

Zoho Desk

A Overview

Ticket Management

Tools for all things tickets

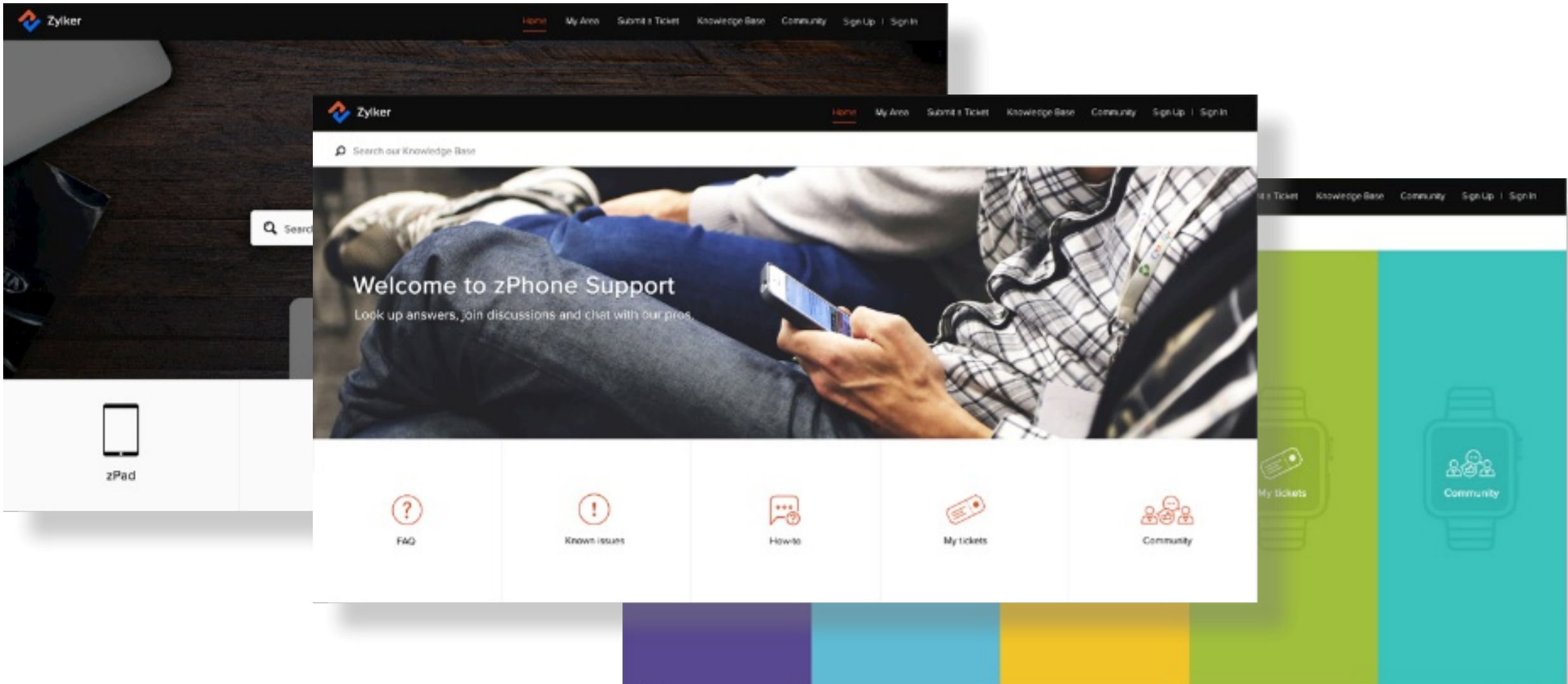
Multichannel

Be available for your customers across all channels.



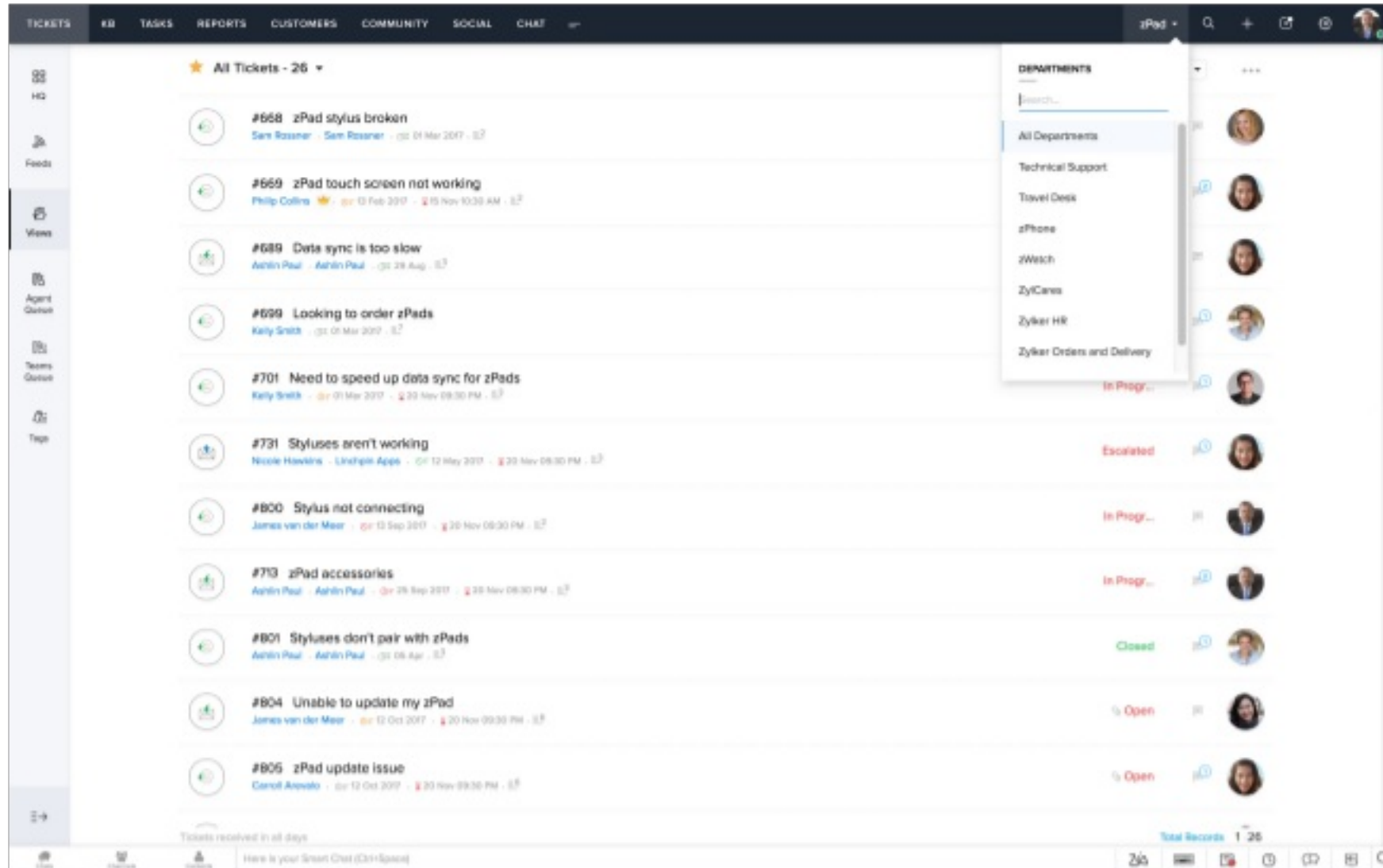
Multibrand Help Center

Create a distinctive self-service portal for each of your brand's customers.



Multi Department

Organize your help desk to reflect your company's structure.



