Zoho SalesIQ

Zoho SalesIQ for customer service

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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?

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

Please hold..
Your call is very
important to us

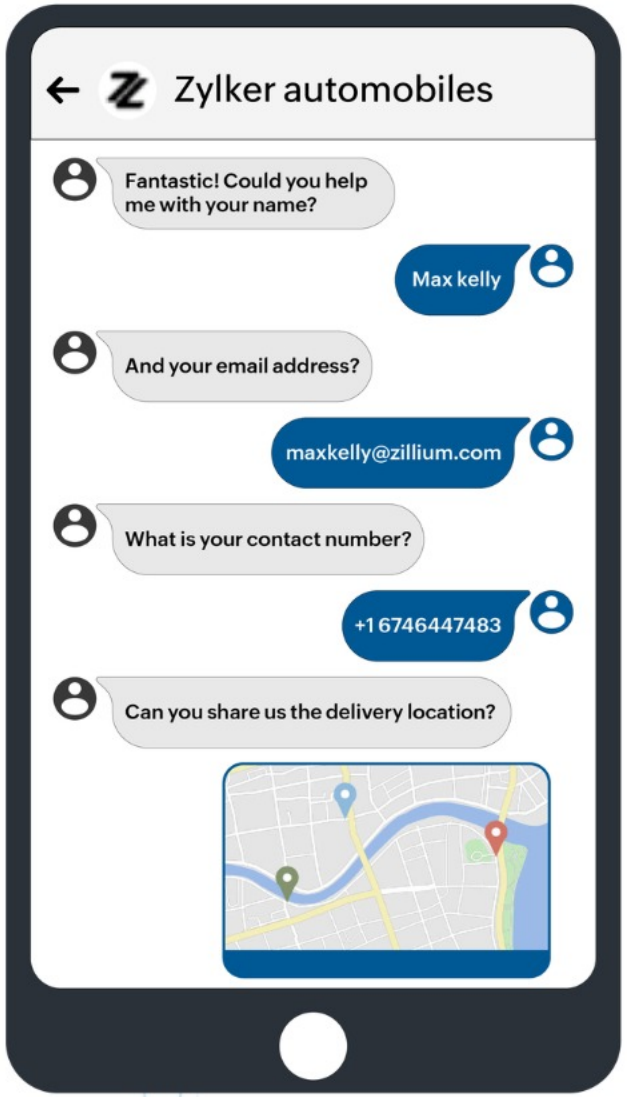
Hard relate?

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

Website

Mobile app



Facebook

Instagram

Whatsapp

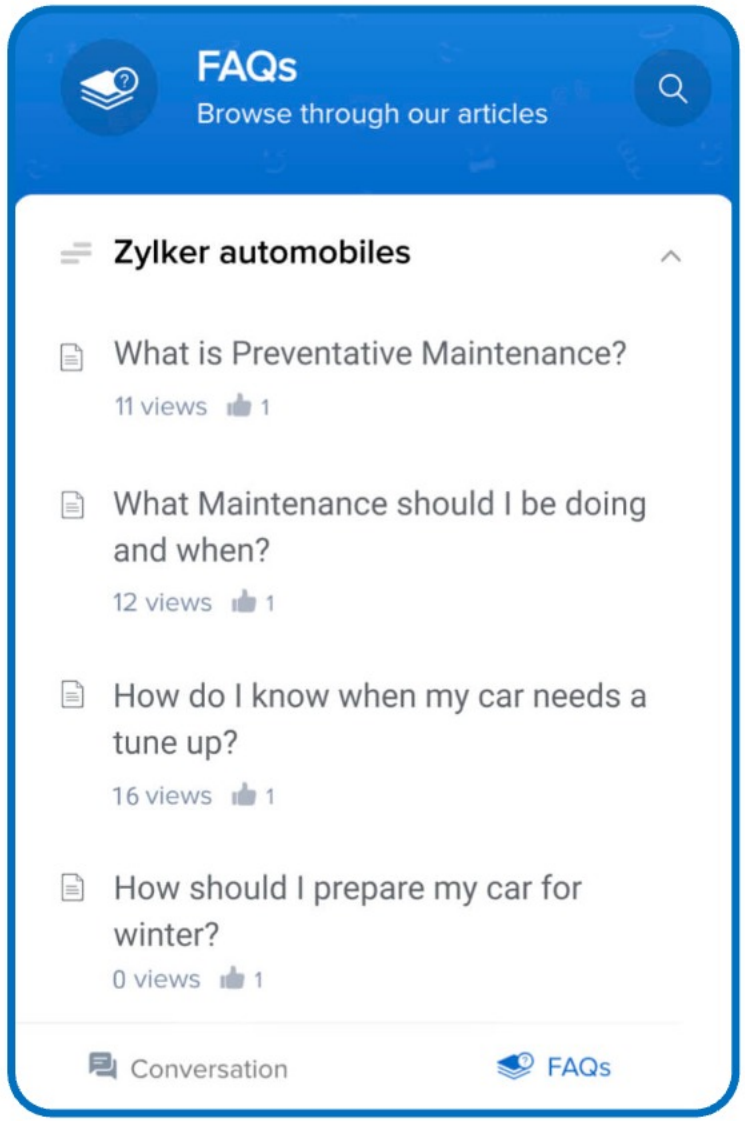
Telegram

☑ 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

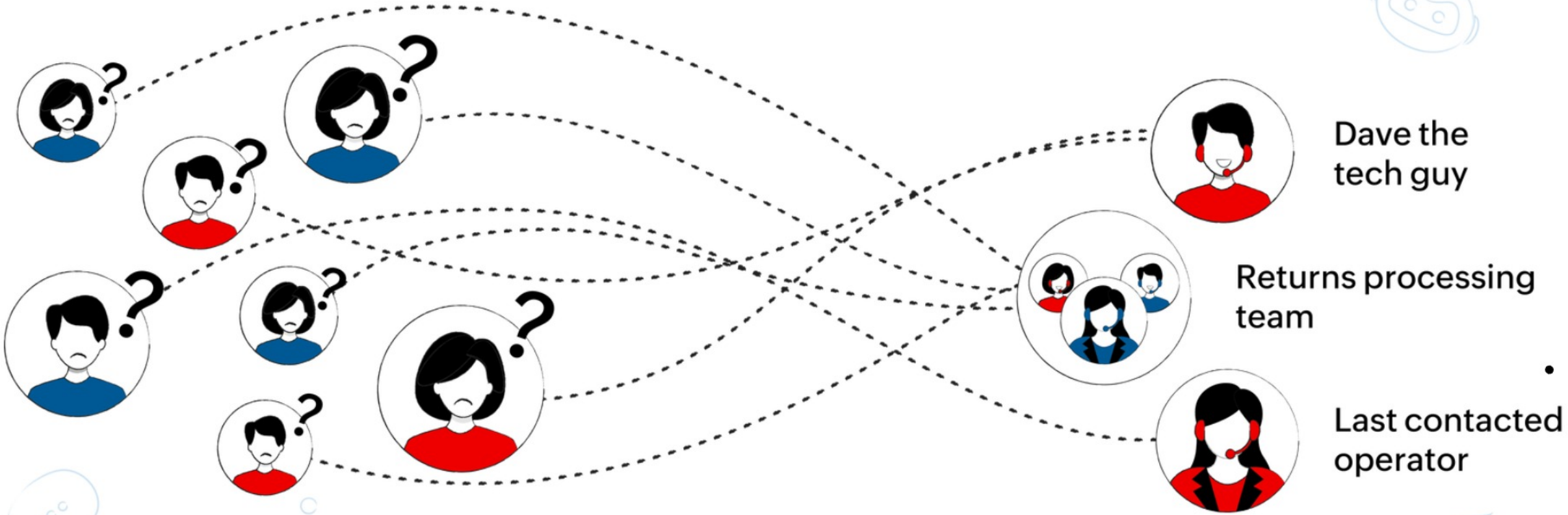
- Build your bot easily with our **codeless drag-and-drop interface**
- Customize your chatbots without any limits using our **programming interface**
- Provide instant responses to FAQs with **Answer bot**—our ready-to-deploy **near-human AI chatbot**
- Create a **hybrid (Guided flow+AI) chatbot** by 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

