

# Supercharge customer support

for your business



# What is Zoho SalesIQ?

Step up your support game using a real-time communication platform and generate happier more successful customers.

## Why use SalesIQ for your support team?

- Instant engagement for increased customer satisfaction.
- Intelligent automation to scale your support teams.
- One-click integration to convert chats to tickets.



## Proactively support your customers

Don't wait for customers to reach out to you for help. Start conversations with customers on high-intent pages.

Patricia

Hey there, welcome to Zealshoot!  
Having trouble with your purchase?

Peter

I cancelled it cause my payment  
didn't go through.

If **action performed** is **cancel order** and  
if **current page title** contains **payment**  
send **chat invite** after **10 seconds**

## Auto-assign conversations

Smartly route conversations based on the customer's query to the right team for corrective solutions.

Peter

Information on rewards

Connecting you to Patricia, Executive  
Reward Team

Patricia

Hello Peter! Could you please share the  
particular information you're looking for?



## Pass on chats

Unable to solve? Transfer chats to the right team and help customers more quickly.

Patricia

Okay, we got you on track. I'm transferring you to my teammate who'll help you much better. Hold on a sec!

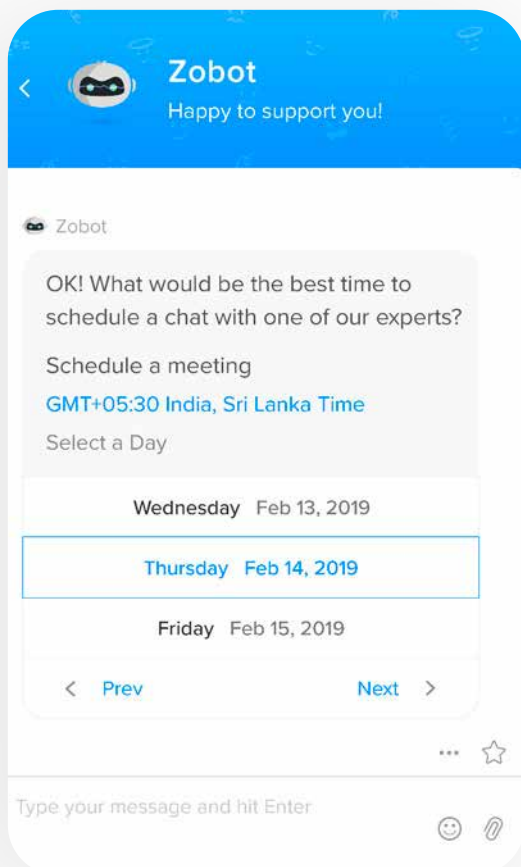
Chat Transferred. Hi Natalie here!! I'd be happy to assist you futher

Natalie

Hello Peter! I see you have a problem with the delivery. Could we take this on a call?

Peter

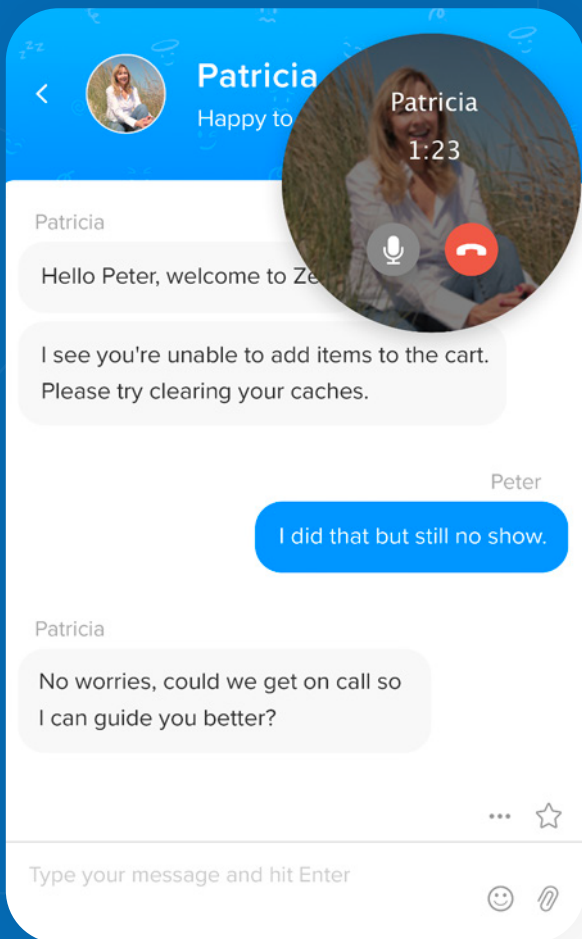
Yes, sure.