Telephony

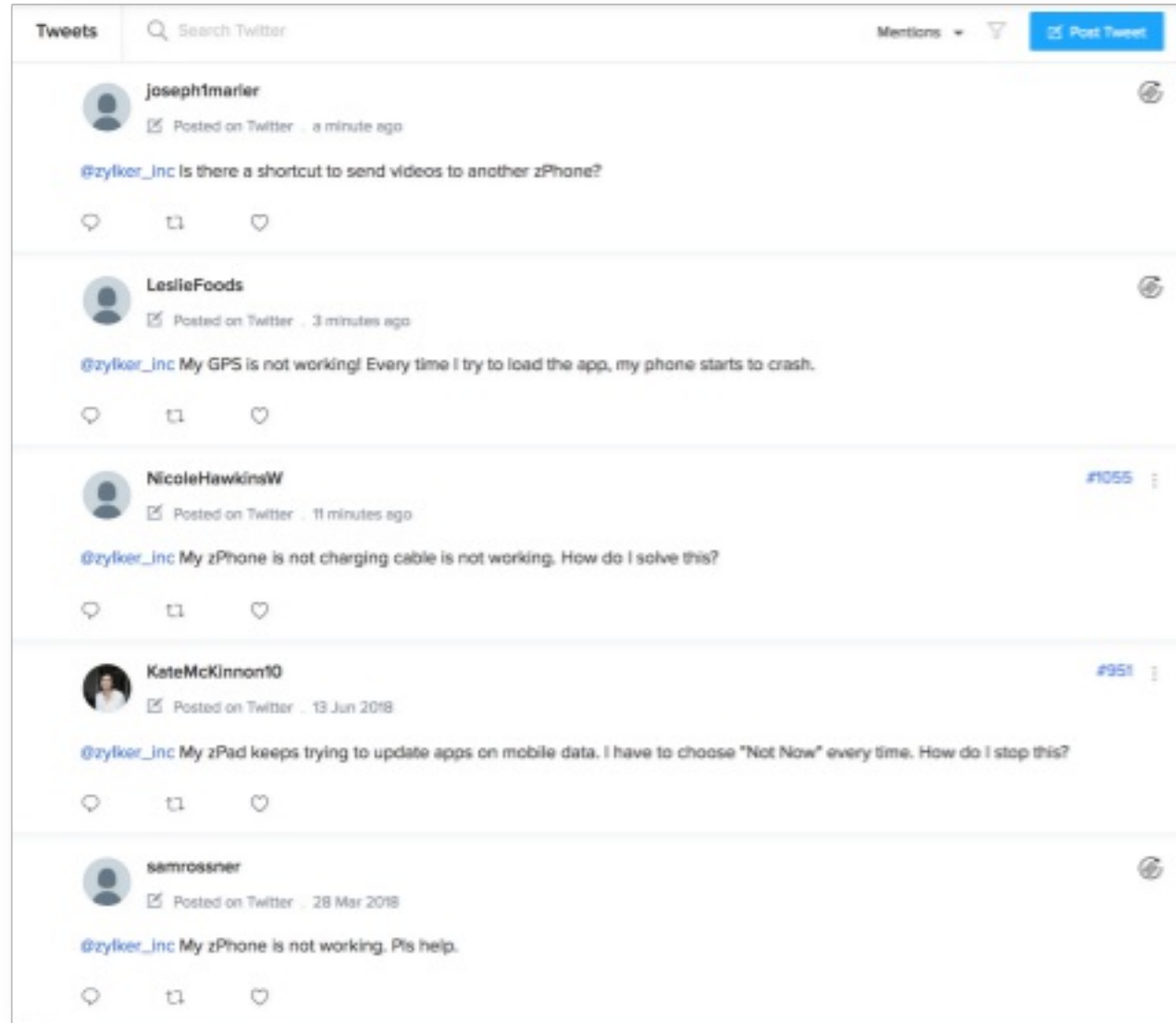
Here's good ol' phone conversations with a helping of context.

The screenshot displays a CRM interface with a ticket titled "#893 zPhone Camera Issue". The interface is divided into several sections:

- Navigation Bar:** TICKETS, KB, TASKS, CUSTOMERS, REPORTS, COMMUNITY, SOCIAL, CHAT, zPhone, search, and user profile.
- Left Panel:** "Select a view" dropdown and a list of items including "Ashlin Paul" (08:51 hours left) and "#893 zPhone Camera Issue".
- CRM Contact Information:**
 - Name:** Ashlin Paul
 - Email:** ashlinpaul@gmail.com
 - Phone:** 4083529191
 - Address:** 4141 Hacienda Drive, Pleasanton, California, 94588, USA
 - Contact Owner:** Sol Davidson
 - Created By:** Yod Agbaria
 - Description:** Ashlin Paul is the CEO of Linchpin Apps. They've bulk-ordered zPhones for their employees and are heavy users of the zDrive app.
 - Modified By:** Yod Agbaria
 - Last Activity Time:** 2018-03-07 23:26:16
 - Industry:** Technology
 - Order ID:** 123543
- Ticket Details:**
 - Title:** #893 zPhone Camera Issue
 - Date/Time:** 07 Mar 2018 11:34 PM
 - Followers:** 1
 - Tags:** (3)
 - Duration:** 00:02:47
 - Actions:** CONVERSATION, RESOLUTION, 3 TIME ENTRY, ATTACHMENT, TASK
- Conversation Log:**
 - Mayra Walker:** Private - 7 Mar 2018 11:44 PM. Message: James Carter Can you help us out here?
 - Yod Agbaria:** Private - 7 Mar 2018 11:37 PM. Message: We need to address this issue with the Engineering team Admin
 - Yod Agbaria:** 07 Mar 2018 11:36 PM (responded in 2 minutes). Message: Hello Ashlin, Sometimes, when you've updated your device, it might take a restart for the device and open the camera app now. If it still does not work, then you'd have to reinstall them again.
 - To rollback the updates, go to the setting option in your phone.
 - Scroll down to the Updates option
 - Choose the option 'Rollback updates'
 - Once the message 'updates rolled back' appears on your screen, click on
 - Now restart your phone and run the updates again.
That should take care of the camera app issue. Please do try it out and let me know if it helps. Cheers.
- Mobile Phone Overlay:** An image of a smartphone showing an "Inbound Call" notification for Ashlin Paul (4083529191) with "Answer" and "Decline" buttons.
- Bottom Bar:** Apply Macro and Remote Assist buttons.

Social Media

Streamline your social media presence through your help desk.



Live Chat

Be available for your customers in an instant..

The screenshot displays a live chat window with the following components:

