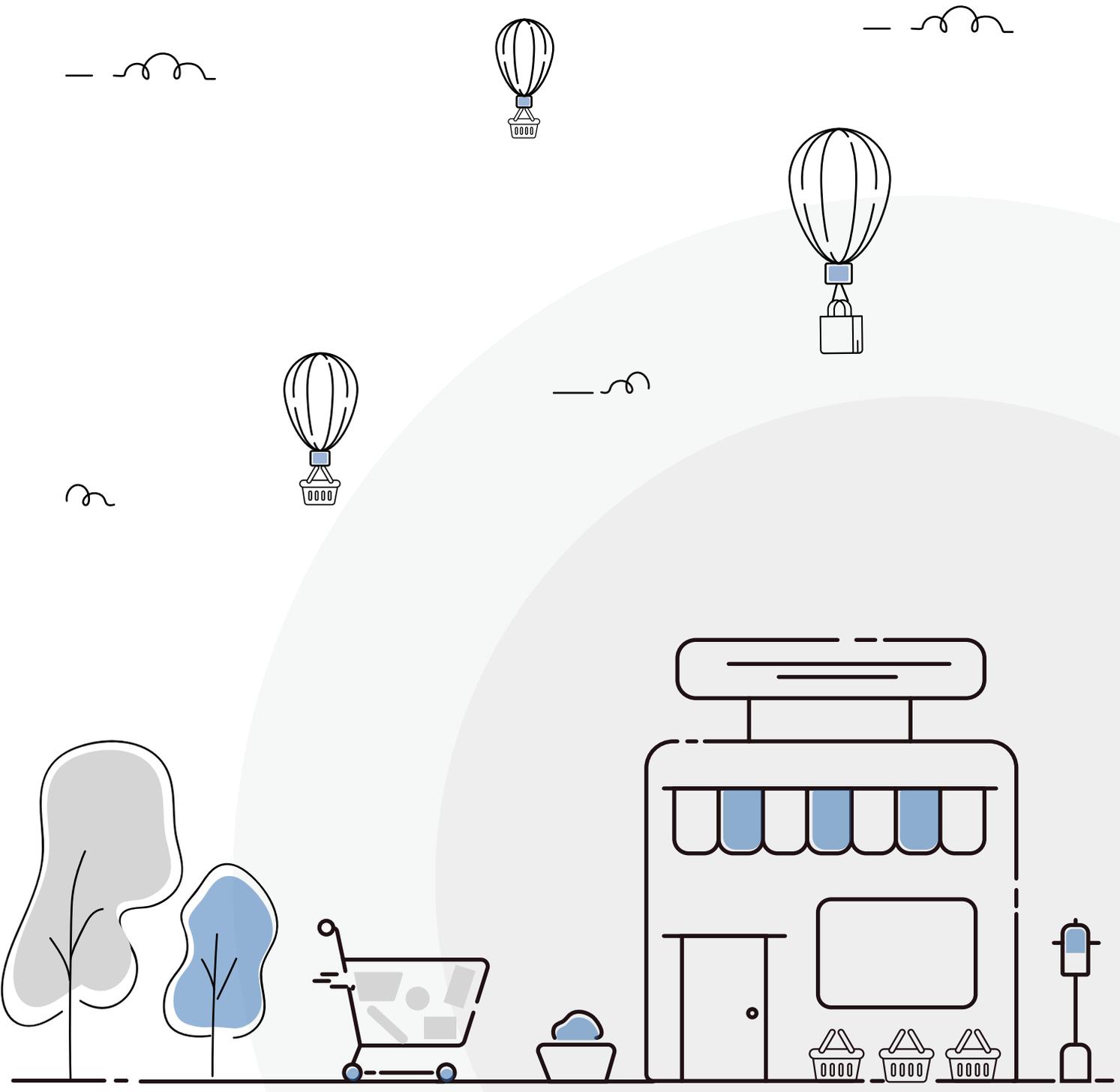


Powering Zoho CRM with SalesIQ

For Your Retail Business



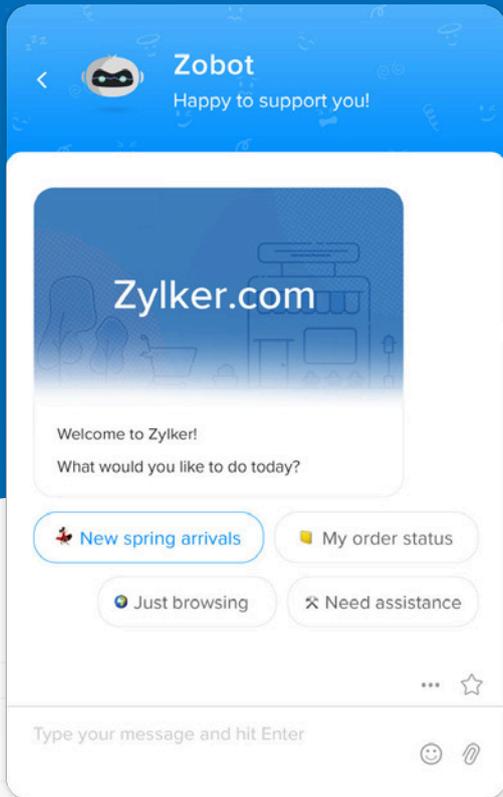
Why use Zoho SalesIQ for Retail?

Capture and engage buyers from the moment they fill their carts, to the time they check out, and even after, using a conversational messaging platform.

How do you benefit from powering your CRM with SalesIQ?

- Reach out to prospective buyers, generating more leads to your CRM
- Qualify and engage potential buyers at the right moment
- Grow your clientele, turning window shoppers to customers seamlessly
- Retarget customers using CRM insights to increase your ROI





Reach buyers 24/7 with Zobot

Zobots can handle your busiest hours by capturing every prospective buyer. It can also qualify and deliver it to the right team, accelerating the purchase process.

Prioritize your potential buyers

Score your buyers based on their CRM value, helping your team to focus on those buyers who have an increased probability of purchasing faster.

If **page visited** is equal to **Camera pricing** and
if **action** is equal to **Nikon brochure download**
Add **100 points**

Lead	
Average Time Spent (Minutes)	05 hours 05 mins
Most Recent Visit	Feb 24, 2019 06:21 PM
First Page Visited	https://zylker.com
Visitor Score	100

Stay on top of your purchasers

Get notified inside your CRM when buyers land on your site. Capture them proactively based on their visit and purchase information.

Page	Time Spent
Zylker Inc	