## Automate resolutions

No matter how many customers, Zobot provides instant solution and support to customers around the clock.





## Voice your solutions

Sometimes, assisting gets out of hand. But when customers talk to a human they gain trust over the brand, thereby boosting customer satisfaction.

## Respond and ticket instantly

Support customers using real-time messaging and seamlessly convert an ongoing chat into a ticket. Help customers who may have fallen through the cracks by assigning them as tickets.

#1293 How can I help you today?  
10:47 PM by Peter - [peter@zylker.com](mailto:peter@zylker.com)

**Zobot** Hi Peter! Welcome to Zealshoot. How can I help you today?

**Peter** Order status

**Zobot** It's on the way. ETA: 5 days.  
*Zobot is transferring this chat to Support*  
*Patricia has accepted the chat*

**Patricia** Hello Peter! How can I help you today?

**Peter** My order status says 5 days more but I had paid to get it delivered earlier.

**Patricia** Don't worry, I'll help you with this.

**Peter** Yes, I guess so.

**Patricia** Okay, we got you on track. I'm transferring you to my teammate who'll help you  
*Patricia is transferring this chat to Natalie*  
*Natalie has accepted the chat transfer. The chat has now been transferred to Natalie*

**Natalie** Hello Peter! I see you have a problem with the delivery. Could we take this on a

Zoho Desk

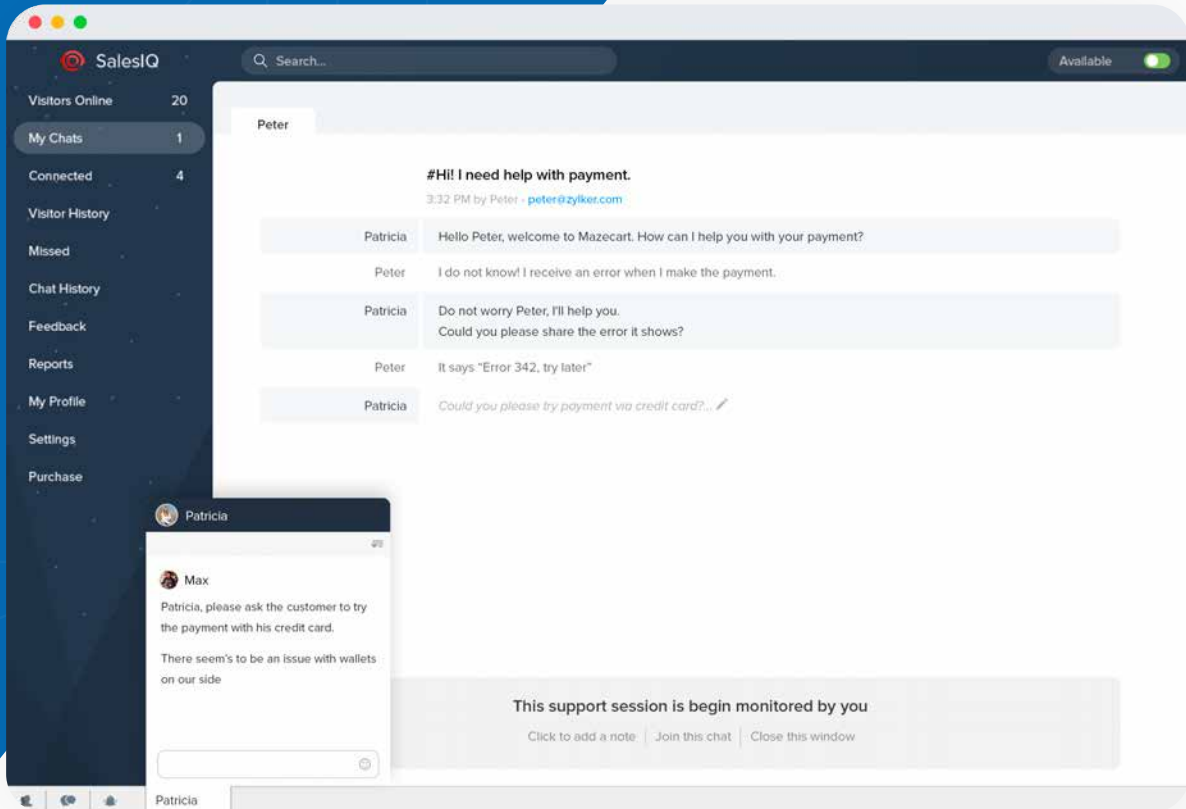
Recent Tickets from this visitor

137 Hi, can I make payment with Tisa wallet?  
On 4/11/2019 for Peter- Closed



## Manage your support team

Keep an eye on your side, giving them live coaching and when situations need to join the conversation instantly bettering the customer experience.