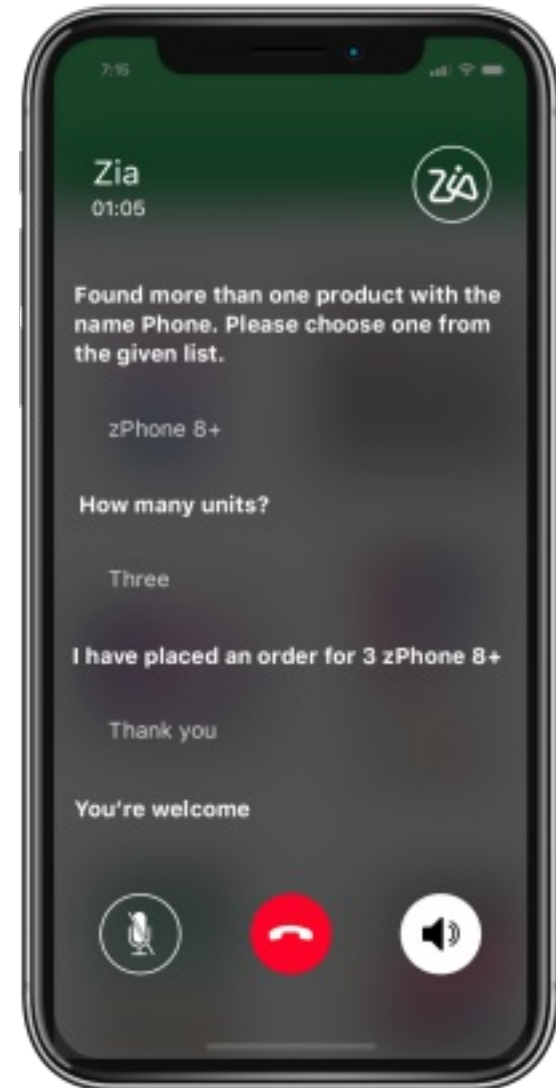
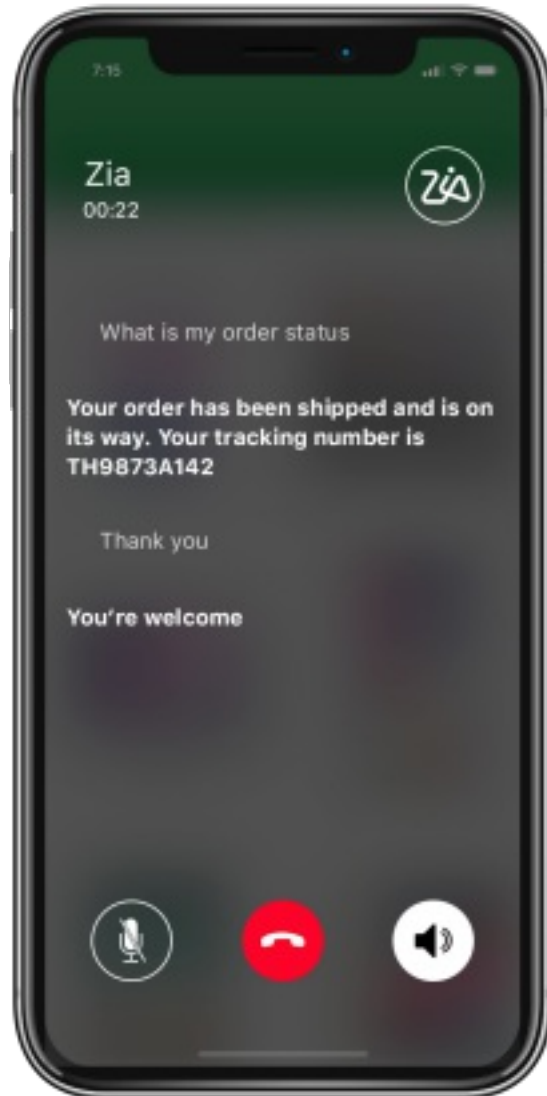
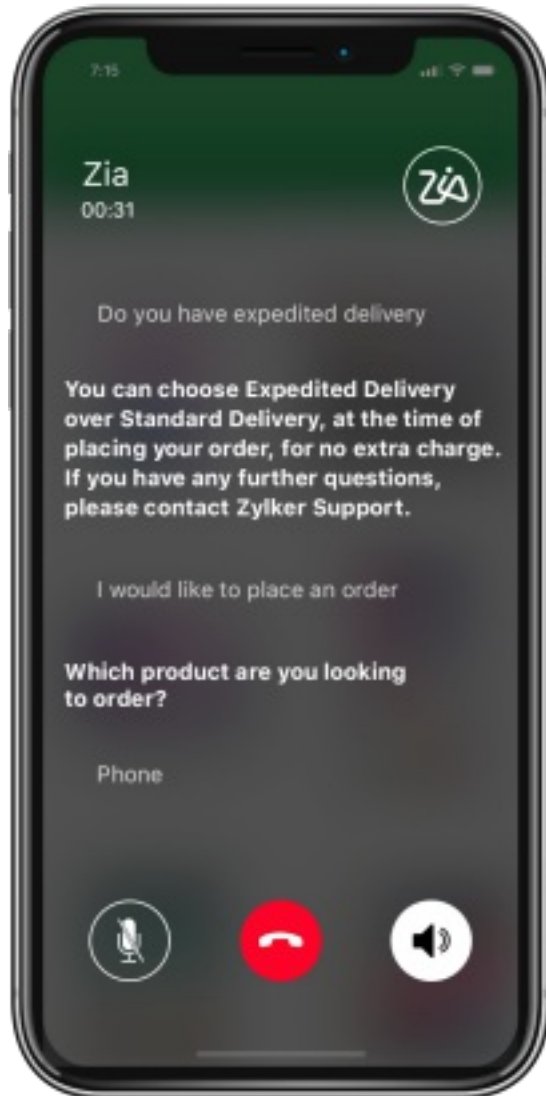
- Header:** A tab labeled "Samrossner.Zylker" and a toolbar with icons for edit, info, chat, and a dropdown menu.
- Message Area:**
 - Customer:** "#10 My zPhone isn't powering on. I need some help on this please." (5:54 PM by Samrossner.Zylker - samrossner.zylker@gmail.com)
 - Agent (Yod Agbaria):** "Welcome to Zylker! How can I help you?"
 - Agent (Yod Agbaria):** "Hi Sam"
 - Agent (Yod Agbaria):** "Sure, we'd be glad to help you out. Can you let me know the Serial Number of your device?"
 - Customer (Samrossner...):** "Sure, it's 364849AU-92"
- Visitor Info Panel:**
 - Header: "Visitor Info"
 - Details: samrossner.zylker@gmail..., zPhone, and a URL.
 - Button: "Convert chat as Ticket"
 - Section: "Recent Tickets from this visitor"
 - Items:
 - 381 Yet to receive my zPhone (On 5/19/2016 for No-Wei Ting - Open)
 - 523 zPhone battery life needs improvement (On 6/21/2016 for No-Wei Ting - Closed)
 - 352 zPhone not delivered yet (On 3/21/2016 for Don Evans - Closed)
 - 379 Haven't received my zPhone yet! (On 5/11/2016 for Don Evans - Closed)
- Footer:** "Canned Messages | More Actions | Samrossner.Zylker is idle" and a text input field with an attachment icon.

Zia

AI for your customer service teams

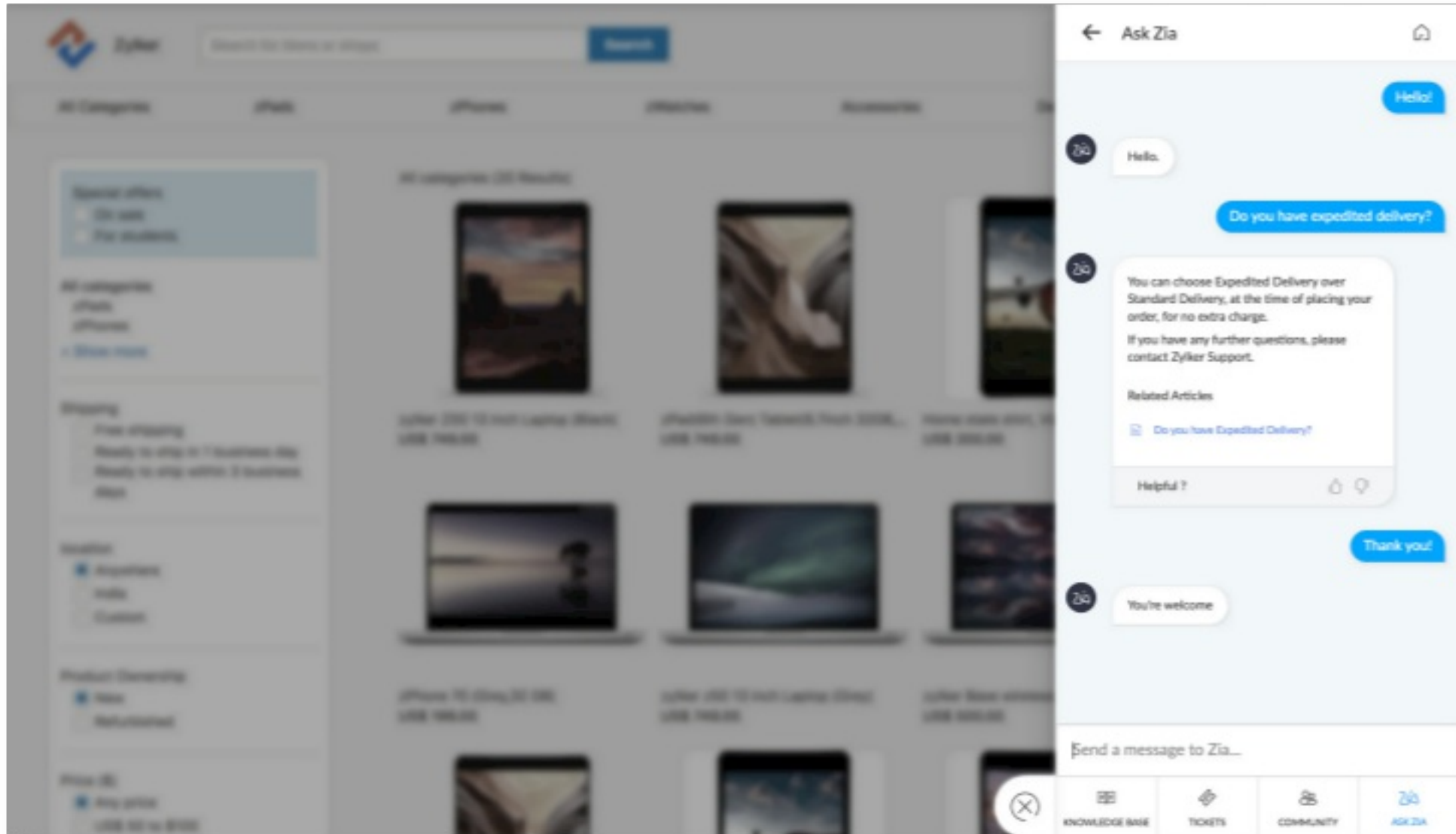
Zia Voice

Zia can take on voice calls from your customers



Ask Zia

Customers can chat with Zia right from your mobile app or website



Sentiment Analysis

Zia dives into the sentiment of every thread of a ticket

The screenshot displays a ticket management interface for a ticket titled "#982 zPad Wireless Charging". The ticket is marked as "CLOSED" and was created on 30 Jul 08:45 AM. The interface is divided into a left sidebar, a central conversation area, and a bottom action bar.

