



Premium Support




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Premium Support



At Zoho, we don't just craft software to solve your business problems. With our dedicated support team, we put the same effort into helping our users adopt Zoho to reach their business goals. Our support staff are skilled at recognizing your product issues, resolving them swiftly, and assisting you whenever you need them. However, our service does not end here.

We recognize that every business is different, with unique objectives, use cases, priorities, and overall requirements. **That's why we offer Premium Support as a paid add-on with your Zoho product subscription.**

What it Offers


- Guided onboarding sessions for the **first two months** of your subscription to help you get started the right way. During these sessions, your onboarding specialist will walk you through product features and offer personalized guidance on implementing Zoho for your business.
- 24-hour support availability and prioritized product assistance (Monday – Friday) with a maximum acknowledgement time of 3 hours.
- Multi-channel support availability: email, toll-free calls, chat.
- Remote assistance through screen-sharing for effortless troubleshooting.
- Access to developer guides, articles, ebooks, videos, webinars, and other on-demand resources on setup, customization, and best practices for using Zoho products.

Exclusions

Premium support does not cover the following:

- Workshops and on-site training programmes
- Enhancements and customizations
- End-to-end implementation
- Support for external connected applications and integrations that are beyond Zoho's scope

Eligibility

If you are subscribing to (or have subscribed to) a paid edition of  **Projects** (25 licenses or more) you can purchase the Premium Support add-on.

Cost

Premium Support is priced at
20% of your Zoho subscription fee.

Onboarding

For all businesses, the months that follow a new software purchase play a critical role in its adoption. They need to make effective use of this time to set up their new service and align it with their business processes in the best way they can. That is why, along with around-the-clock contextual technical support, we also offer onboarding as part of our premium 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.

When you subscribe to premium support, your onboarding specialist will review your requirements, existing business processes, and pain points. With a better understanding of how you work, they will help you frame goals for your onboarding period by compiling a list of everything you want to achieve with Zoho. They will then guide you through a series of one-on-one sessions until your product is configured for your business and your onboarding goals are met.

Onboarding Specialist

A dedicated onboarding specialist will be assigned to your account within 24 hours of subscribing to Premium Support.

Onboarding specialists are expert advisors from Zoho with several years of experience drilling down into business use cases to help stakeholders align our products with their processes.

Your onboarding specialist will:

- Walk you through your Zoho product(s) so that you can swiftly familiarize yourself with the interface and begin using it
- Speak with you to learn about your company's existing processes and pain points
- Analyze your processes and pain points to determine how you can use your product's capabilities to optimize your business
- Condense all the ways you can use Zoho into a list of individual, actionable product configuration goals
- Create a personalized project timeline and schedule remote sessions to guide you through these goals

- Procure and share on-demand resources such as developer guides that cater specifically to your use case
- Teach best practices to help you use features effectively and move you towards successful product adoption

Onboarding Sessions

The number of remote onboarding sessions you need to learn, set up, and implement Zoho for your business may vary depending on factors like:

- The size of your business
- The complexity of your use case
- The number of stakeholders involved in your implementation who need guidance from the onboarding specialist

With Premium Support, you can schedule **a maximum of two 60-minute sessions per week** (Monday – Friday). The duration of your onboarding period is fixed based on the number of user licenses you have purchased.

Note: Please keep in mind that the onboarding team is not authorized to get your login credentials. During the onboarding sessions, you may want the support team to execute certain actions or functions by sharing your login details. Kindly refrain from doing so. This process is in place to limit the access to your confidential information.

FAQs

1. What is your support policy?

The following table outlines Zoho's customer support tiers and the services included in them:

	Basic Support	Classic Support	Premium Support
Availability	Available by default for all Free Editions of Zoho products	Available by default for all Paid Editions of Zoho products	Costs 20% of your Zoho subscription fee and can be purchased as an add-on
Max. response time	24 hours	8 hours	3 hours
Knowledge base	✓	✓	✓
Community forums	✓	✓	✓
Email support	✓	✓	✓
Self-service portal	✓	✓	✓
Live chat support		8 hours x 5 days	24 hours x 5 days
Phone support (toll-free)		8 hours x 5 days	24 hours x 5 days
Remote assistance		✓	✓
Onboarding		✓	✓

2. My company has not purchased Premium Support. Can we still receive onboarding help for our Zoho product?

If you have a paid subscription with Zoho Projects, you will get remote one-on-one sessions by default. The following table shows the differences between our classic and premium onboarding services:

	Classic Onboarding	Premium onboarding
Remote session and walkthrough of the product UI and features	✓	✓
Discussion of requirements, processes, and pain points to identify your goals with the product	✓	✓
Dedicated onboarding specialist		✓
Step-by-step personalized guidance for setup and configuration		✓
Max. number of sessions	2	2 per week
Session length	60 minutes	60 minutes

	Classic Onboarding	Premium onboarding
Support availability	8 hours x 5 days	24 hours x 5 days
Acknowledgement and initial response time	8 hours	3 hours
Eligibility criteria and cost	Available by default with the purchase of Zoho Projects	Available for all customers on purchase of the Premium Support add-on (20% of your subscription fee)

3. Will our onboarding specialist implement Zoho for our company?

Your onboarding specialist will guide you through the setup process and configuration, will offer you suggestions, and will teach you best practices to align your Zoho product with your business processes. However, they will not set up or implement it for your company.

4. What can I expect by the end of the onboarding period?

By the end of your onboarding period, with regular scheduled sessions with your onboarding specialist, you can expect to:

- Have your team be fully familiar with your Zoho product and be able to navigate the user interface easily
- Be able to perform all essential administrator tasks, so that you can set up your Zoho product the way you need it to function for your business
- Have your product configured to meet all your primary requirements

5. Once my onboarding period ends, will I stop receiving support from Zoho?

Once your onboarding period ends, although you may no longer be able to schedule onboarding sessions with our experts, you will continue to receive all the other services from our support team.

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