



Zoho
CRM Plus

**Delivering Exceptional
Customer Experiences**





**Customer touchpoints have
moved beyond sales**





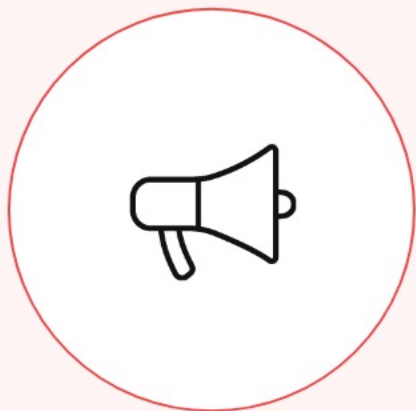
**Customer touchpoints have moved
beyond sales, to include marketing,
service and CX functions**



**Never ship internal
organizational hierarchy
to your customers**



Marketing

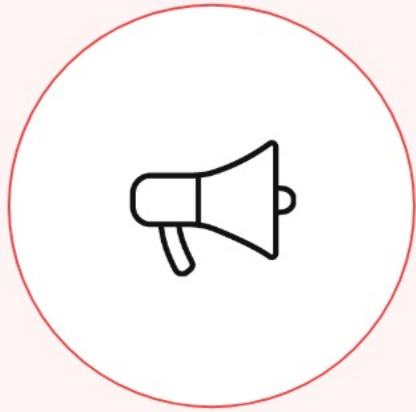


Reach

Focus on

Lead Generation

Marketing



Reach

Focus on

Lead Generation

Sales

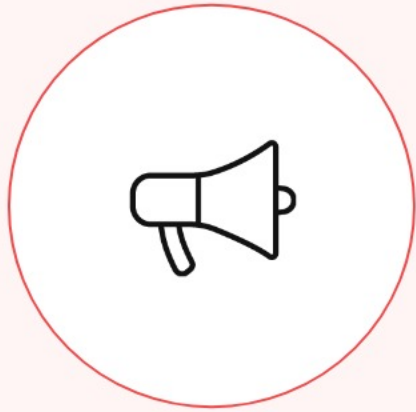


Acquire

Focus on

Revenue Generation

Marketing



Reach

Focus on

Lead Generation

Sales



Acquire

Focus on

Revenue Generation

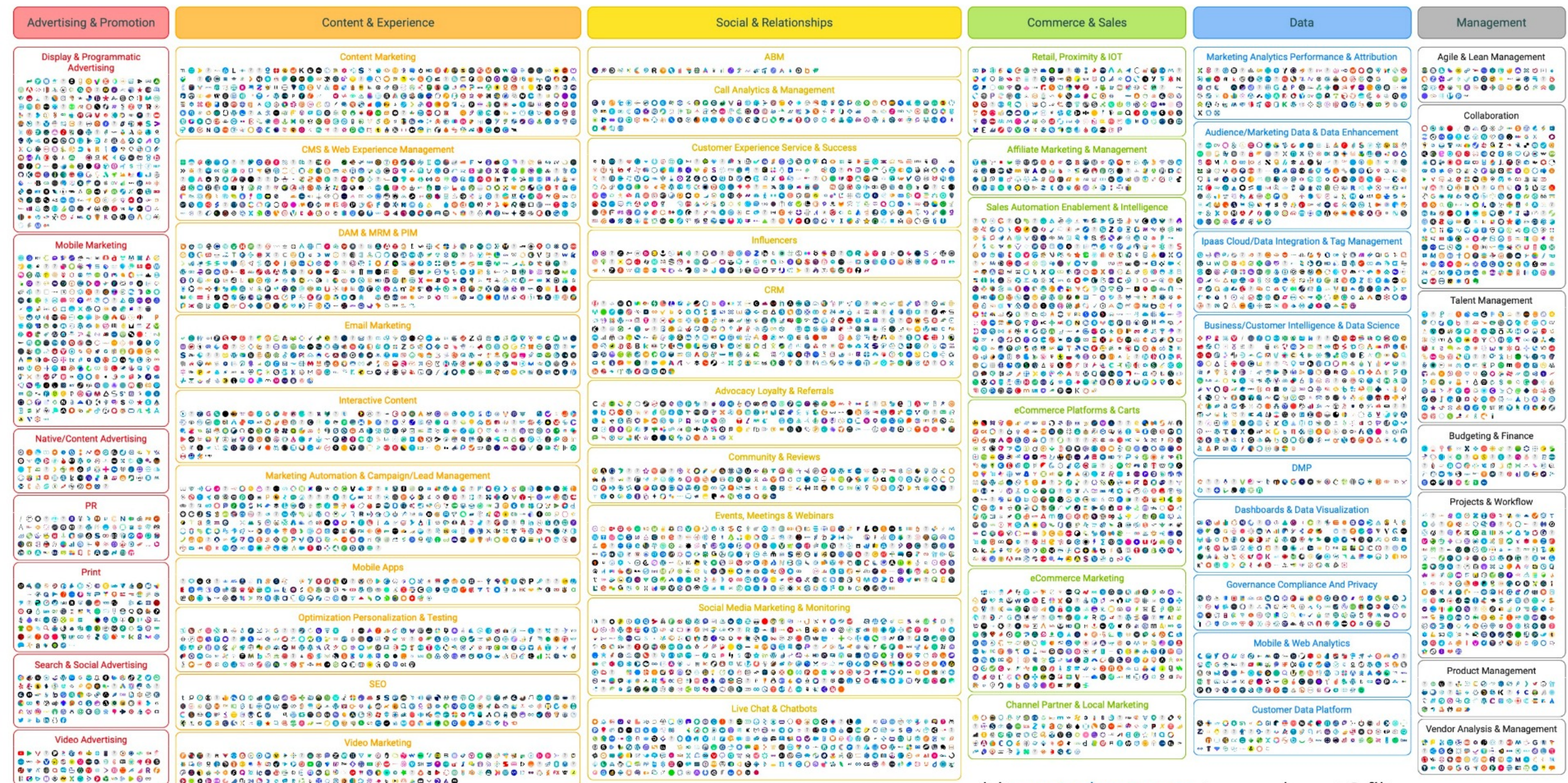
Service



Retain

Focus on

Customer Satisfaction



Common Obstacles

To many choices

Multiple learning curves

Too little integration

No central admin

Non-uniform interfaces

Snow balling
complexity

Exploding costs

What we have today is a siloed approach

Marketing

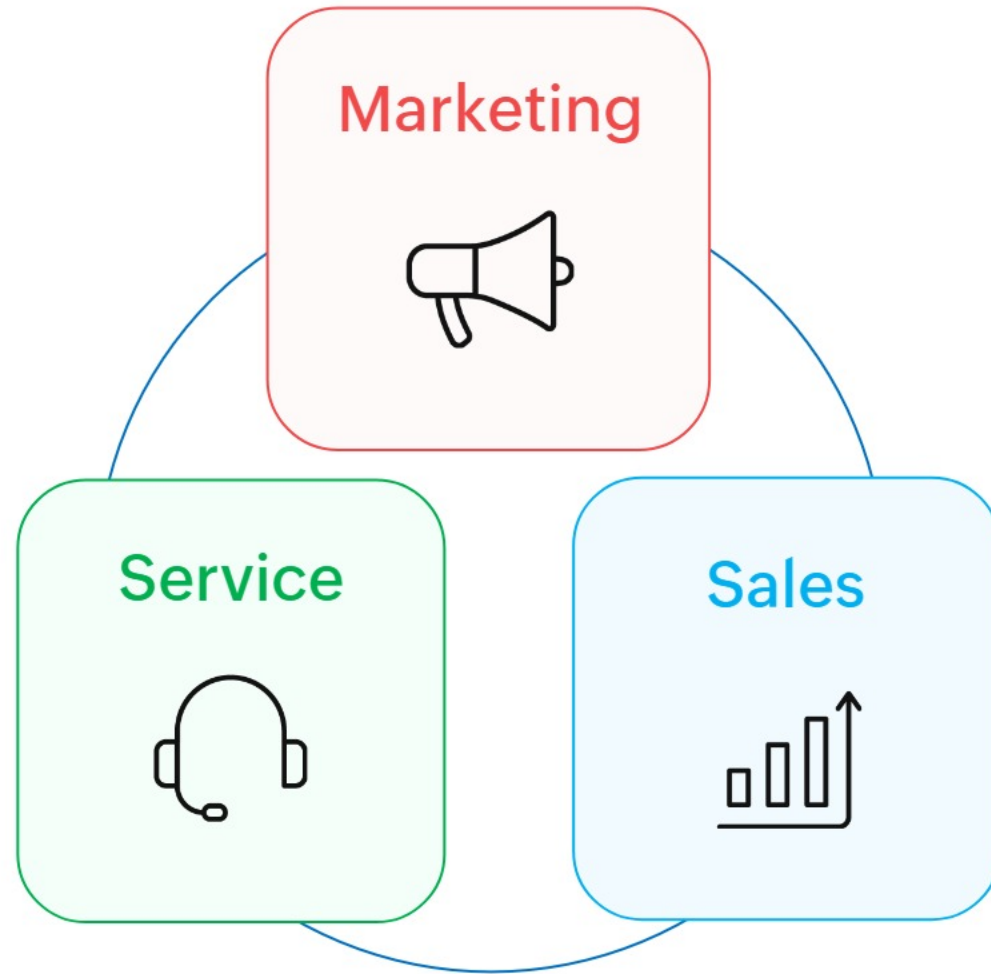


Sales



Service

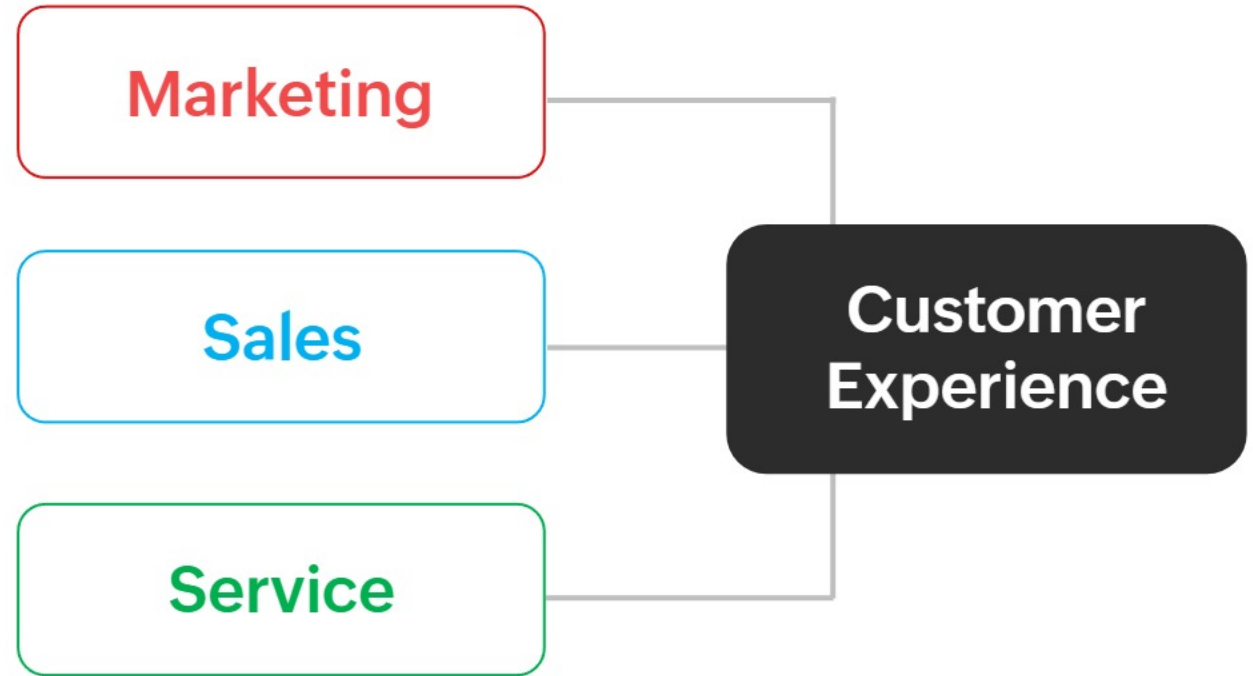




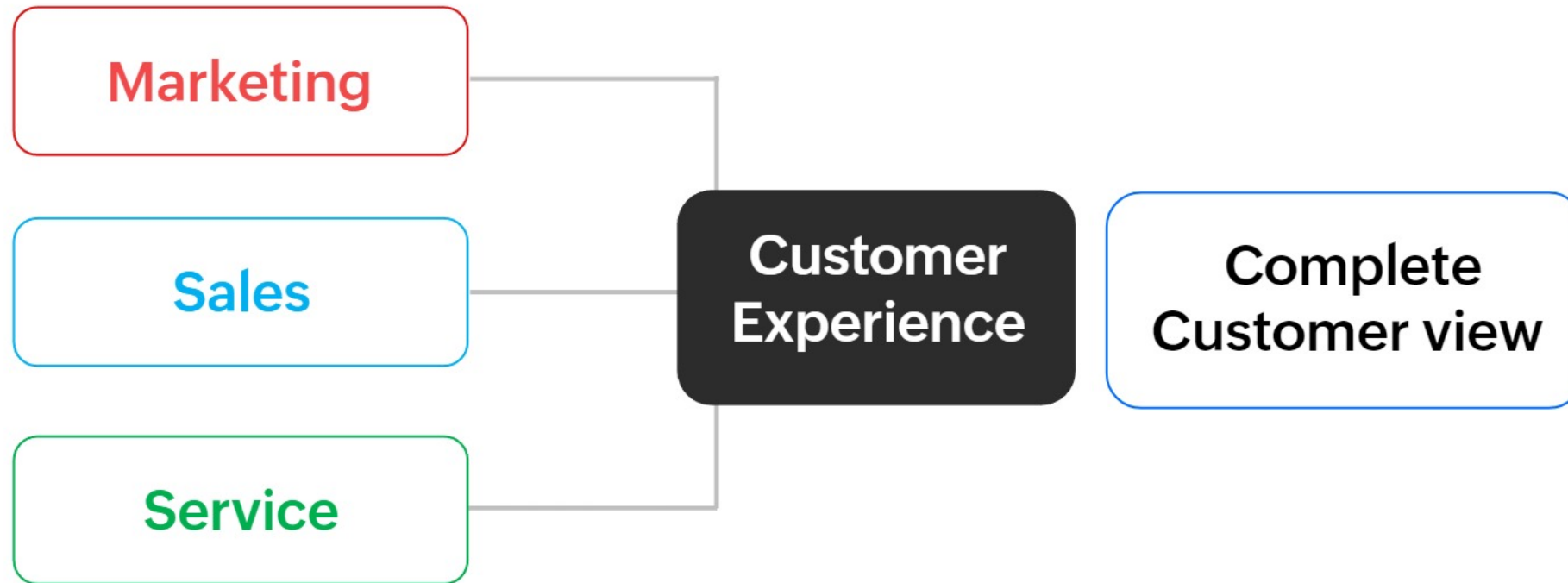
**What we need
Is an integrated
approach**

