



Classic Support

Simple, reliable, & free technical support and guidance

Customers with an active subscription of any Zoho product can avail our classic support services without any extra charge.

Onboarding

For all businesses, the days that follow a new software purchase play a critical role in its adoption. You need to make effective use of this time to set up your new service and align it with your business processes in the best way you can. That is why, we also offer four free onboarding sessions with set curriculum as part of our classic support plan.

Onboarding includes personalized guidance to help you set up your Zoho product so that your business can get the most out of it.

Onboarding Sessions

What's included

- Four one-on-one online sessions, 90 minutes each
- Short video recaps after every session
- No extra cost—free for all paid Zoho CRM customers

Format

- Four sessions with one clear goal: To make you an expert
- Each session is a focused, one-on-one conversation between you and a Zoho CRM expert—structured around your business, not a generic script.
- Four sessions × 90 minutes
- Private and personalized. Every session is one-on-one, online, and scheduled at your convenience.
- One program that covers everything
From your first login to your first integration, each session builds on the last—giving you a complete picture of your CRM from the ground up. It covers core modules, AI features, account setup, and marketplace integrations.



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The process

Every step is designed with purpose. Here's what happens across your four sessions.

1. Welcome and discovery

We start by listening. Your Zoho expert takes time to understand your business goals before the session begins to align with your requirements.

2. Hands-on walkthrough sessions

We walk through Zoho CRM's core modules and AI-powered features together—live. Ask questions as you go. This isn't engineered dialogue; it's real, hands-on exploration.

3. Account setup with sample data

Your expert guides you through configuring your account using sample data—so you can see exactly how Zoho CRM's features will work.

4. Integrations via Marketplace

Connect Zoho CRM with the tools you already use. We walk you through Zoho's Marketplace so you can link your favorite third-party apps and have your full tech stack working in sync.

Note: Our onboarding program doesn't include configurations that require custom scripts or functions. If your setup needs that level of customization, our Jumpstart service may be a better fit.



Classic VS. Premium services

Classic Support includes our default support services. For businesses that require a highly-personalized, guided onboarding service with 24-hour, best-in-class technical support, we offer **Premium Support** as a paid add-on.

Here are the key differences:

	Classic Support	Premium Support
Eligibility criteria	Available by default when you subscribe to any Zoho product	Available as an add-on when subscribing to Zoho CRM, Zoho CRM Plus, Zoho One, or Zoho Desk
Cost	Free	20% of your subscription fee
Technical support		
Availability	8 hours/day, 5 days/week	24 hours/day, 5 days/week
Acknowledgement & initial response time	8 hours	3 hours (Priority Support)
One-on-one onboarding sessions		
Discussion of requirements, processes, & pain points to identify your goals with the product	✓	✓
Contextual remote walkthrough of the product UI and features	✓	✓
Number of sessions (max.)	4	4
Session length	90 minutes	90 minutes