Left Sidebar (Agent Profile):

- Agent:** Ashlin Paul (100% CRM, Books)
- Assigned To:** Don Evans
- Status:** Closed
- Closed time:** 05 Sep 2018 08:19 PM
- Email:** ashlinpaul.w@gmail.com
- Product Name:** zPad
- Agent Email:** -
- Existing customer?:** Yes
- Role:** -None-
- Order No:** -
- Phone:** -
- Priority:** -

Central Conversation Area:

- Thread 1:** Ashlin Paul (29 Aug 03:27 PM, 7 days ago) - "Thank you, On Mon, 30 Jul 08:45 AM" - Sentiment: **Positive** (Green smiley icon). Aspects: Wireless Charging, Zyker Base, Feature Available.
- Thread 2:** Ashlin Paul (30 Jul 08:47 AM, responded in 2 minutes) - "Wow! You just made our day!" - Sentiment: **Positive** (Green smiley icon).
- Thread 3:** Yod Agbaria (29 Aug 03:26 PM, responded in 30 days) - "Hi Ashlin! Did the solution that we suggested work for you? In case you need further assistance, feel free to get in touch with us. Thank you! How would you rate our customer servi..."
- Thread 4:** Yod Agbaria (30 Jul 08:47 AM, responded in 2 minutes) - "Hi Ashlin, Last November, we introduced a new product called the Zyker Base that can charge your zPads wirelessly. For more information about the Zyker Base, please visit this li..."

Bottom Action Bar:

- Buttons: Apply Macro, Remote Assist, Reopen Ticket
- Footer: Here is your Smart Chat (Ctrl+Space)

Auto-tag Tickets

Zia identifies key aspects of a ticket and adds them as tags



Zia Notifications

Zia notifies you every time there's unusual activity

The screenshot displays a Zia notification interface. On the left, a ticket overview for '#1047 New Order - zPhone Battery Case' is shown, including the agent's name (Ashlin Paul), assigned agent (Yed Agbaria), and a line chart titled 'Anomaly for Outgoing Responses'. The chart plots the number of responses over a 24-hour period, with a legend for 'Trend', 'Current Series', and 'Anomaly'. A red star on the chart at 9PM indicates an anomaly. On the right, a 'Zia Notifications' panel lists three alerts: a 33% decrease in outgoing ticket threads in zPad, a 40% increase in ticket traffic in the last 2 hours, and 19 threaded responses for ticket ID #1007 in the last 7 days.

TICKETS | KB | TASKS | REPORTS | CUSTOMERS | COMMUNITY | SOCIAL | CHAT

Ashlin Paul • Ashlin Paul • 100% • CRM
ashinpaul.w@gmail.com
(408)352-9191

Assigned To: **Yed Agbaria**

#1047 New Order - zPhone Battery Case

03 Nov 12:51 PM | In Zylor Orders and Delivery | Followers | Tags | Shared (1) | 00:00:00

1 CONVERSATION | RESOLUTION | TIME ENTRY | ATTACHMENT | TASK | APPROVAL | HISTORY

Ashlin Paul • 03 Nov 12:51 PM (7 days ago)
Name: Ashlin Paul W
Address: 4950 Hacienda Dr

Anomaly for Outgoing Responses

No. of Responses

Hours of the Day

Legend: Trend (Yellow), Current Series (Green), Anomaly (Red Star)

Zia Notifications

Based on Last 30 Days Trend

- Outgoing ticket threads in zPad have decreased by -33%, a trend not seen in the last 30 days. 21 Aug 2018 01:04 PM
- Ticket traffic has increased by 40% in the last 2 hours, a trend not seen in the last week. 21 Aug 2018 10:30 AM
- Ticket ID #1007 has 19 threaded responses in the last 7 days. 22 Aug 2018 01:00 AM

Zia Dashboard

Monitor key statistics from a unified dashboard



Reply Assistant

Zia gives agents appropriate solutions from the Knowledge Base, to use in responses