Zoho's Response

A unified customer
experience platform

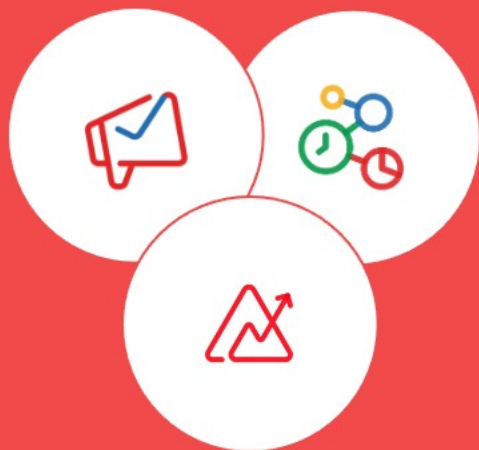


A unified platform that offers a complete view of the customer



Unified Customer Experience Platform

Marketing



Sales

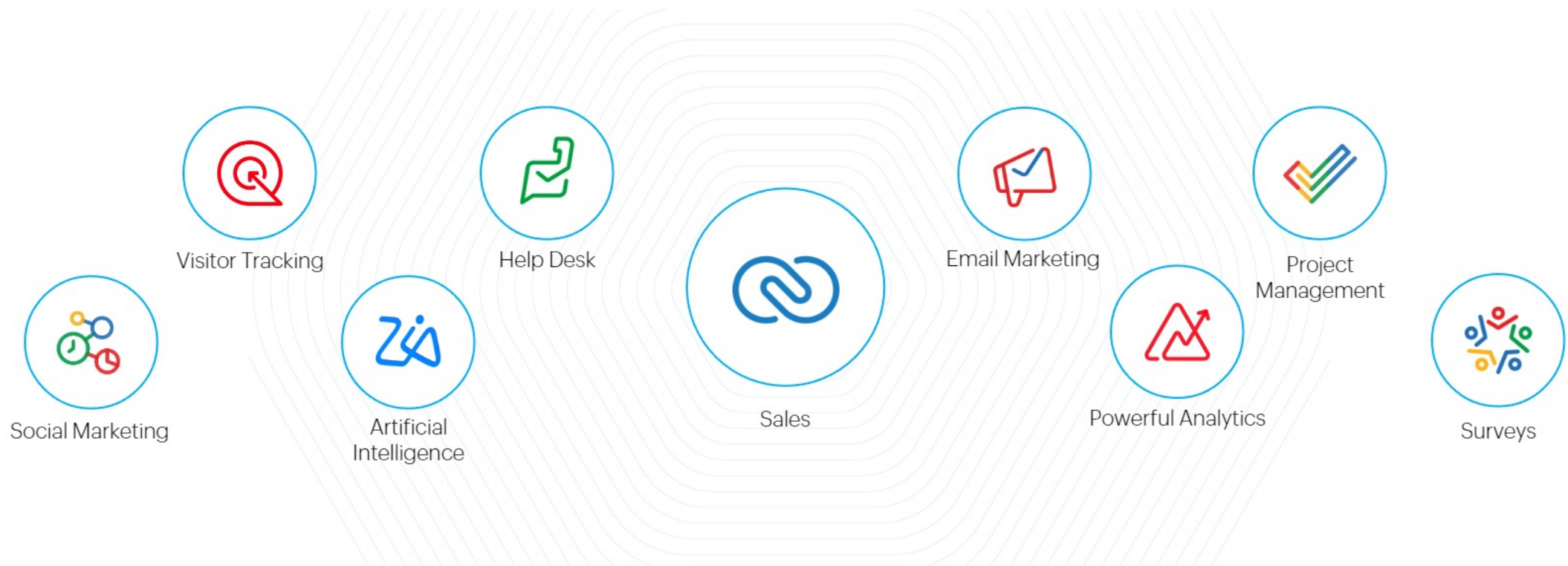


Service





Unified customer experience platform

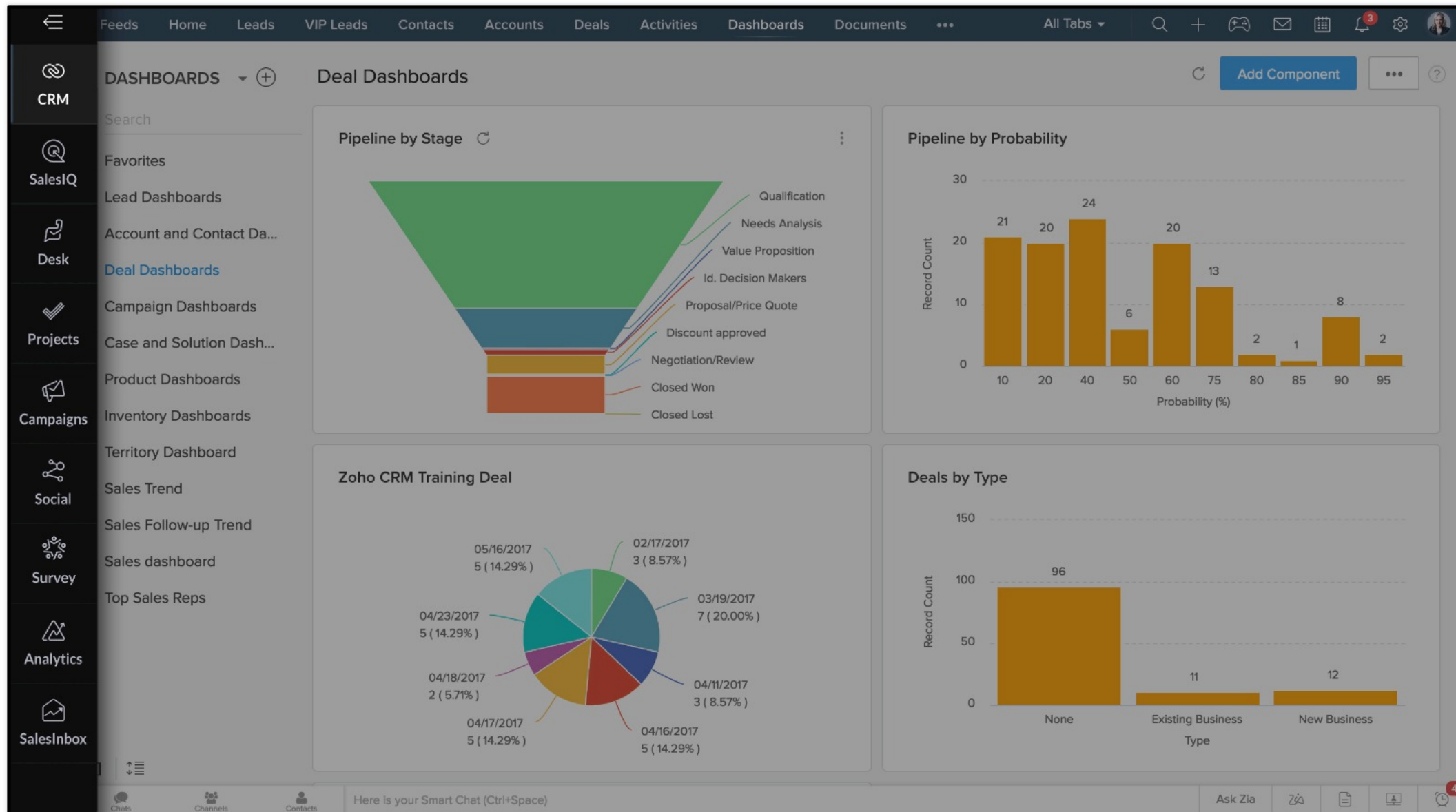




Easy of use and accessibility



Unified interface



Unified search

CRM

SalesIQ

Desk

Projects

Campaigns

Social

Survey

Analytics

Search

Recent Items

Favorites

CRM

Q Zillum

MODULES: All Modules



Contacts

Contact Owner	Account Name	Email	Phone	Full Name
Amelia Burrows		j.frank@zillum.com	800-555-5293	Frank
Amelia Burrows		lina.paul@zillum.com	888-555-1256	Paul
Amelia Burrows		amy.g@zillum.com	800-555-0587	Gracelin
Amelia Burrows		charless@zillum.com	800-555-5296	Stone
Amelia Burrows		jack.t@zillum.com	888-555-3456	Thomas
Amelia Burrows	Zillum Services	akshaya.p@zillum1.com		Patel Akshaya

Accounts

Account Name	Phone	Website	Account Owner	Account Site	Fax
Zillum Services			Amelia Burrows		
Zillum Inc.	800-555-5296		Amelia Burrows		
Zillum Inc.	329-489-2379	zillum.com	Amelia Burrows		

Deals

Deal Owner	Amount	Deal Name	Closing Date	Account Name	Stage	Contact Name
Amelia Burrows	\$ 6,000.00	Deal for Zillum	Aug 13, 2022	Zillum Services	Value Proposition	Patel Akshaya

Unreadable Disconnection C

More Zillum Smart Chat (Click to Open)

Ask Zillum

2/2

1

Unified setup

Setup

Admin PanelCRMSalesIQDeskProjectsCampaignsSocialSurveyAnalytics

Setup

Q Search

Customize Setup

GENERAL

Personal Settings

Company Details

Calendar Booking

Motivator

USERS AND CONTROL

Users

Security Control

Compliance Settings

Territory Management

Trusted Domain New!

CHANNELS

Email

Telephony

Social

Chat

Signals

Portals

CUSTOMIZATION

Modules and Fields

Templates

Wizards

Copy Customization

Pipelines

Canvas New!

Customize Home page

Translations

AUTOMATION

Workflow Rules

Schedules

Actions

Assignment Rules

Case Escalation Rules

Scoring Rules

Segmentation

PROCESS MANAGEMENT

Blueprint

Approval Processes

CommandCenter

DATA ADMINISTRATION

Import

Export

Data Backup

Storage

Recycle Bin

Audit Log

Admin Tools New!

Sandbox

MARKETPLACE

All

Zoho

Google

Microsoft

DEVELOPER SPACE

Zia Voice

APIs

Connections

Functions

Client Script New!

Widgets

Webforms

ZIA

Data Enrichment

Prediction

Recommendation

Communication

Conversational AI

Vision

Notifications

ZOHO DIRECTORY

ChatsChannelsContacts

Here is your Smart Chat (Ctrl+Space)

Ask ZiaZia

Intuitive processing

Setup

Admin Panel

CRM

SalesIQ

Desk

Projects

Campaigns

Social

Survey

Analytics

Organization

Applications

Users

Subscription

Active Users ▾

Add User

NAME / EMAIL	CRM	SalesIQ	Desk	projects	Campaigns	Social	Survey
 Amelia Burrows amelia.burrows@zylker.com	✓	✓	✓	✓	✓	✓	✓
 Quinn - Developer quinn.rivers@zylker.com	✓	—	✓	✓	✓	—	—
 Raghav Rao raghav.rao@zylker.com	✓	✓	—	✓	—	✓	—
 Rudolph Levinson r.levinson@zylker.com	✓	—	—	—	—	—	—
 Tai Chang tai.chang@zylker.com	✓	—	✓	✓	✓	✓	—
 William Stone willian.stone@zylker.com	—	—	✓	✓	✓	✓	—
 Fatima Aiza fatimay@zylker.com	✓	✓	—	—	—	✓	—
 Luke Krauss luke@zylker.com	✓	—	—	—	—	—	—
 Pooja Raman pooja.raman@zylker.com	✓	✓	✓	✓	✓	✓	✓

Chats

Channels

Contacts

Here is your Smart Chat (Ctrl+Space)



Unified user panel

CRM

SalesIQ

Desk

Projects

Campaigns

Social

Survey

Analytics

...

Recent Items

Favorites

Dashboard

Feed

Tasks

Bugs

Milestones

Calendar

Documents

Timesheet

Finance

...

Digital M

33%

Digital Marketing

Owner: Burrows Amelia [Show Project Overview](#)

Start Date
03-31-2018

Task Status

Keep track of the tasks in your pr...

Open

Closed

Total

4

2

6

Top 5 Go-getters

Users with maximum closed tasks

Burrows Amelia1

Erwin Krüger1

Overdue Work Items

View the work items that are past their due d

Good job! No over

Team Status

View your team's overall work status here

Users	Tasks			Bugs		
	Overdue	Today's	All Open	Overdue	Today's	All Open
abbiegardne...	0	0	0	0	0	0
alexgreene91	0	0	0	0	0	0

Bug Status

Keep track of the Bugs affecting y...

Burrows Amelia
amelia.burrows@zylker.com
User ID : 630943831
11-21-2018
[Admin Panel](#) [Sign Out](#)

PROJECTS OPTIONS

Other Project Portals

Keyboard shortcuts

Learning Centre

Print this page

CHANNEL STATUS

EMAIL

Desk Tickets

PHONE

CRM

CUSTOMER CHAT

SalesIQ

Desk

Online

Available

Available

Login

SUBSCRIPTION

You are currently on our paid plan.

[MANAGE BILLINGS](#)

NEED HELP?

TALK WITH US

WRITE TO US

CHAT WITH US

RESOURCES

THEMES

[Back to Old UI](#)

2

Channels

Contacts

Here is your Smart Chat (Ctrl+Space)

Multichannel notifications

The screenshot displays a web application interface for Zylker Widgets Inc. The top navigation bar includes links to Requests, Knowledge Base, Community, Chat, Contacts, Dashboards, Social, and Activities. The left sidebar contains a menu with icons for CRM, SalesIQ, Desk, Projects, Campaigns, Social, Survey, Analytics, and Favorites. The main content area is titled "Tickets from Amelia Burrows" and lists several tickets with their status and dates. A chat notification overlay is visible in the bottom right corner, showing a message from Austin Southaby.

Tickets from Amelia Burrows

Ticket ID	Description	Status	Date
#170	Unable to load Zylker Motors Sites	Closed	30 May
#164	Test Drive Registration site not working	Closed	06 Aug 2022
#162	Production Updates	Open	14 Jul 2022
#161	Engine Production	Open	26 May 2022
#154	Zylker Motors online registration not working	Open	26 May 2022
#151	Technology Improvements	Open	22 Mar 2022
#153	Can't access motors submit 2018	Open	26 May 2022
#138	Undelivered Mail Returned to Sender	Open	22 Feb 2022

Chat Notification:

Austin Southaby wants to chat with you.

[Q]: Need help - Problem adding new administrator user in system

VISITOR INFO

- Department : Zylker Widgets Inc
- Country : United States
- Source URL : <https://www.vehicleoffercode...>

ACCEPT IGNORE

Multichannel notifications

CRM

SalesIQ

Desk

Projects

Campaigns

Social

Survey

Analytics

...

Recent Items

Favorites

Home

Leads

Contacts

Accounts

Deals

Activities

Tasks

Meetings

Calls

Dashboards

Documents

Reports

...

