

BUILD EVERLASTING CUSTOMER RELATIONSHIPS



Trusted by
250,000+
businesses
across the
globe



Close more deals with 150+ features that make selling easy



Keep up the sales pace with real-time updates on leads and deals through an in-built chat tool and mobile-friendly dashboards.



Automate repetitive and mundane tasks by triggering instant actions with better workflows to save time.



Make smarter business decisions with analytical tools that present past and current trends against future predictions.





Receive intelligent alerts, task reminders, and 'best time to contact' suggestions with Zia, an AI-powered sales assistant.


Automate leads


Capture leads, automate lead scoring, identify which leads will convert, and follow up with detailed contact information.


Canvas View: **Hot Leads** Edit

JAN 5  **Emma Kortemanl** / **Lost Lead** **Jacob Luluwao**
Jan 7 | 03:29 AM
emma@sketlesdevelopers.com / +31481350370 / +31619176069
Support & Information manager / Sketles Developers / Small/Medium Enterprise

JAN 22  **Ercole Dellucci** / **Not Contacted** **Amelia Burrows**
Feb 12 | 06:59 AM
ercole@starlabbs.com / +390322 6879836 / +390332 4615406
Manager - Customer outreach / Star Labs / IT Services

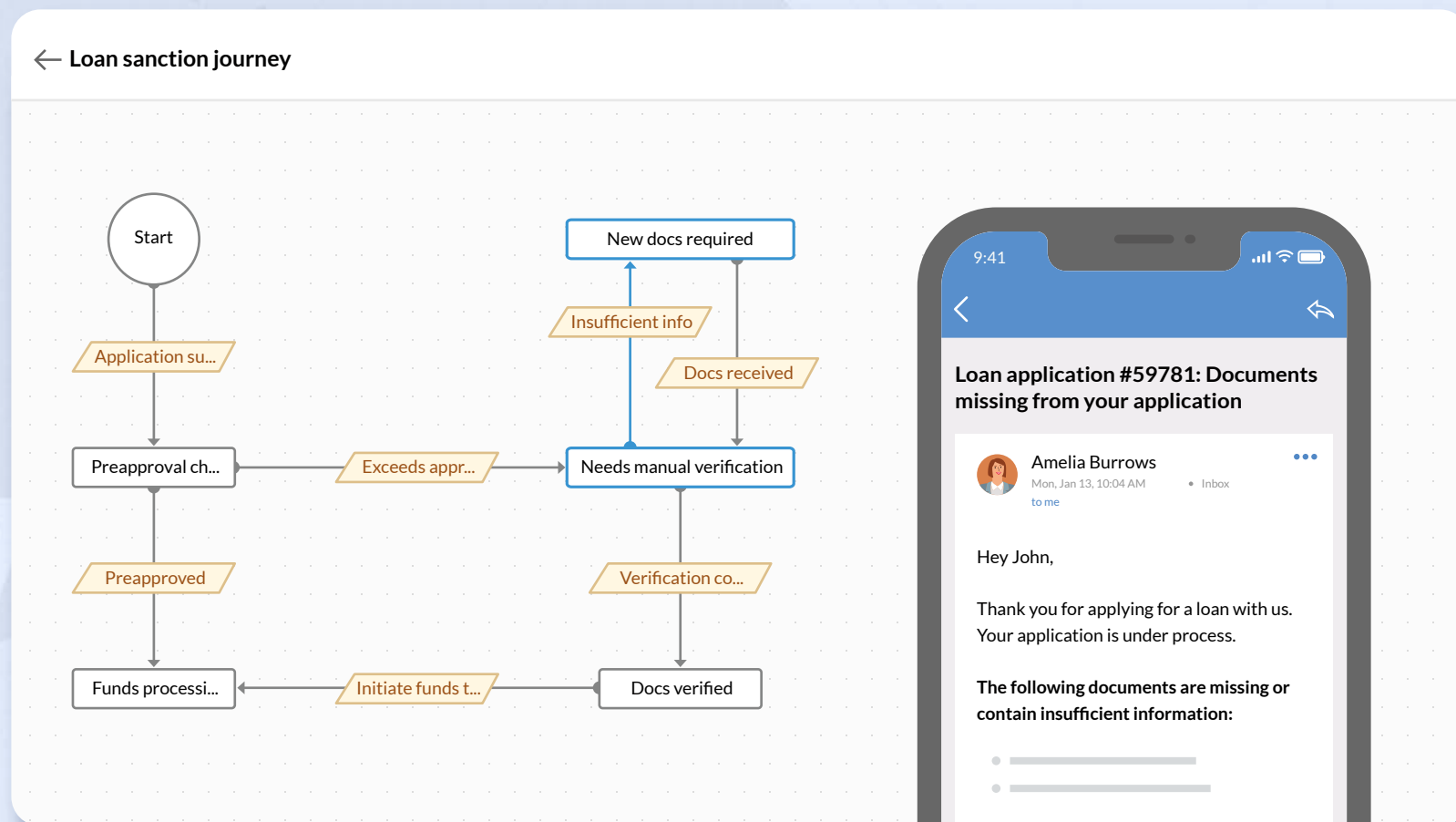
JAN 9  **Thomas Gibson** / **Contact in Future** **Amelia Burrows**
Mar 4 | 07:09 AM
thomas@initechh.com / +1910-465-8938 / +1910-465-5872
CEO / Initech / ERP

