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.

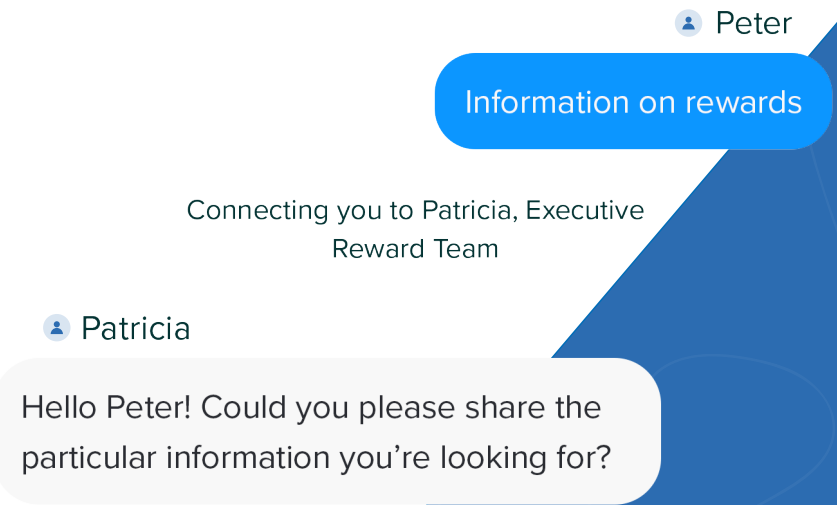
Proactively support your customers

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

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

Auto-assign conversations

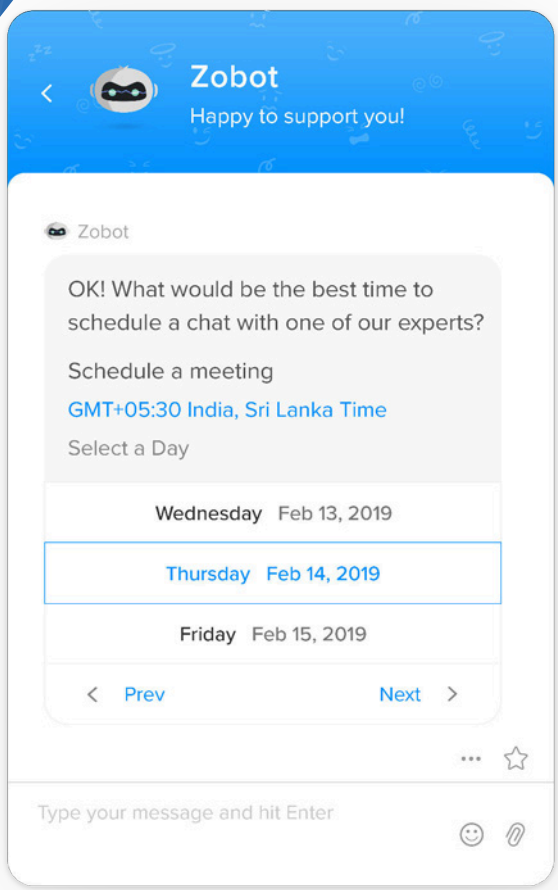
Smartly route conversations based on the customer's query to the right team for corrective solutions.



Zoho SalesIQ

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

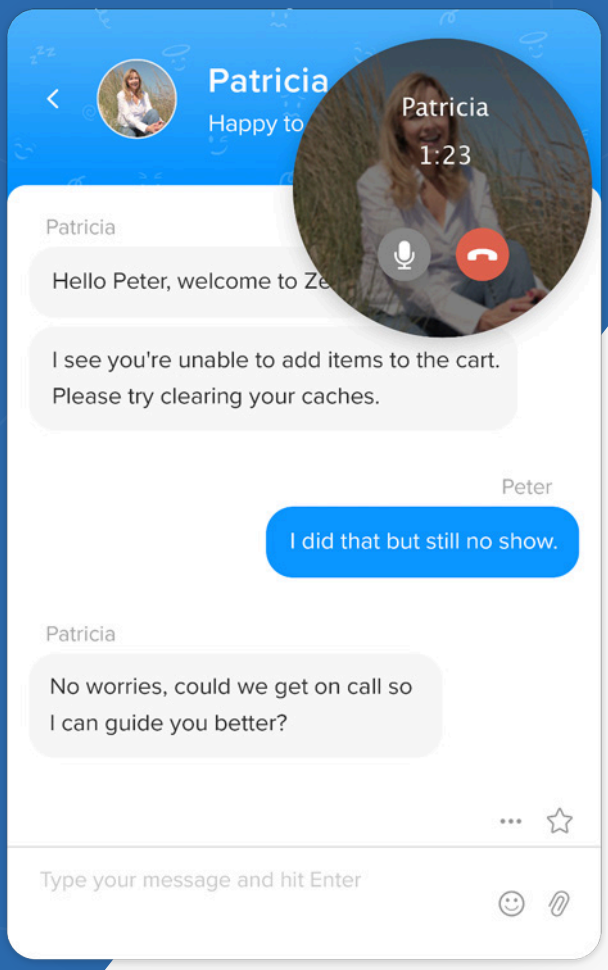
Hello Peter! I see you have a problem with the delivery. Could we take this on a call?