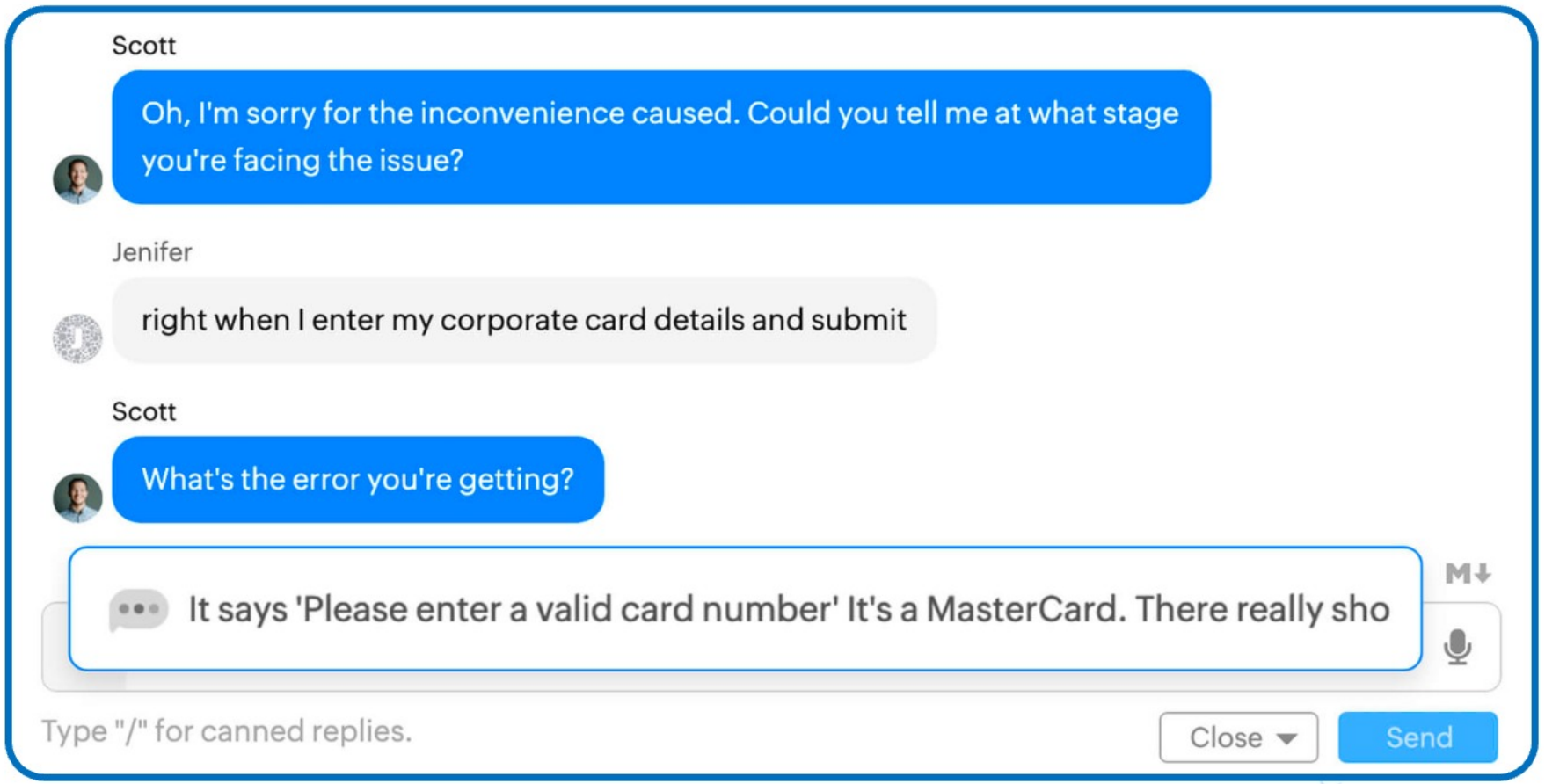
Let's take a look at how you can do that more efficiently