All Tabs

🔍

+

📅

🔔

⚙️

👤



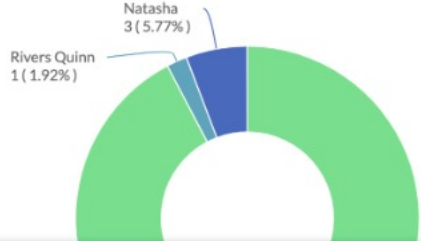
Welcome Amelia Burrows

All Contacts

Abraham	Jun 17, 2022 04:05 PM	Amelia Burrows	ZohoDesk
Benjamin	May 21, 2022 08:12 PM	Amelia Burrows	ZohoDesk
Sarah	Apr 3, 2022 04:23 PM	Amelia Burrows	ZohoDesk
Victor	Dec 16, 2021 07:49 PM	Amelia Burrows	Twitter
Zaheer	Oct 21, 2021 05:02 PM	Amelia Burrows	Twitter
Puneeth	Oct 14, 2021 02:38 PM	Amelia Burrows	ZohoDesk
Peter	Sep 17, 2021 02:46 PM	Amelia Burrows	Chat
Johnson	Sep 7, 2021 08:02 PM	Amelia Burrows	ZohoDesk

< 1 to 10 >

Salesperson's Report



Natasha	3 (5.77%)
Rivers Quinn	1 (1.92%)

All Deals

Travis Motors	AED 1,080.00 (\$ 4,000.00)	Closed Won
Freshday retail	\$ 100.00	Needs Analysis
Henriques	\$ 2,000.00	Closed Won
Michael	\$ 45,000.00	Qualification
James Frankfurt	\$ 7,000.00	Value Proposition

Campaign Leads



Record Count	3	22	2	2	2
--------------	---	----	---	---	---

Signals 913

Lead Morris Heather

Sent a Direct Me 06:32 AM

Contact Sam

Replied @ZylkerTi Aug 18

Lead Reeves Kenny

Bounced Hey! It's b Aug 14

Lead Pereira Pessoa

Opened Hey! It's b Aug 4

Lead Smith Adam

Bounced Greetings Jul 28

Lead Henriques

Sent a Message 2

Lead Zaheer

Bounced Hey! It's b 5

Lead Alan

Bounced Greetings Jul 7

Mark All as Read

Settings

🔍

Ask Zia

Zia

📄

📁

🕒

🗑️





Ad Campaigns

Email

Survey

Webinar

Social

TELEPHONY

Melinda Anderson
Calling...
[ANSWER](#)

Melinda Anderson
Ventura Capitalists
[Open Deal](#)

180 Widgets - \$18,000,00

Deal Owner	Amella Burrows
Stage	Proposal/Quote
Probability (%)	75
Expected Revenue	\$13,500,00
Closing Date	2022-07-29

EMAIL

Email Status

sent

in the last 2 days

and status is

- ☐ opened
- ☐ not opened
- ☐ bounced
- ☒ opened and not replied

LIVE CHAT

Chloe Reese
Apex Corp, \$ 38,000,00
[Chat](#)

Pages Visited 5 Pages 10:23
now in Pricing page

Days Visited 4 Last Visited Yesterday

Visitor 80578
United Kingdom
[Chat](#)

Pages Visited 2 Pages 10:14
now in Contact page

Days Visited 4 Last Visited Today

Jack Brown
United States
[Chat](#)

SOCIAL MEDIA

Lini Evans
@Levans
San Francisco, CA

☐ Add as Lead ☒ Add as Contact

Layout Standard

Account Name Betacry Inc

First Name Lini

Last Name Evans

Email lini.es@bet.com

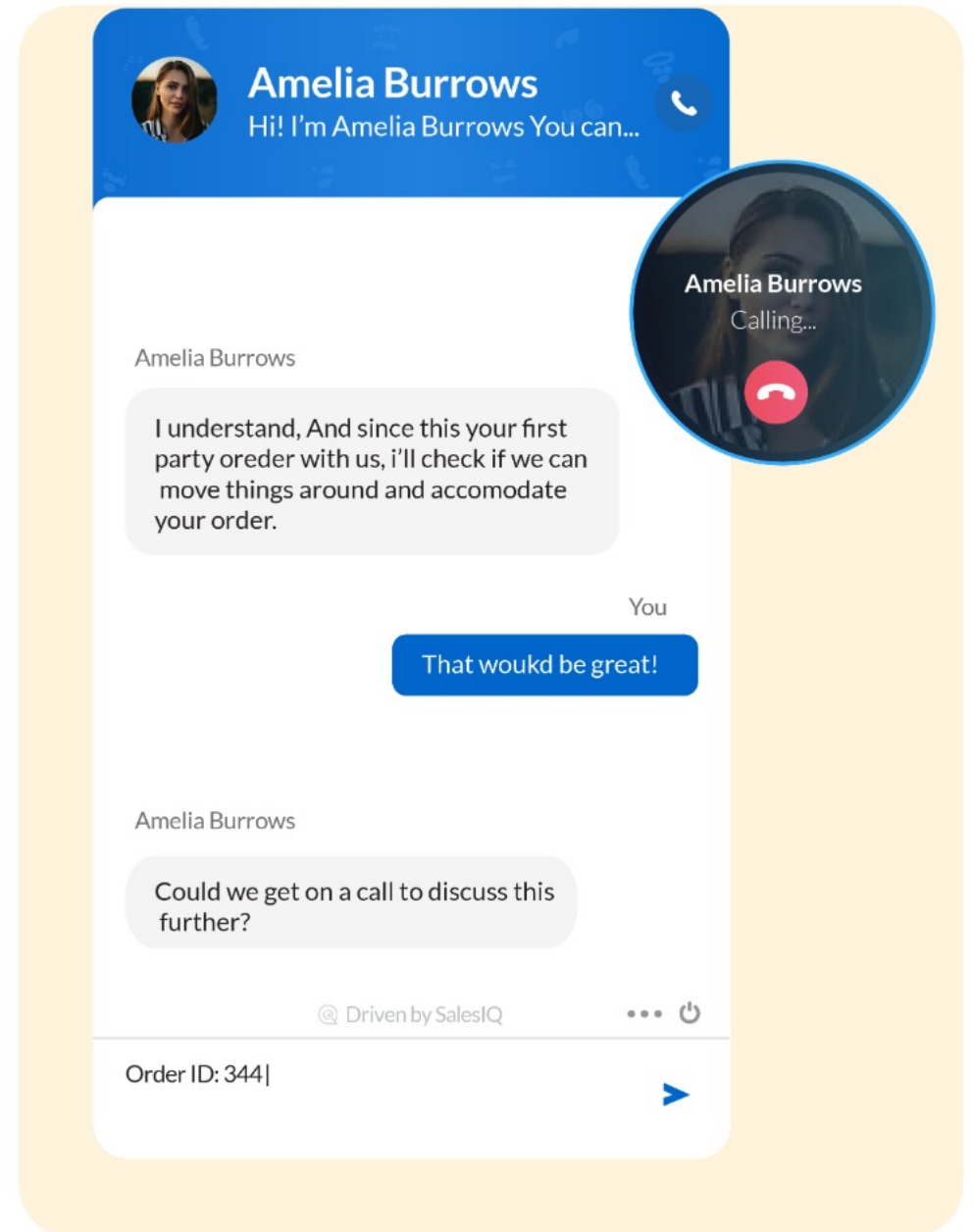
Owner Michelle Brown

Facebook, Twitter, LinkedIn, YouTube, Google My Business, Pinterest, TikTok

Engage visitors that land on your website

Live Chat

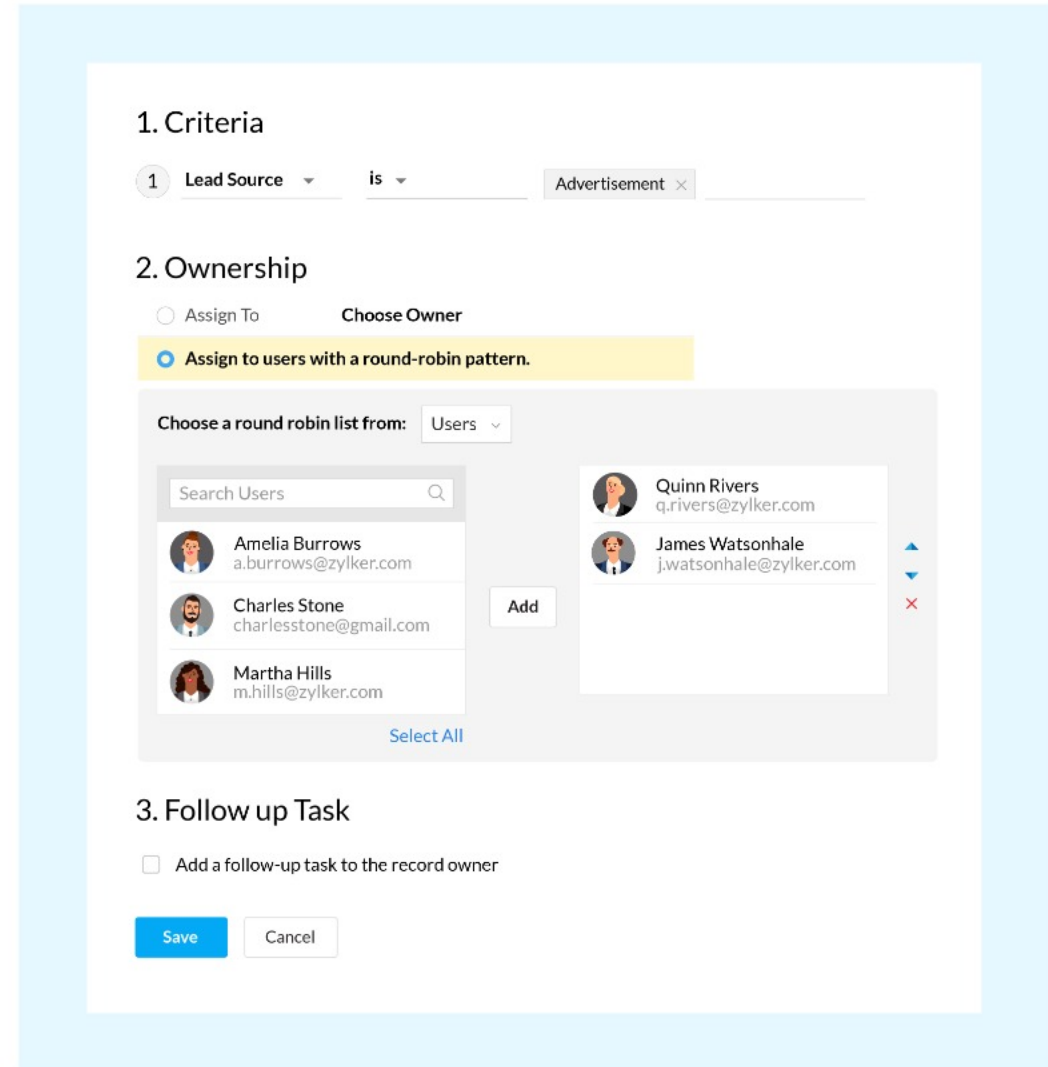
- Convert chat to calls
- Screen sharing
- Proactive help with chatbot routing



Lead assigned to sales

Assignment Rules

Automatically assign leads to your sales team



The screenshot shows a configuration interface for an assignment rule, divided into three sections: 1. Criteria, 2. Ownership, and 3. Follow up Task.

1. Criteria

1 Lead Source is Advertisement

2. Ownership

☐ Assign To **Choose Owner**

☒ Assign to users with a round-robin pattern.