Peter

Yes, sure.

Automate resolutions

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

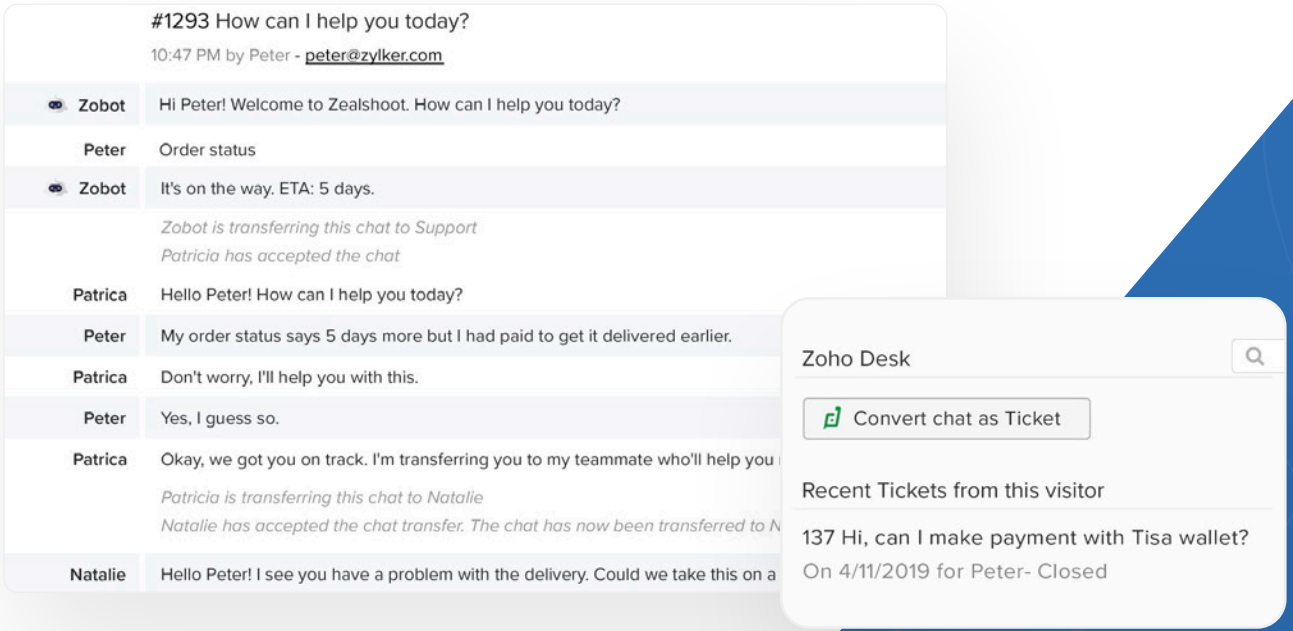


Voice your solutions

