





Zoho SalesIQ for customer service


Agenda


-  What is Zoho SalesIQ?


-  Why do customer service teams need live chat software?


-  Provide instant help to customers

-  Assist customers round-the-clock

-  Improve your support team's efficiency

-  Measure the efficacy of your customer support

-  Customer testimonials

-  Awards and recognitions



What's Zoho SalesIQ?





Why do customer service teams need live chat software in the first place?



Please hold..
Your call is very
important to us



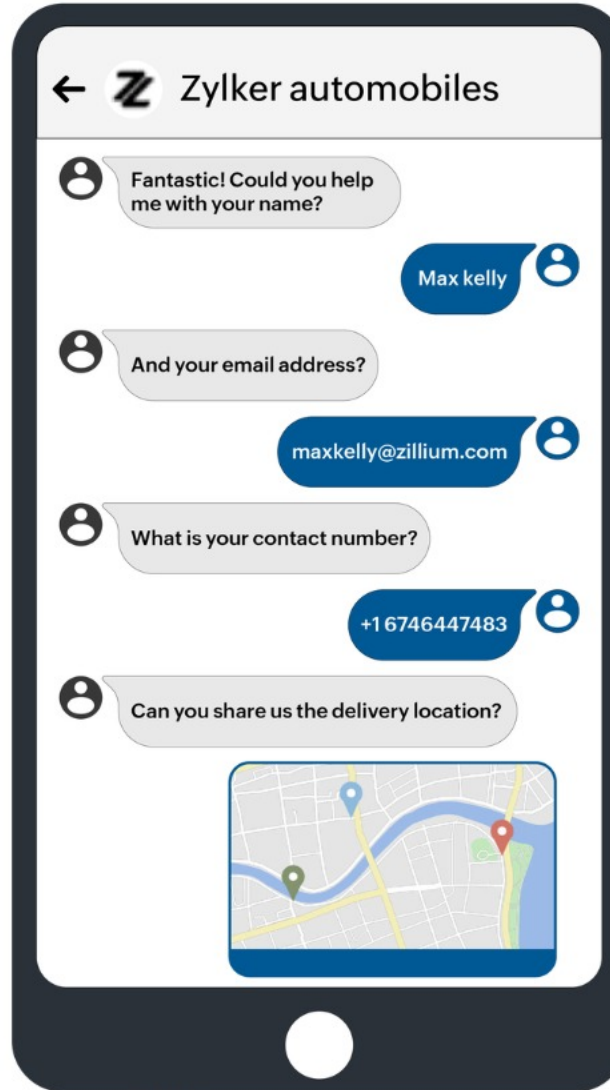
Hard relate?

Don't make your customers wait endlessly. In today's market scenario, every less-than-perfect experience your customer has pushes them to your competitors



**Provide instant help on your
customers' preferred channels from a
single place**





☑ Instant help

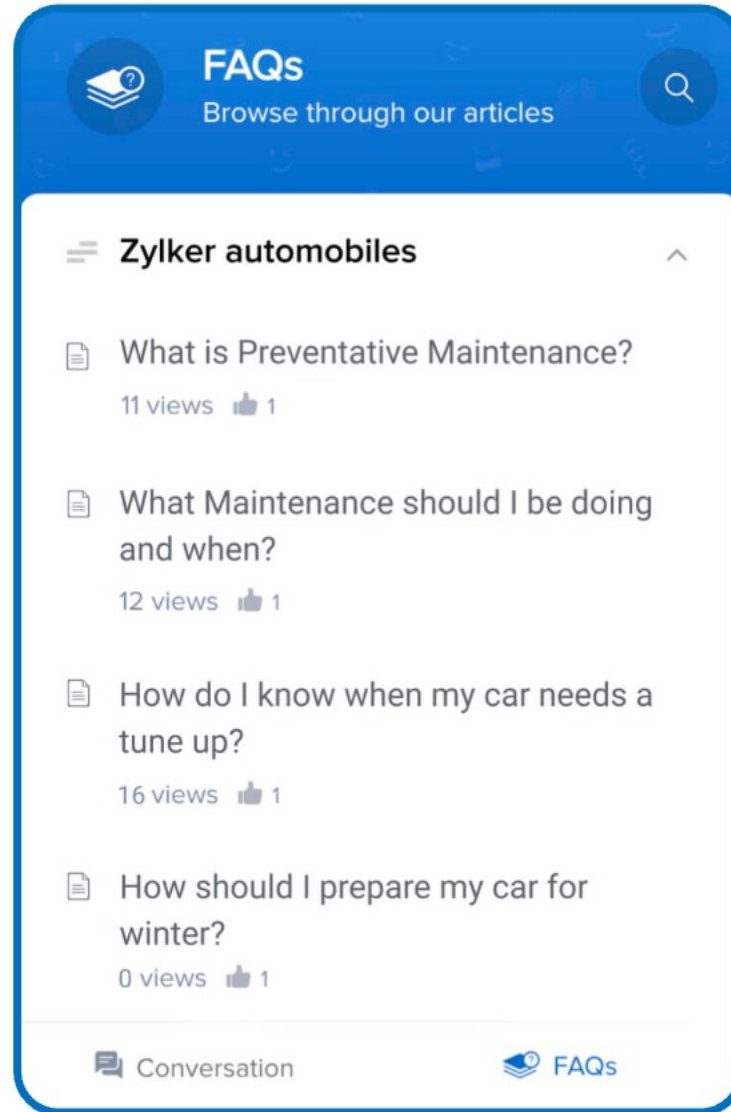
Now what do you do when customers reach out
round-the-clock?