Improve your support team's efficiency

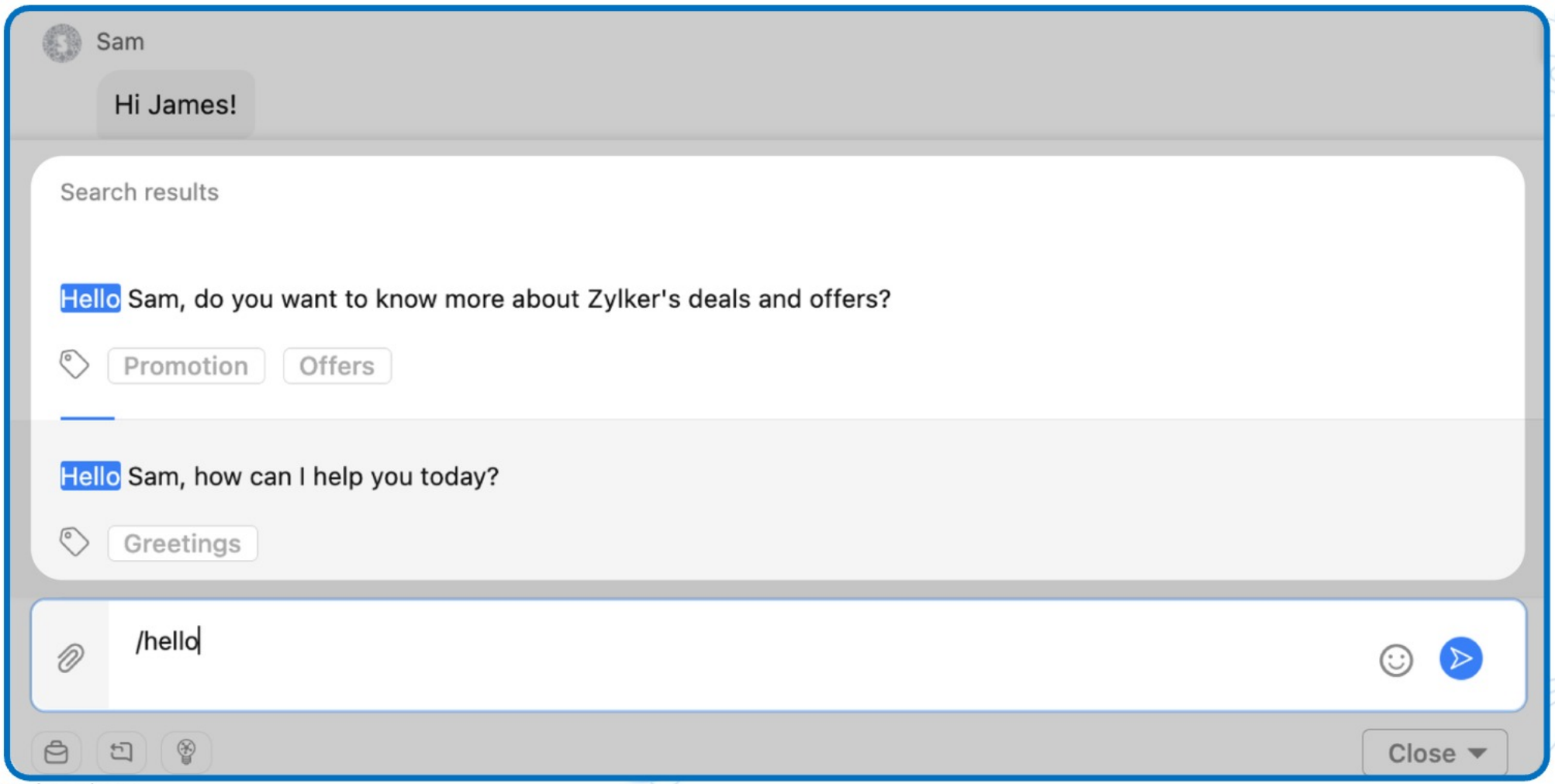
Route incoming chats to the right experts to perfect your First Contact Resolution (FCR)



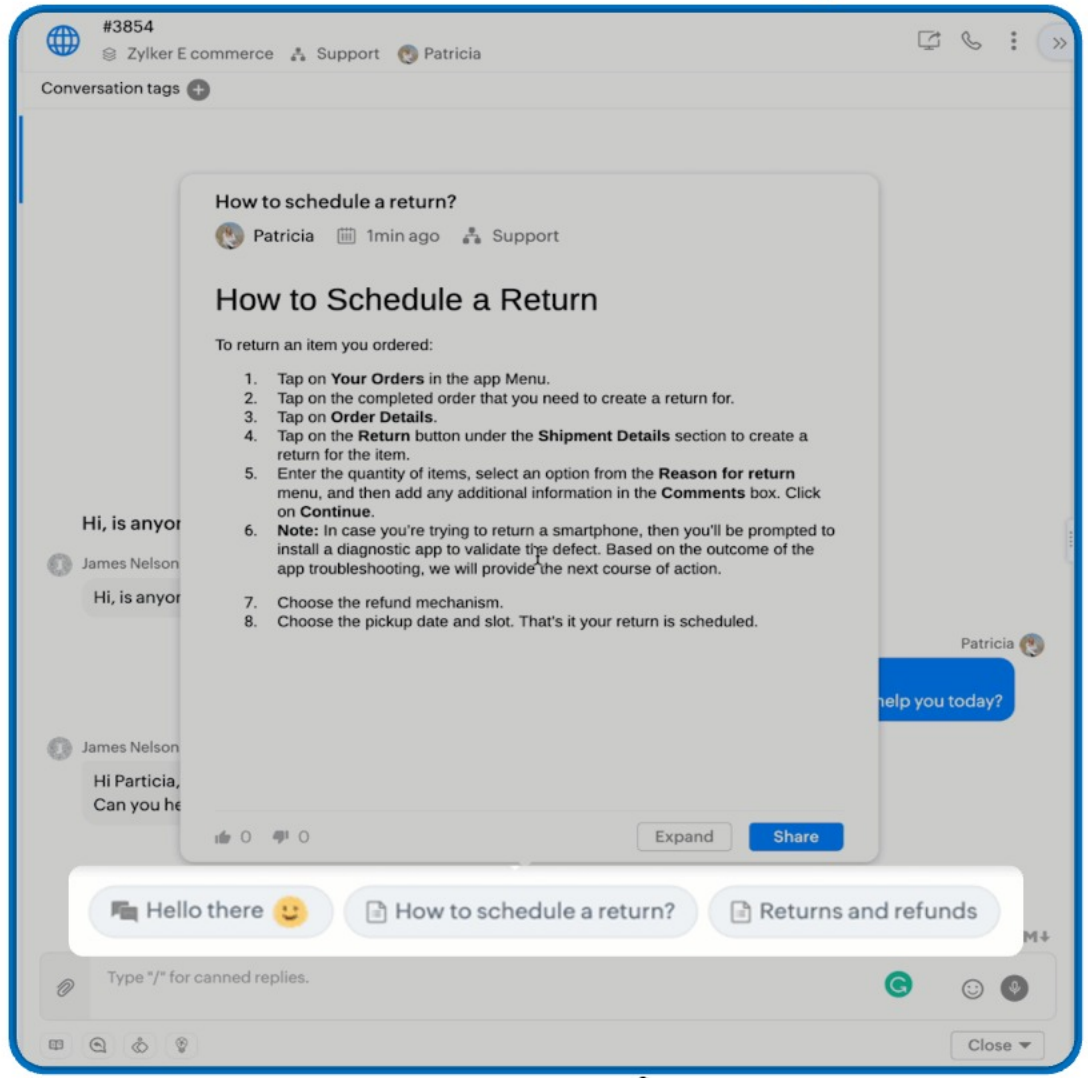
Get a head-start with a preview of what the customer is typing