Zylker Inc	190 mins
Due to visitor inactivity, chat has ended	320 mins

The screenshot shows a 'Visitors Online' window with two visitor profiles. The first profile is for Peter Thompson, with a value of \$5000, currently in Zylker Inc, having visited 4 pages in 01:29. The second profile is for Visitor 43703, located in the United States, also in Zylker Inc, having visited 4 pages in 02:10. Both profiles show 'Days Visited' and 'Last Visited' information, along with a 'Visitor Score'.

Drive targeted purchases

Target prospective buyers based on their CRM values and interest, increasing impulsive purchases.



Halloween Offer!

Get 20% off on spooky candles for the festive scare.

\$ 15

If **last purchase** is equal to **Halloween decorations** send **Halloween Offer** after **2 minutes**

 Zobot

Which product are you looking at?

 Peter

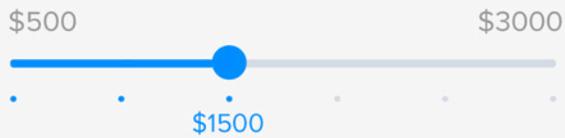
Camera

Shopping, simplified

Zobot allows simple and convenient purchasing experience for your customers building conversational commerce.

 Zobot

Please, Could I know your feasible price range?



\$500 - \$1500



Channel buyers correctively

Direct buyers based on their CRM data to the right sales executive, increasing first contact resolution.

 Peter

Need 100 Customized t-shirts

 Zobot

Hold on! connecting to our VIP executive for VIPs like you!

Chat forwarded to Max, VIP sales

 Max

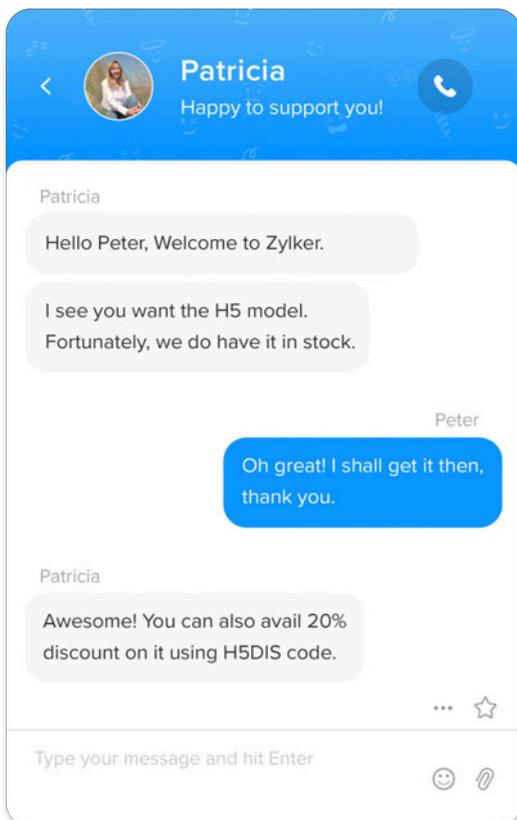
Hello Peter! Glad to talk to you.
Could you please share your requirements?