Assist customers round-the-clock



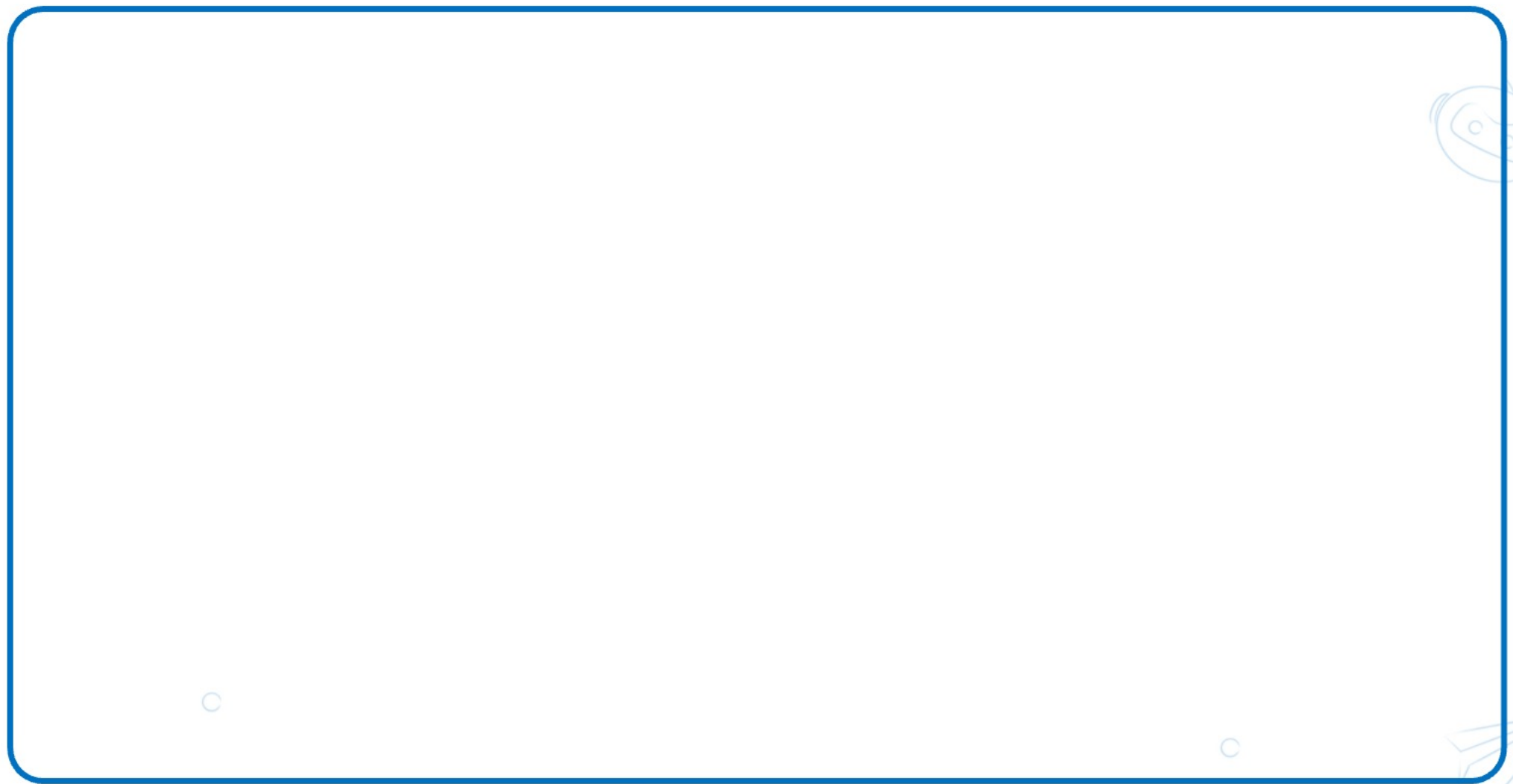
Enable self-service with in-chat FAQs



Offer 24/7 customer support with chatbots

- Build your bot easily with our **codeless drag-and-drop interface**
- Customize your chatbots without any limits using our **programming interface**
- Provide instant responses to FAQs with **Answer bot**—our ready-to-deploy **near-human AI chatbot**
- Create a **hybrid (Guided flow+AI) chatbot** by adding AI (Answer bot) capabilities to your codeless/programmed chatbot
- Deploy your chatbots on all your support channels—website, mobile app, and instant messaging apps like WhatsApp, Instagram, and Facebook





With chatbots and FAQs to handle first-level queries, you can now focus on those that need your attention

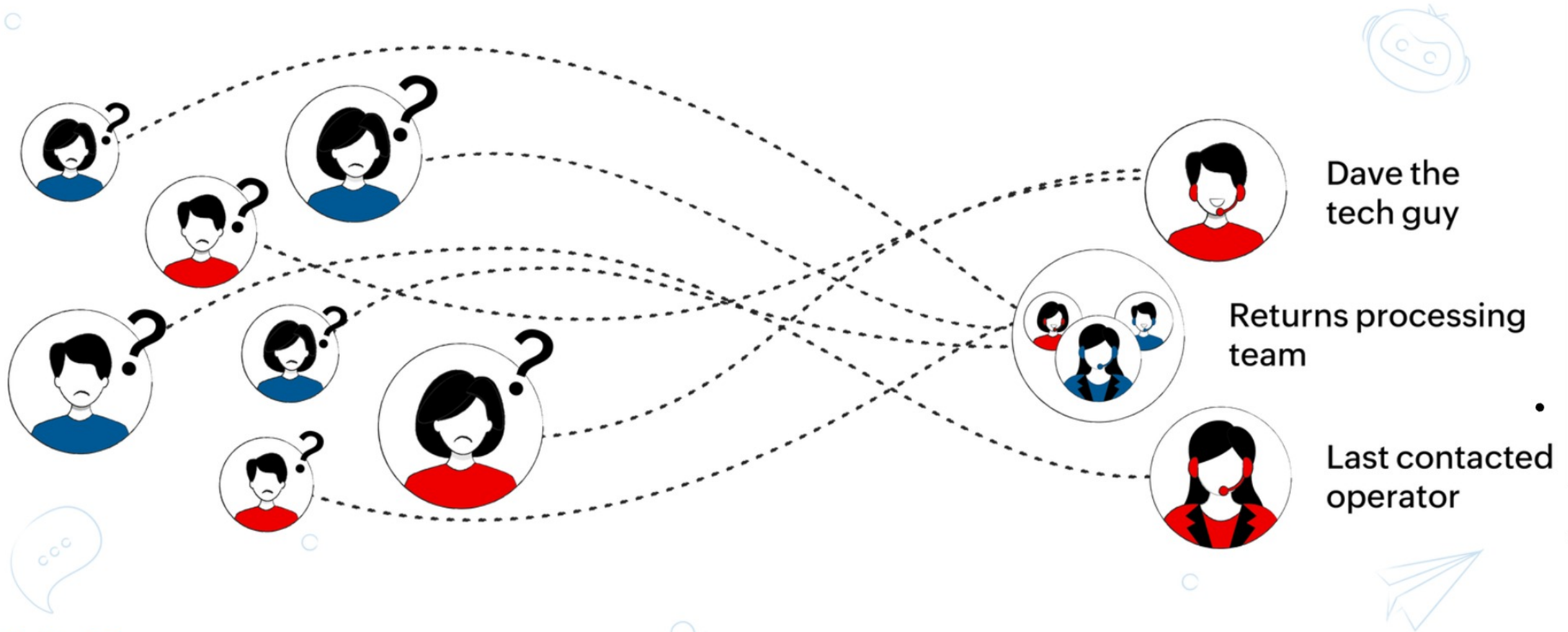
Let's take a look at how you can do that more efficiently



