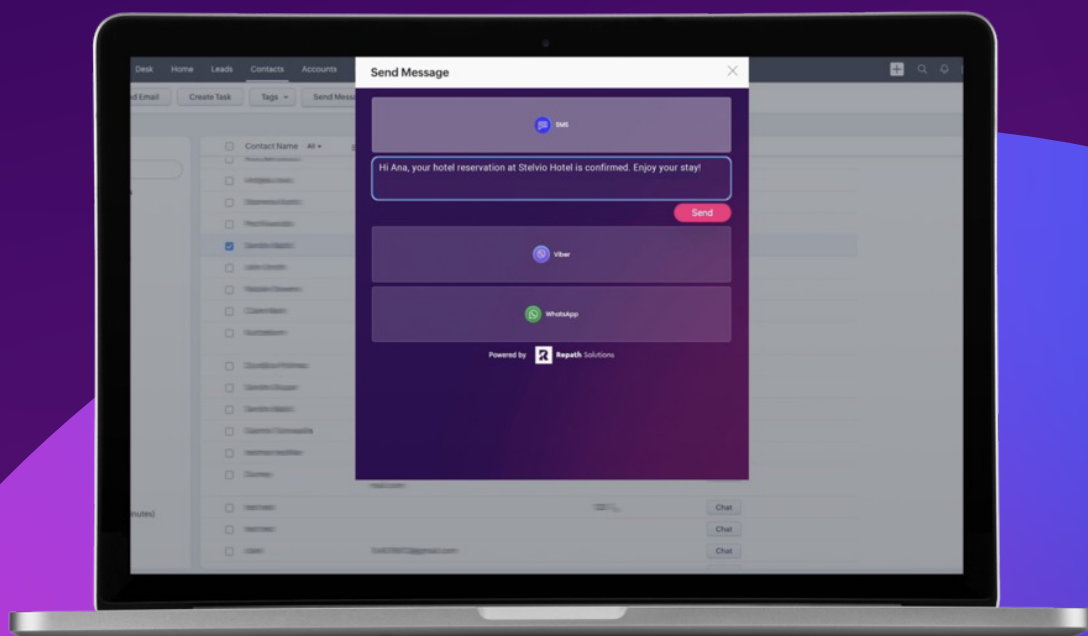




BOOST CUSTOMER ENGAGEMENT WITH SMS, WHATSAPP, AND VIBER FOR ZOHO CRM

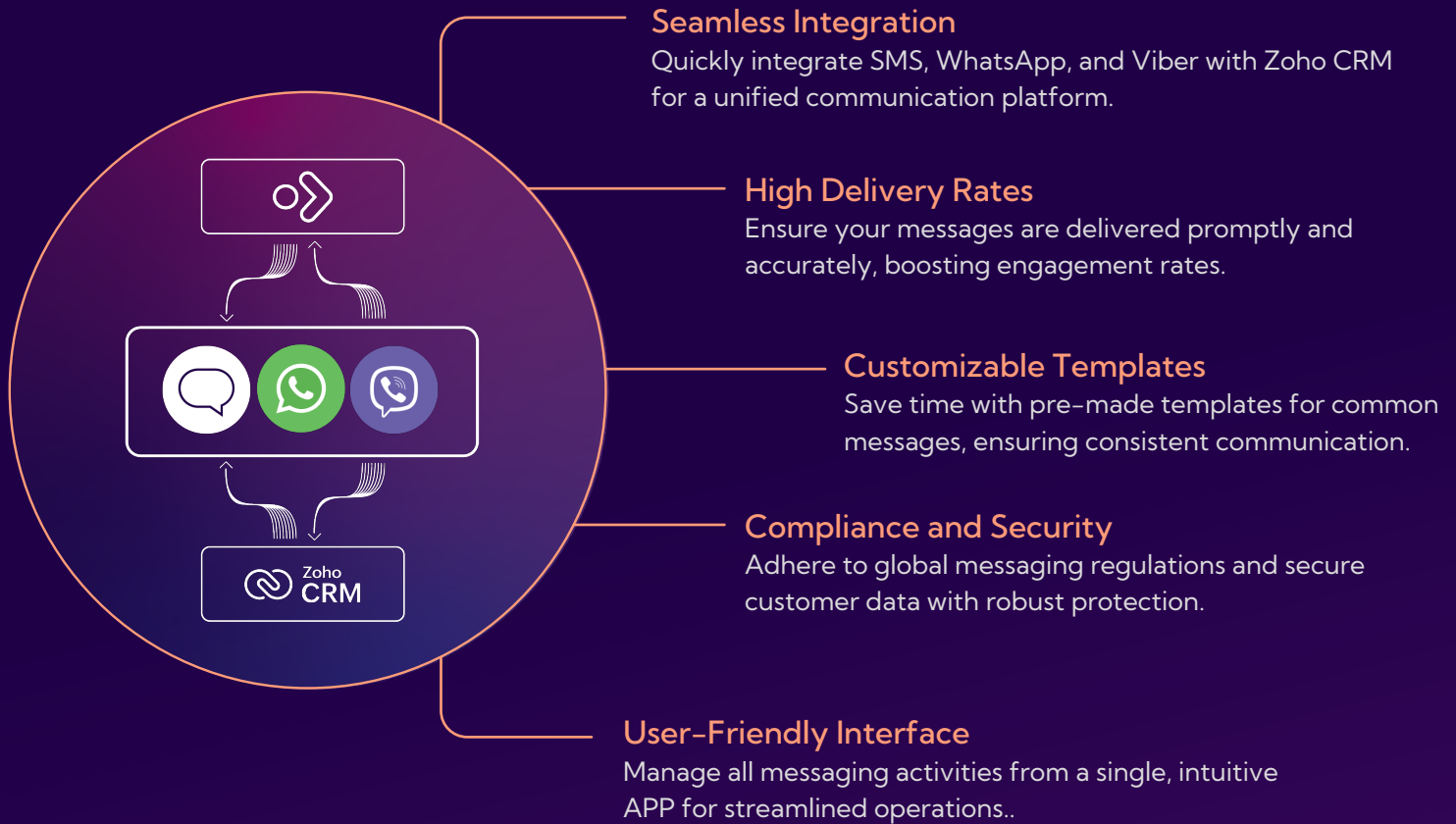
Elevate Your Zoho CRM Experience

Are you already leveraging Zoho CRM and looking to elevate your customer engagement without adopting another platform? Discover the power of integrating SMS, WhatsApp, and Viber directly into your Zoho CRM for a seamless, multi-channel communication experience.



KEY FEATURES: STANDOUT CAPABILITIES

All channels are conversational and manage 2way conversations



INTEGRATION GUIDE: GET STARTED IN 3 SIMPLE STEPS

Our dedicated support team is here to assist you through every step of the integration process. From connecting your accounts and configuring your settings to launching your campaigns and monitoring their performance, we ensure a smooth and successful integration experience.



Connect Your Accounts

Log in to your Zoho CRM and navigate to the integration settings. Connect your SMS, WhatsApp, and Viber accounts effortlessly.



Configure Your Settings

Customize your messaging templates, set up workflows, and define your communication preferences to match your business needs.



Launch and Monitor

Start using the integrated channels for customer communication. Use real-time analytics to track performance and adjust strategies as needed.

THE POWER OF OMNICHANNEL: WHY IT MATTERS?

In today's fast-paced digital landscape, customers expect quick and convenient interactions across multiple channels. An omnichannel strategy ensures your business can meet these expectations, providing a consistent and engaging customer experience regardless of the platform.

Unified Customer Data: Gather all customer interactions in one place for better insights and personalized communication.

Increased Efficiency: Streamline processes and improve team collaboration with centralized customer information.

BENEFITS OF INTEGRATION: TRANSFORM YOUR COMMUNICATION