Clienteling for better shopping experience

Enrich your team with SalesIQ intelligence, using the buyer's activity and behavior on your site for personalised communication.

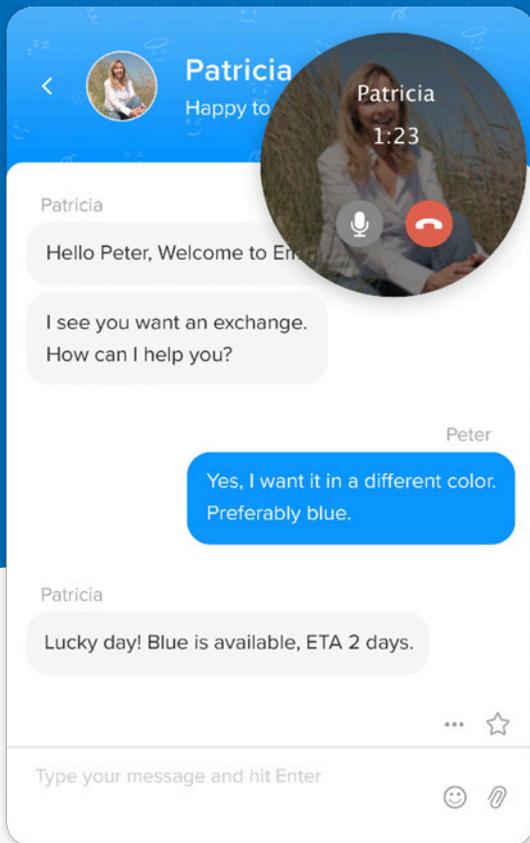
Visits

Pages Visited	Chat History	Visit History	
<i>Actions</i>	<i>Pages</i>	<i>Time Spent(mins)</i>	<i>Time</i>
Chat	Chat with Patricia	01 hours 21 mins	Feb 24, 2019 07:24 AM
Accessed	https://zylker.com/home	15 mins 41 secs	Feb 24, 2019 09:24 AM
Accessed	https://zylker.com/pricin...	02 hours 7 mins	Feb 24, 2019 03:28 PM
Accessed	https://zylker.com/home	05 mins 22 secs	Feb 24, 2019 05:21 PM
Navigation	https://zylker.com/supp...	01 hours 36 mins	Feb 24, 2019 06:21 PM



From conversation to conversion

Engage your customers using a real-time messaging platform. Converse with your buyers guiding them to make a better purchase decision.



Personalised engagement

Talk customers through their purchase journey, answering series of questions and building their trust in your brand, allowing you to close deals faster.

Self-service articles

Help customers with frequent questions on exchange and refund policies. Share such in-chat articles so that they can help themselves even while you're offline or away.

