

MESSAGING CHANNEL

Telegram

any bot you create with BotFather

Sayl CRM · Channel Setup Guide · v1.0

What this is

Connect a Telegram bot you create yourself with BotFather. Sayl auto-registers the webhook with Telegram using a secret token, so every inbound update is signature-verified.

Before you start

- A personal Telegram account (any phone).
- Owner-level access to your Sayl CRM workspace.

Setup

1 Create a bot with BotFather

Open Telegram, message `@BotFather`, send `/newbot`, and follow the prompts. Pick a display name and a username ending in `_bot`. BotFather replies with an **HTTP API token**. Keep it secret.

2 (Optional) brand your bot

Use BotFather's `/setdescription`, `/setuserpic`, and `/setcommands` commands to add a description, profile photo, and a /menu of commands.

3 Connect the bot to Sayl

In Sayl: **Settings** → **Channels** → **Telegram** → **Add Line**. Paste the bot token. Sayl will validate it against Telegram's `getMe` endpoint, generate a random secret, and call `setWebhook` with that secret in the `X-Telegram-Bot-API-Secret-Token` header.

Test it

Send `/start` to your bot from Telegram. The conversation should appear in the Sayl inbox immediately.

Troubleshooting

Problem	Likely cause	Fix
Sayl reports 401 Unauthorized when registering the webhook.	The bot token is wrong or has been revoked.	Run <code>/revoke</code> in BotFather, generate a new token, paste it in.
A Telegram bot can only have one webhook URL — what if I had it pointed somewhere else?	Sayl overwrites whatever URL was previously registered when you connect the line.	If you didn't intend to switch, do not save the line. Telegram only supports a single subscriber.

Need the full multi-channel reference? Download the [Sayl CRM Integration & Configuration Guide](#).