Answer customers in no time with pre-saved responses



Get apt reply recommendations from our AI assistant, Zia



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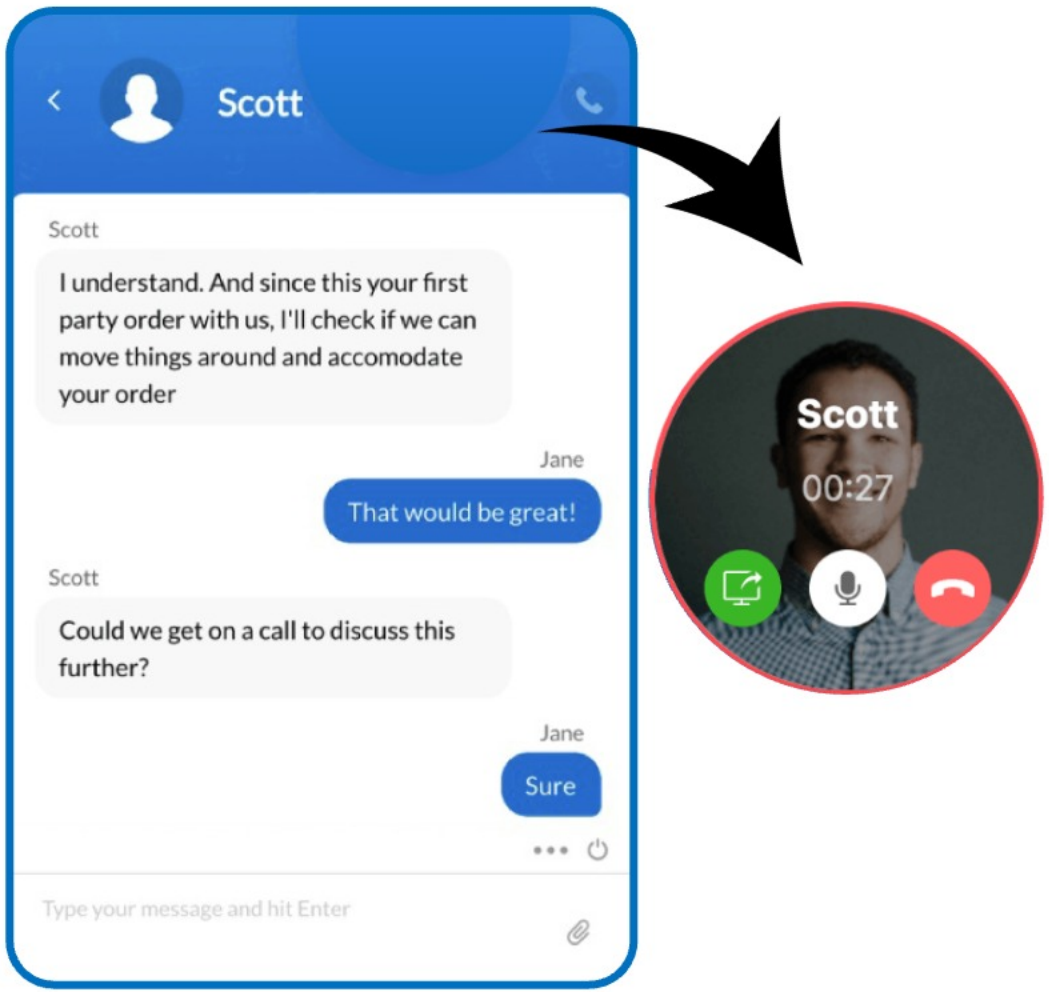
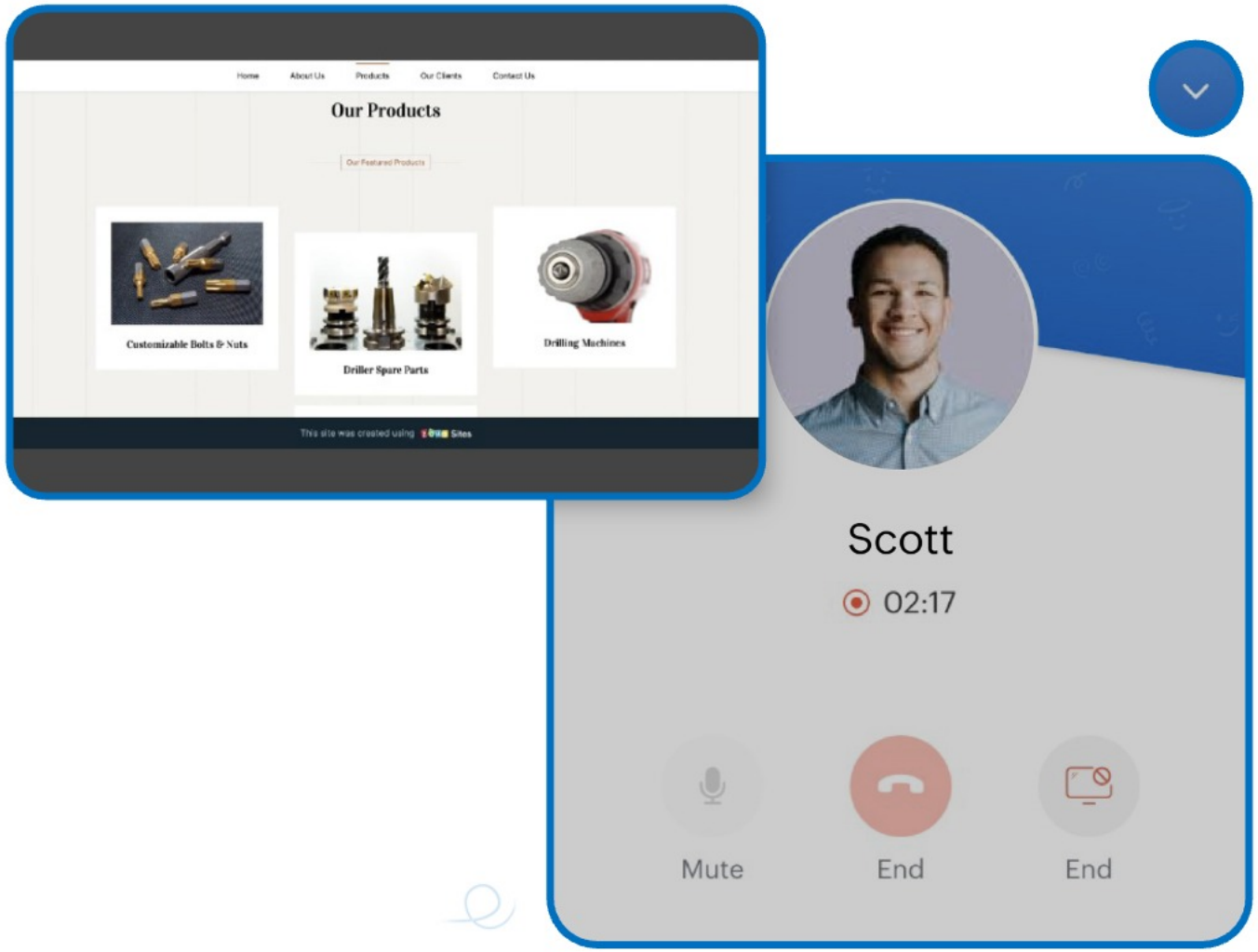
Turn potentially long or complicated chats into a call

