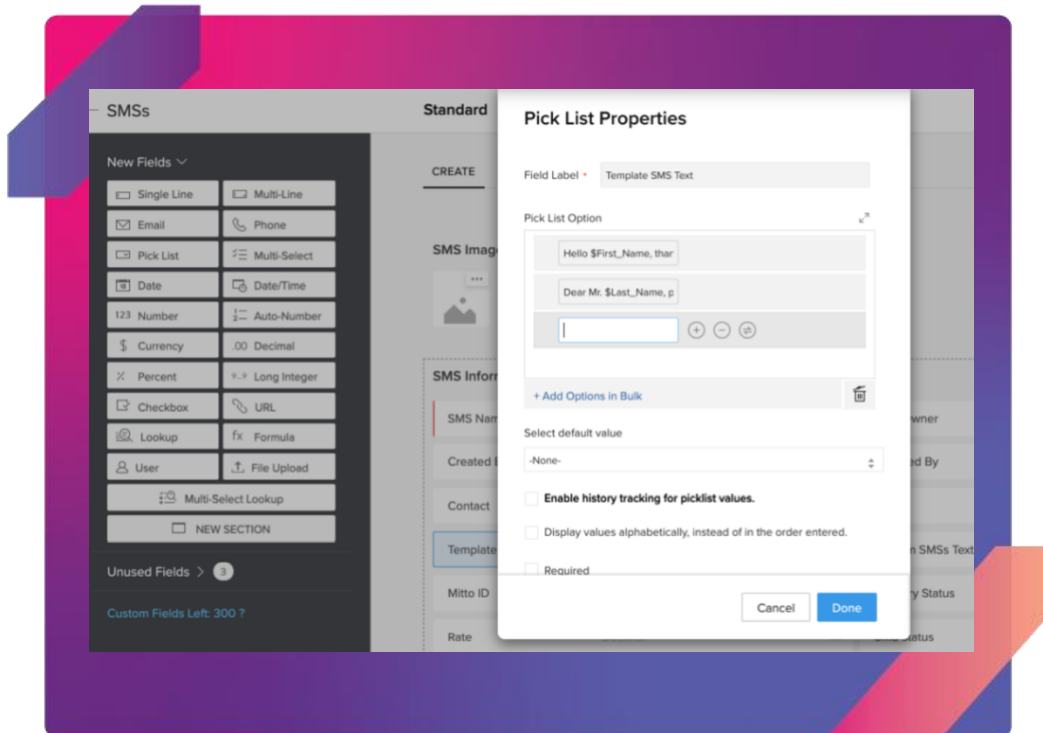
Note

SMS will be sent to phone number stored in default **Zoho field "Mobile"** so you need to store your client mobile numbers in field "Mobile" in Leads and Contacts!
Mobile numbers have to be **in international format, e.g. +41 123 456789.**



Templates

Use templates to easily insert placeholders, simplify the process and personalize messages for your contacts. You will get some pre-defined, but you can create your own.



Available merged fields (should be written exactly like shown below):

Available merged fields are:
\$First_Name (Contacts and Leads)
\$Last_Name (Contacts and Leads)
\$Mobile (Contacts and Leads)
\$Company (Leads)
\$Account (Contacts)

Sending SMS in workflows

You can use SMS as part of automatic workflows in Zoho functions. To learn more, use official Zoho documentation.

- Zoho [documentation](#)

mitto[›]