COMPLETE CUSTOMER-CENTRICITY

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COMPLETE CUSTOMER-CENTRICITY

True business growth starts by putting your customer at the heart of your organization. Zoho CRM Plus unifies your sales, marketing, and support teams and helps you deliver a consistent, relevant experience, across every stage of the customer journey.

Omnichannel Engagement   Inter-team Communication   Insights and Intelligence   Productivity   Mobility   Administration

Omnichannel Engagement

Today's customers are ready to be engaged across various channels. Bridge the gap between your sales, marketing, and support teams with Zoho CRM Plus, the unified Customer Experience Platform. Provide the best customer experience across every channel: phone, email, live chat, surveys, and social media.

Inter-Team Communication

Give your customer-facing teams the flexibility to collaborate in real time and communicate deliverables across departments. Zoho CRM Plus gives your teams access to a shared customer database and real-time messaging tools so that every team member can work together to deliver a consistent customer experience before, during, and after a sale.
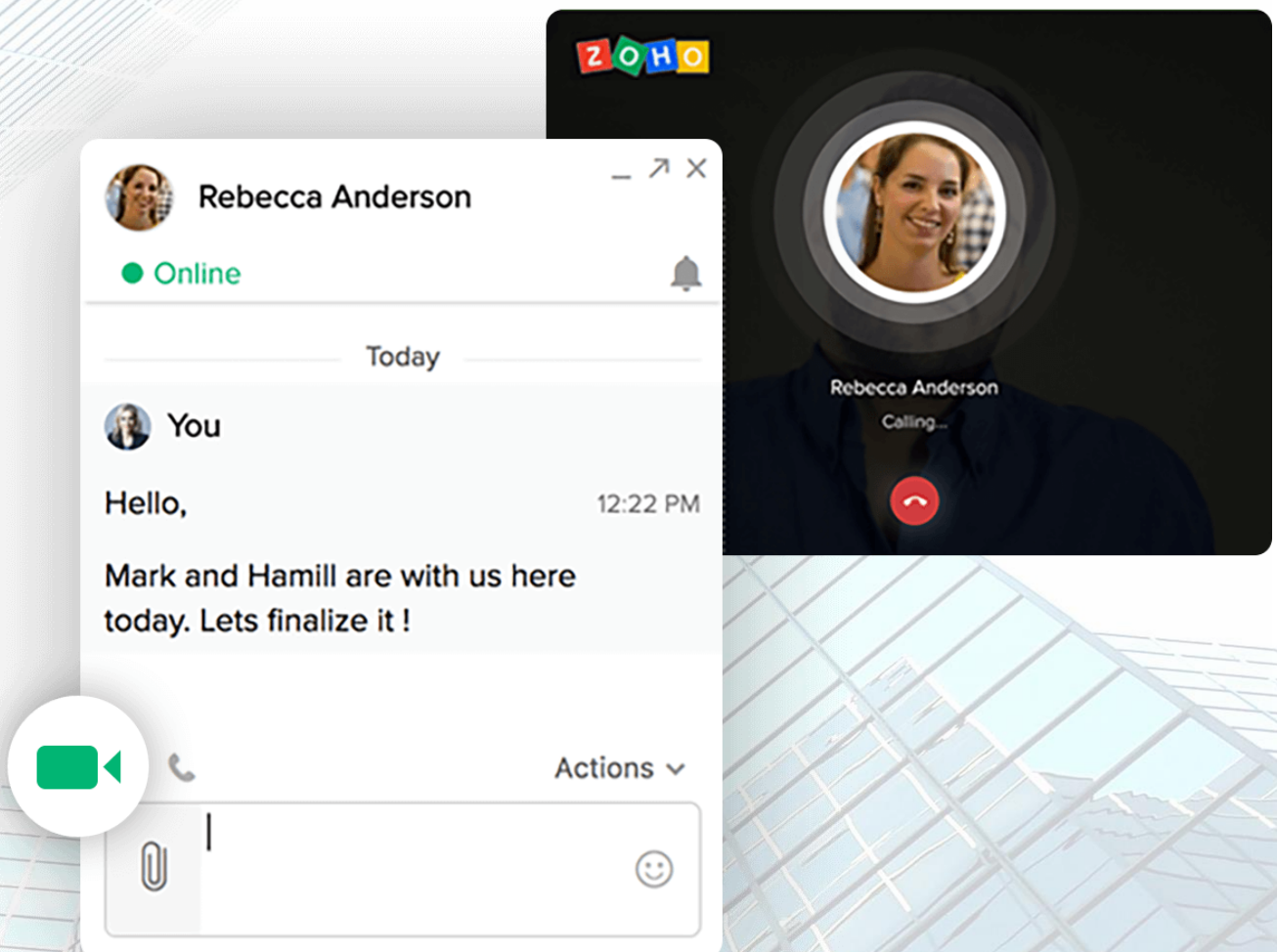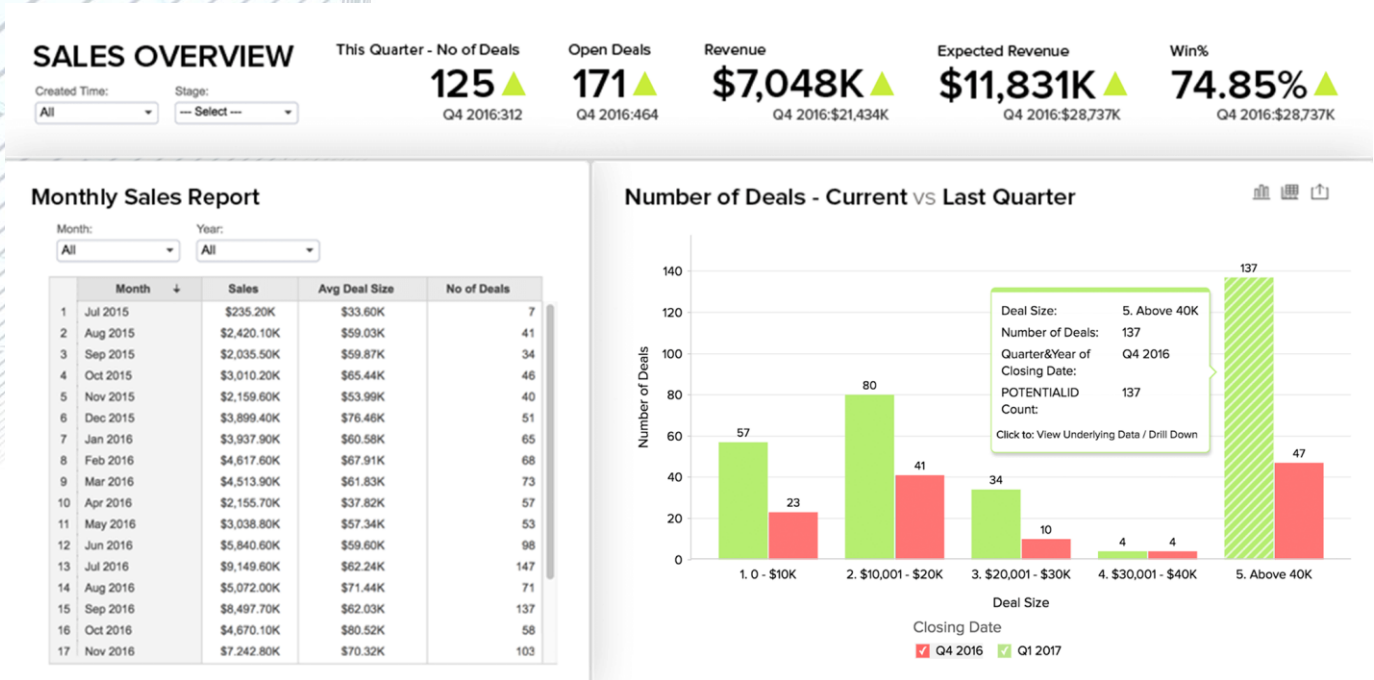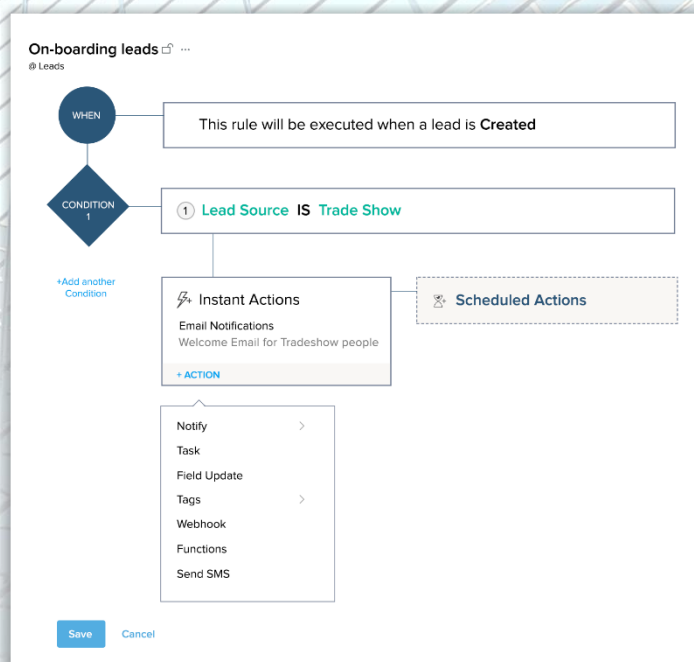
Insights And Intelligence

Customer insight is key to provide positive customer experiences. Zoho CRM Plus helps your customer-facing teams gather information and derive insights from the many touchpoints of today's complex customer lifecycle.