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

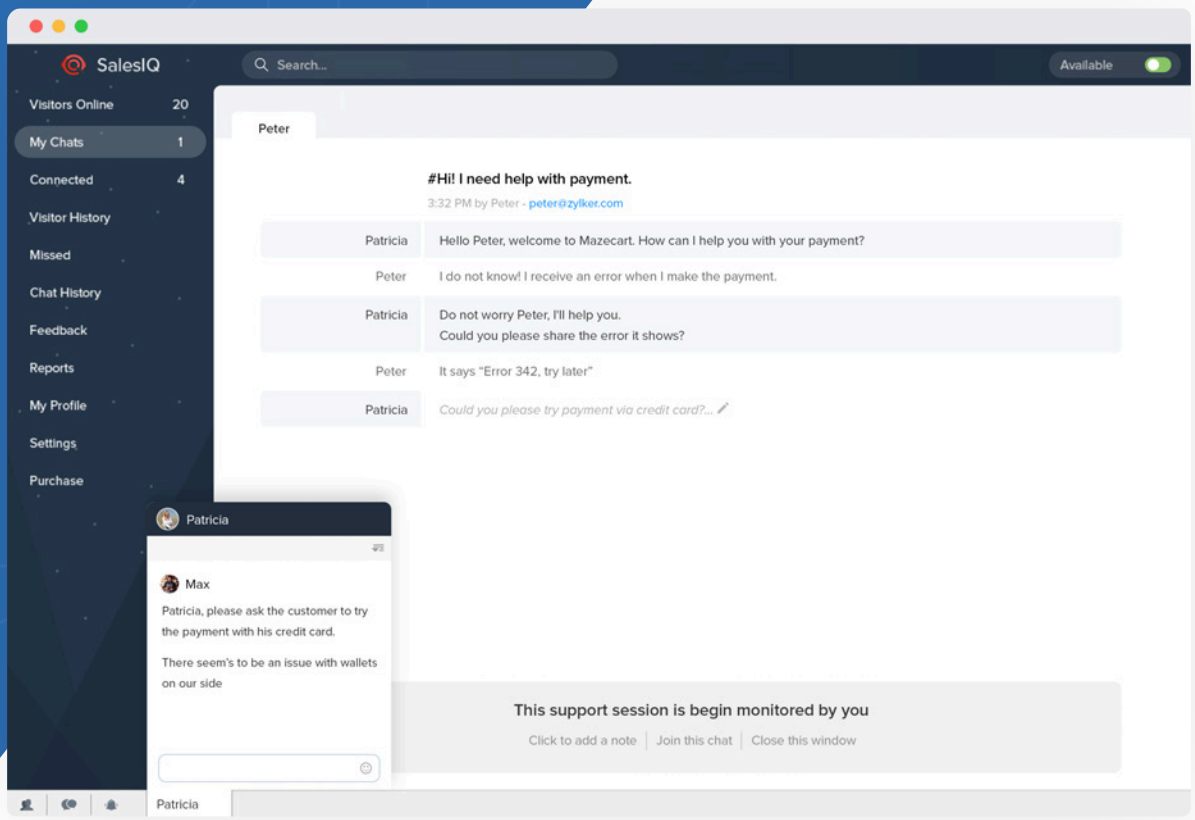
Respond and ticket instantly

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.



