



Sell More. Spend Less.



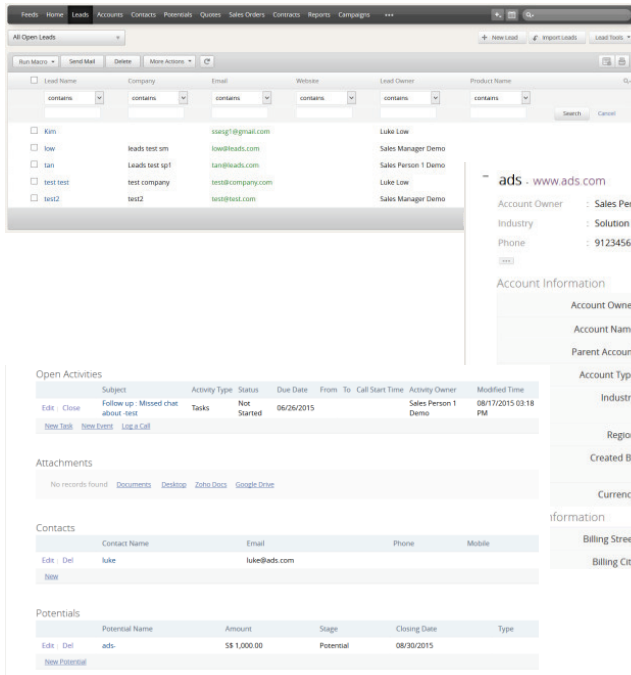
- Drive sales force performance and profitability
- Grow your customer relationships
- Eliminate redundancy and align sales targets
- Distribute customer email activity within CRM
- Integrate Outlook contacts, calendar, tasks and emails

More than 25,000 companies trust Zoho CRM

“With Zoho CRM we’ve set up automated processes, alerts and tasks to render the best possible service and support to our customers.”

- Kevin Lippert, President - JetHub

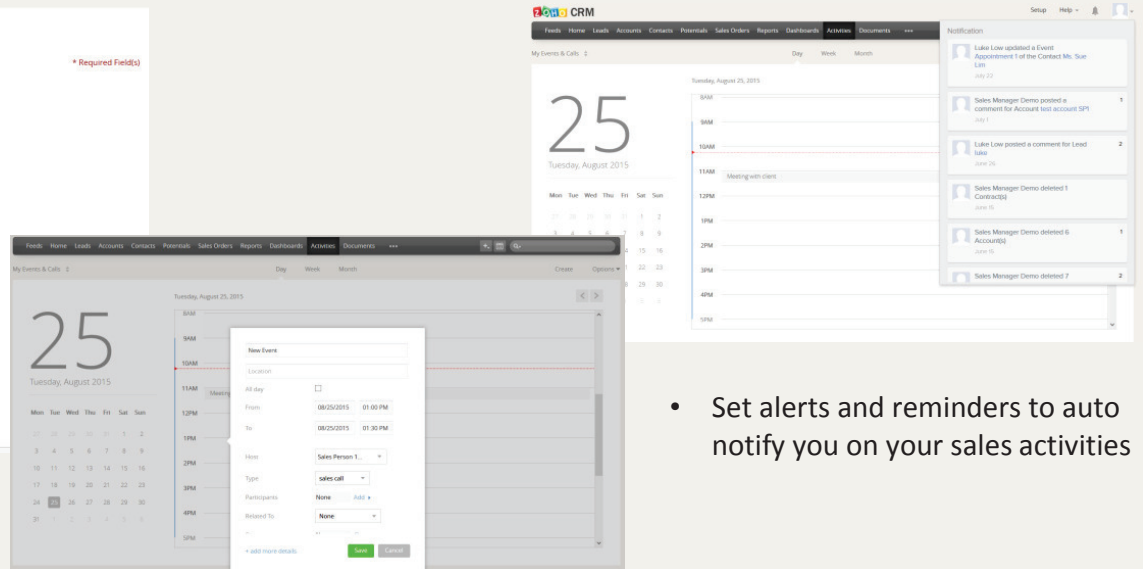
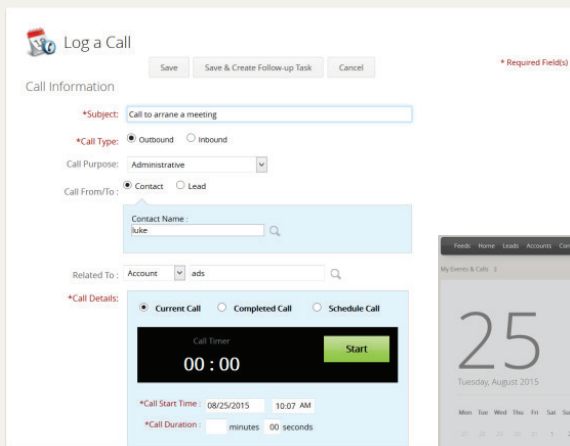
Consolidate and Single Repository of Customer information



- Monitor all customer accounts and related contacts, opportunities and developments from a shared database
- Matching leads with the right sales rep to improve closing rate
- No 2 sales reps will be targeting at the same sales lead
- Specify parent-child relationships between customer accounts and their subsidiaries or other divisions

- Track customer purchase history to identify cross-sell and up-sell opportunities, and establish effective loyalty programs

Effectively manage your sales activities



- Log all important customer calls for quick and easy reference

- Store customer meetings and calls in an intuitive calendar
- Manage daily tasks to streamline sales
- Invite staff, leads and contacts to events and meetings
- Set up recurring events by day, week, month and/or year

- Set alerts and reminders to auto notify you on your sales activities

Targeted Marketing

- Mass email, EDM to your database
- Mail merge for personalised email or mailer

- Create Webforms and link enquires from your website to your CRM

- Filter and group your database for targeted marketing

Product and Template Customisation

- Add, Edit and delete new or existing fields to your CRM modules
- Change the layout of your fields on your CRM modules
- Create, edit and delete Template for Quotation generation, Email template or Mailer template

Workflow Rules

Workflow rules automate your business processes. They are a set of rules that are executed when certain specified conditions are met. They can be used to create, update, webhooks and followups that can be set as an instant action or time based actions.

Rule Name	Module	Execute On	Timed Actions	Alerts	Tasks	Updates	Webhooks
New Create Contact	Contacts	Create	0	1	0	0	0
Big Deal Rule	Potentials	Create or Edit	0	2	0	0	0

- Set alerts to notify users engage your customers

Stay connected to Business



iPad, iPhone and Android devices

View Records

View Related Records

Search Records in Phone or Zoho CRM Service

Send Email to Leads & Contacts

Make Phone Calls

View Customer Location in Google Maps

View Records in Offline Mode

Create, Edit or Delete Records

Log Phone Calls

Create, Edit or Delete Records in Offline Mode