

Zoho Recruit automation — Germany

Model: SaaS extension (not greenfield ATS) **Stack:** Python · Zoho APIs · OpenAI · Shopify **Scope:** Recruit → onboard

Recruiters stayed in Zoho Recruit. We added Python workers, AI-assisted classification with human approval, and Shopify storefront automation — all writes back through Zoho REST.

Zoho Recruit Python OpenAI Shopify Webhooks
Topology

Zoho as system of record

Webhooks and cron trigger enrichment workers. OpenAI output lands as draft custom fields — recruiters confirm before tags go live. Dead-letter queue on API 429/5xx.

Design decisions

Chosen vs rejected

Decision	Chosen	Rejected
CRM	Extend Zoho	Custom ATS rewrite
AI	Post-ingest worker	Black-box auto-scoring
Failures	Queue + DLQ + alert	Silent drop on rate limit
Shopify	Scripted duplicate + theme	Manual clone
Code shape		

Enrichment worker

```
record = zoho_client.get_candidate(zoho_id)
draft = ai_classifier.suggest_tags(record.resume_text)
zoho_client.set_custom_fields(zoho_id, {
    "AI_Suggested_Role": draft.role,
    "AI_Review_Status": "pending_recruiter",
})
```

Outcomes

Results

- Deep Zoho customization for German operator workflows
- AI layer with visible recruiter controls
- Engineering complete; client chose not to launch commercially

For sales — “Did it ship?” Delivery finished and handed off; no public product URL because the client paused go-to-market. Proof = integration depth (Zoho APIs, workers, human-in-the-loop AI). Shipped comparables: TLMS, PayU CRM, German analytics on sevendyne.com/case-studies.

CSR Informatics programme.

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