JAN 9  **Kyla Miller** / **New** **Joane Lee**
Mar 4 | 10:29 AM
kyla@livelife.com / +1303-321-2945 / +1709-787-8761
Support & Information manager / Sketles Developers / Small/Medium Enterprise

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Orchestrate customer journeys


Create personalized customer journeys and provide your customers with a seamless brand experience that really connects with them.




Communicate in real-time

Connect with customers and prospects in real-time over email, phone calls, social media, and customer portals.

Telephony

**Melinda Anderson**
Calling...
[ANSWER](#)

**Melinda Anderson**
Ventura Capitalists
[Open Deal ^](#)

180 Widgets - \$18,000,00

Deal Owner	Amella Burrows
Stage	Proposal/Quote
Probability (%)	75
Expected Revenue	\$13,500,00
Closing Date	July 29

Email

Email Status


sent

in the last days

and status is

- opened
- not opened
- bounced
- opened and not replied


Social

**Lini Evans**
@Levans
San Francisco, CA

Add as Lead Add as Contact


Layout	Standard
Account Name	Betacry Inc
First Name	Lini
Last Name	Evans
Email	lini.es@bet.com
Owner	Michelle Brown

Live Chat

**Chloe Reese**
Apex Corp, \$ 38,000,00


Pages Visited **5 Pages** ⌚ 10:23
now in Pricing page

Days Visited	Last Visited
4	Yesterday

**Visitor 80578**
United Kingdom

Pages Visited **2 Pages** ⌚ 10:14
now in Contact page

Days Visited	Last Visited
4	Today

**Jack Brown**
United States

Predictive sales and intelligence

Zia, an AI-powered sales assistant comes in-built with Zoho CRM, to help you manage your CRM data efficiently, and stay on top of every activity.

How can I help?

Get me the number of leads created this month by source

Zia

LEAD SOURCE	LEADS COUNT
Online Store	17
Facebook	21
Web Download	40
Partner Referral	25
Quote Request	62
Advertisement	56
Cold Call	36

Type Here... (ex: Leads created this week)

How can I help?

Get me the number of leads created this month by source, as a chart

Zia

LEAD SOURCE	LEADS COUNT
Online Store	17
Facebook	21
Web Download	40
Partner Referral	25
Quote Request	62
Advertisement	56
Cold Call	36
Web Demo	20
Chat	40

Type Here... (ex: Leads created this week)

How can I help?

What is the revenue this month?

Zia

REVENUE THIS MONTH
\$400,000

Show me the Deals by each stage

Zia

Deals by stage

- Qualification
- Need Analysis
- Value Proposition
- Id. Decision Makers
- Proposal / Price
- Quote discount approved
- Negotiation/Review
- Closed Won
- Closed Lost

Type Here... (ex: Leads created this week)

Extensive customization

A truly customizable and fully extensible solution that can be modified as needed to fit your unique business needs.

The screenshot displays the Zoho CRM customization interface for the Deals module. On the left, a sidebar menu shows various modules, with 'Deals' selected. The main area is titled 'Deals' and includes a 'Standard' dropdown, a settings gear icon, and buttons for 'Cancel', 'Save and Close', and 'Save'. Below the title bar, there are two main sections: 'New Fields' and 'CREATE'.

The 'New Fields' section is a dark-themed panel containing a grid of field types: Single Line, Multi-Line, Email, Phone, Pick List, Multi-Select, Date, Date/Time, Number, Auto-Number, Currency, Decimal, Percent, Long Integer, Checkbox, URL, Lookup, and Formula. At the bottom of this panel, there are options for 'Subform' and 'NEW SECTION', along with a count of 'Unused Fields > 23' and 'Custom Fields Left: 301'.