Enhanced Customer Engagement

- ✓ **Multi-Platform Reach:** Connect with customers on their preferred channels—SMS, WhatsApp, and Viber.
- ✓ **Higher Response Rates:** Studies show that messages sent via these channels have significantly higher open and response rates compared to email.

Streamlined Communication

- ✓ **Centralized Messaging:** Manage all customer interactions within Zoho CRM.
- ✓ **Consistent Interaction:** Maintain a unified voice across multiple platforms.

Real-Time Analytics

- ✓ **Insightful Data:** Track performance metrics to understand customer behavior and engagement.
- ✓ **Optimize Campaigns:** Use data-driven insights to refine your messaging strategies.

Multi-Channel Support

- ✓ **Flexibility:** Switch between SMS, WhatsApp, and Viber based on customer preferences.
- ✓ **Versatility:** Use each channel's strengths to enhance communication effectiveness.

NUMBERS THAT SPEAK FOR THEMSELVES: WHY YOU SHOULD ACT NOW

98%

SMS: 98% open rate compared to 22% for emails.

1B

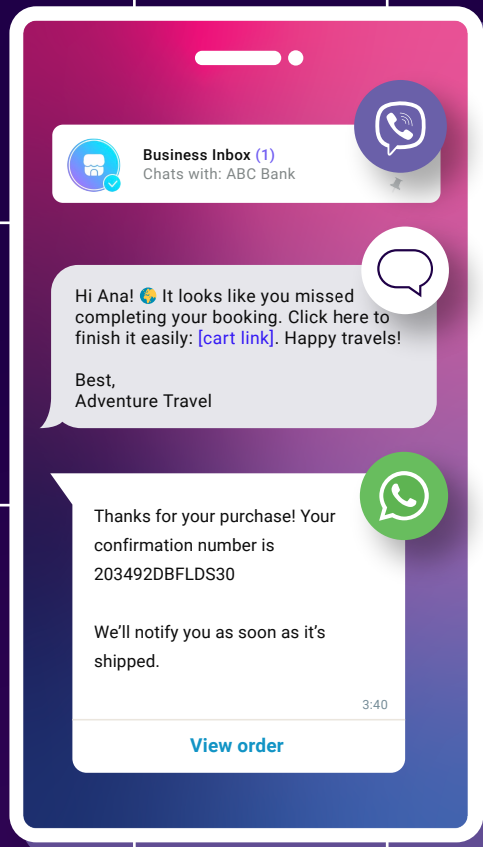
Viber has over 1 billion users globally.

99.9%

2FA: Two-Factor Authentication can prevent 99.9% of account hacking attempts.

3X

Companies incorporating SMS have reported a 3x increase in extreme revenue growth over the past year.



60%

WhatsApp: 60% of users read WhatsApp messages within 5 minutes.

89%

Omnichannel: Businesses using omnichannel strategies retain 89% of their customers.

2X

Businesses that use SMS in their omnichannel approach are 2x more likely to respond to customers in real-time or in less than an hour.

4X

Organizations using SMS are 4x more likely to deepen customer loyalty and retention.

READY TO TRANSFORM?

Enhance your customer communication with SMS, WhatsApp, and Viber integration for Zoho CRM. Visit our website or contact our support team for more information and assistance in setting up your integration.

Contact us today to learn more