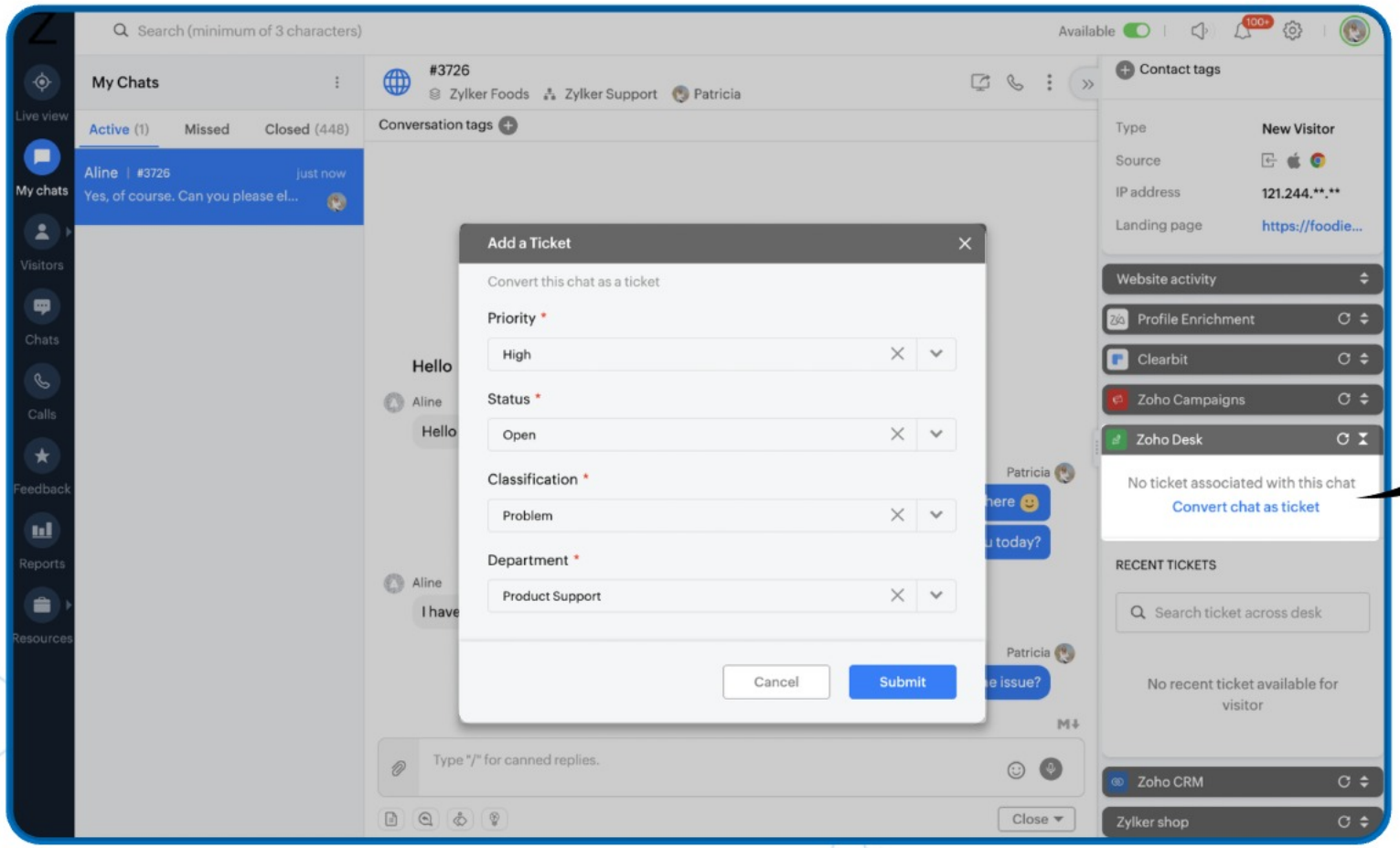


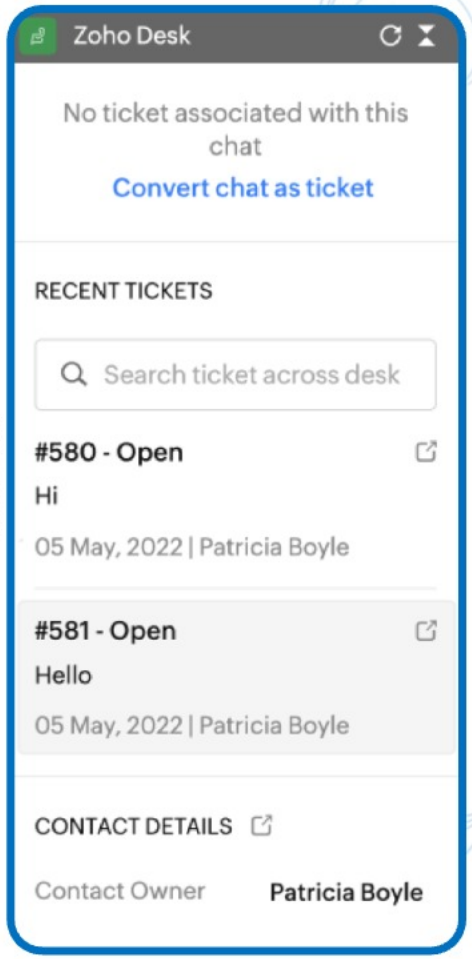
And share your screen to aid customers visually