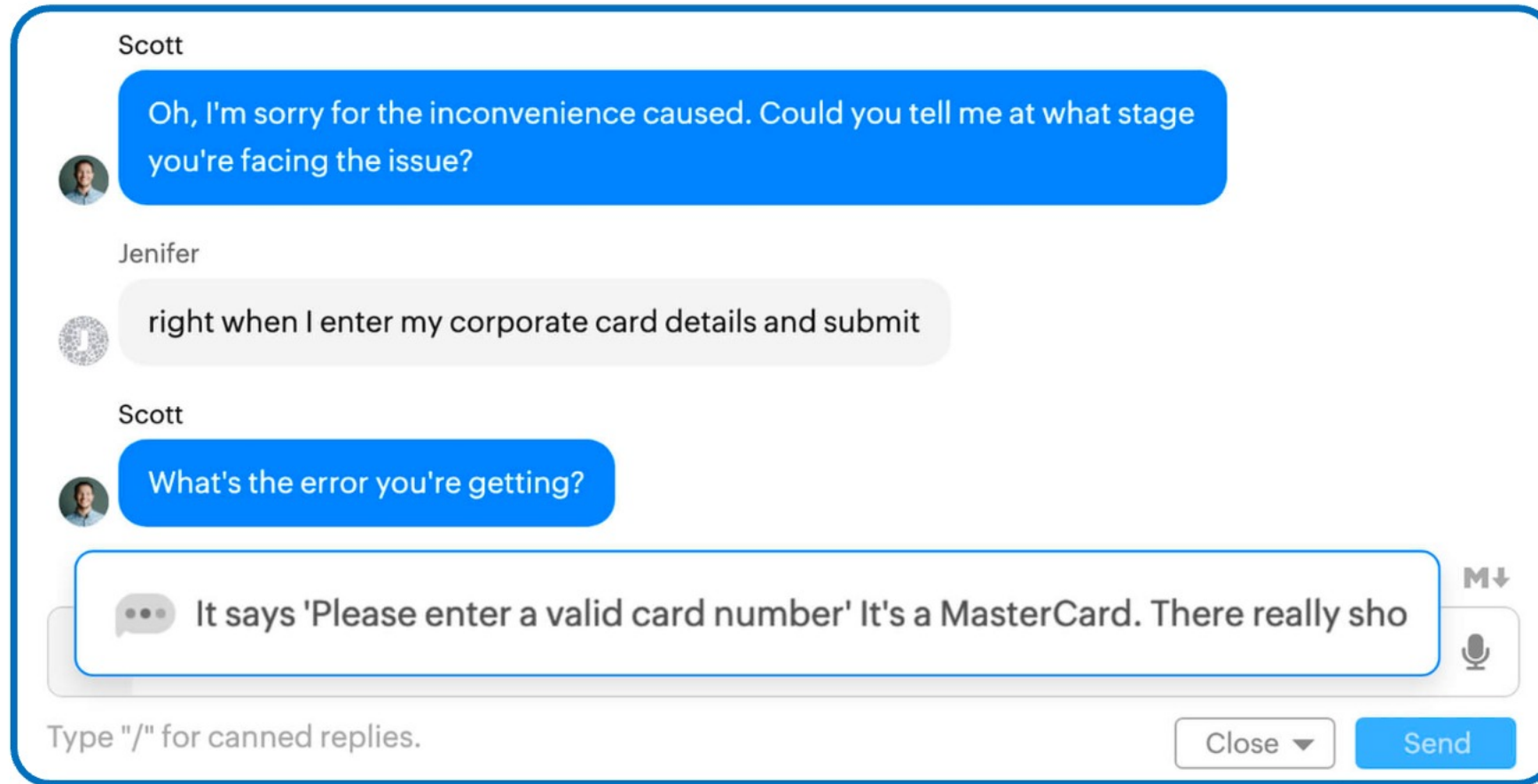
Improve your support team's efficiency



Route incoming chats to the right experts to perfect your First Contact Resolution (FCR)



Get a head-start with a preview of what the customer is typing



Scott

Oh, I'm sorry for the inconvenience caused. Could you tell me at what stage you're facing the issue?

Jenifer

right when I enter my corporate card details and submit

Scott

What's the error you're getting?

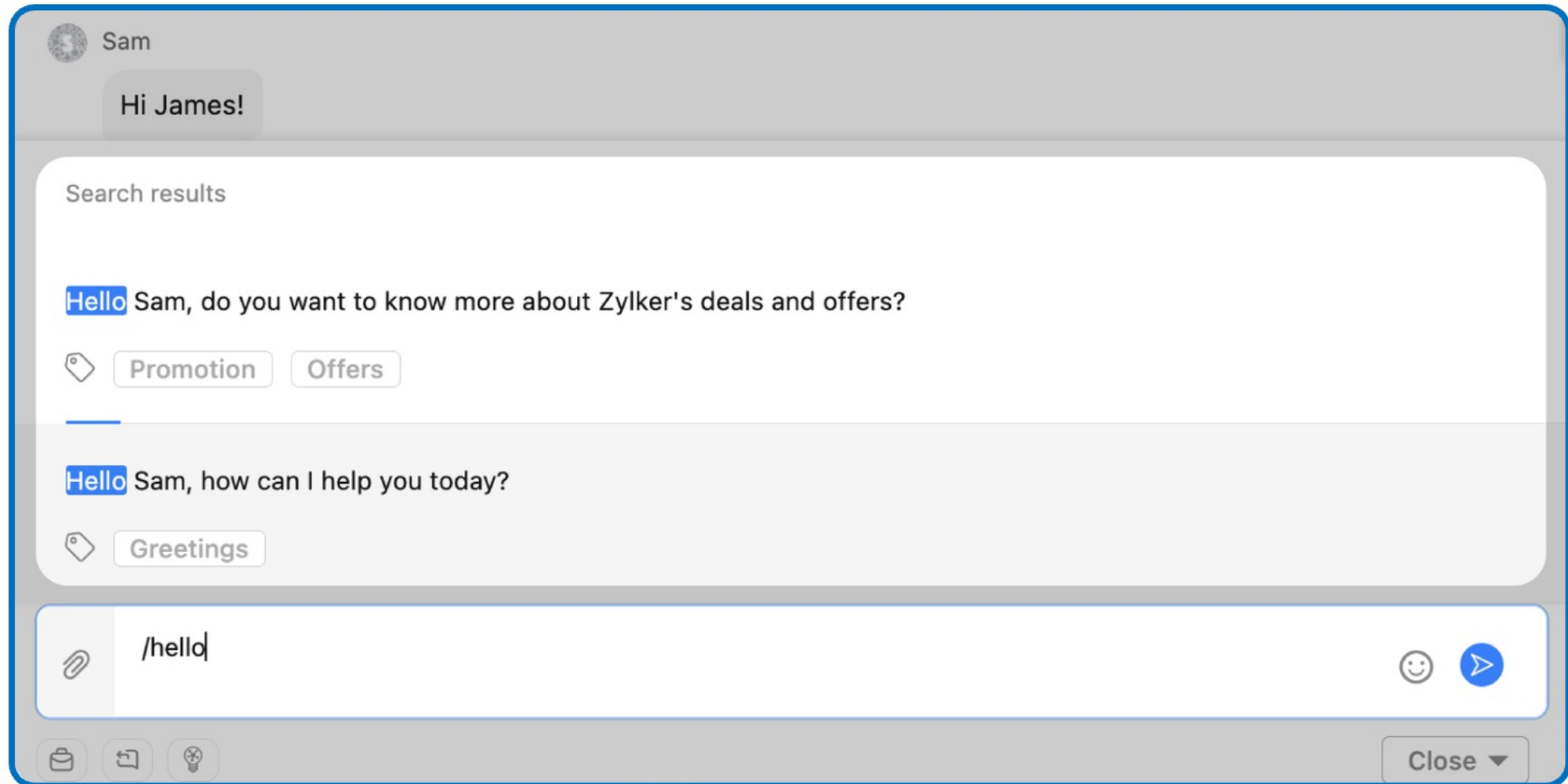
It says 'Please enter a valid card number' It's a MasterCard. There really sho

Type "/" for canned replies.