Zia Skill Builder

Train Zia to perform actions specific to your business

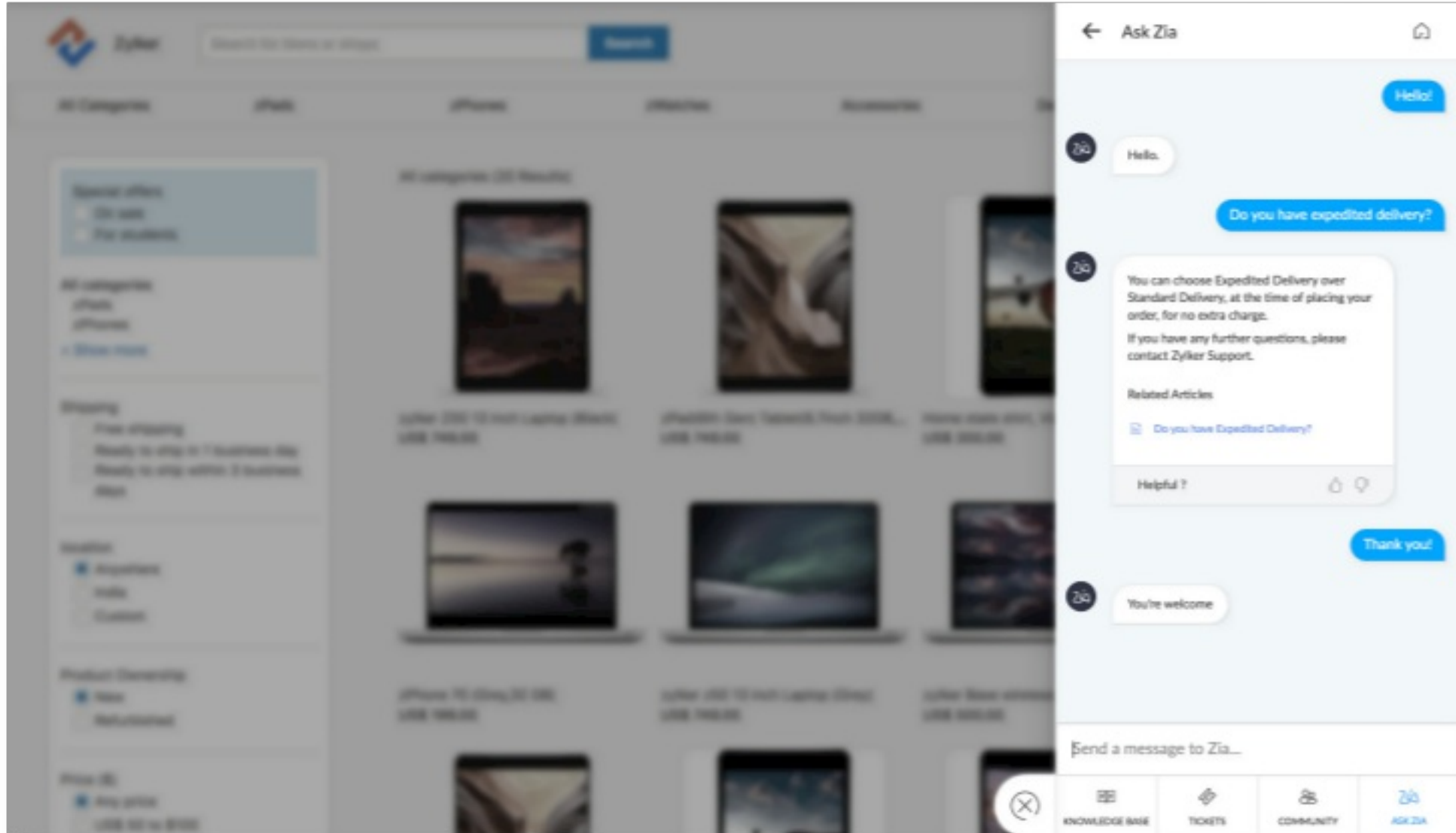


Self Service

Help customers help themselves

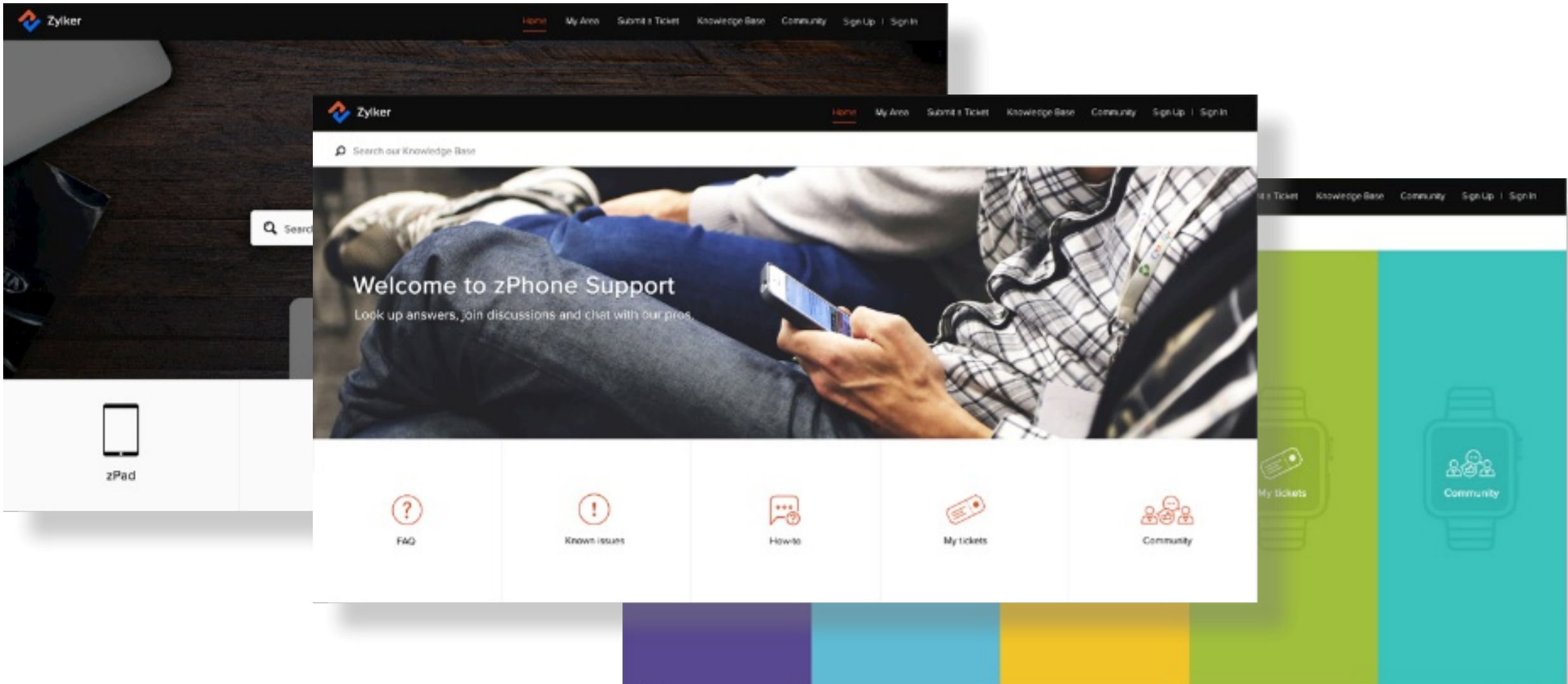
ASAP

Embeddable self-service



Multibrand Help Center

Create a distinctive self-service portal for each of your brand's customers.




Community

Build and grow a community of customers, prospects, and visitors

All · ZylCares 🔍

Welcome to Community ✨

 [Yod Agbaria](#) · 2 years ago · [Announcement](#)

The Community hub inside Zoho Support lets you build a powerful community around your business, while still serving customers via other channels.

Your customers can post 4 types of content within your community. These are Ideas, Questions, Problems and Discussions. Each of these serves a particular purpose.

When your customers have something to discuss with you, they can post a discussion within your community. It's a great way to debate and collaborate.

Your customers can ask you specific questions about your business, within your community hub. You can answer these questions right there and earn their respect. You can also mark questions as 'answered' and keep your community organized.

Problems are issues that your customers face when they interact with your business. They can describe the exact problem(s) they faced and give you actionable insights. You can convert the 'problem' into a support ticket and even keep customers updated on its status.


Ideas from customers often lead to new directions for your business. Allow them to share their ideas within your community. Let other customers vote on the ideas and let there be real democracy within your community.

For more information on how to setup your community, you can check this page out.

Stats

23 Views

Participants



[Share](#) 🗨️

Knowledge Base

A repository of solutions for commonly asked questions







The screenshot displays the Zylker Knowledge Base interface. At the top, the Zylker logo is on the left, and navigation links for Home, My Area, Submit a Ticket, Knowledge Base (highlighted), Community, and Sam Rossner are on the right. A left sidebar contains a tree view with categories: zPad, zPhone (expanded), How-to (selected), Known issues, FAQ, and zWatch. The main content area shows the breadcrumb 'Knowledge Base > zPhone' and a search icon. Below this, the section is titled 'How-to' and lists ten articles, each with a document icon and a blue title: 'How do I order a replacement online?', 'Turn off battery-saver mode', 'How do I enable automatic update of apps through mobile data', 'Transferring large files from one zPhone to another', 'Setting up Finger ID security', 'How do I disable automatic updates?', 'How to enable live wallpapers', 'Backing up zPhone data regularly', and ''Unable to pay' error while purchasing app'.

Automations

Automate routine tasks, save time




Ticket Assignment

Ensure that every ticket gets automatically assigned to the appropriate agent

Rule Name	Description
Network Issues - zPhone/zPad	
Criteria	Assign To
Product Name is zPhone	 Network Engineers
	Team Members
	 Don Evans  James Carter
Product Name is zPad	 Don Evans  Jo Yung  Mark Daniel
Add target	
<input type="checkbox"/> The rule will assign tickets as soon as they are received in your help desk.	
<input type="checkbox"/> The rule will not re-assign tickets that were assigned via other automations.	
<input type="checkbox"/> The rule will not assign more tickets than the number specified under threshold.	

Notification Rules

Inform customers and agents automatically about ticket progress

Contact Notifications		
Receiving a new ticket	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Receipt of ticket reply	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Closing a ticket	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Adding a public comment	<input checked="" type="checkbox"/>	
Editing a public comment	<input checked="" type="checkbox"/>	
Deleting a public comment	<input checked="" type="checkbox"/>	
CC'd users on receiving a ticket 	<input checked="" type="checkbox"/>	

SLAs and Escalations

Maintain service levels and escalate violations automatically

Name
zPad Tickets

Description
SLA that defines the standards for tickets related to zPad.