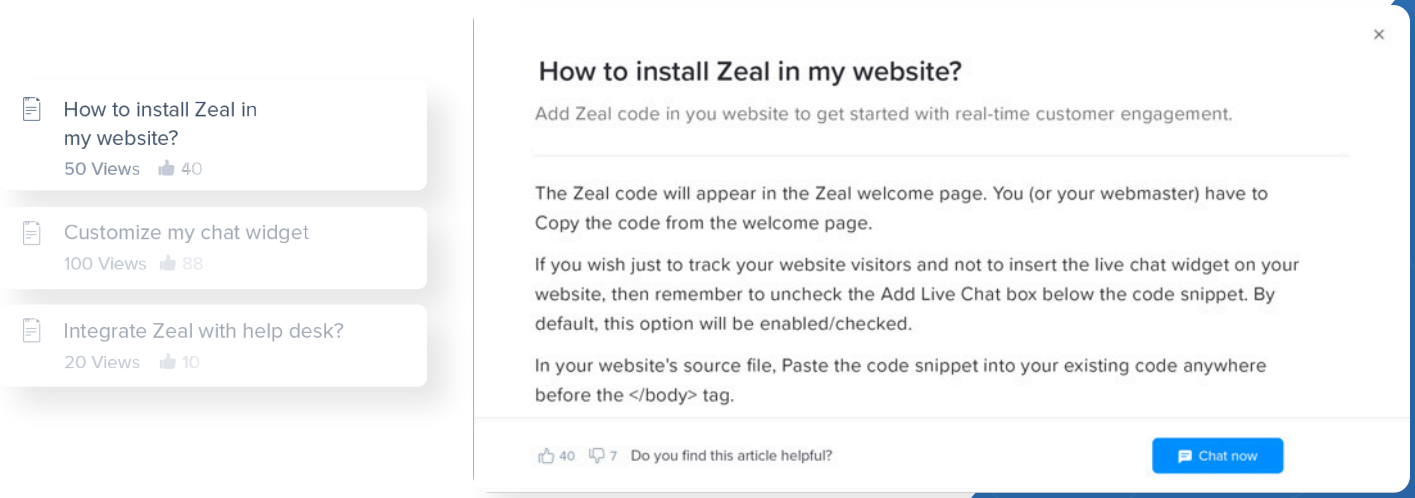
Manage your support team

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



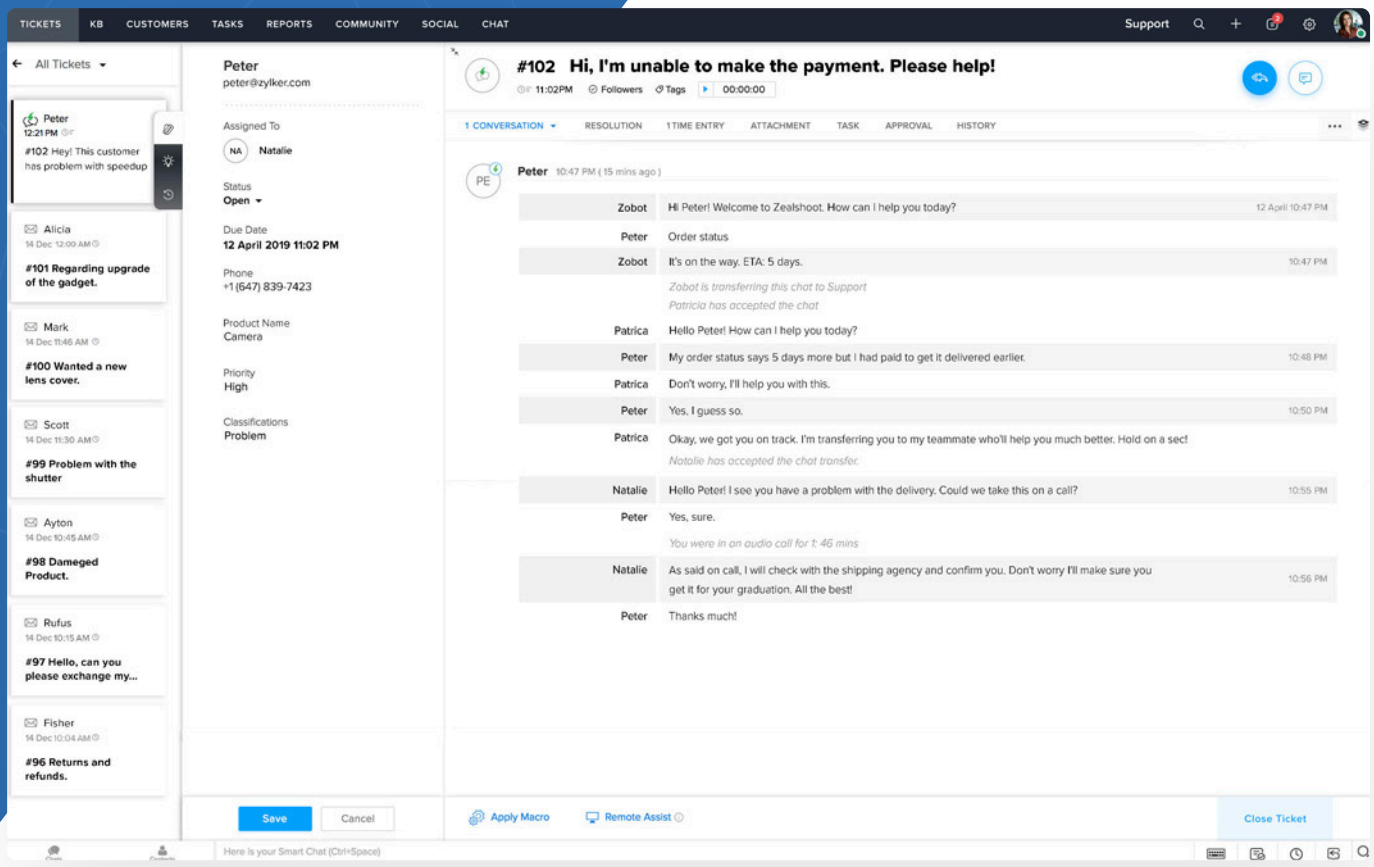
Self-service articles

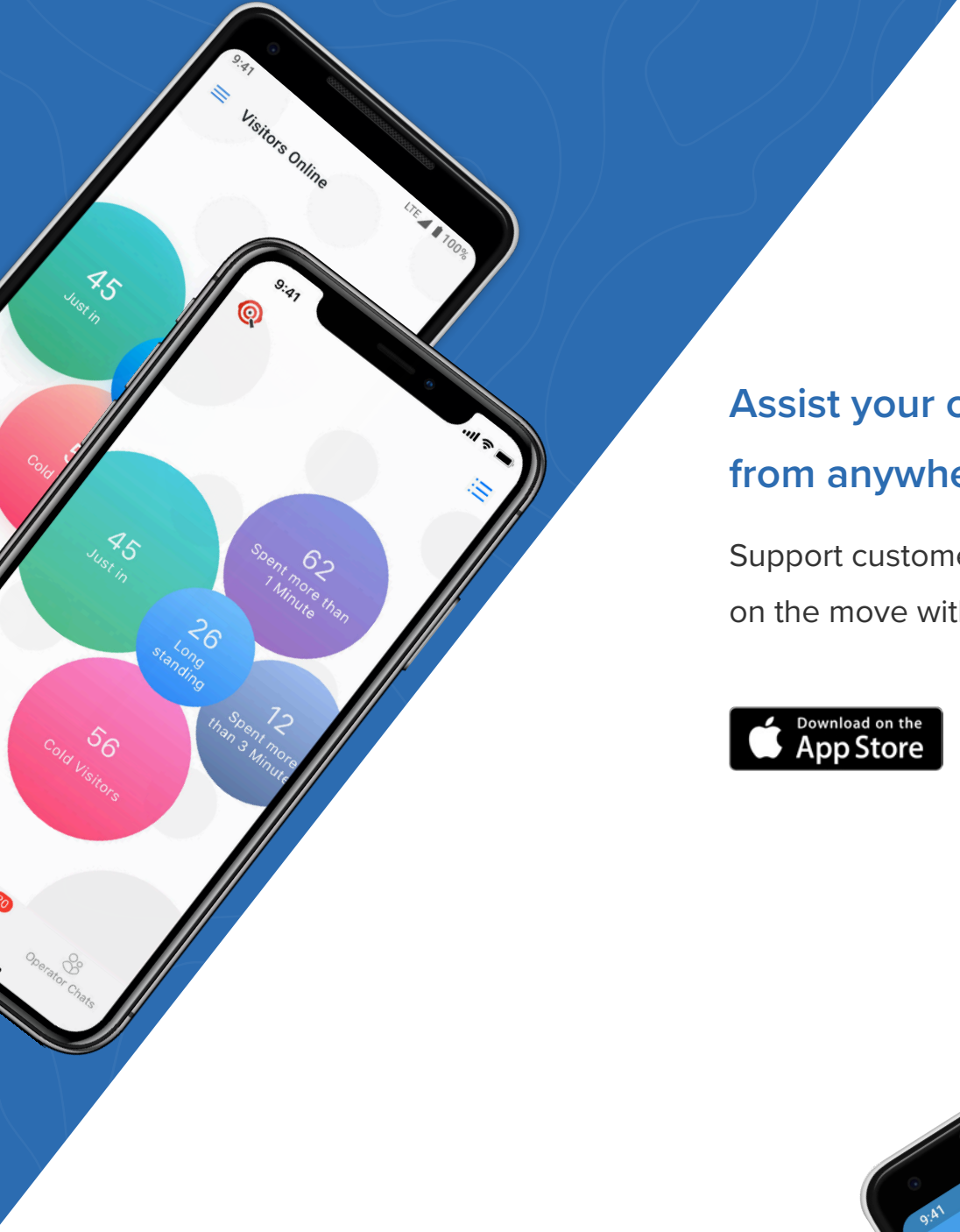
Let customers resolve their queries with in-chat help articles that are always available.



Keep your team informed

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





Assist your customers from anywhere

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

Download on the App Store

GET IT ON Google Play

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 | Pró-Laudo