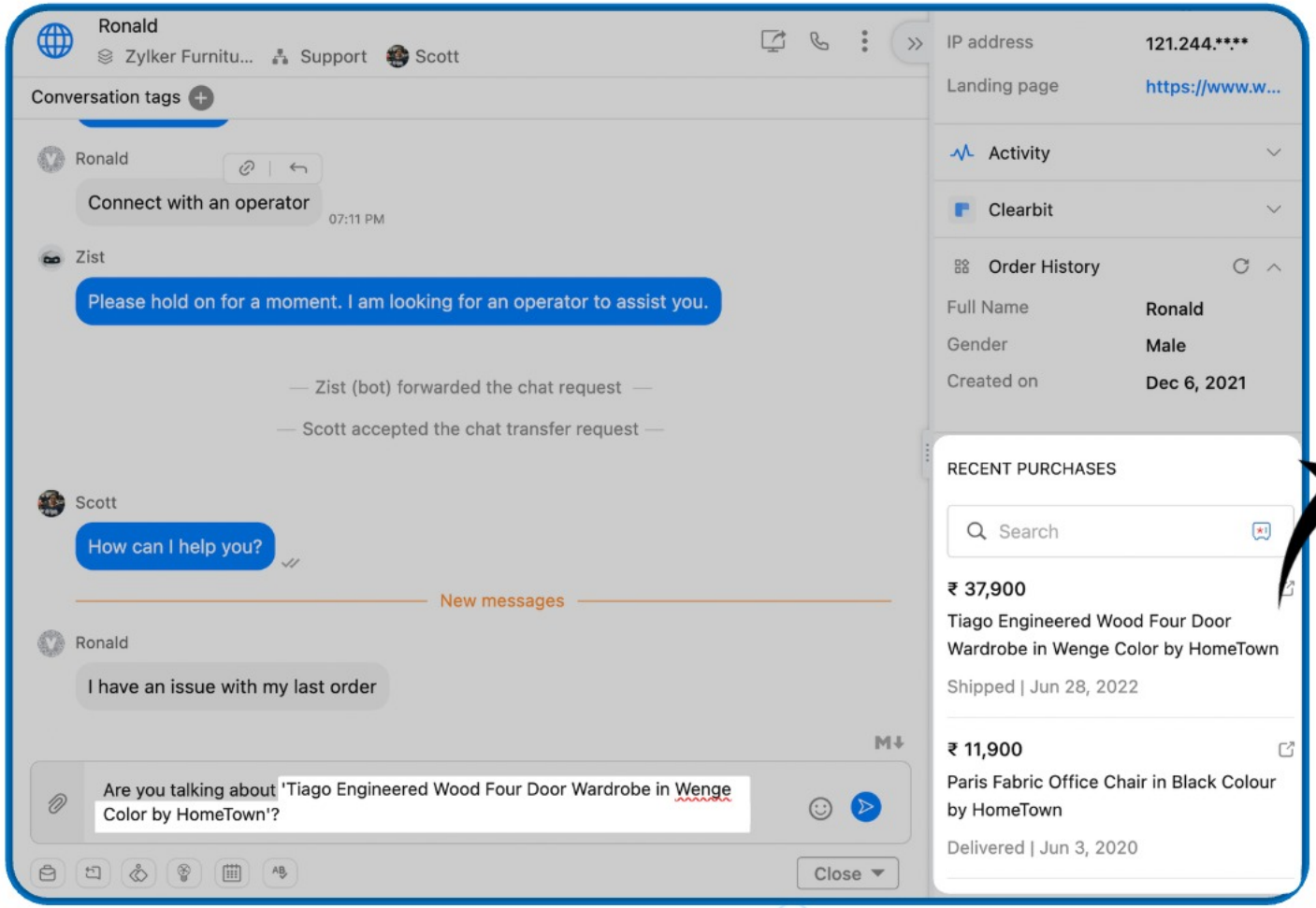
Integrate your help desk software

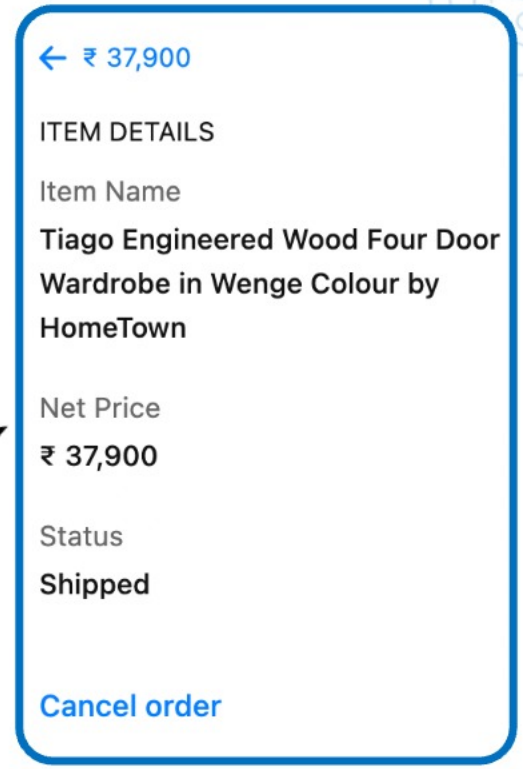
Turn chats to support tickets, view, and manage all tickets associated with a customer right beside the chat.





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





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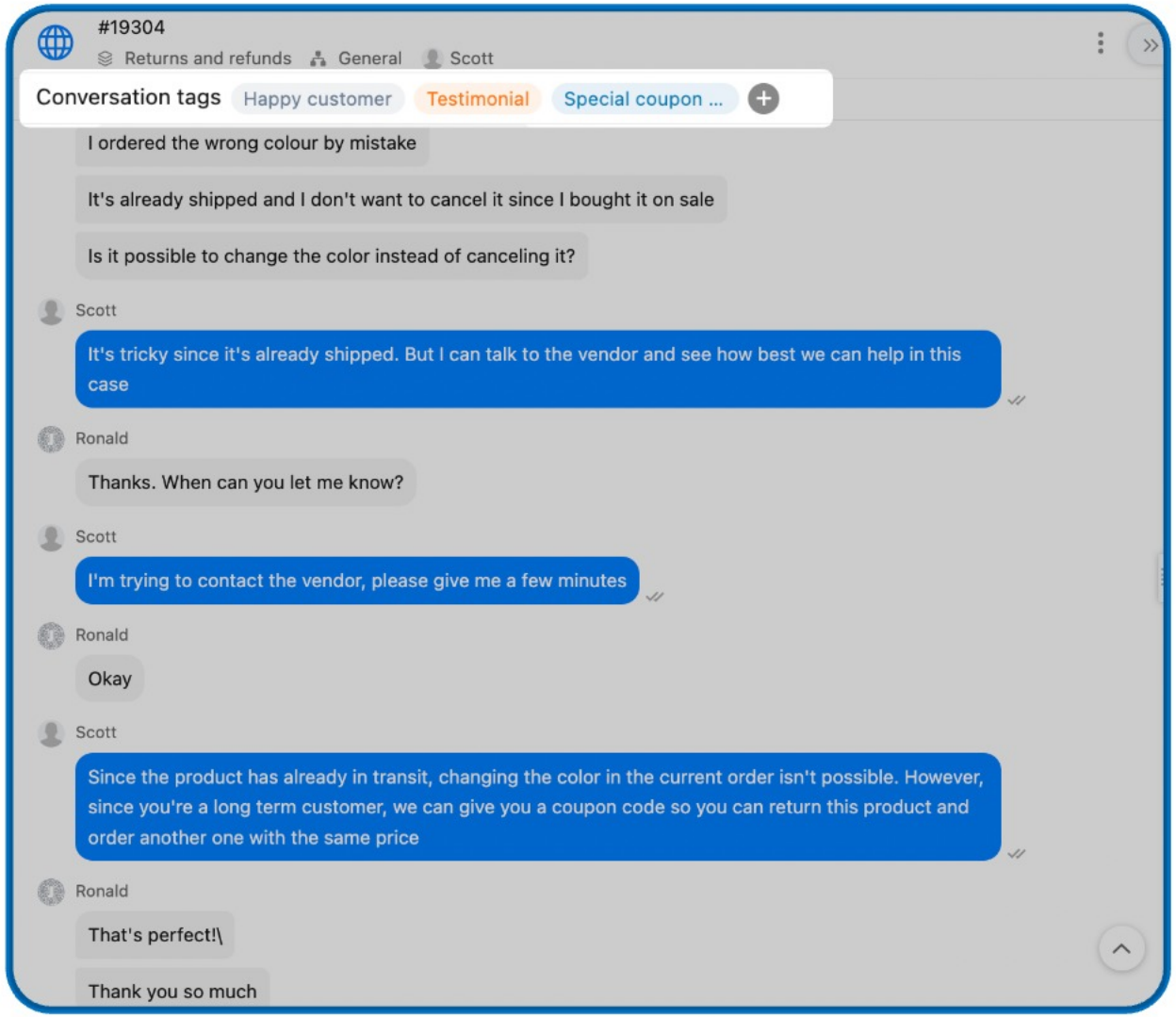
Tag chats to ensure prompt follow-ups