Choose a round robin list from: Users

Search Users

	Amelia Burrows a.burrows@zylker.com
	Charles Stone charlesstone@gmail.com
	Martha Hills m.hills@zylker.com

Add

Select All

	Quinn Rivers q.rivers@zylker.com
	James Watsonhale j.watsonhale@zylker.com

3. Follow up Task

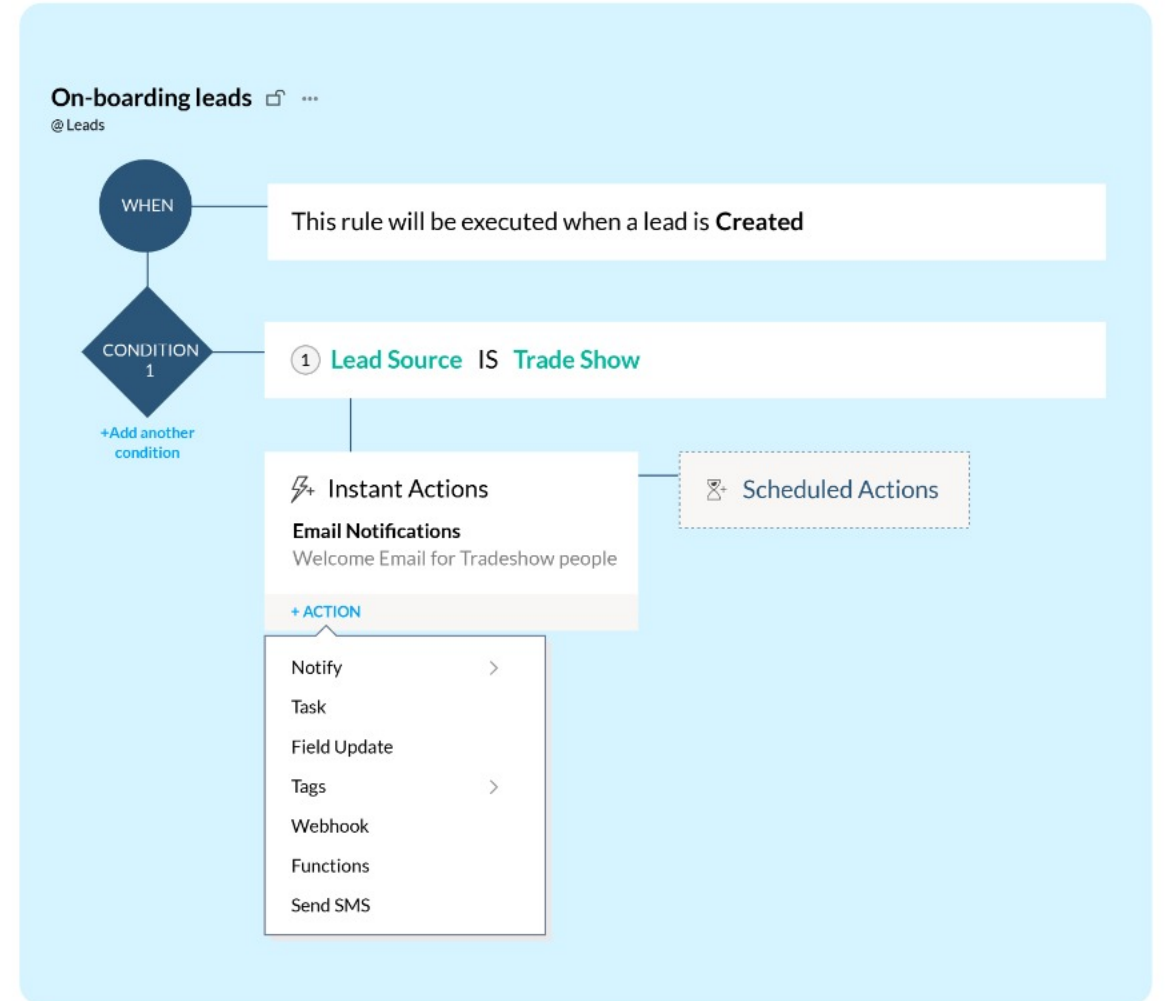
☐ Add a follow-up task to the record owner

Save Cancel

Automated sales process

Workflow Rules

- Save time with less manual work
- Automate repetitive sales activities





**Support agent view sales and
marketing information**



Social Monitor

Listen to what your customers are saying about you across multiple social channels



This is the first time Charles has engaged with Zylker Travels. Charles has 102 followers and is following 67 people. Know more about [Charles](#).

 Follow  + Add to CRM  Discuss



Zylker Travels - Your Holiday Planning Destination @ZylkerTravels
15 Aug 2022 02:35 PM

It's a hard blog life: How to make it as a [#TravelBlogger](#) [buff.ly/2scptJI](#) Via [@IrisTimesBiz](#)

 Reply  Retweet  Like -  1



Charles @charles
Awesome

26 Aug 2022 02:44 PM   



Typos are costly. Read before you comment!



Live Stream



@Charles replied to your tweet
26 Aug 2022 02:44 PM



@mikesanthony retweeted your tweet.
25 Aug 2022 at 9:12 AM



Alan Bryson commented on your wall post
25 Aug 2022 at 9:10 AM 



@johnmatthews started following you.
24 Aug 2022 at 4:43 AM



@KevinChieff started following you.
24 Aug 2022 at 4:00 AM



@Andrea liked your post.
23 Aug 2022 at 10:46 PM



Tony Karrer commented on your post.
23 Aug 2022 at 08:18 PM 



@Andrea liked your post.
23 Aug 2022 at 10:46 PM

Social media for customer service

CRM

SalesIQ

Desk

Projects

Campaigns

Social

Survey

Analytics

Recent Items

Favorites

Home

Posts

Messages

Monitor

Connections

Collaborate

Reports

ZylkerTravels

15 Aug 2022 02:35 PM

What is feminism's role in contemporary architecture?



Unlike Comment

4 6

ZylkerTravels

15 Aug 2022 11:57 AM

Take a break! :)



@Mentions

Created by Emily Watkins

Fathima Yilmaz @fayilmaz

16 Aug 2022 11:59 AM

Convert to Ticket

Could someone send me the list of best tourist places in and around Netherlands for a 5 days tour. @ZylkerTravels

Reply Retweet Liked

1 2

View Conversation

Joel Victorian @joelvictorian

12 Aug 2022 04:24 PM

@ZylkerTravels Had some of these in my last trip, YUMMY !!

Reply Retweet Liked

2

Hailey Clark @haileyclark

11 Aug 2022 05:17 PM

A grand tour of the world's most amazing architecture here at Rome. Thanks for helping us throughout the trip. @ZylkerTravels

Reply Retweet Like

6 3

Amritha @amritha

11 Aug 2022 10:53 AM

Contact

Timeline @ZylkerTravels

Created by Manish Patel

10+ New

Lonely Planet @lonelyplanet

15 Aug 2022 02:46 PM

It's #WorldFoodDay, the day we spend the rest of the year craving, and then binge on. To really tickle your taste buds today, check out our #UltimateEatlist, a round-up of the world's top 500 eating experiences, ranked! lpttravel.to/Ultimate-Eats



+3

Reply Retweet Like

6 3

Travel + Leisure @TravelLeisure

15 Aug 2022 02:45 PM

How Neil Patrick Harris and David Burtka avoid "airplane meltdowns" with kids tandl.me/2OsPVOK



+



Social media for customer service

CRM

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Retweet

Liked

Hailey Clark @haileyclark

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Reply

Retweet

Like

6

3

Amritha @amritha

11 Aug 2022 10:53 AM

Contact

Timeline @ZylkerTravels

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Reply

Retweet

Like

6

3

Travel + Leisure @TravelLeisure

15 Aug 2022 02:45 PM

How Neil Patrick Harris and David Burtka avoid "airplane meltdowns" with kids tandl.me/2OsPVOK





Customer surveys

+

☰

☰

✎

🔄

EDITOR

SETTINGS

THEMES

INTEGRATIONS

LAUNCH

...

PREVIEW

Multiple Choice (Radio Button)

Multiple Choice (Checkbox)

Dropdown

Image Type

Rating Scale

Star Rating

NPS

Slider Scale

Ranking

Matrix Choice (Radio Button)

Matrix Choice (Checkbox)

Matrix Rating Scale

Matrix Star Rating

Matrix Dropdown

Single Line

Multiple Lines

Numeric

Email

Full Name

Page 1 ▾

SANDY'S SALON SURVEY

🔗 Logic

01.How did you find out about Sandy's Salon?

☐ Search

☐ Website

☐ Friends

☐ Advertisements

02. How do you rate our service?

★

★

★

★

★

★

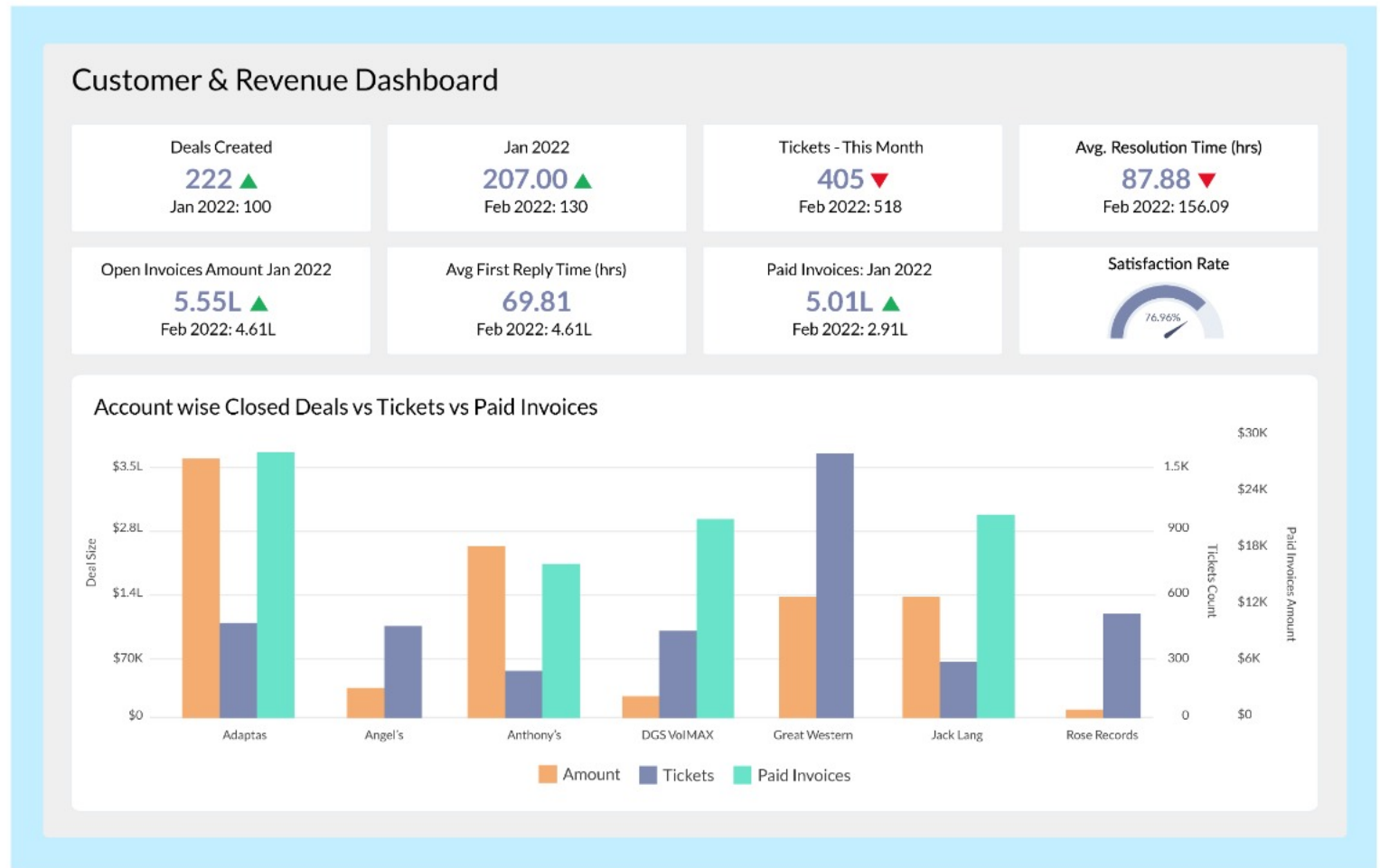
03. What was your first impression of Sandy's Salon?