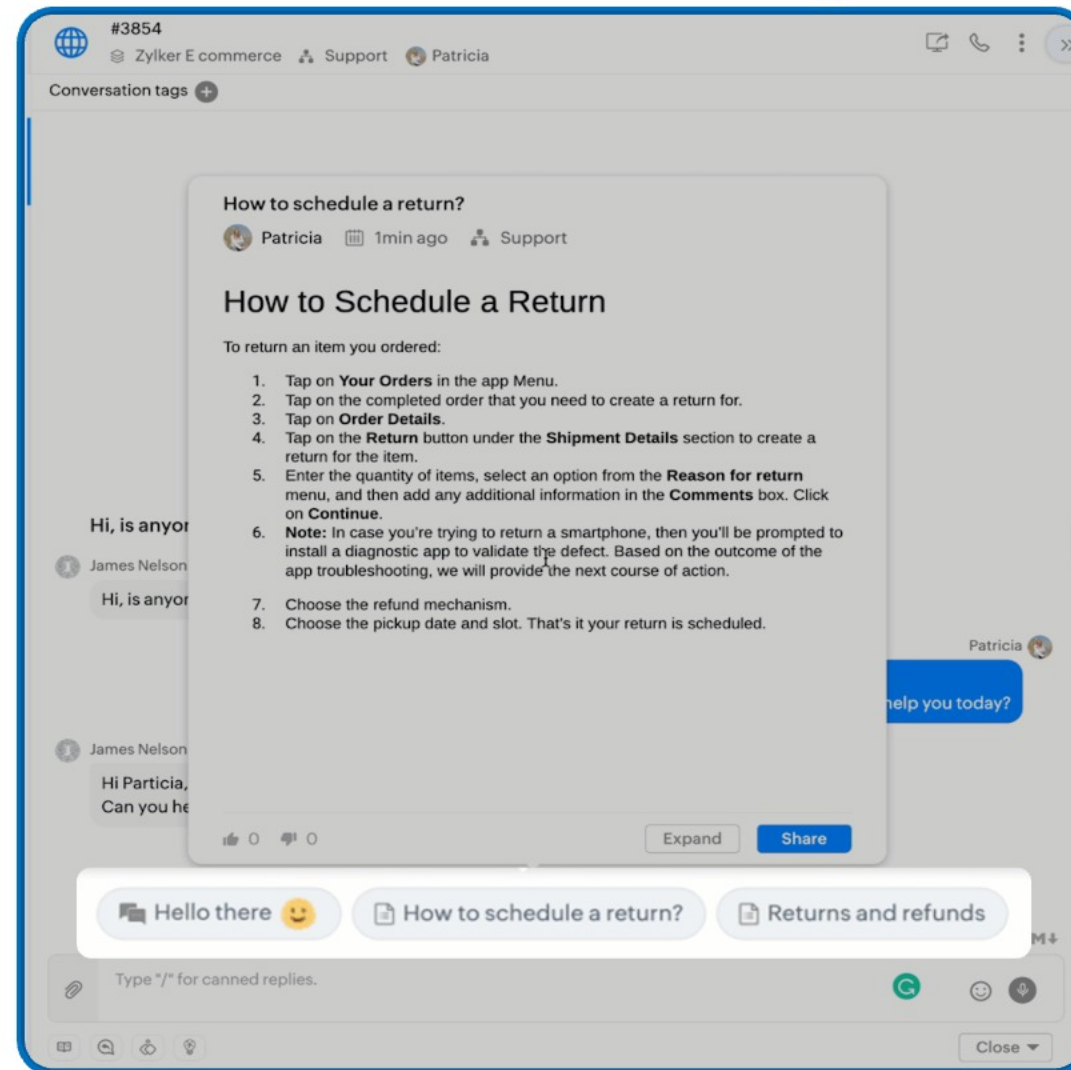
Close Send



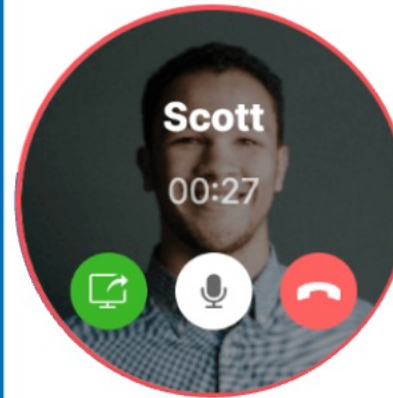
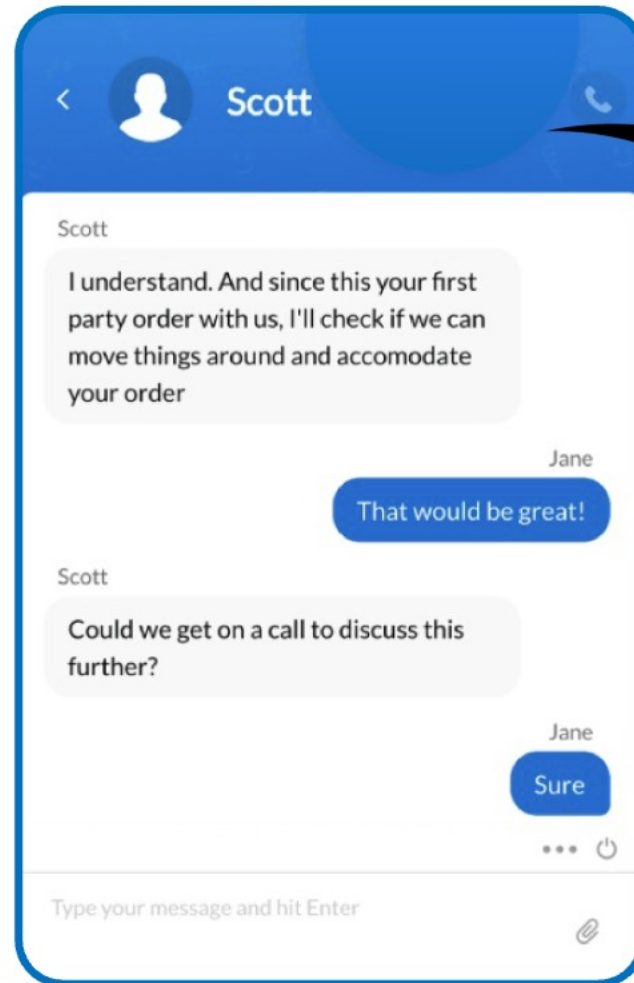
Answer customers in no time with pre-saved responses