Productivity

We define productivity as improving your business processes and making them easy. From prospect to payment and everything in between, Zoho CRM Plus helps you turn your complex business processes into automated, efficient workflows. Improve every part of your business across all your departments, and keep your teams working efficiently.

Mobility

Zoho CRM Plus offers a full range of mobile apps to help your teams stay informed, ready to engage customers, and make decisions on the go.
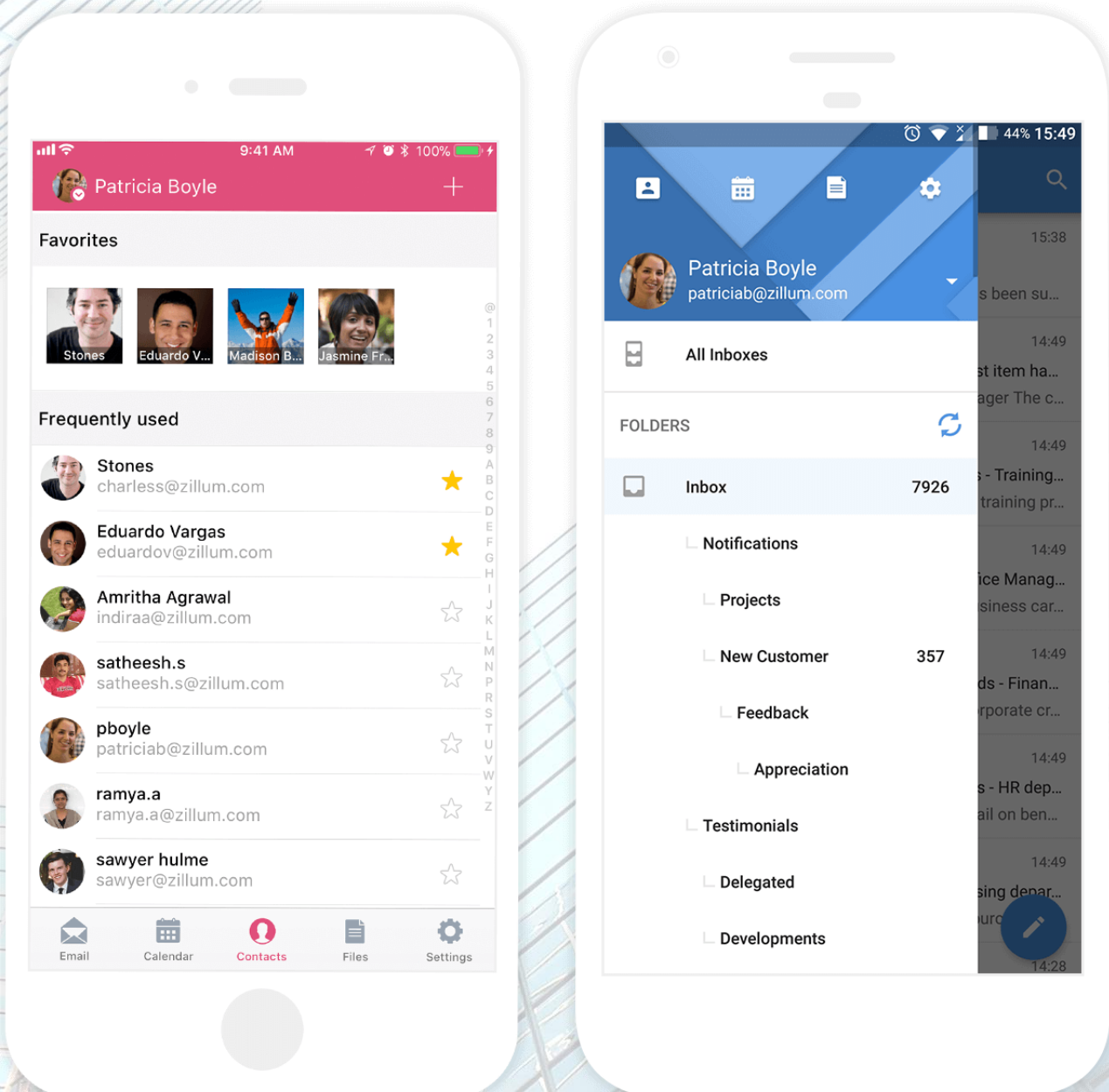
Unified Administration And Setup

Have your team up and running from day one, with minimal implementation time and cost. Systematically manage your teams however they scale over time, with features like a centralized admin panel and single billing cycle.