30 Day Return Policy
50 Views 40

Refund on the basis of fraudulent transactions
100 Views 68

Money Back Policy
20 Views 10

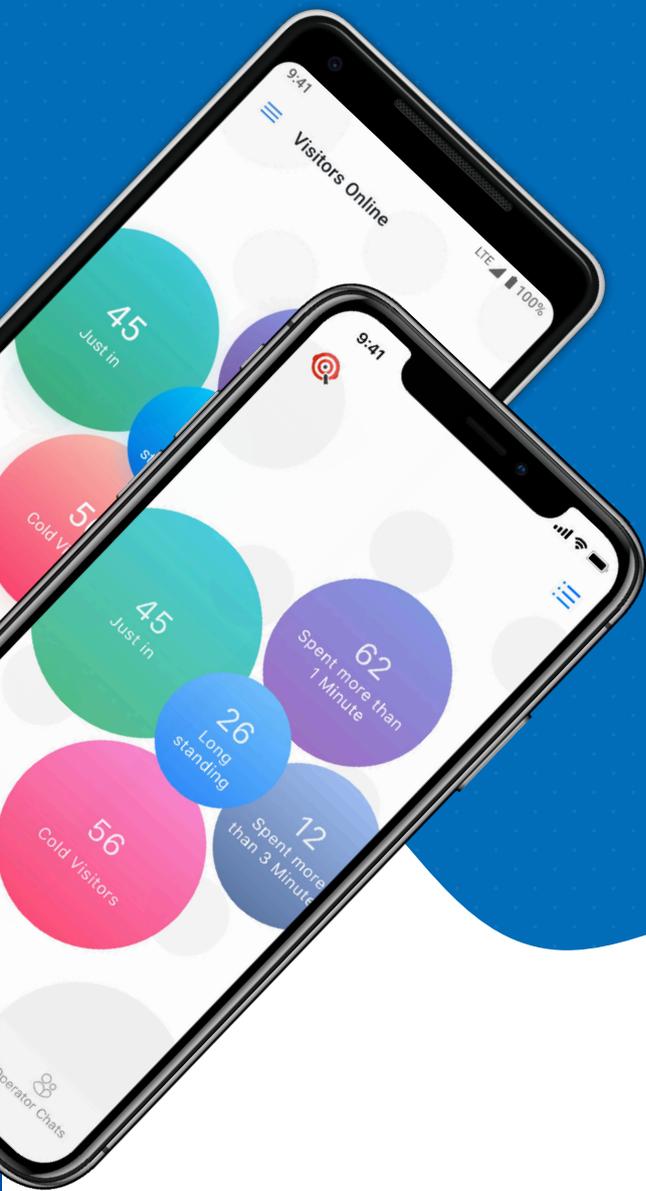
30 Day Return Policy

This policy applies for only Unused Products purchased from the home branch.

Returns are only accepted within 30 days of the date of purchase. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To return your product, please contact us at info.com. To process your return, we require a receipt or proof of purchase. You will be responsible for shipping costs. If the product is received by us in unused and undamaged condition and in its original packaging.

40 7 Do you find this article helpful? [Chat now](#)



You Sell from where You want

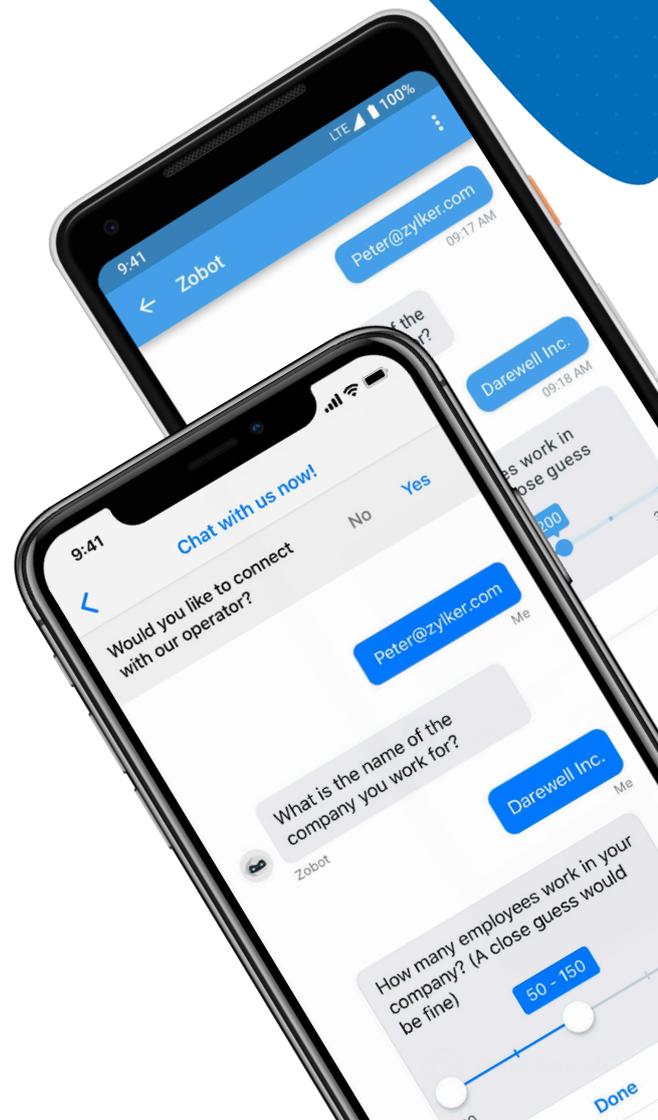
Drive more purchases without being trapped at your desk. Continue selling with our mobile app, even on the move.



Supercharge your mobile app

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

When they're on the move, customers can still reach you through our Mobile SDK for 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 | Pró-Laudo



zoho.com/salesiq | [@zohosalesiq](https://twitter.com/zohosalesiq)