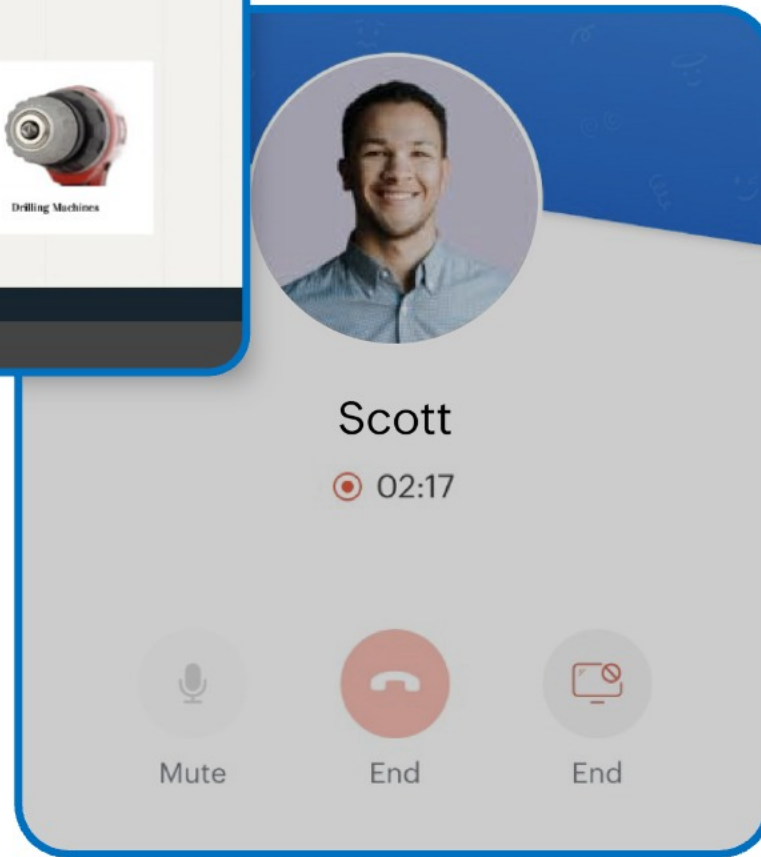
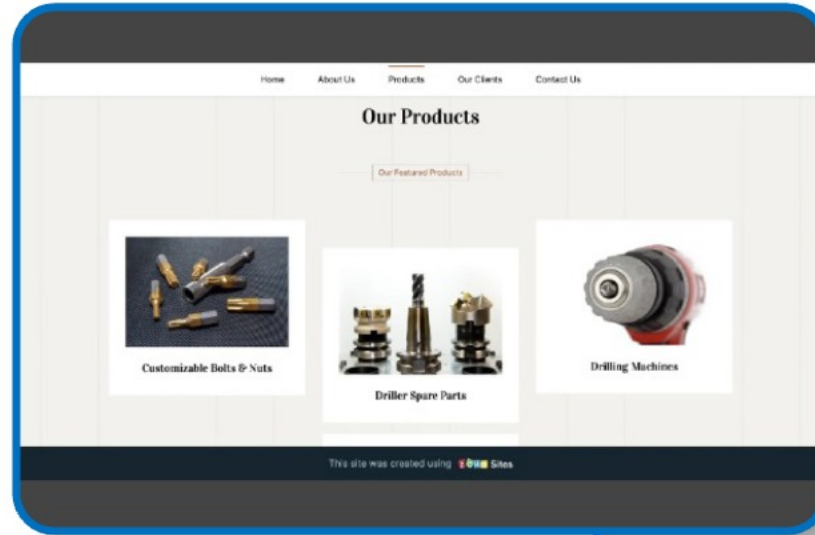
Get apt reply recommendations from our AI assistant, Zia



Turn potentially long or complicated chats into a call

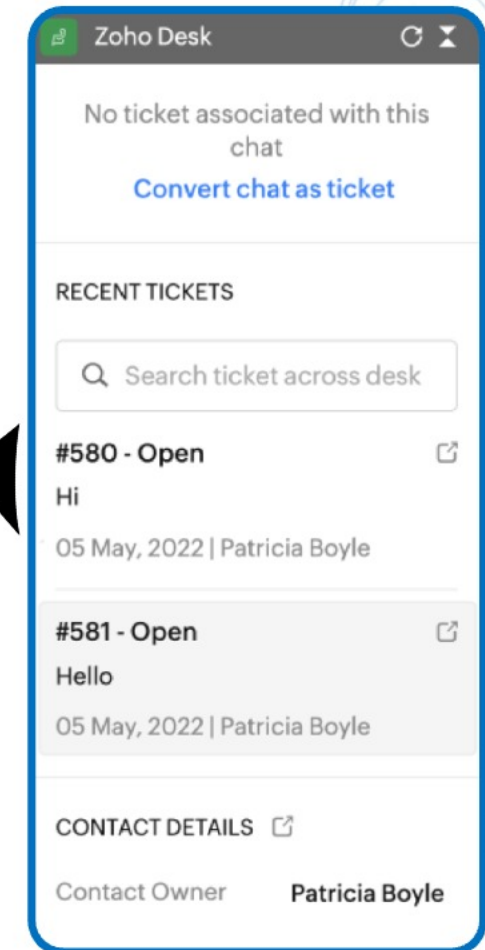
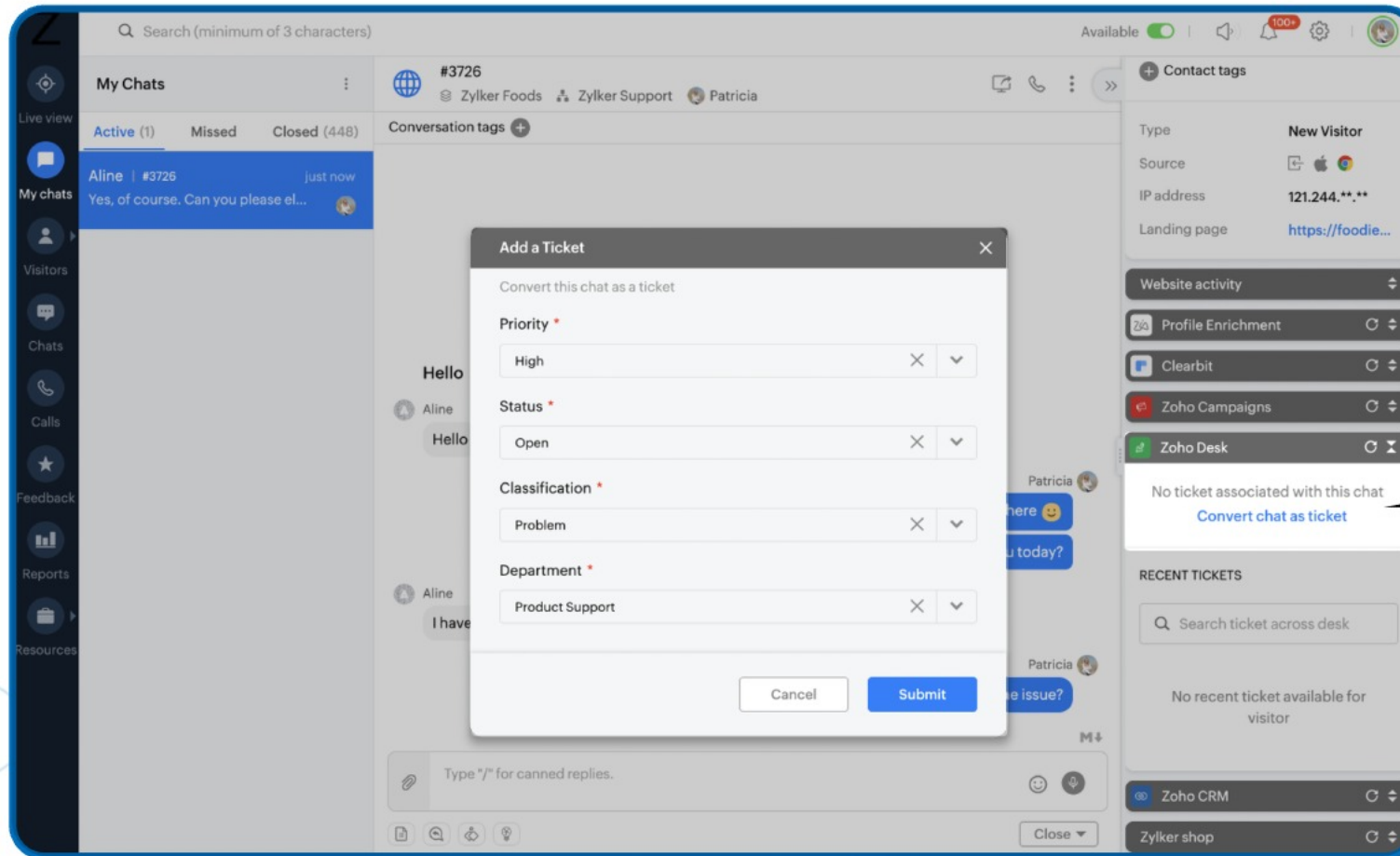


And share your screen to aid customers visually



Integrate your help desk software

Turn chats to support tickets, view, and manage all tickets associated with a customer right beside the chat.