☐ Very Good

Unified Analytics

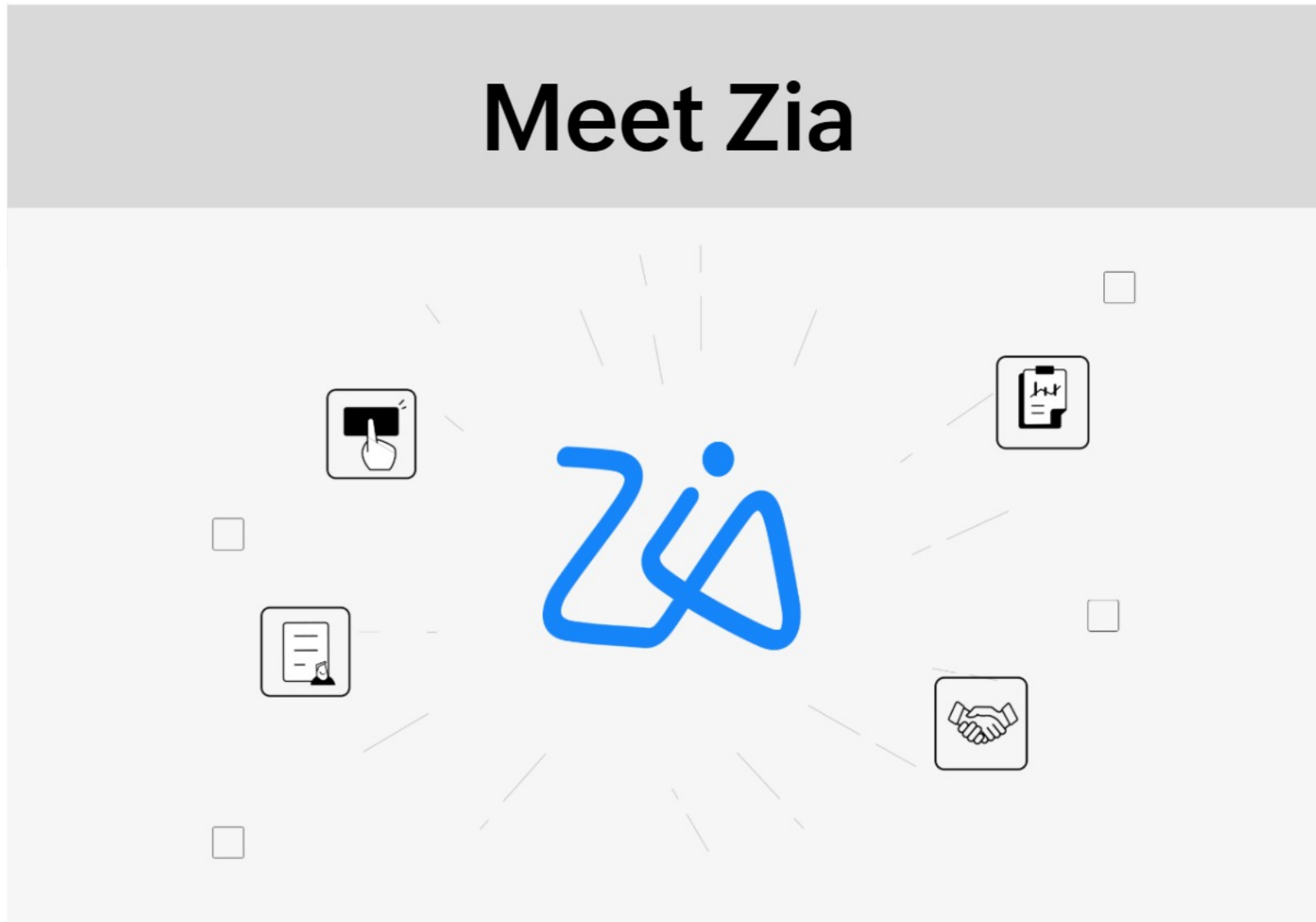
View analytics across Sales, Marketing, and Service

Uncover number of unassigned tickets and customer satisfaction.



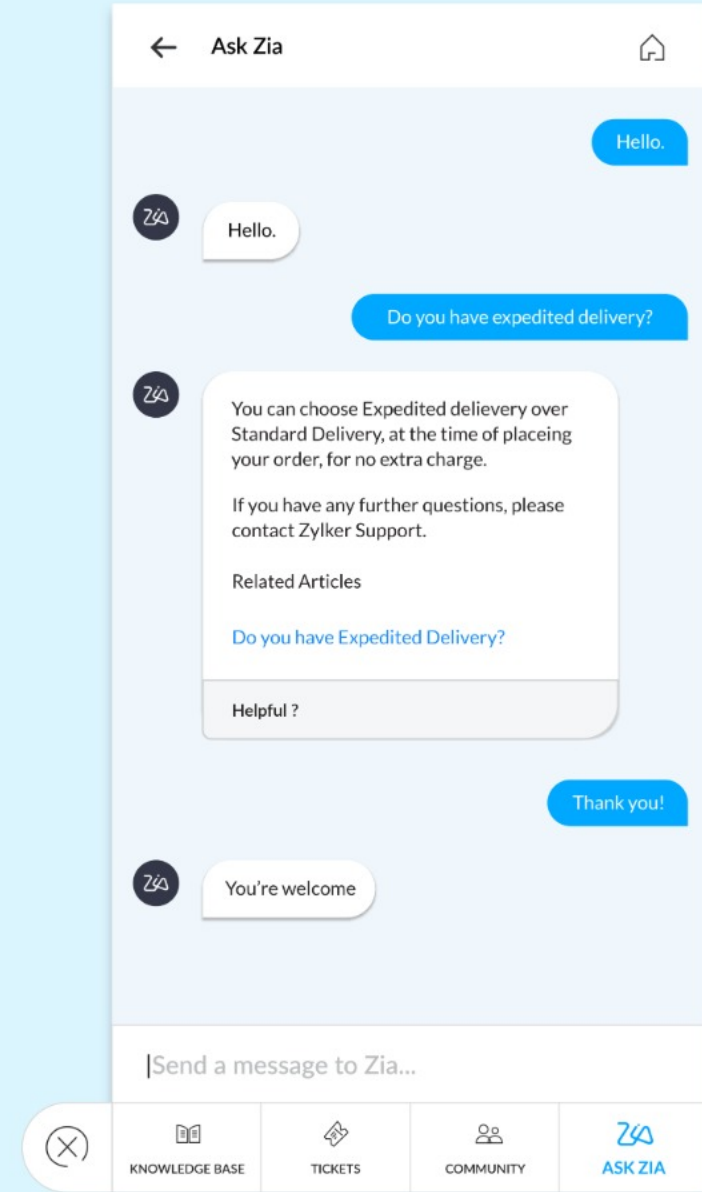


Meet Zia



Take help closer to your customers

Automatic and contextual customer assistance





Zia: Chat Bots

Reply Assistant

Helps agents to frame better responses by analyzing ticket keywords

The screenshot displays the Zia Chat Bots interface within a CRM system. The top navigation bar includes links for Tickets, Knowledge Base, Customers, Analytics, Activities, Community, Social, and IM. A left sidebar lists various CRM modules: CRM, SalesIQ, Desk, Projects, Campaigns, Social, Survey, Analytics, SalesInbox, Search, Recent Items, and Favorites. The main chat window is titled "Reply Assistant" and shows a conversation with a customer named Amelia Burrows. The customer's message is: "Hi Amelia Burrows". The bot's response is: "I'm your Reply Assistant. How can I help you?". Below this, a suggested response is shown, starting with "Order Status" and followed by a detailed instruction: "Please click on the 'My Orders' section under the main menu in the Zylker Store website, to check your order status. You will have to be logged in for this. If you do not have a Zylker account, you can use your order ID from the email you would've received. (But we strongly recommend you get yourself a see more...". A blue button labeled "Use this in your Reply" is visible. At the bottom of the chat window, there is a text input field with the placeholder "Ask me something ...". To the right of the chat window, a sidebar shows the ticket details for "#358 New Order by Anand", including the customer's name, email, and a list of transitions: "Payment Pending" and "Payment Completed".