WHEN

When do you want to execute the SLA
Ticket Create

Execute only when associated with an Account

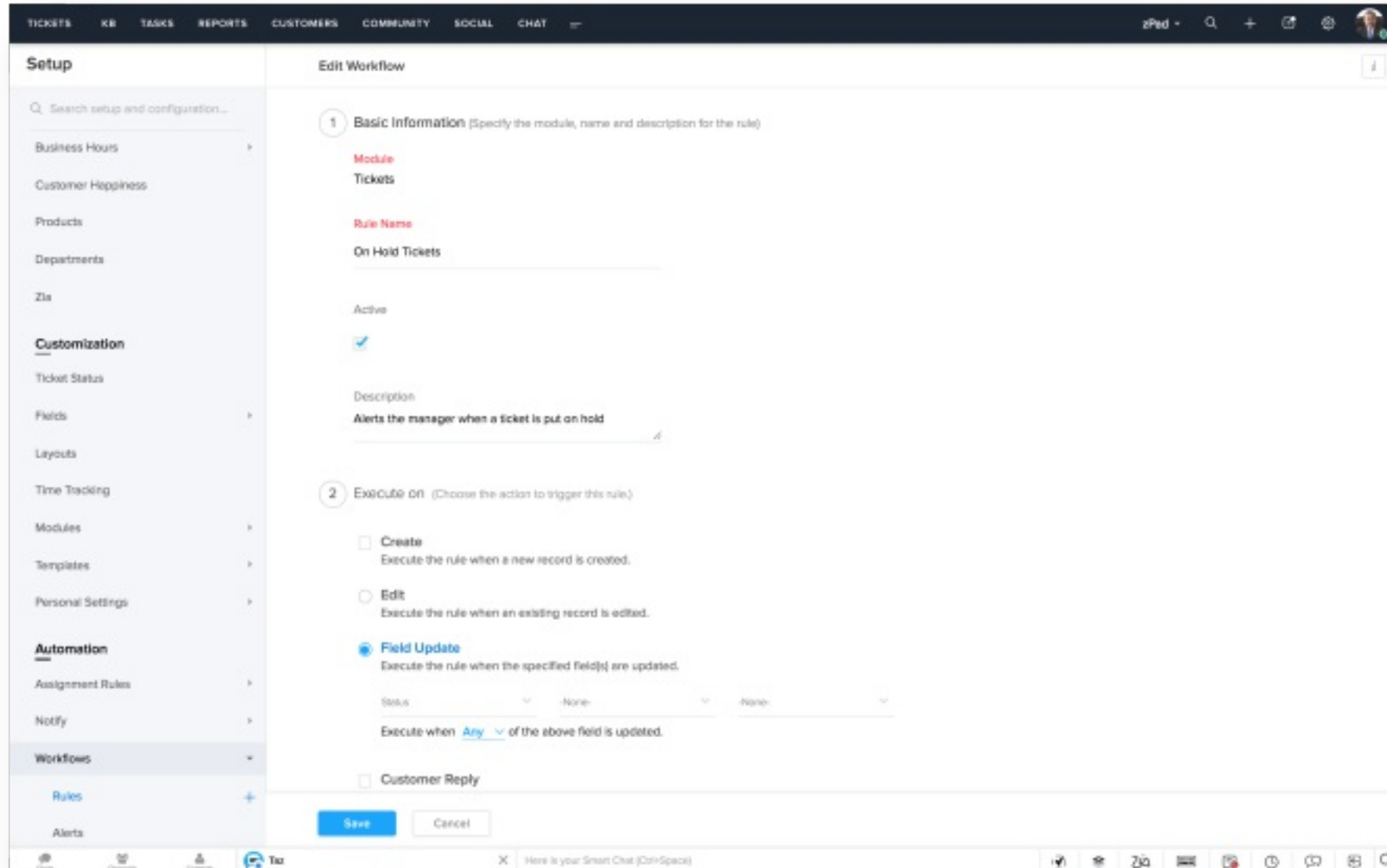
TARGETS

Respond Within	Resolve within	Operational Hours	Condition
2 Hours	8 Hours	Calendar Hours	Product Name is zPad
Response Escalation	Resolution Escalation		
1 Level	1 Level		

[Add new target](#)

Workflows

Write rules to update fields, send alerts, add tasks, and perform actions



Layouts

Collect and store details related to service processes

The screenshot shows the 'Edit Layout' interface for a 'Ticket Information' section. The main area contains several fields arranged in a grid:

- Department**: Non-removable standard field (highlighted with a green border)
- Contact Name**: Non-removable standard field
- Email**: Non-removable standard field
- Account Name**: Non-removable standard field
- Subject**: Non-removable standard field
- Description**: Non-removable standard field
- Status**: Non-removable standard field
- Ticket Owner**: Non-removable standard field

On the right side, there is an 'Add Field' panel with the following options:

- Single Line
- Multi-Line
- Integer
- Percent
- Decimal
- Currency
- Date
- Date/Time
- Email
- Phone
- Pick List
- Multi-Select
- URL
- Checkbox

Below the 'Add Field' panel, there are two expandable sections: 'Unused Fields (2)' and 'Custom Fields Left (227)'. At the bottom of the main area, there are 'Save Layout' and 'Cancel' buttons. The bottom of the screen shows a navigation bar with icons for Home, Channels, and Contacts, and a status bar with the text 'Here is your Smart Chat (Ctrl+Space)' and various utility icons.

Blueprint

Manage cross-functional service processes efficiently

The screenshot displays the ServiceNow Blueprint Editor interface. The main workspace shows a workflow diagram for a hiring process. The flow starts with an 'Open' state, followed by a 'Basic Profile Scan' action, and then a 'Shared with Mana...' state. From there, it branches into 'Profile Approval' and 'Profile Rejected' paths. The 'Profile Approval' path leads to 'Manager Approved', 'Interview Call', and 'Candidate Select...' states. The 'Profile Rejected' path leads to 'Manager Rejected', 'Profile Rejection', and 'Candidate Reject...' states. From 'Candidate Select...', the flow branches into 'Offer Roll Out' (leading to 'Interview Success...') and 'Rejection' (leading to 'Interview Unsatisf...'). Both 'Interview Success...' and 'Interview Unsatisf...' lead to 'Candidate Selection Inform...' and 'Candidate Rejection Inform...' actions, respectively, which then lead to a 'Closed' state.

The right-hand panel shows the configuration for the 'Offer Roll Out' transition. It includes tabs for 'Blueprint Info', 'States', and 'Transitions'. The 'Offer Roll Out' section has an 'Add Description' link and a 'Common Transition' toggle. Below this are tabs for 'BEFORE', 'DURING', and 'AFTER' actions. The 'DURING' tab is active, showing a list of actions to be performed during the transition:

- Candidate Status** (Validation): Candidate Status is Selected. Please explain why candidate didn't make it.
- MESSAGE**: Please add offer details.
- Resolution**
- MESSAGE**: Please reassign ticket to HR manager.
- Ticket Owner** (Validation)

At the bottom of the interface, there are buttons for 'Save Blueprint' and 'Cancel', and a 'Smart Chat' prompt: 'Here is your Smart Chat (Ctrl+Space)'. The bottom right corner contains a toolbar with icons for 'Actions', 'Fields', and 'Message'.

Extensibility

Extend your help desk's capabilities

Integrations

With Zoho apps as well as third-party apps

Marketplace

Build and host custom extensions for Zoho Desk

Custom Functions

Write custom pieces of code that will perform tasks specific to your business

SDKs

To build powerful mobile apps

APIs





































Integrate Zoho Desk modules with other services

Agent Productivity

Tools your agents need to communicate and collaborate

Work Modes

A system to automatically organize open tickets

Overdue (1)	Due in 6 hours (4)	Due in 12 hours and more (12)
<p> #450 Is there wireless charging? </p> <p>Steven Jeeves</p> <p> late by 24 minutes . In Progress .  5</p>	<p> #563 Is there a zPhone stylus? </p> <p>Pavithra Krishnaswamy</p> <p> 35 minutes left . Open .  1</p>	<p> #544 Any precision stylus for zPhone? </p> <p>Shane Howell</p> <p> Tomorrow 12:00 PM . Open .  1</p>
	<p> #440 Possible to connect external camera? </p> <p>Paige Turner</p> <p> 35 minutes left . Open .  1</p>	<p> #543 Reg picture quality </p> <p>Barry Zingovich</p> <p> Tomorrow 12:00 PM . Open .  3</p>
	<p> #439 Unable to pay for an app </p> <p>Martin Freeman</p> <p> 01:30 hour left . Open .  1</p>	<p> #527 zPhone Battery Issue </p> <p>Casie Fletcher</p> <p> Tomorrow 12:00 PM . On Hold .  9</p>
	<p> #441 Latest update not completed </p> <p>Vincent Camonetti</p> <p> Tomorrow 04:00 AM . Open .  1</p>	<p> #437 Charge-and-sync cable </p> <p>Esther Wozniak</p> <p> Tomorrow 12:00 PM . Open .  3</p>

Response Editor

Craft and send the best response with the help of context

The screenshot displays the Zia Response Editor interface. On the left, a sidebar shows a list of tickets with details like customer names and due times. The main area is split into two panes. The left pane shows a search bar and a list of knowledge base articles, with the selected article titled "How to get the Camera app to ..." providing instructions on restarting a device. The right pane shows a conversation with a customer named Ashlin Paul regarding a "zPhone Camera Issue". The customer's message describes a problem with the camera app's video mode. The response editor shows a draft reply: "Hello, I've started facing an issue with my zPhone's camera app. It starts fine, but blacks out in the video mode, and doesn't get OK even for photos unless I restart the app. Can I get help on this? Cheers, Ashlin". At the bottom, there are buttons for "Apply Macro", "Remote Assist", and "Close Ticket".

