

Zoho Questions

1-Choose:

1- It includes all the customers' data base such as their accounts, contacts, deals etc

a. Bookings

b. Crm

c. Forms

d.SalesIQ

2- An Employee can create a report on any module they want by selecting a "primary Module" in

a. desk

b. Backstage

C. Commerce

D. CRM

3- A chat system, it allows your site's visitors to communicate with your organization for questions or inquiries

a. mail

b. recruit

c. SalesIQ

d. Bookings

4- A clinic or workspace can manage their appointments and sessions by using which application?

a. Backstage

b. Crm

c. Bookings

D. Commerce

**5- It's a small CRM for small businesses, Startups and
Freelance.**

- a. Forms
- b. Books
- c. Bigin**
- d. Social

**6- You can Build, Design, Customize Forms for your business needs by
using: **a. Forms****

- b. Crm
- c. SalesIQ
- d. Bigin

**7- A unified platform where you can build and run affiliate and loyalty
programs**

- a.CRM
- b.Thrive**
- c.Bookings
- d.webinar

8- CRM, Bigin and CRM Plus are all part of which module?

- a.Marketing
- b.Sales**
- c.Finance
- d.HR

9- Receiving calls from your customers all over the world, from both mobile and landline numbers, Receiving calls directly or configure IVRs to direct your customers to the right team, you can do all the through which application?

a.CRM

b.Forms

c.Voice

d.SalesIQ

10- Adopt digital signatures to save time and boost productivity by using :

a. Sign

b. CRM

c. Forms

d. Voice

11- You can connect your business's Social media and manage posts by using:

a. CRM

b. Social

c. Bookings

d. Books

12- Track and analyze your website performance and visitor behavior by using:

a. Commerce

b. Social

c. PageSense

d. Books

13- You Can get All the apps on each module by subscribing to :

a. Zoho Market Place

b. Zoho one

c. Zoho CRM

d. Zoho Books

14- You can add a new bank by clicking on “Add bank or credit card” on which Application?

a. CRM

b. Backstage

c. PageSense

d. Books

15- a Customer..... allows your customers to keep track of all the transactions between them and your business.

a. invoice

b. sales Order

c. Portal

d. Purchase Order

16- You can create a new sales order by clicking “sales orders” then “new” on which application?

a. Bookings

b. Commerce

c. Books

d. CRM

17- Now you can Build and design a website for your business in a few minutes only by using :

a. Sites

b. Bookings

c. Backstage

d. CRM

18- Zoho is a secure online software that helps you conduct your largescale virtual conferences and meetings seamlessly.

a. commerce

b. Webinar

c. desk

d. voice

19- It streamlines the entire event planning process, from building an event website and managing ticketing to handling event day operations, including check-in, badging, session management, and event analytics.

a. Bookings

b. CRM

c. Backstage

d. sites

20-You can find Zoho Social, Surveys, Campaigns and webinar on which module? a. Sales

b. Marketing

c. Finance

d. Human Resources

True & False:

- 1- CRM is an application that includes all the customers' Database, accounts, contacts, deals and contracts. ✓
- 2- Omnichannel is a feature in Zoho CRM. ✓
- 3- SalesIQ is a small CRM for small businesses, startups and freelance. ✗
- 4- Voice is a chat system that allows website's visitors to communicate with your organization through chat or calls. ✗ SalesIQ
- 5- You can Build, design and customize different Forms for your business through Zoho Desk. ✗
- 6- Backstage is an appointments system that you can use to manage appointments in a clinic or workspace. ✗
- 7- Zoho Thrive is an affiliate management platform that is used to manage loyalty points. ✓
- 8- Zoho Social is an application for digital signature or digital stamps. ✗ Sign
- 9- Zoho Voice Manages calls using advanced call center features like Call Barging, Power Dialer, and Queue Performance Metrics. ✓
- 10- Receiving calls from your customers all over the world, from both mobile and landline numbers, Receiving calls directly or configure IVRs to direct your customers to the right team is all available on Zoho Site. ✗ Voice
- 11- Zoho CRM and Bigin are part of the Marketing Module. ✗ Sales
- 12- You can Create ,send and track targeted email campaigns that drive sales through Zoho Social. ✗
- 13- It's easy to manage all your social media platforms, Schedule unlimited posts, monitor what matters, and create custom-reports to analyze your social media performance with Zoho Social. ✓

14- You can build a website for your business by “drag and drop” or use customizable and free templates that are designed for every industry through zoho sites. ✓

15- An organization can send Forms to get customers’ opinions on a product or service through Zoho Calendar. ✗ Survey

16- Zoho Webinar is the best platform for online conferences. ✓

17- Track and analyze your website performance and visitor behavior, Make data-driven changes focusing on conversion, optimization, personalization and engagement through Zoho Books. ✗

18. Understanding visitor behavior through Heat maps is a feature in Zoho PageSene. ✓

19- Alexandria Library can manage a hiring day event , make tickets and assign speakers through zoho Bookings. ✗ Backstage- events

20- Zoho Backstage is an End-to-end event planning. ✓

Book = finance

Booking = reservation= ticket