

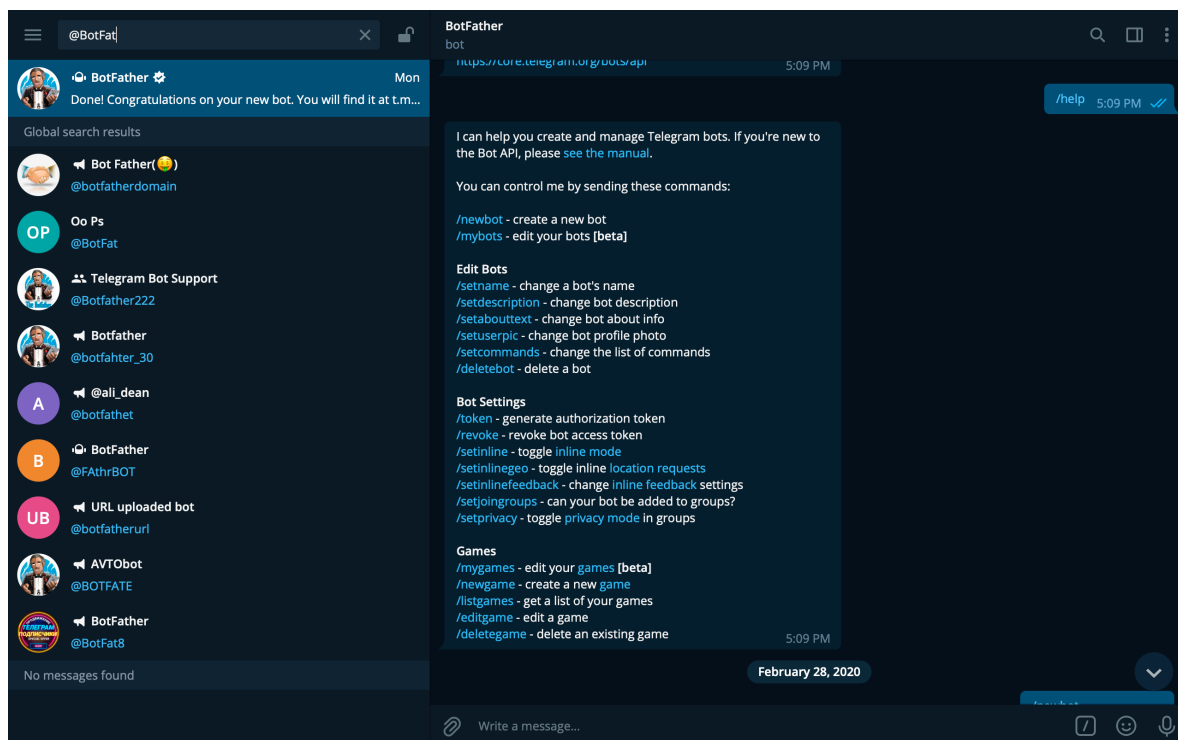
intermediary server will handle all the encryption and communication with the Telegram API for you. The **Bot API** allows you to create programs that use Telegram as a messaging medium to assist customers around the clock.

## Getting started

A bot has to be created by the customer to start the configuration process so that they integrate Telegram with Zoho Desk.

## How to create a Telegram Bot

1. Open the Telegram Messenger and sign in to your account, or create a new one if you have not already.
2. Enter **@BotFather** in the search tab and choose the relevant bot.



**Note:** Official Telegram bots have a **tick mark** beside their name.

3. Click **Start** to activate the **BotFather** bot. You will receive a list of commands to manage the bots.

4. Choose or type the **/newbot** command and click **Send**.

5. Choose a name for your bot. Your subscribers will see it in their conversations. Next, choose a username for your bot. The bot can be found by its username in the search bar. The username must be unique and end with the word "bot."