Zoho Questions **Prep by: Nada Galo**

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

21- Provide attended remote support and remotely access computers anywhere in the world with ease by using:

a. Books

b. CRM

c. Voice

d. Assist

22- An AR remote assistance software that helps anyone who needs assistance.

a. Lens

b. Voice

c. Bookings

d. Recruit

23- Zoho…… helps you keep track of actionable customer service metrics, understand customer needs and complaints better, and consistently deliver value.

a. Books

b. Desk

c. Thrive

d. site

24- Employees can check tickets, give solutions and close the tickets on:

a. sites

b. webinar

c. Desk

d. CRM

25- You can add a solution for a customer's Problem by clicking….on Zoho desk.

a. Resolution

b. Approval

c. Attachment

d. Close Ticket

26- Zoho Desk, Assist and Lens are part of which module?

a. Service

b. Sales

c. Finance

d. Marketing

27- An organization can take control of its customer subscriptions , overseeing easy trials, upgrades, cancellations, and reactivations, all while actively managing customer acquisition and ensuring smooth transactions through……
a. CRM

b. Billings

c. Books

d. Backstage

28- Check stock level, manage inter-warehouse transfer, and generate reports for specific warehouses within seconds by zoho……..

a. Webinar

b. Billings

c. Inventory

d. Bookings

29- Zoho………is online accounting software that manages your finances, automates business workflows, and helps you work collectively across departments.

a. CRM

b. Campaings

c. Bookings

d. Books

30- Zoho Books, Invoice, Inventory and Expense are part of which module?

a. Email & Collaborations

b. Sales

c. Finance

d. Marketing

31- Zoho Sheet, Show, Notebook are part of which module?

a. Email & Collaborations

b. Sales

c. Finance

d. Marketing

32-Zoho ……… is a cloud-based HR software crafted to nurture employees, quickly adapt to changes, and make HR management effective. a. Books

b. People

c. CRM

d. Thrive

33- Zoho …….is world-class recruitment software that will help you find, evaluate, and communicate with candidates for any role. a. Social

b. People

c. Recruit

d. Commerce

34- Zoho People, Recruit and Workerly are part of which module?

a. Sales

b. Finance

c. Marketing

d. Human Resource

35- The easiest agile project management software for dynamic teams is….

a. Projects

b. Social

c. Sprints

d. SalesIQ

36- You can break down your project activities, allocate resources, and schedule your work items by using:

a. Projects

b. Books

c. Voice

d. Desk

37- Zoho ……… is a low-code application development platform that helps you design, develop and run any business software you need.

a. SalesIQ

b. Recruit

c. Creator

d. Assit

38- A simple drag-and-drop builder that makes it easy to build workflows spanning multiple apps is:

a. Flow

b. People

c. Desk

d. Invoice

39- ………….. is a full-stack development platform that simplifies the complex. Build, test, host, deploy, and optimize solutions, also supports many FrameWorks and Languages such as Java and Python, etc:

a. CRM

b. Catalyst

c. Projects   d. Recruit

40- Zoho ……..helps business users connect, prepare and analyze their data, create data visualizations, and discover hidden insights, all within minutes.

a. Desk

b. People

c. Bookings

d. Analytics

Answers

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
B	D	C	C	C	A	B	B	C	A	B	C	B	D	C	C	A	B	C	B

21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
D	A	B	C	A	A	B	C	D	C	A	B	C	D	C	A	C	A	B	D

True & False:

1- CRM is an application that includes all the customers' Databse, 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.

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.

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.

11- Zoho CRM and Bigin are part of the Marketing Module.

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.

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.

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

21- Zoho Social, Campaigns, Sites and commerce are all part of the Marketing Module.

22- Zoho Desk helps you be more accessible to your customers, provide them with quick and accurate resolutions

23- Provide attended remote support and remotely access computers anywhere in the world with ease by Zoho billing.

24- Zoho lens is an augmented reality-based remote assistance software you can take a look at problems in equipment-ranging from plant machinery to servers at any moment, right from your desk.

25- Zoho Desk, Assist, Lens are all part of the Sales Module.

26- Zoho Invoice is a powerful stock management and warehouse control software.

27- Manage all the aspects of your expense reporting and business travel through Zoho Expense .

28- Zoho Books is an Online accounting software, built for your business. T

29- You can check sales orders, Payments, Purchase orders, Bills and shipments through Zoho Bookings.

30- Take control of customer accounts, subscriptions, overseeing easy trials, upgrades, cancellations, and reactivations through Zoho billings.

31- Zoho Books, Invoice, inventory and Billings are all part of the Sales Module.

32- Zoho Sheet, Show and Notebook are all part of the Email & Collaboration Module.

33- Zoho Books is a cloud-based HR software crafted to nurture employees, quickly adapt to changes, and make HR management agile and effective.

34- Zoho People's time and attendance system lets you focus on employee productivity while accurately tracking work hours and providing error-free reporting.

35- Zoho Recruit offers a powerful ATS and CRM in a single recruitment platform.

36- Zoho projects is a world-class recruitment software that helps you find, evaluate, and communicate with candidates for any role.

37- Workerly is an application for temporary staffing.

