

A journey to success with **Zoho SalesIQ**



The visitor tracking enigma





Problem

As Zylker's customer base expanded, managing and understanding customer interactions became overwhelming.

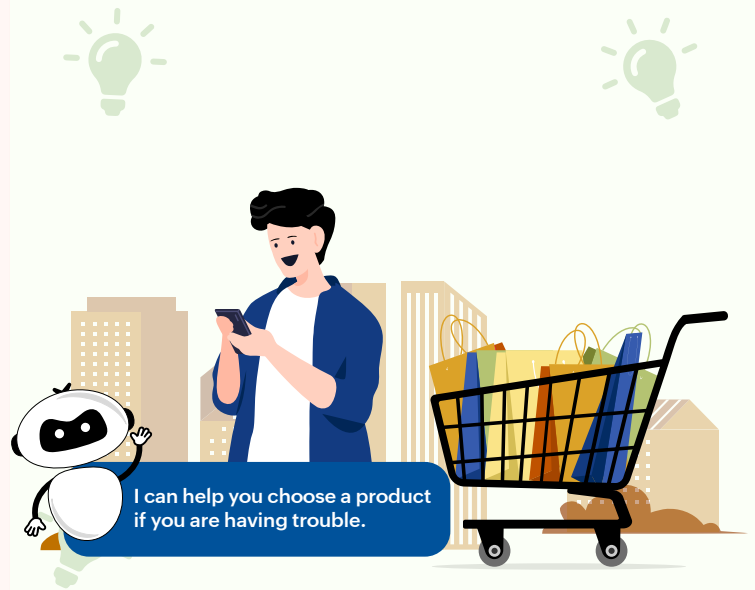
Solution

Emma leveraged SalesIQ's visitor tracking to automatically identify high-intent leads based on their online behavior, allowing for tailored marketing and improved customer engagement.



Unlocking the proactive power





Problem

Zylker needed to engage customers more effectively to reduce cart abandonment and increase conversions.

Solution

Using SalesIQ's chat triggers, Emma set up automated messages that engaged customers at crucial decision-making moments, enhancing the chances of purchase completions.



**The symphony
of engagement:
audio calling
meets screen sharing**





Problem

Customers often required detailed explanations or troubleshooting that text alone couldn't solve.

Solution

Emma activated SalesIQ's audio call and screen sharing features, providing a richer, more effective support experience that enhanced customer satisfaction.



The automated ally of Answer Bot





Problem

With rising popularity, Zylker was inundated with frequent and repetitive inquiries.

Solution

Emma deployed SalesIQ's Answer Bot to handle common questions, freeing up her team to tackle more complex issues and personalize customer interactions.







Streamlined IM Channel integrations

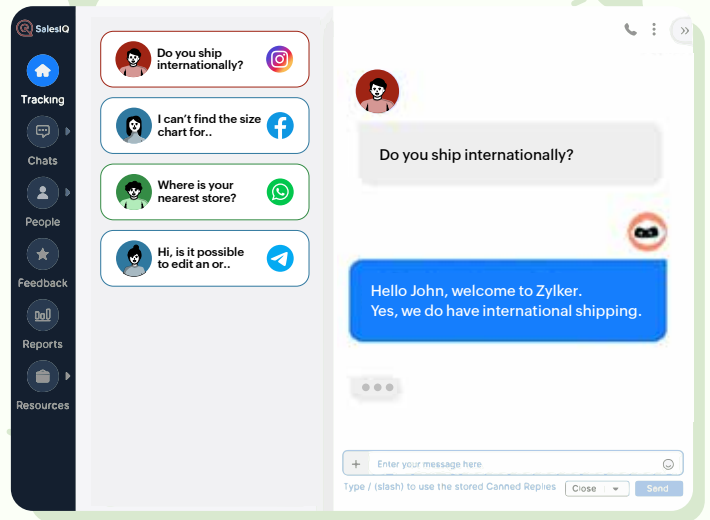


 Do you ship internationally? 

 I can't find the size chart for.. 

 Where is your nearest store? 

 Hi, is it possible to edit an or.. 



Problem

Customers preferred different IM platforms, complicating the management of inquiries.