Sentiment Analysis

Zia: Best Time to Contact

My Today's Tasks ▾

[Let Zia remind you](#)

	SUBJECT	STATUS	PRIORITY	CONTACT NAME	BEST TIME TO CONTACT	
 	 Email	In Progress	High	Joane Lee	10:30 AM	11:30 AM
	 Meeting	Not Started	High	Lauren Cambell	09:30 PM	09:45 AM
	 Email	Waiting for input	High	Peter Gallante	09:30 AM	12:30 PM
	 Call	Not Started	High	Quinn Rivers	05:30 PM	
	 Email	Deferred	High	Raghav Rao	04:30 PM	06:30 PM
	 Email	Not Started	High	Martha Hills	09:30 AM	

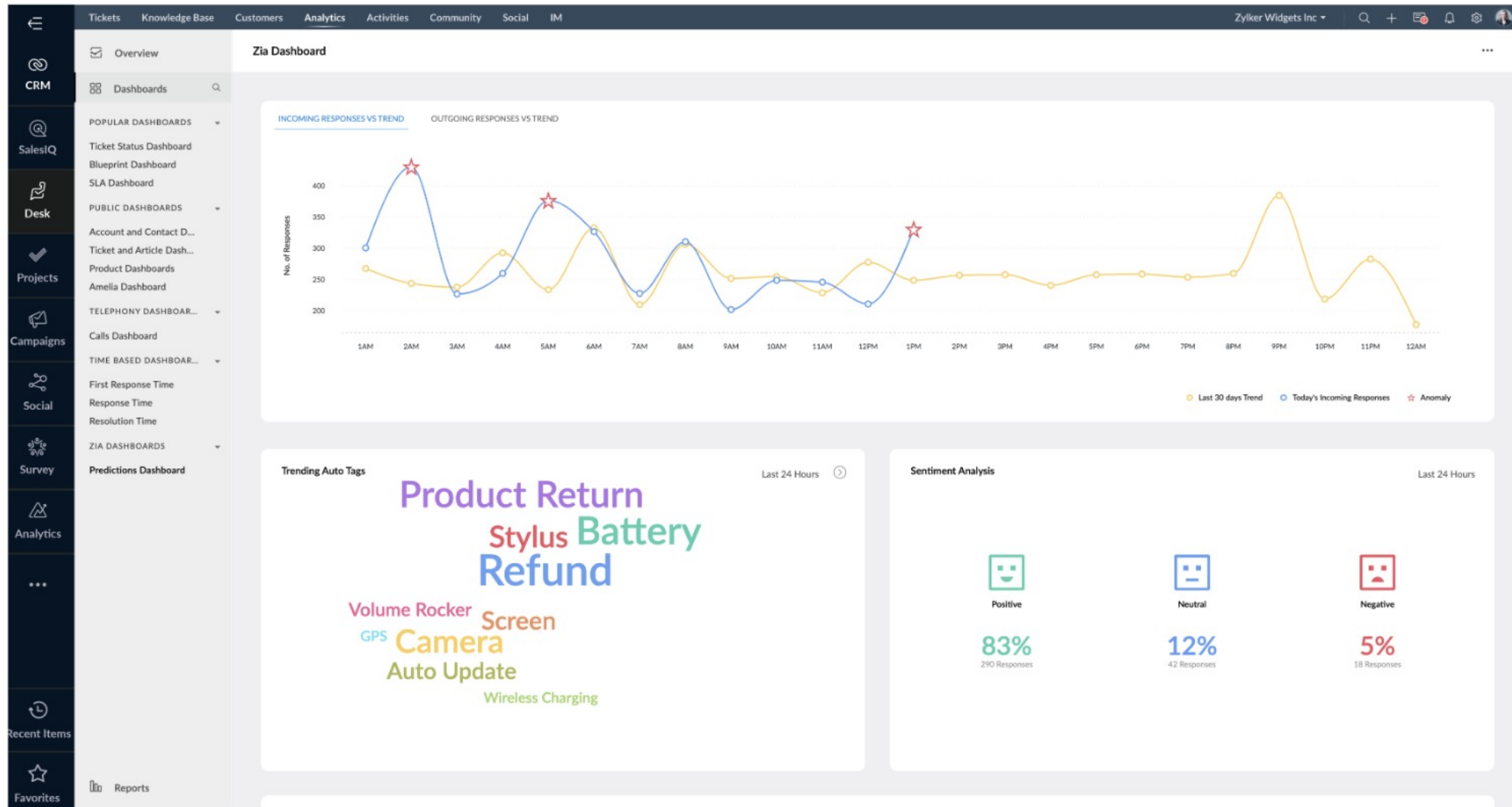


Zia: Sales Prediction

Closing This Month ▾		☰ 🔍 🔗 + Import ⋮ 📈	
STAGE VIEW Sort By None ▾		Kanban View Settings	
QUALIFICATION \$ 330,000.00 Deal Name Commercial Press Deal Owner John Dykes Amount \$45,000.00 Closing Date Jun 8, 2022 Total Revenue \$4,500.00 Prediction Score 78	NEEDS ANALYSIS \$ 170,000.00 Truhlar And Truhlar Attys Sandra Evans \$45,000.00 Jun 7, 2022 \$9,000.00 Prediction Score 45	VALUE PROPOSITION- 40% \$ 155,000.00 -3 Deals King John Dykes \$60,000.00 Jun 9, 2022 \$24,000.00 Prediction Score 70	IDENTIFY DECISION MAKERS \$ 135,000.00 Chang Tai Sandra Evans \$45,000.00 Jun 10, 2022 \$27,000.00 Prediction Score 92
	Chernel John Dykes \$70,000.00 Jun 7, 2022 \$14,000.00 Prediction Score 95	Chapman Sandra Evans \$70,000.00 Jun 7, 2022 \$28,000.00 Prediction Score 30	Rivers Quinn John Dykes \$45,000.00 Jun 10, 2022 \$27,000.00 Prediction Score 50
Morlong Associates John Dykes \$35,000.00 Jun 9, 2022 \$3,500.00 Prediction Score 32	Chanay Sandra Evans \$55,000.00 Jun 8, 2022 \$11,000.00 Prediction Score 80	Printing Dimensions John Dykes \$25,000.00 Jun 12, 2022 \$10,000.00 Prediction Score 90	Feltz Printing Service John Dykes \$45,000.00 Jun 10, 2022 \$27,000.00 Prediction Score 88