Teams

Make it easier for your employees to collaborate

The screenshot displays the Teams interface for a ticket conversation. On the left is a dark sidebar with navigation options: TICKETS, DASHBOARD, FEEDS, and VIEWS. Under VIEWS, there is a list of filters including ALL VIEWS, All Tickets, CHR, Closed Tickets, Customer Responded Tickets, Missed Chats, My Open Tickets, My Overdue Tickets, My Tickets, Open Tickets, Overdue Tickets, Positive Customer Happines..., SLA Violated Tickets, Spam Tickets, Test, Tickets for review, and Unassigned Open Tickets. At the bottom of the sidebar are AGENT QUEUE and TAGS. The main content area shows a search bar at the top with a magnifying glass icon and the text 'zPhone'. Below the search bar, the conversation is titled 'All -'. A notification states 'Cathy Newsom updated a comment'. The main comment is from Yod Agbaria, replying to Casie Fletcher, with a timestamp of '10 hours 13 minutes left'. The comment text is '#527 zPhone Battery Issue' followed by three dots. Below the comment are options for 'Comment (4)', 'Reply', and 'Close', along with the date '25 Aug 2016 03:49 AM'. A section labeled 'Displaying all comments' follows, containing a list of replies: 1. Yod Agbaria: 'James Carter We may have to get Casie's zPhone checked for battery deterioration.' (Private, 25 Aug 2016 03:17 AM). 2. James Carter: 'Yod Agbaria Roger that! Will watch for updates here.' (Private, 25 Aug 2016 03:30 AM). 3. Yod Agbaria: 'Cathy Newsom Casie's phone needs to be picked up. Could you please arrange for that?' (Private, 25 Aug 2016 03:43 AM). 4. Cathy Newsom: 'Sure, Yod Agbaria' (Private, 25 Aug 2016 03:53 AM). At the bottom, there is a text input field with the placeholder 'Share your comments here..' and a user profile picture.

CRM Integration

For advanced customer context

The screenshot displays a CRM interface for a support ticket. On the left, a sidebar provides detailed information about the agent, Ashlin Paul, including his profile picture, name, email (ashinpaul.w@gmail.com), phone number, and status (Open). It also lists the assigned agent (Yod Agbaria), the product name (zPad), and the agent's email (yoda@zylker.com). At the bottom of the sidebar are 'Save' and 'Cancel' buttons.

The main area shows a conversation thread for ticket #713, 'zPad accessories'. The thread includes:

- A header with the ticket ID and title, and navigation options like 'Resolution', 'Time Entry', 'Attachment', 'Task', 'Approval', and 'History'.
- An email from Ashlin Paul to 'zpad@zylcares.zohosupport.com' dated 25 Sep 2017 04:19 AM. The message content is: 'Hi Yod, I need 150 cases, by the end of this month. Thanks for placing my order. Regards, Ashlin CEO Linchpin Apps'.
- A reply from Yod Agbaria to ashinpaul.w@gmail.com dated 25 Sep 2017 04:07 AM. The message content is: 'Hi Ashlin, Looks like you're placing a bulk order. Please let me know how many you need and I'll place it for you. It would also help if you let me know how soon you need them so ...'.
- A final email from Ashlin Paul to 'zpad@zylcares.zohosupport.com' dated 21 Mar 2017 05:53 AM.

 At the bottom of the conversation area are buttons for 'Apply Macro', 'Remote Assist', and 'Close Ticket'.

Time Tracking

Keep track of time spent on every ticket and task.

The screenshot displays a ticket interface with a conversation on the left and a 'My Active Timers' sidebar on the right.

Ticket Header: #983 Z Phone battery related issue
01 Aug 10:45 AM | in zPhone | Followers | Tags | 00:02:25

Conversation:

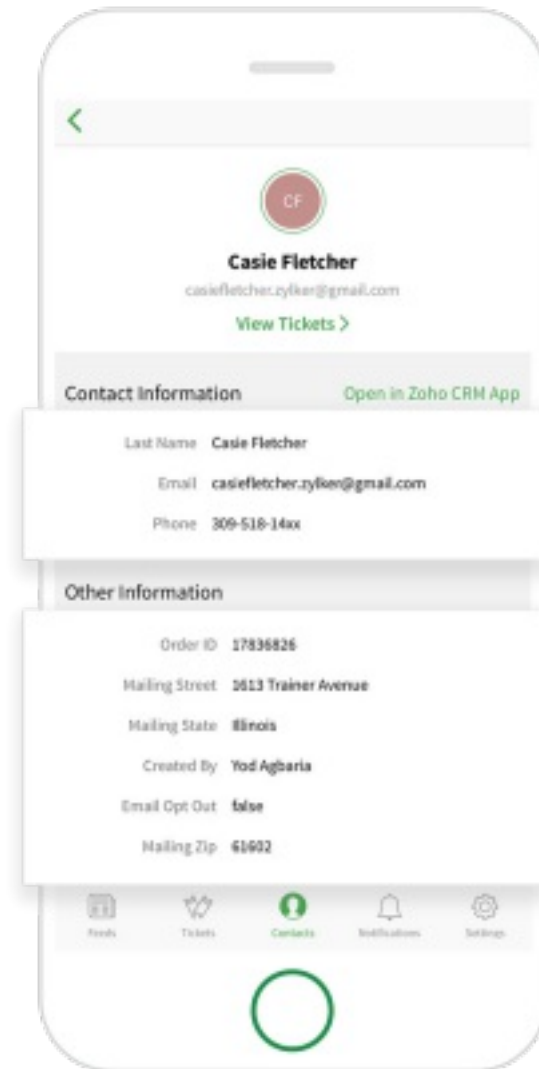
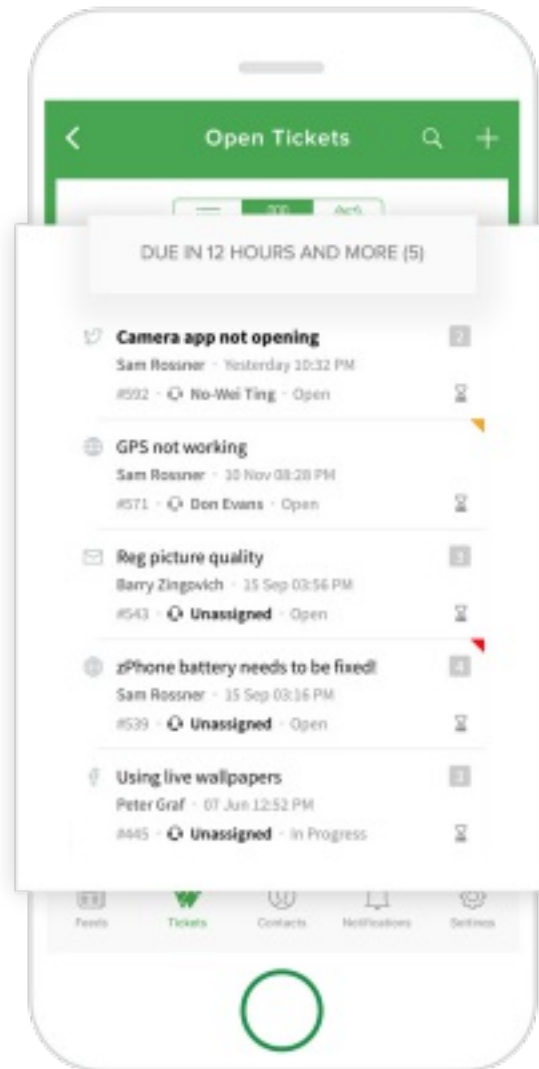
- Ashlin Paul** (01 Aug 10:45 AM (27 days ago))
Hi!
- Since yesterday, I haven't been able to charge my zPhone's battery when I connect the charging cable this?
- Thanks,
Ashlin

My Active Timers:

- #851 zPads not connecting to WiFi
zPad
00:09:25
- #949 Z Phone battery related issue
ZylCares
00:00:44
- #955 @ZylCares My zPad keeps trying to update apps on mobile
ZylCares
00:25:41
- Call for a review meeting
ZylCares
00:51:28

Mobile App

Manage tickets even when you're away from your desk.

