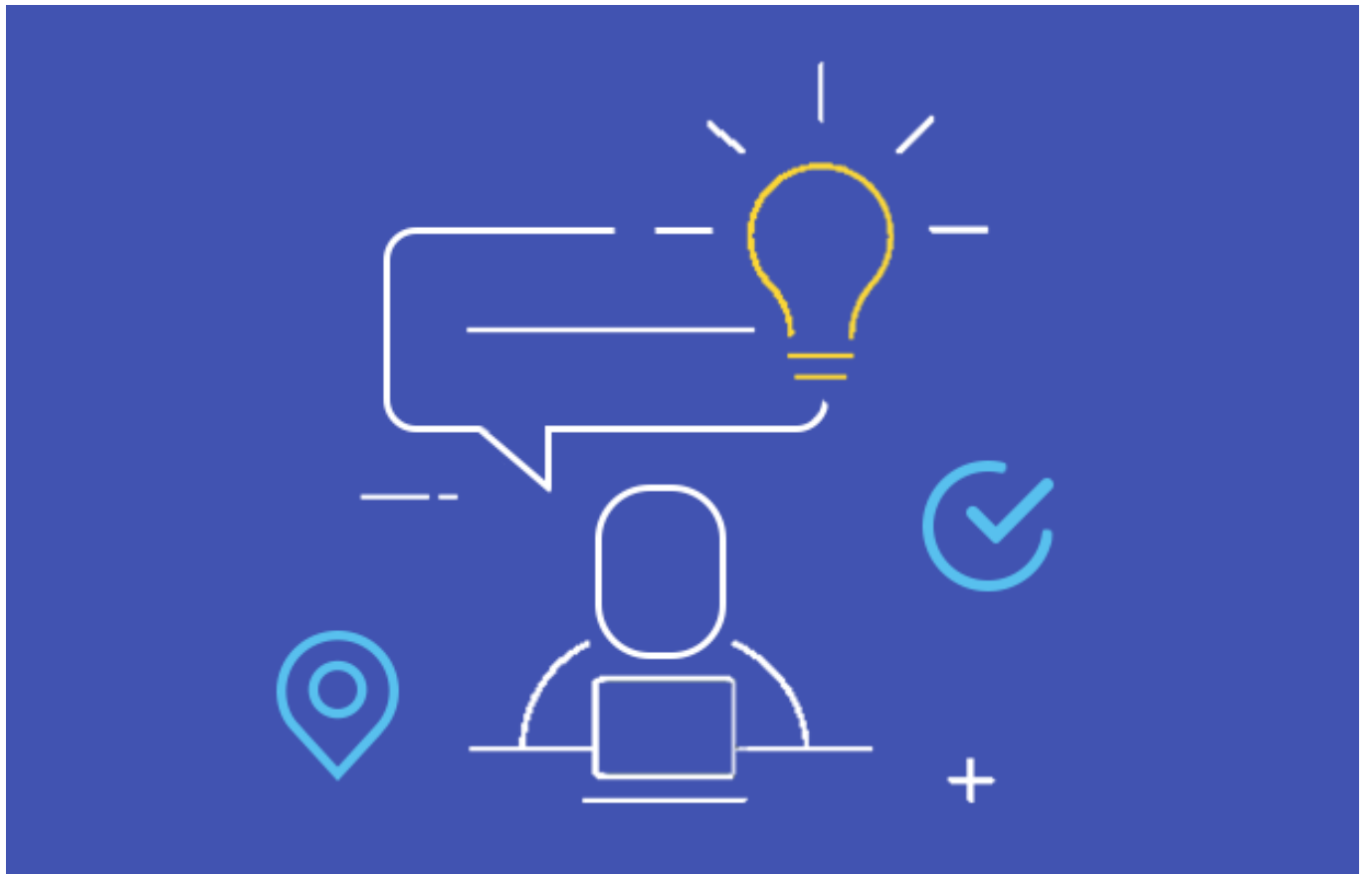


# Zoho SalesIQ for Administrators



## **About the course**

The course is exclusively for the administrator, which helps to learn the advanced concepts of SalesIQ and implement them on your site. Learn more customization, generate quality leads with your website, and retain the customer with quality support and services.

## **Who can benefit out of the course:**

Admins/supervisors/owners/webmasters who take care of the business website and set up SalesIQ settings and configuration.

# **Zoho SalesIQ for Administrator**

## **Day 1 - 3 Hours**

### **Tracking and Live chat for your website**

- Add live chat and tracking code to the website
- Run a test chat
- Basics of SalesIQ
- Do's and Don'ts

### **Automate the process of Lead Generation**

- Visitor History
- Automating sales follow-up

### **Automate customer engagement**

- How to set up trigger rules to engage visitors on the website
- Invoke JS API for custom actions

## **Routing Rules**

- Setting up Visitor Routing Rules
- Setting up Chat Routing Rule

## **Scoring website visitor action**

- Lead Score
- Opportunities
- Using score values in various fields

## **Turn your chat window space to a knowledgebase**

- Articles on the live chat window
- Syncing Desk Knowledgebase with SalesIQ

## **Day 2 - 2 Hours**

### **JS API and REST API for the complete customization**

- Customization using JS API
- Customization using Rest API

### **Zoho App Integrations**

- Setting up of Zoho Products Integration
- Zoho CRM Integration
- Zoho Campaigns Integration
- Zoho Desk Integration

### **Third-party App Integrations**

## **Zoho Forms and Zoho Campaigns Integration**

- [How to set up tracking in Zoho Forms](#)
- [How to generate mass email campaigns with SalesIQ?](#)
- [How to integrate and view information of Zoho Campaigns?](#)
- [How to setup SalesIQ in third-party applications?](#)

## **Engage and support your Mobile users**

- [What is SDK?](#)
- [How to configure SalesIQ in your Mobile Application?](#)