Zia: Analytics



**This is only possible when we have
apps built on the same underlying
infrastructure**

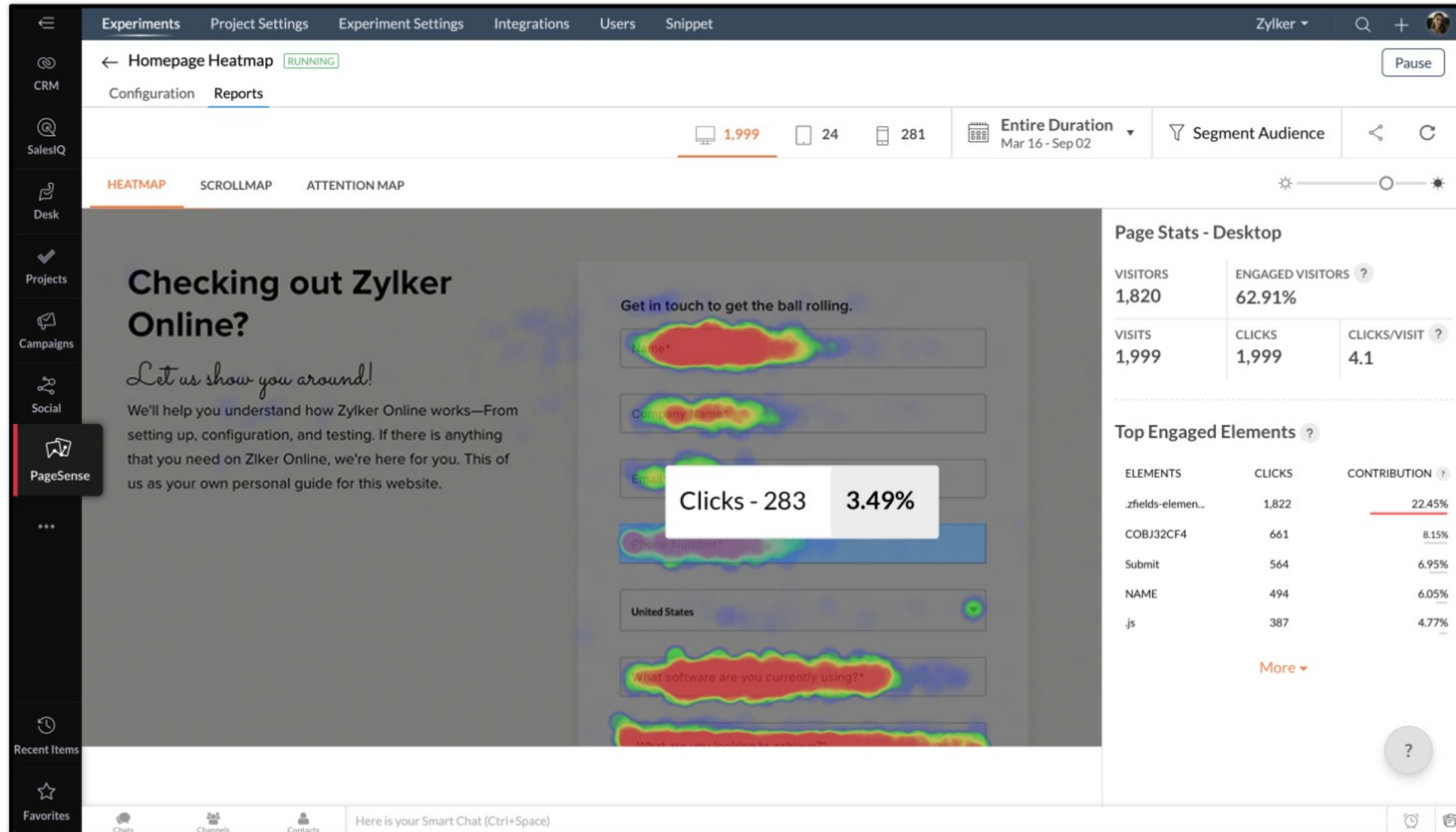




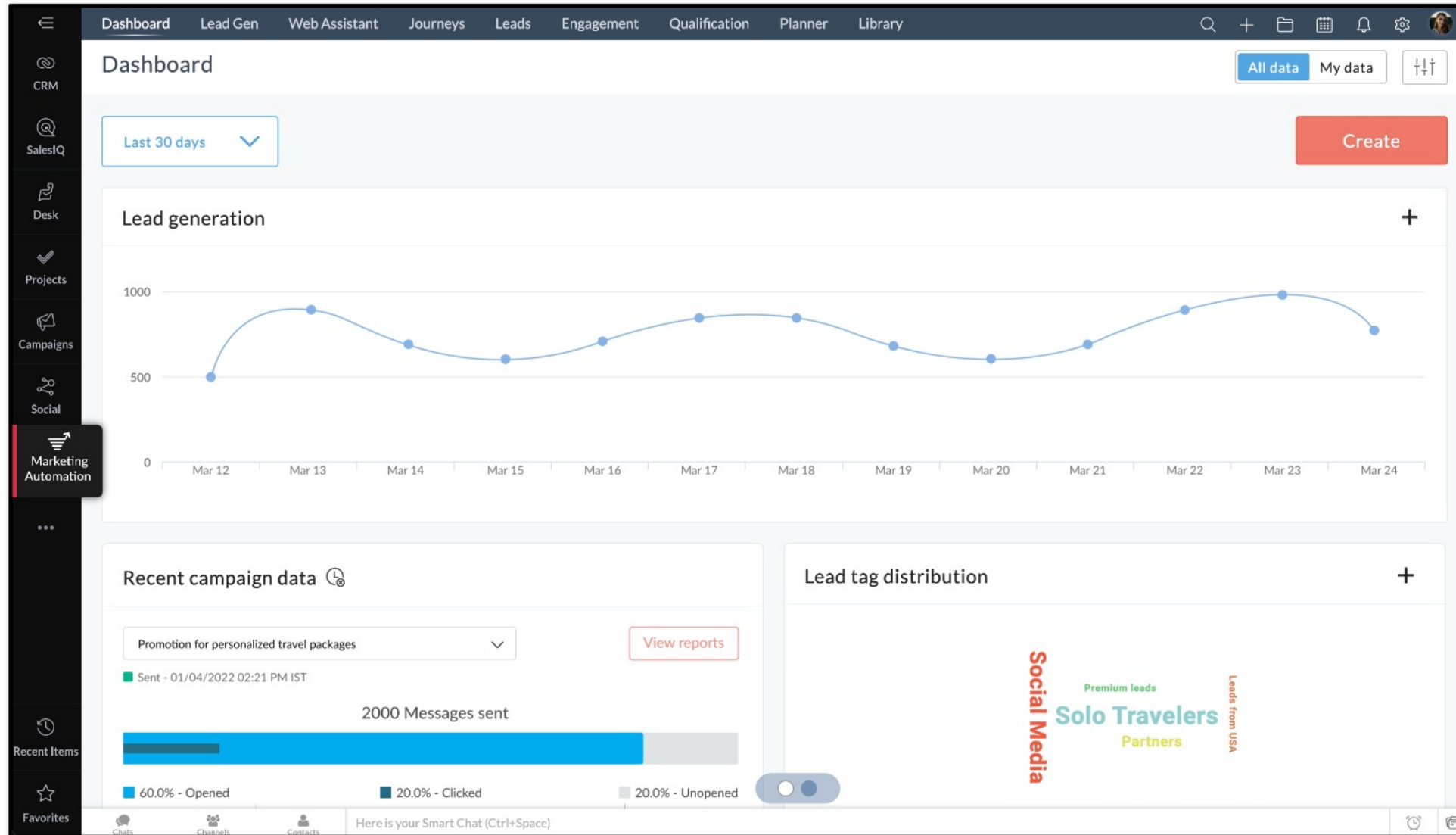
The road ahead...



Strengthening marketing



Marketing Automation



Backstage

CRM

SalesIQ

Desk

Projects

Campaigns

Social

Backstage

...

Recent Items

Favorites

Live Draft Past All Canceled Trash

Zylker

Chart your Course | Let's discuss about travelling COMPLETED

Conduct Edit

Overview Team Sessions Promote Content library Registrations Virtual Emails Queries Settings Comments Tasks

Make important announcements, check in attendees, and present sessions on event day.

Go to conduct

PROGRESS TRACKER

41%

For a great microsite, you'll need to add a bit more information.

View details

EVENT MICROSITE

LIVE URL

https://burrowsamelia6195.zohobackstage.com/ChartyourCourseLetsdiscussabouttravelling

Your event is live. You may still make changes and republish your event.

Event starts in 6 Days

TICKETS (600)

50%

Sold seats

300

Available seats

300

View tickets

SESSIONS

10

Total sessions

View sessions

EVENT MEMBERS (3)

10

Speakers

6

Organizers

View members

ATTENDEES (400)

50%

Checked in attendees

150

Yet to check in

150

View attendees

ZOHO PAGESENSE

ZOHO SALESIQ

BADGE DESIGN

Here is your Smart Chat (Ctrl+Space)

Webinar

CRM

SalesIQ

Desk

Projects

Campaigns

Social

Webinar

Recent Items

Favorites

Home

Webinars

Meetings

Recordings

Zylker

+

← Must Haves for Beginner Travellers COMPLETED

Summary

Registrants

Attendees

Polls

Q&A

Generate Report

Comments

Tasks

 **Must Haves for Beginner Travellers**

Tue, Apr 12, 2022 11:00 AM



2

Registrations

Share

Co-organizers



Fatima Aiza
aiza.fatimazylker@gmail.com



Quinn Rivers
rivers.quinnzylker@gmail.com



Tia Chang
chang.taizylker@gmail.com