Minimize the toggling—view and manage data from all your databases right beside your chat screen

The screenshot displays the Zoho SalesIQ chat interface. The main chat window shows a conversation with Ronald, who has been transferred to Scott. Ronald's message is: "I have an issue with my last order". Scott's response is: "How can I help you?". A system message indicates that Zist (bot) forwarded the chat request and Scott accepted the chat transfer request. The sidebar on the right contains customer details for Ronald, including his IP address (121.244.***), landing page (https://www.w...), and order history. The order history shows two items: "Tiago Engineered Wood Four Door Wardrobe in Wenge Color by HomeTown" (Shipped | Jun 28, 2022) and "Paris Fabric Office Chair in Black Colour by HomeTown" (Delivered | Jun 3, 2020). A "RECENT PURCHASES" section is also visible, with a search bar and a list of items. A black arrow points from the first item in the recent purchases list to a detailed view on the right.

Conversation tags +

Ronald

Connect with an operator 07:11 PM

Zist

Please hold on for a moment. I am looking for an operator to assist you.

— Zist (bot) forwarded the chat request —

— Scott accepted the chat transfer request —

Scott

How can I help you?

New messages

Ronald

I have an issue with my last order

Are you talking about 'Tiago Engineered Wood Four Door Wardrobe in Wenge Color by HomeTown'?

IP address 121.244.***

Landing page https://www.w...

Activity

Clearbit

Order History

Full Name Ronald

Gender Male

Created on Dec 6, 2021

RECENT PURCHASES

Search

₹ 37,900

Tiago Engineered Wood Four Door Wardrobe in Wenge Color by HomeTown

Shipped | Jun 28, 2022

₹ 11,900

Paris Fabric Office Chair in Black Colour by HomeTown

Delivered | Jun 3, 2020

← ₹ 37,900

ITEM DETAILS

Item Name

Tiago Engineered Wood Four Door Wardrobe in Wenge Colour by HomeTown

Net Price

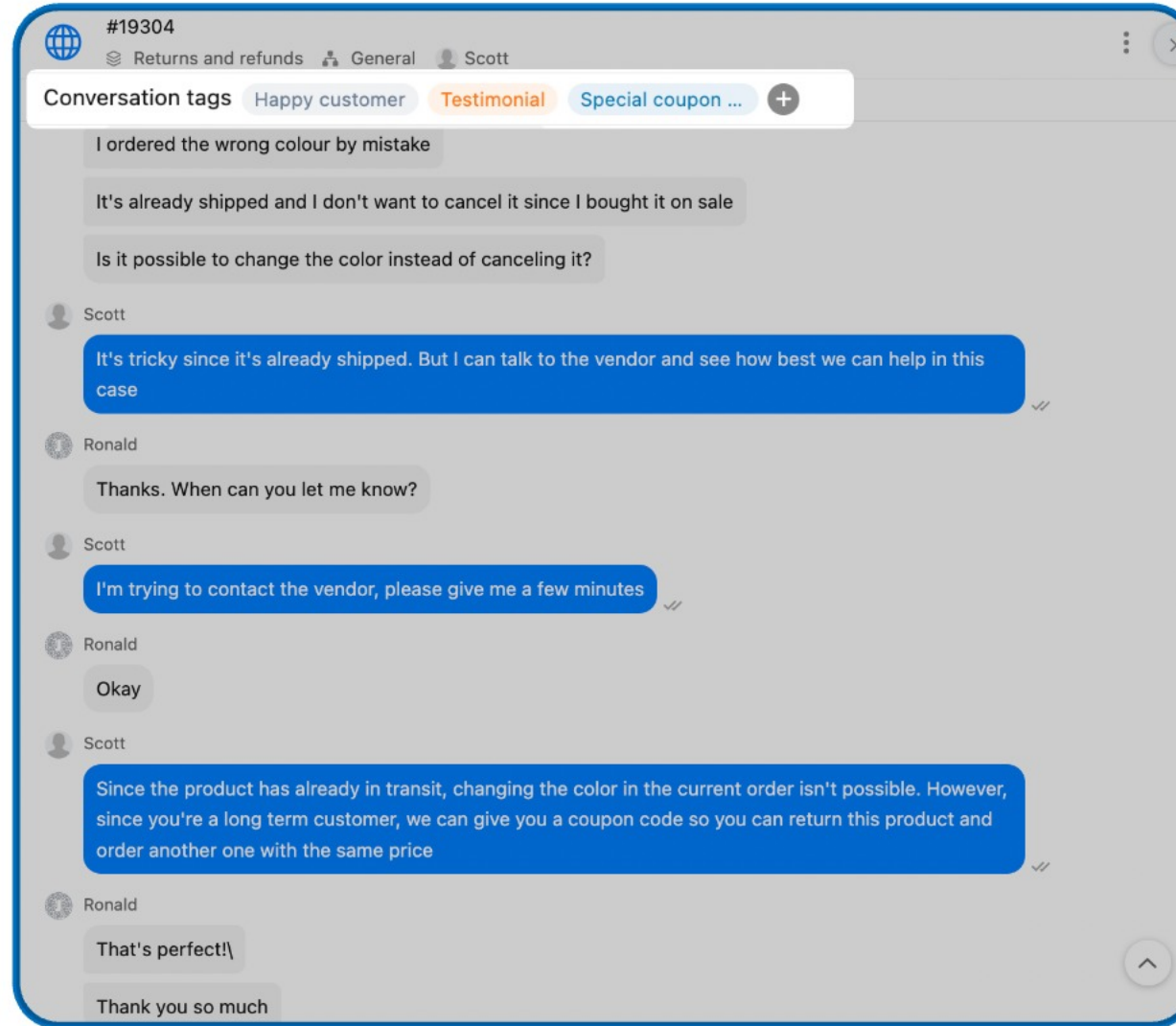
₹ 37,900

Status

Shipped

Cancel order

Tag chats to ensure prompt follow-ups



- ☑ **Instant help**
- ☑ **Round the clock support**
- ☑ **Support team efficiency**