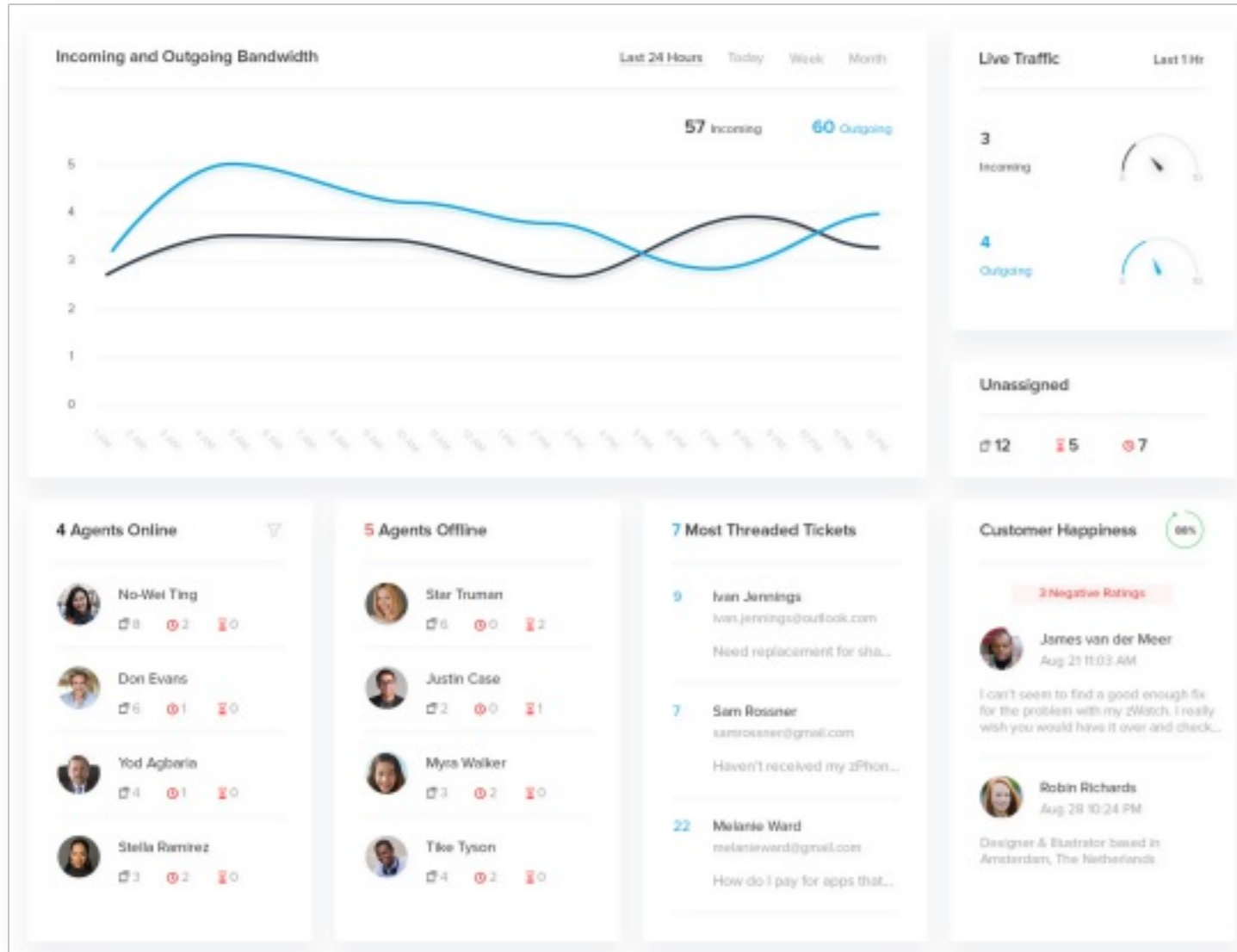


Insights

All the stats you need, right where you need them

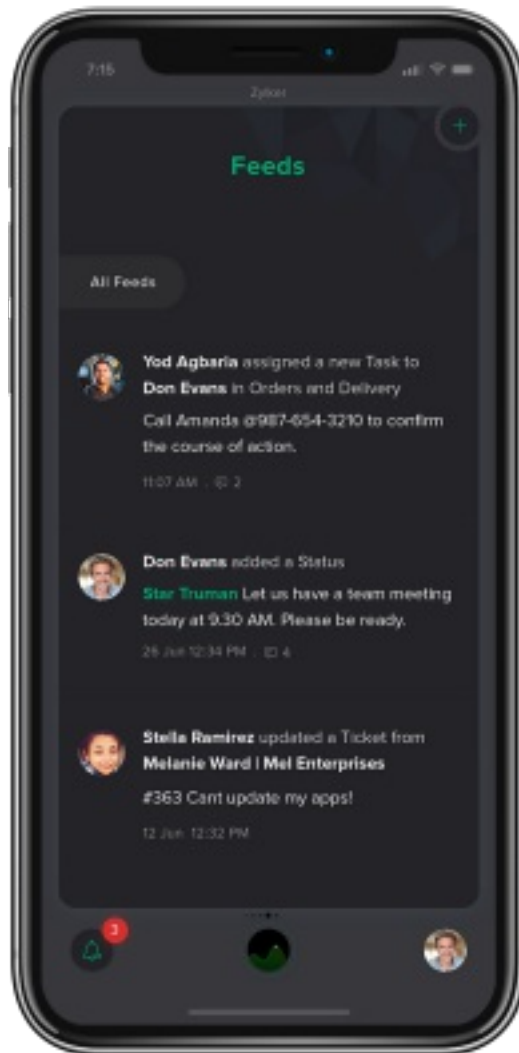
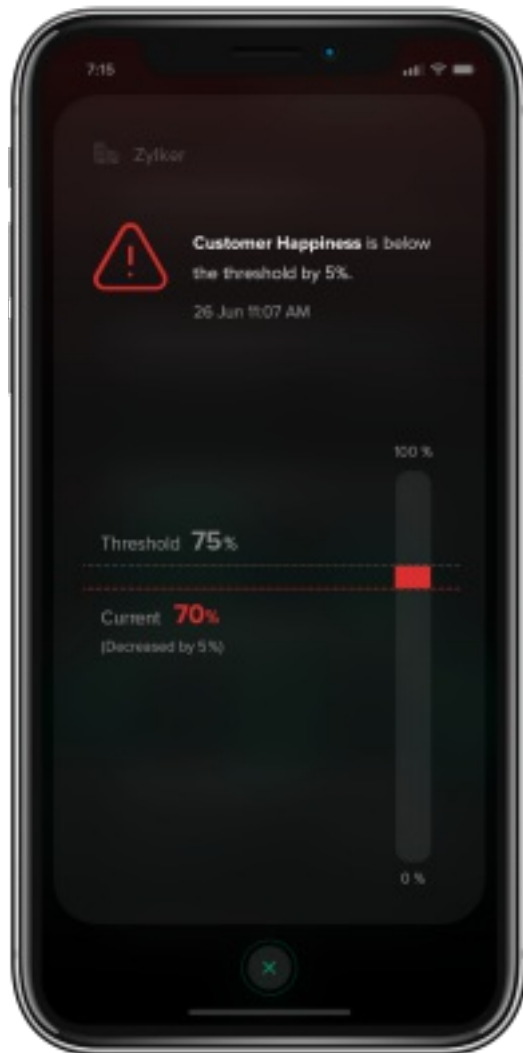
The HQ

Key stats for the manager, all on a single screen



Radar

Mobile app for managers, for stats on the go



Custom Reports and Dashboards

Your metrics, your way.

Customization

Tailor your help desk to suit your business

Ticket Status

**Ticket, Email, Response
Templates**

Rebranding

Domain Mapping

Layouts

Custom Fields

Security

Topnotch security for you and your customers

Roles

Profiles

Data Sharing

Field Level Security

GDPR Compliance

THANK YOU