Registration Setup

☒ With Registration

☐ Without Registration

Fields

Data Collected : - Fields

Approval : Automatic

Manage Fields

Loading

Moderation

Automatic

Manual

Webinar Information

Webinar ID

1041900334

Date and Time

Tue, Apr 12, 2022 11:00 AM 

Timezone

(GMT -6:00) Mountain Daylight Time

Marketing Project

Launch 'Chart your Course' - Personalized travel packages

Duration

1 hour

Organizer

burrows

Department

burrowsamelia6195

Promote Webinar

 Zoho Campaigns

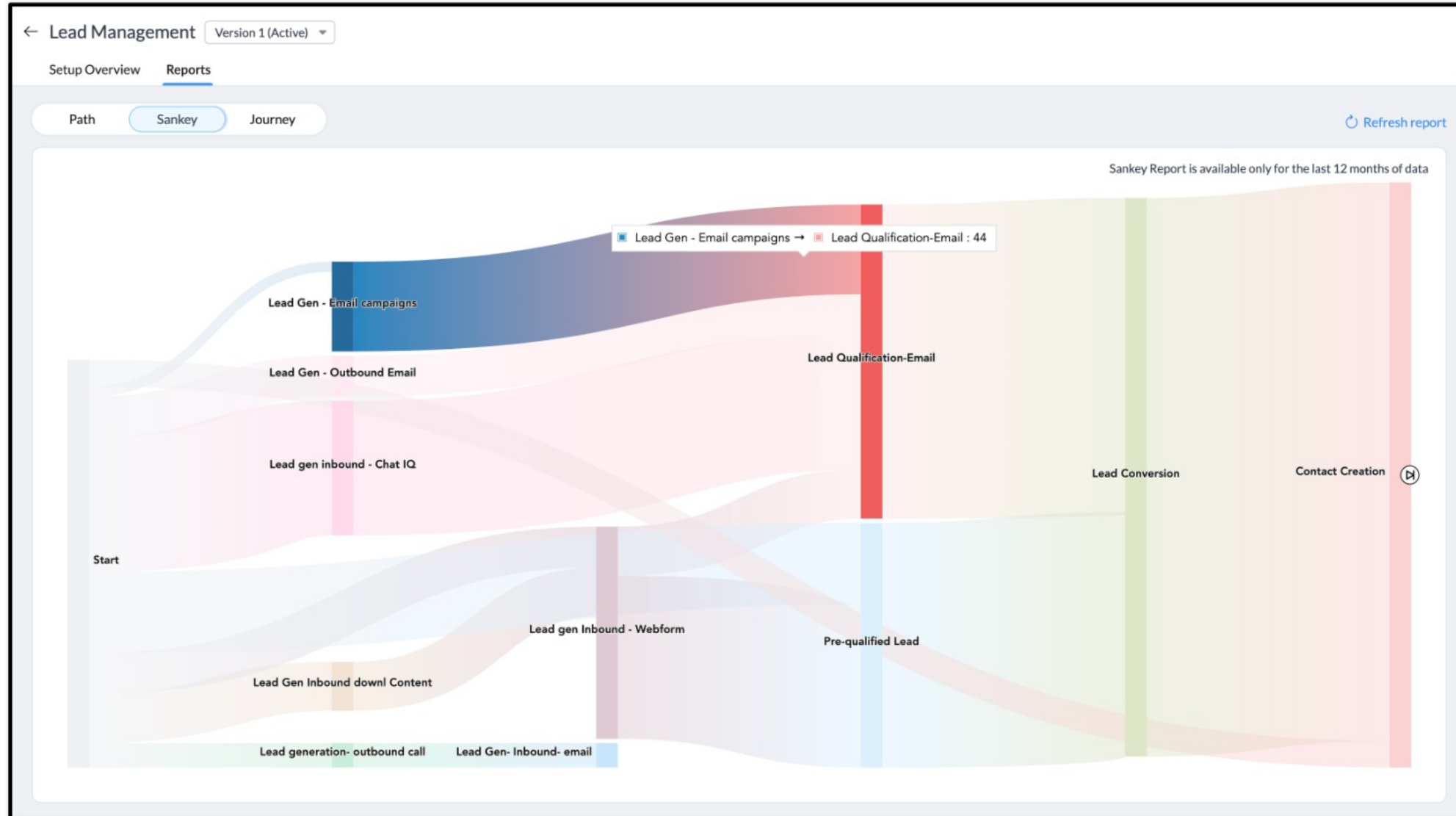
Here is your Smart Chat (Ctrl+Space)

Brand Studio: A centralized workplace to manage all your marketing campaigns

The screenshot displays the Brand Studio interface, a centralized workplace for managing marketing campaigns. The interface is divided into several sections:

- Left Sidebar:** Contains navigation icons and labels for CRM, SalesIQ, Desk, Projects, Campaigns, Social, Brand Studio (highlighted), Recent Items, and Favorites.
- Top Bar:** Shows 'Marketing Projects' and 'Brand Assets' tabs, a user profile 'Zylker', and notification icons.
- Main Content Area:** Titled 'To-do Lists', it features a Kanban board with three columns: 'OPEN' (red header), 'IN PROGRESS' (brown header), and 'ON HOLD' (blue header). Each column contains task cards with titles, dates, and assignee avatars. For example, in the 'OPEN' column, tasks include 'Share source files for the posts' (10 Jun, 2022) and 'Create Polls on other Social media channels' (23 Mar, 2022). The 'ON HOLD' column includes 'Configure Tickets' (21 Mar, 2022) and 'Check the previous conversion rate and create ads on Facebook' (22 Mar, 2022).
- Bottom Bar:** Includes a 'Smart Chat' section with the text 'Here is your Smart Chat (Ctrl+Space)' and icons for chat, channels, and contacts.

PathFinder: Listen to various touchpoints and depict your customer's journey





Thank you!