User + Channel Provisioning

Network Credentials

Each SDK user must have a unique set of Zello Work credentials, which includes a username, password, and network name. For more information, please visit the 📄 Network Credentials page.

User Provisioning

User credentials can only be used on one device at a time. If two users try to access Zello Work simultaneously with the same credentials, one user will be automatically disconnected. For this reason—and because all communications are tied to a specific user— it's best to assign each individual their own set of credentials.

Network admins can create individual user accounts from the management console—either manually or via CSV import—or by using the Zello Work API.

Channel Provisioning

Channels facilitate quick communication among subsets of assigned network users. Like users, channels can be created from the management console—either manually or via CSV import—or by using the Zello Work API. This ensures communications remain targeted, secure, and unified.

Learn more about channels.