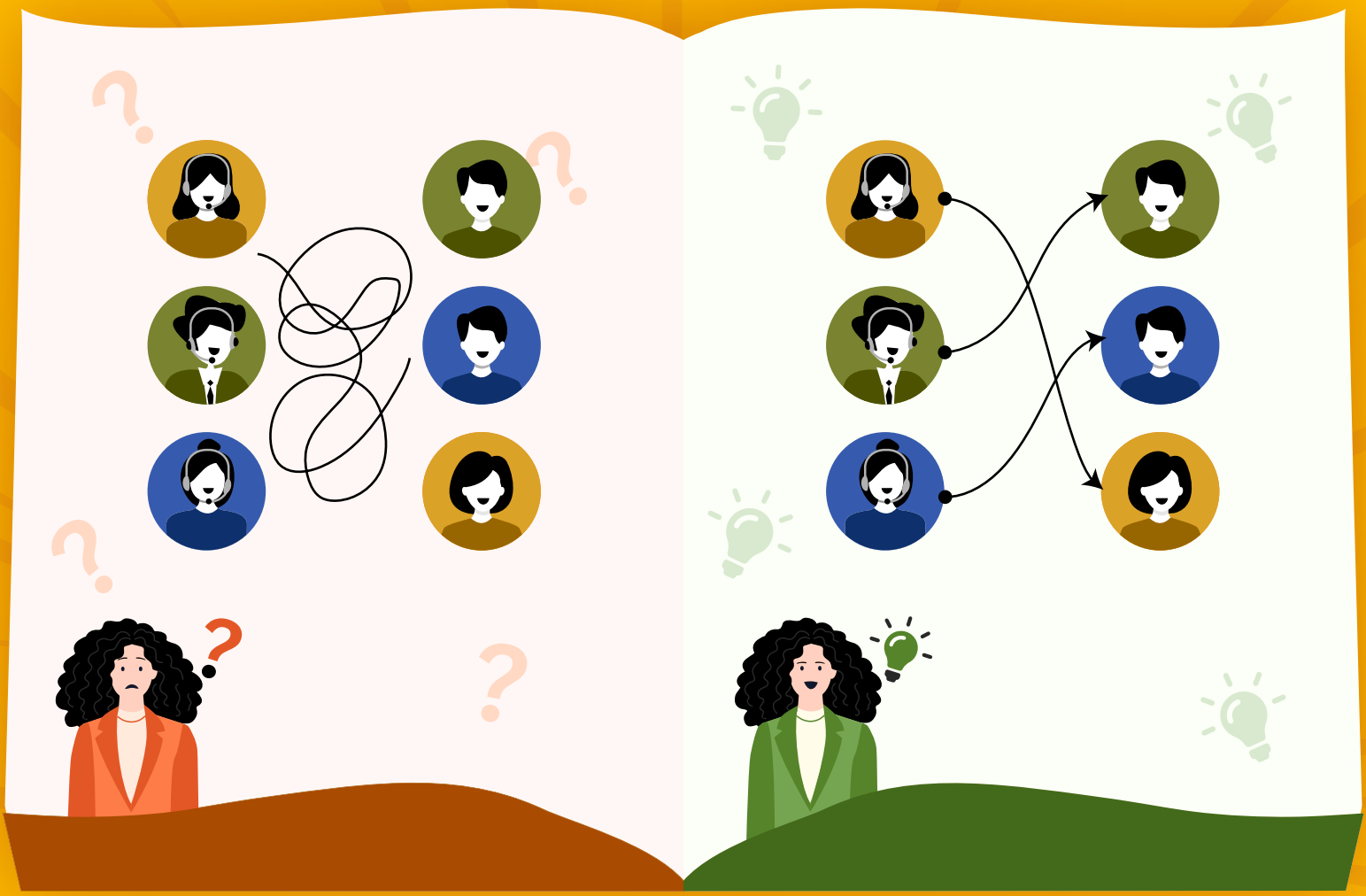
Solution

Emma integrated these platforms with SalesIQ, centralizing messages in one dashboard, thus boosting response efficiency and customer satisfaction.



The dance of chat routing





Problem

As the team grew, ensuring that customers were matched with the right agent became a challenge.

Solution

SalesIQ's chat routing allowed Emma to direct chats based on agent expertise and availability, optimizing team performance and customer satisfaction.



Guardians of respect





Problem

Ensuring conversations remained professional and respectful as user interactions increased.

Solution

Emma enabled SalesIQ's profanity management tools to maintain high standards of communication and uphold the community's positive environment.



Streamlining with canned replies and smart suggestions





Problem

The holiday season brought a surge in customer inquiries, pressuring the support team.

Solution

Emma utilized canned replies and smart suggestions to provide quick, accurate responses, maintaining service quality even during high-demand periods.



Internal alliance





Problem

Need for effective internal communication to coordinate customer support efforts.

Solution

SalesIQ's internal chat feature allowed Emma and her team to share updates and solutions quickly, enhancing team collaboration and efficiency.



The performance monitoring chronicles





Problem

The need to understand team performance and customer engagement in depth.

Solution

Emma used SalesIQ's analytics dashboard to monitor and evaluate team efforts, identifying improvement areas and recognizing achievements, thus refining their customer engagement strategies.



The on-the-go advantage





Problem

Keeping up with customer needs and team coordination while away from the desk.

Solution

The SalesIQ mobile app enabled Emma to manage customer interactions and monitor team performance anytime, anywhere, ensuring continuous, high-quality service.



Join Emma and 465,000 others like her using Zoho SalesIQ and embark on an adventure unveiling its powerful features and transforming your business into a customer service champion.

Sign up now