The 'CREATE' section is a light-themed panel with a 'Preview' button and a settings gear icon. It lists several fields for the 'Product Information' section: 'Product Owner' (Lookup), 'Product Code' (Single Line), 'Product Active' (checkbox), 'Product Category' (Option 1), 'Sales End Date' (Date), 'Support End Date' (Date), and 'Modified By' (Single Line). A hand cursor is shown hovering over the 'Product Code' field, which is highlighted in blue. An arrow points from the 'Multi-Line' field in the 'New Fields' panel to the 'Product Code' field in the 'CREATE' panel.

As flexible as an artist's canvas

Canvas is the industry's first no-code CRM design studio, where you can redesign the user interface of Zoho CRM to suit your requirements and style.

The screenshot displays a Zoho CRM contact profile for Mrs. Melinda Anderson. The interface is customized with a dark blue header and a white sidebar. The main content area is divided into several sections:

- Contact Information:** Mrs. Melinda Anderson, Strategy Associate, melindanders@affinityest.com, (202) 416-3649. Contact Owner: Dusan Messi.
- DEALS:** South Deal, \$216,700.00, Proposal/Price Quote.
- Properties:** A grid of three property listings:
 - GOLDEN EAGLE COTTAGE:** Individual house, Builder: Eagle, Project Status: Completed, Base Price per Sq.ft: \$92.00, Total Price: \$211,600.00.
 - AZURE CRESCENT VILLA:** Villa, Builder: Crescent, Project Status: Construction, Base Price per Sq.ft: \$180.00, Total Price: \$342,000.00.
 - BLITHE AUTUMN:** Apartments, Builder: Autumn, Project Status: Completed, Base Price per Sq.ft: \$110.00, Total Price: \$130,000.00.
- Deals:** SOUTH DEAL, Amount: \$216,700.00, Stage: Proposal/Price Quote, Probability(%): 62. GUEST LISTING PACKAGE, Amount: \$542,000.00.
- Invited Meetings:** NEGOTIATION 3, Host: Dusan Messi, Status: Not Started, From: July 2 09:00 PM.

Navigation tabs at the top include: Notes, Timeline, Emails, Social, Closed Activities, All Fields. Action buttons include: Send Email, Edit, and a menu icon.

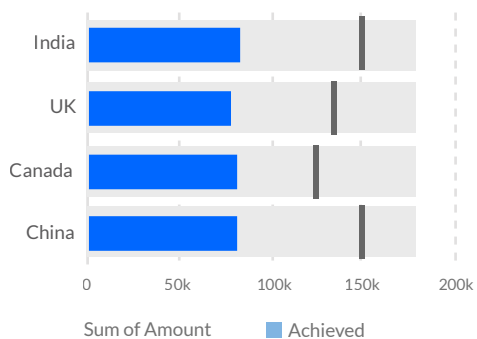
Before

After

Business Intelligence

Accelerate your business with a powerful analytics tool that paints a picture of your past, current, and future performance.

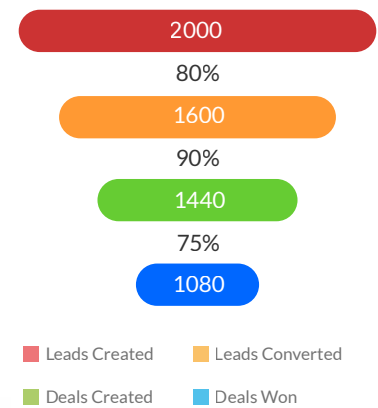
Global Yearly Sales



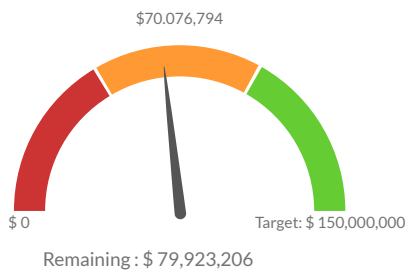
Industry-wise comparator

	Finance	Retail	Insurance
Deals won	62 • 47.6%	206 • 42.1%	230 • 198.7%
Deals open	296 • 0.3%	823 • 10.9%	617 • 37.1%
Deals lost	42 • 28.8%	114 • 38%	104 • 30.2%

Lead conversion analytics



Asia target



Europe Sales Q4

1. Poland	\$6,271.674
2. France	\$4,225.827
3. Spain	\$3,551.238
4. Germany	\$2,960.810
5. Netherlands	\$2,574.661
6. Italy	\$2,276.754

