

Zoho Zia Agents Online Training for Developers

OEM: Zoho Corporation • Code: ZOHO_ZIA_AGENTS_ONLINE_TRAINING_FOR_DEVE

COURSE DESCRIPTION

This program covers the developer surface area of Zia Agents: API authentication, the Agent API, building custom tools through tool groups, Deluge integration, parameter mapping, and integrating agents into external systems. It is hands-on and code-along throughout. Sessions are delivered in English with code-along exercises. Participants need their own Zia Agents workspace and a Postman or equivalent API client. Trainers cover platform capabilities and patterns — not customer-specific implementation. 2 days | 7–8 hours per day (inclusive of breaks) Topics marked with * are upcoming or have limited public documentation as of now; coverage may be conceptual rather than hands-on at the time of training.

AUDIENCE PROFILE

- Developers and technical implementers building custom agent capabilities. Familiarity with REST APIs, OAuth 2.0, and Deluge is expected. Prerequisites align with the Zoho CRM Developer track.

PREREQUISITES

- This section doesn't contain any content.

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- This section doesn't contain any content.

COURSE OUTLINE

Module 1: Day One: APIs, Authentication & Custom Tools

Platform Architecture for Developers

- Component model: Agents, Multi-Agents, Knowledge Base, Tools, Connections
- Standalone Agents vs. Digital Employee Agents
- Vendor configuration and model selection

API Overview & Authentication

- OAuth 2.0 setup and token generation
- Scopes, permissions, rate limits

API Reference

- Endpoint structure, headers, request format
- systemArgs structure
- Working Deluge example from the docs

Tool Groups in Depth

- Pre-built vs. custom tools
- How agents select tools at runtime
- Sharing tool groups across agents

Building Custom Tools

- Custom API tool design
- Parameter mapping (Model, On-Trigger, Constant)
- Response handling
- Testing tools and reading the Required Scopes hint

Connections for Developers

- Connection lifecycle
- Scope strategy: minimum viable access
- Auto Create vs. manual setup
- Deluge sample code for testing

Hands-on

- OAuth setup and first API call
- Building a custom tool from scratch and wiring it into an agent

Module 2: Day Two: Deluge, Multi-Agent, Integration & Capstone

Deluge for Agent Workflows

- Calling Zia Agents from Deluge
- Calling external services from Deluge inside an agent flow
- Custom logic and branching around tool calls

Multi-Agent Workflows

- Parent-child agent hierarchies
- Context passing between agents
- When to split into multi-agent vs. extend a single agent
- Programmatic multi-agent orchestration *

Integrating Agents into Products

- ChatKit, Cliq Chatbot (Create Bot), WhatsApp, Agent API

- Webhook / event support *

What's Coming for Developers

- SDKs and CLI *
- MCP outbound from Zia Agents to external models *
- Agent Store publishing and versioning *

Capstone (Guided Build)

- End-to-end: custom tool + Deluge function + KB + agent + Cliq deployment
- Walkthrough and review