☑ Instant help

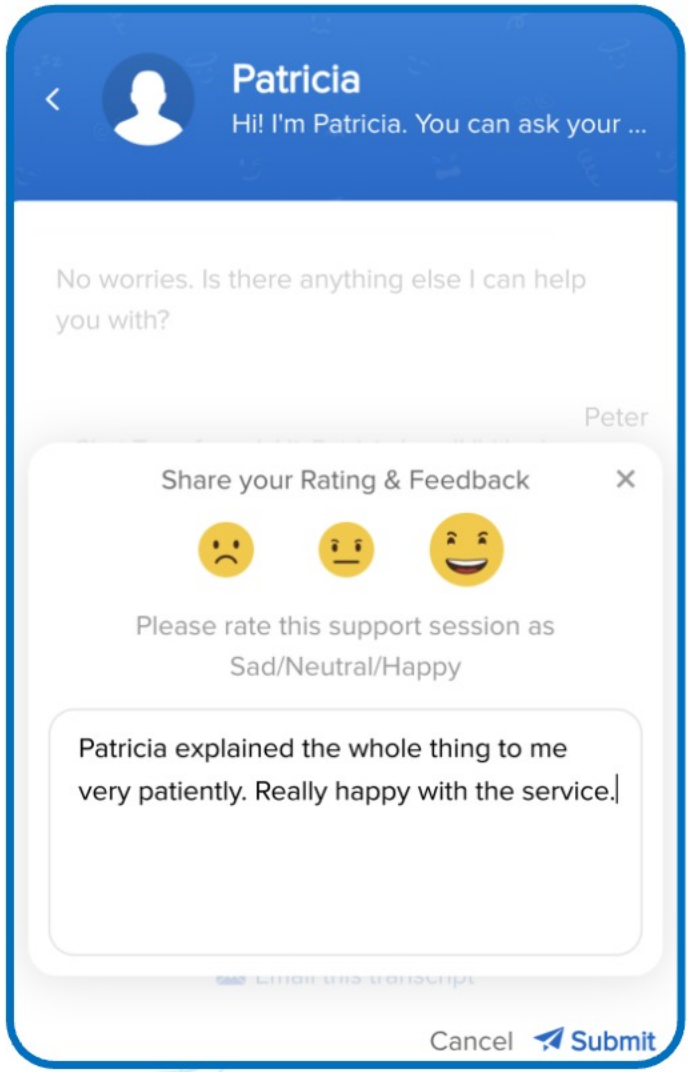
☑ Round the clock support

☑ Support team efficiency

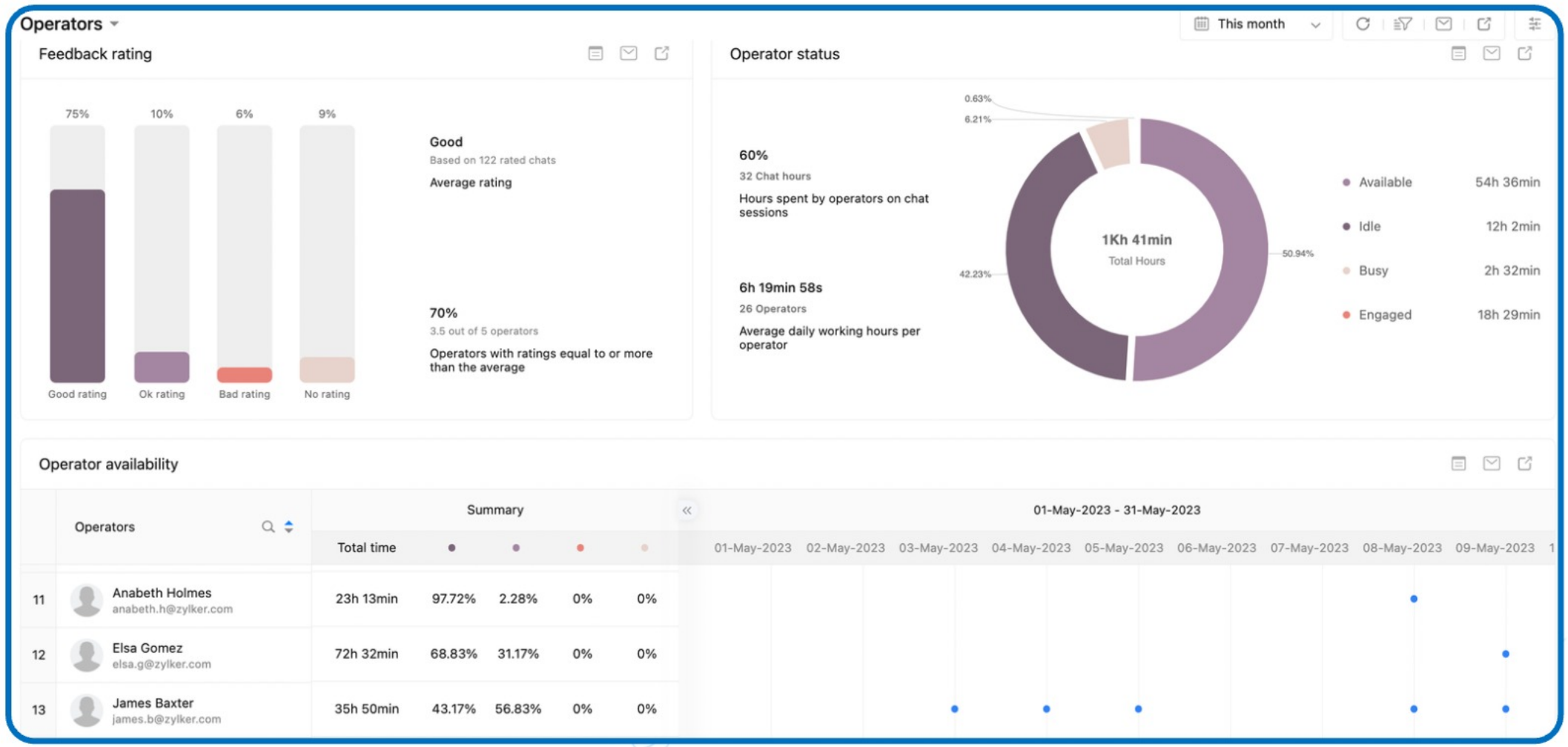
Now how do you know if it's all working and your customers are happy with your support?