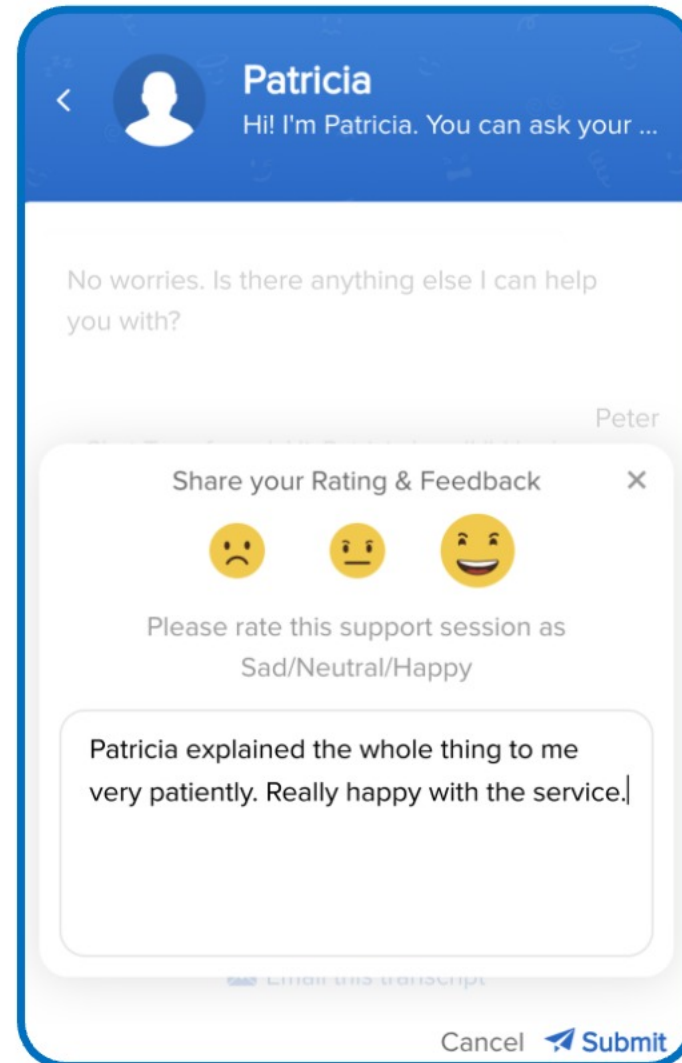
Now how do you know if it's all working and your customers are happy with your support?



Measure the efficacy of your customer support



Automatically collect post-chat feedback



The screenshot shows a chat window with a blue header. The header contains a back arrow, a profile icon, the name "Patricia", and the text "Hi! I'm Patricia. You can ask your ...". The chat area shows a message from Patricia: "No worries. Is there anything else I can help you with?". Below this is a message from Peter: "Patricia explained the whole thing to me very patiently. Really happy with the service." A feedback modal is open over the chat. The modal has a title "Share your Rating & Feedback" and a close button. It contains three emoji options: a sad face, a neutral face, and a happy face. Below the emojis is the text "Please rate this support session as Sad/Neutral/Happy". At the bottom of the modal are "Cancel" and "Submit" buttons.

Patricia

Hi! I'm Patricia. You can ask your ...

No worries. Is there anything else I can help you with?

Peter

Share your Rating & Feedback

☹️ 😐 😊

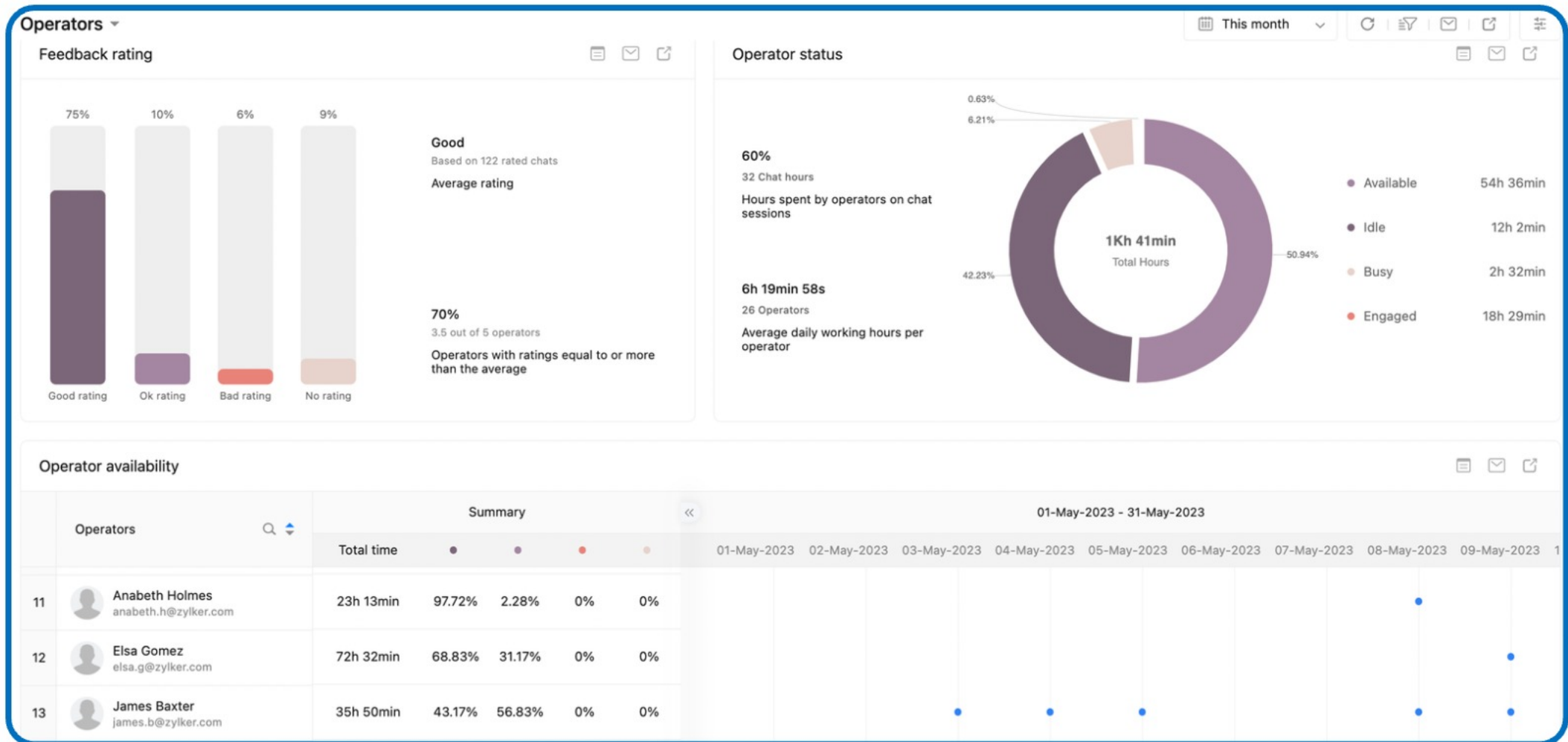
Please rate this support session as Sad/Neutral/Happy

Patricia explained the whole thing to me very patiently. Really happy with the service.