## Self-service articles

Let customers resolve their queries with in-chat help articles that are always available.

How to install Zeal in my website?  
50 Views 40

Customize my chat widget  
100 Views 88

Integrate Zeal with help desk?  
20 Views 10

### How to install Zeal in my website?

Add Zeal code in you website to get started with real-time customer engagement.

The Zeal code will appear in the Zeal welcome page. You (or your webmaster) have to Copy the code from the welcome page.

If you wish just to track your website visitors and not to insert the live chat widget on your website, then remember to uncheck the Add Live Chat box below the code snippet. By default, this option will be enabled/checked.

In your website's source file, Paste the code snippet into your existing code anywhere before the </body> tag.

40 7 Do you find this article helpful?

Chat now



# Keep your team informed

SalesIQ-Desk integration lets your support team always have an eye on the ticket's conversation transcript.

The screenshot displays the SalesIQ-Desk integration interface. The top navigation bar includes 'TICKETS', 'KB', 'CUSTOMERS', 'TASKS', 'REPORTS', 'COMMUNITY', 'SOCIAL', and 'CHAT'. The main content area is divided into three sections:

- Left Panel (Ticket List):** A list of tickets with details such as customer name, time, and subject. Visible tickets include:
  - Peter: #102 Hey! This customer has problem with speedup
  - Alicia: #101 Regarding upgrade of the gadget.
  - Mark: #100 Wanted a new lens cover.
  - Scott: #99 Problem with the shutter
  - Ayton: #98 Damedged Product.
  - Rufus: #97 Hello, can you please exchange my...
  - Fisher: #96 Returns and refunds.
- Middle Panel (Ticket Details):** Information for the selected ticket #102, including the customer's name (Peter), assigned agent (Natalie), status (Open), due date (12 April 2019 11:02 PM), phone number (+1(647) 839-7423), product name (Camera), priority (High), and classification (Problem).
- Right Panel (Conversation Transcript):** A detailed view of the chat conversation for ticket #102. The transcript shows the following messages:
  - Zobot:** Hi Peter! Welcome to Zealshoot. How can I help you today? (12 April 10:47 PM)
  - Peter:** Order status.
  - Zobot:** It's on the way. ETA: 5 days. (10:47 PM)
  - Zobot:** Zobot is transferring this chat to Support. Patricia has accepted the chat.
  - Patrica:** Hello Peter! How can I help you today?
  - Peter:** My order status says 5 days more but I had paid to get it delivered earlier. (10:48 PM)
  - Patrica:** Don't worry, I'll help you with this.
  - Peter:** Yes, I guess so. (10:50 PM)
  - Patrica:** Okay, we got you on track. I'm transferring you to my teammate who'll help you much better. Hold on a sec! Natalie has accepted the chat transfer.
  - Natalie:** Hello Peter! I see you have a problem with the delivery. Could we take this on a call? (10:55 PM)
  - Peter:** Yes, sure. (10:55 PM)
  - Natalie:** You were in an audio call for 1:46 mins.
  - Natalie:** As said on call, I will check with the shipping agency and confirm you. Don't worry I'll make sure you get it for your graduation. All the best! (10:56 PM)
  - Peter:** Thanks much!

At the bottom of the interface, there are buttons for 'Save', 'Cancel', 'Apply Macro', 'Remote Assist', and 'Close Ticket'. A status bar at the very bottom indicates 'Here is your Smart Chat (Ctrl+Space)'.







## Assist your customers from anywhere

Support customers and convert tickets on the move with our mobile app.



## Supercharge your mobile app

*"62% of the customers expect live chat when they visit a mobile app"*

When they're on the move, customers can still reach you through our Mobile SDK so they can get support anytime, anywhere.







After embedding Zoho SalesIQ on our website and operational platform we are closing deals faster and the customer support never was so efficient. With [Zoho SalesIQ](#) we raise the bar of customer relationship.

**Rodrigo Ferrer**  
CTO | Telelaudo