Measure the efficacy of your customer support

Automatically collect post-chat feedback



Get comprehensive reports on your support operation



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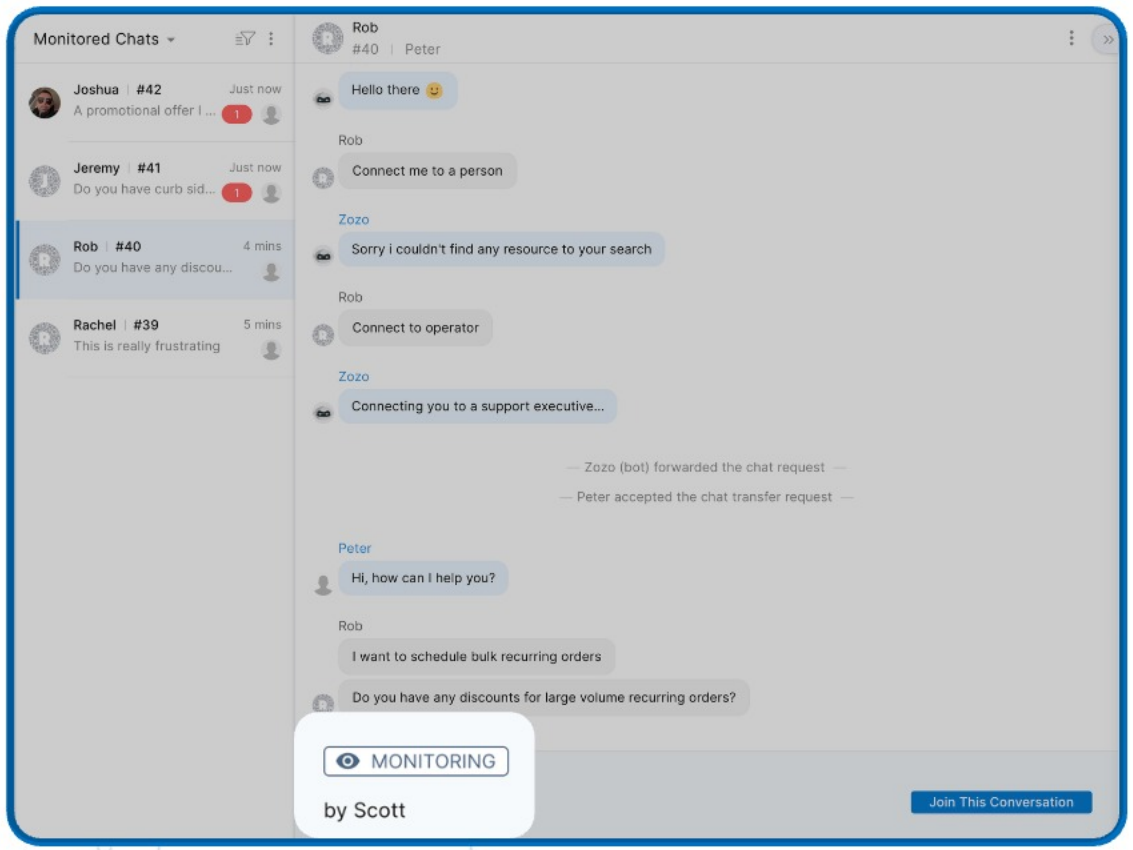
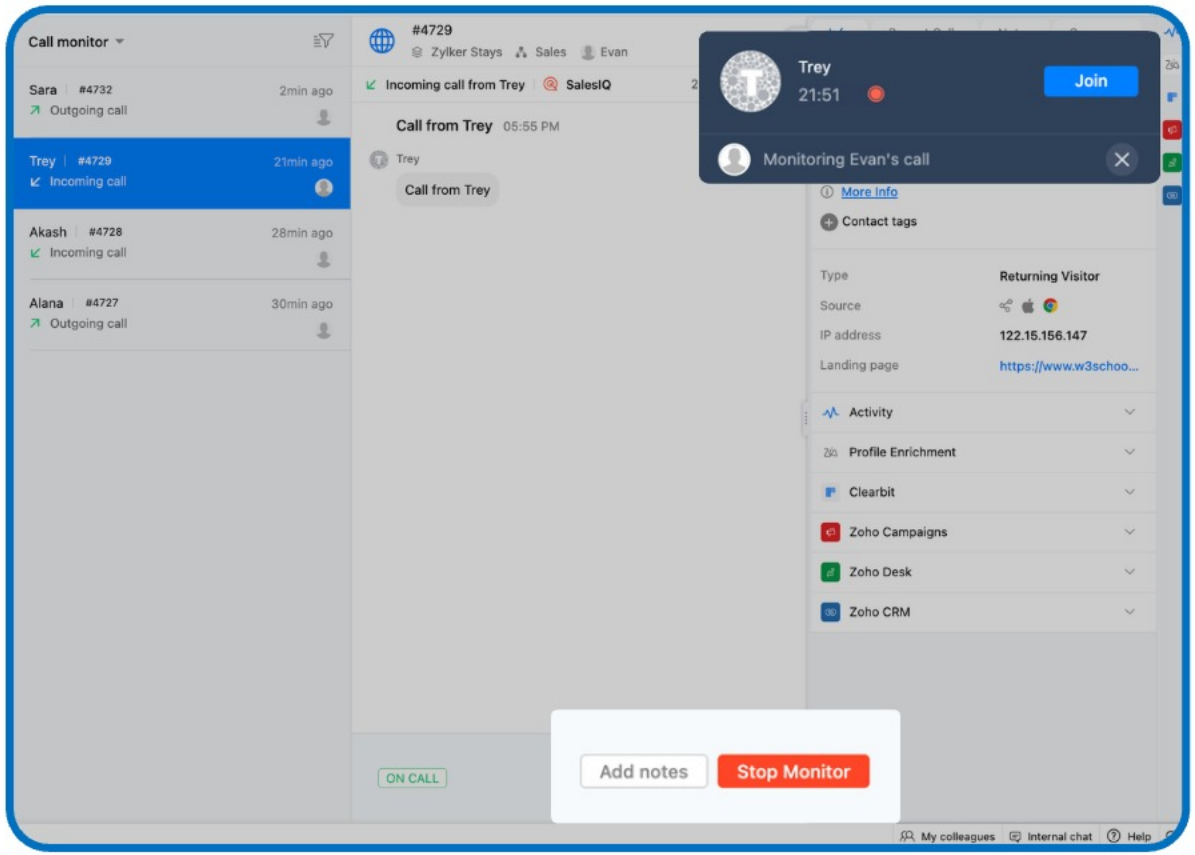
Train your support team with chat and call monitor





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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 & Markerting 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

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Thank You

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