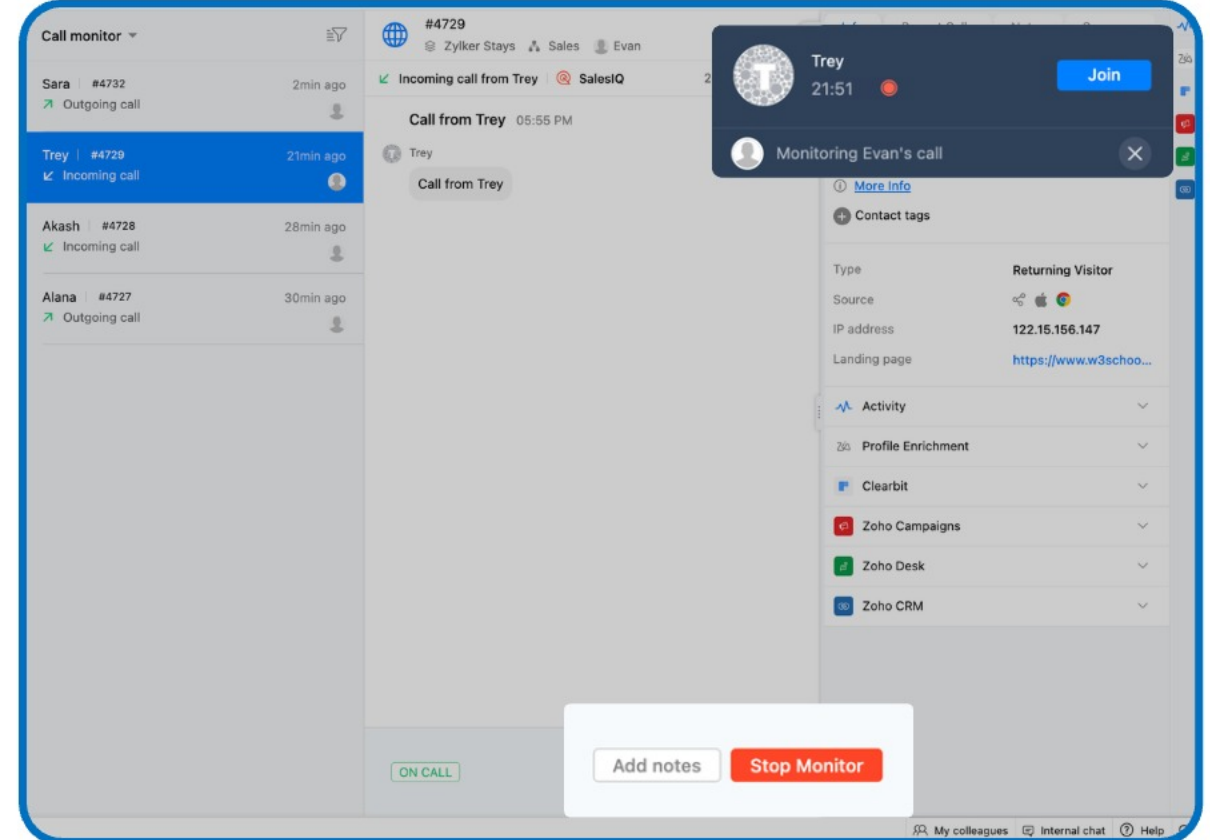
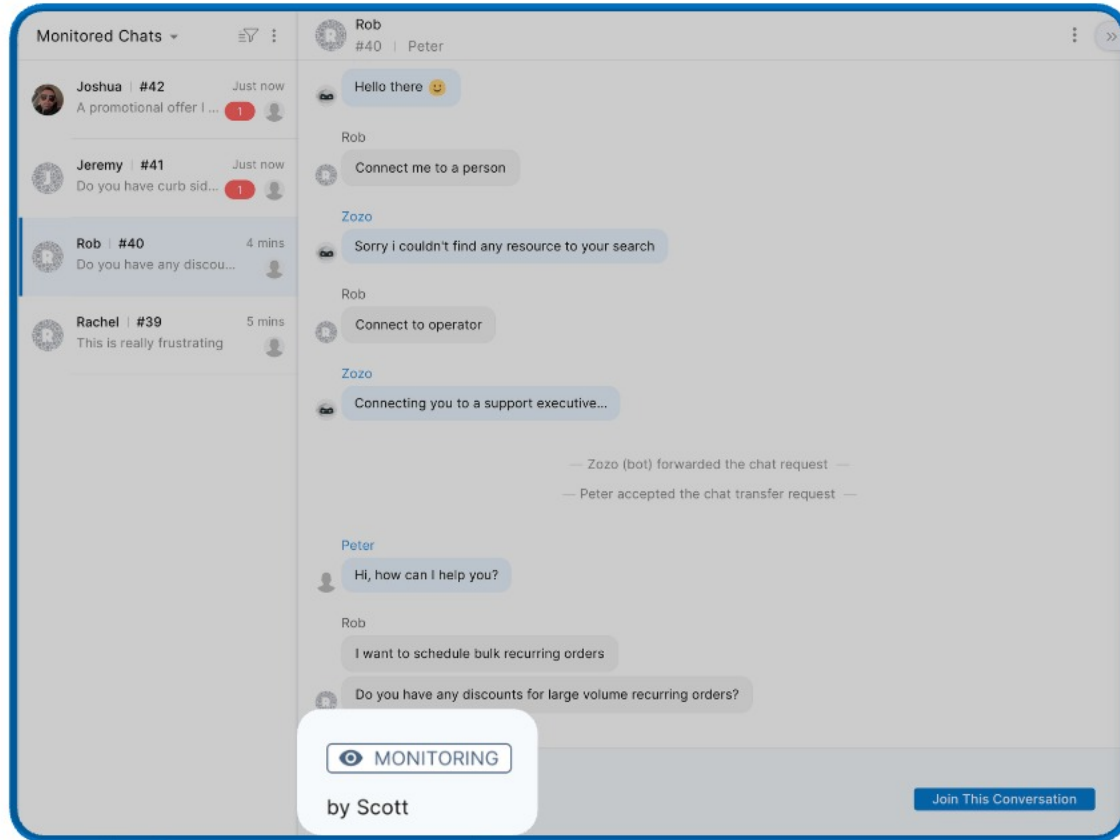
Cancel Submit



Get comprehensive reports on your support operation



Train your support team with chat and call monitor



**See what our happy customers
have to say!**



Hear from our customers

“With Zoho SalesIQ, we have raised the bar of customer relationship. Our customer support has never been so efficient.”



Rodrigo Ferrer,
CTO, Pró-Laudo

“On average, Zoho SalesIQ has increased our ability to handle visitor queries by 36% per day. SalesIQ has also improved our sales numbers. Customers have been more likely to reach out to us, especially because the chat works well on mobile phones and computers.”

Luke Genoyer
Sales & Marketing Manager,
Global Call Forwarding

“Many of our customers and shareholders wouldn't be with us if we didn't have SalesIQ. It helped us gain trust from our customers, and we cannot put a price on that contribution.”

Jorge Gonzalez
CFO, Borner Corporation

“Zoho SalesIQ literally changed the way we provide assistance to thousands. We are very happy with it and will definitively continue to use it.”



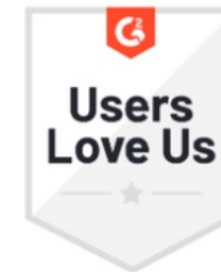
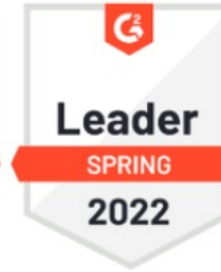
Gobat Laurent,
Coordinator, Scientific Information
University of Neuchatel



Our prominent accolades



Awards and recognitions



Thank You

 **in** @zohosalesiq

 www.zoho.com/salesiq

 support@zohosalesiq.com

To schedule demo:

<https://www.zoho.com/salesiq/free-demo.html>