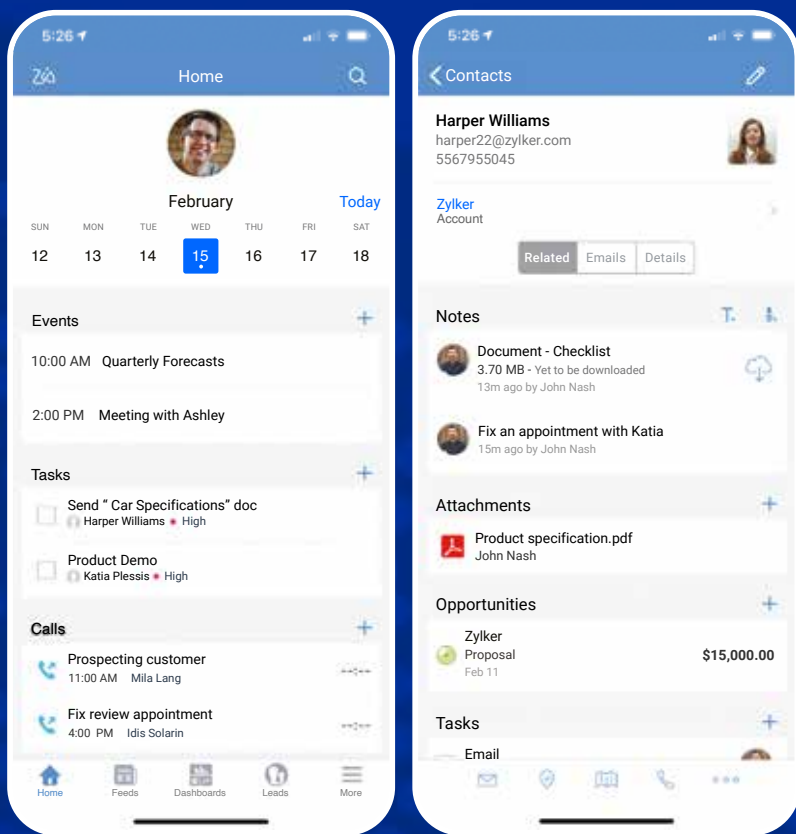
Revenue this month

\$107,509.00 ▲ 284.6%

Last year: \$27,952.00

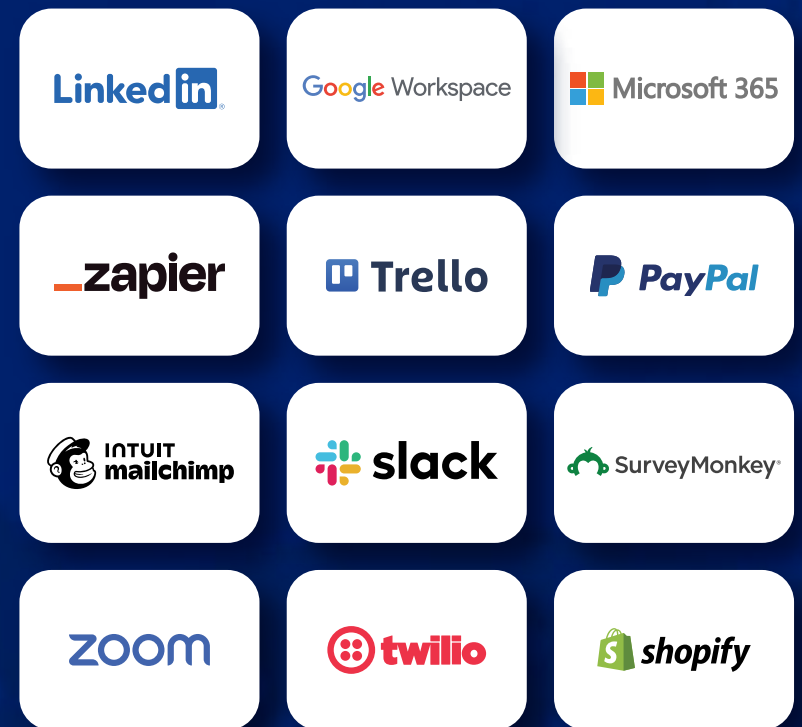
Fully mobile

Stay on top of your business wherever you go with Zoho CRM mobile apps.



Integrations

1000+ native integrations with top business apps.



Why do customers like Zoho CRM?



Comprehensive CRM Platform

Get a 360° view of your customers in real-time.



Faster implementation

Set up and personalize your account without additional training.



Secure & reliable

GDPR-compliant and high-end encryption of information.



Mobile-first

Access information and contact customers on-the-go.



Zoho
CRM

Need more information?

Get in touch with our sales representatives over email.

sales@zohocorp.com