38- Zoho people, recruit and workerly are all part of the Finance Module.

39- Zoho Vault is a password management system.

40- Zoho Bookings helps business users connect, prepare and analyze their data, create data visualizations, and discover hidden insights .

41- Analytics and embedded BI are part of the HR Module.

42- Zoho Projects is the best application for the " water fall" method in project Management.

43- Zoho Projects is the best application for the " Agile " method in project Management.

44- **The easiest Agile project management software for dynamic teams is Sprints.**

45- **You can use Gantt charts to build your project plan and track your task schedule through Zoho Projects.**

46- **Zoho Projects and sprints are part of the Sales Module.**

47- **Zoho Creator is a low-code application development platform that helps you design, develop and run any business software you need.**

48- **You can create your own application through Zoho CRM.**

49- **you can use Zoho Flow to build custom integrations to automate all your workflows.**

50- **Bookings is a full-stack development platform that simplifies the complex. Build, test, host, deploy, and optimize solutions.**

51- **Zoho Catalyst supports many Languages and FrameWorks.**

52- **You can get all the applications and modules only if you subscribe to Zoho one .**

53- **You can get extensions to connect your favorite business tools with the Zoho products you already use from The Market Place.**

1- T	2- T	3- F (Bigin)	4-F (SalesIQ)	5- F (Forms)	6- F (Bookings)	7- T
8- F (Sign)	9- T	10- F (Voice)	11- F (Sales)	12- F (Campaigns)	13- T	14- T
15- F (Survey)	16- T	17- F (Pagesense)	18-T	19-F (Backstage)	20- T	21- T
22- T	23- F (Assist)	24- T	25-F (Service)	26- F (Inventory)	27- T	28-T
29-F (Books)	30- T	31- F (Finance)	32- T	33- F (People)	34- T	35- T
36- F (Recruit)	37- T	38- F (HR)	39- T	40- F (Analytics)	41- F (BI And Analytic)	42- T
43- F (Sprints)	44- T	45- T	46- F (Project Managemnt)	47- T	48- F (Creator)	49- T
50- F (Catalyst)	51- T	52- T	53- T			

Extraaa questions:

Choose:

1. **Which Zoho One app is primarily used for managing customer relationships?**
   a) Zoho Creator
   b) Zoho CRM
   c) Zoho Books
   d) Zoho Recruit

2. **Which Zoho app is used for creating and sending email campaigns?**
   a) Zoho Campaigns
   b) Zoho Desk
   c) Zoho Creator
   d) Zoho Projects

3. **Zoho Social is best used for:**
   a) Social media management
   b) CRM integration
   c) HR operations
   d) Inventory management

4. **Zoho Desk is designed primarily for:**
   a) Accounting
   b) Support ticketing
   c) Lead generation
   d) Recruiting

5. **What enables agents to track customer issues in Zoho Desk?**
   a) Potentials
   b) Tickets
   c) Leads
   d) Forms

6. **What is the Knowledge Base in Zoho Desk used for?**
   a) Payroll processing
   b) Financial forecasting
   c) Self-service support
   d) CRM integration

7. **Which app is used for complete accounting in Zoho One?**

a) Zoho Recruit

b) Zoho Books

c) Zoho Campaigns

d) Zoho Desk

8. **What is a key feature of Zoho Subscriptions?**

a) Payroll tracking

b) Recurring billing

c) HR compliance

d) IT ticketing

9. **Zoho Books helps in:**

a) Candidate tracking

b) Asset management

c) Bank reconciliation

d) Social publishing

10. **Zoho People is used for:**

a) Lead tracking

b) HR management

c) Customer support

d) Marketing automation

11. **In Zoho People, "Check-in" refers to:**

a) Logging sales

b) Attendance tracking

c) Lead nurturing

d) Social scheduling

12. **Zoho Creator is primarily used for:**

a) Creating email campaigns

b) Building custom apps

c) Managing social media

d) Recruiting staff

13. **Zoho Projects is focused on:**

a) Expense management

b) Project management

c) CRM automation

d) HR compliance

14. **What tool enables remote IT support in Zoho One?**

a) Zoho Mail
b) Zoho Assist
c) Zoho Survey
d) Zoho Creator

15.Zoho Creator apps are written in which language?
a) Python
b) JavaScript
c) Deluge
d) PHP

16.Zoho Vault is designed for:
a) Document sharing
b) Password management
c) Invoice automation
d) Time tracking

T&F

1. Zoho CRM allows integration with email clients. True

2. Zoho Campaigns is used for HR management. false

3. Zoho Desk includes a ticketing system for support requests. True

4. Zoho Books supports bank reconciliation. True

5. Zoho Expense is used to track CRM leads. False

6. Zoho People includes a module for performance appraisals. True

7. Zoho Recruit can integrate with LinkedIn. True

8. Zoho Projects is not suitable for Gantt chart creation. False

9. Deluge is the scripting language used in Zoho Creator. True

10.Zoho Assist is a social media scheduling tool. False

11. Zoho CRM workflows can be automated. True

12. Zoho Marketing Automation does not track visitor behavior. False

13. Zoho Books includes features for creating recurring invoices. True

14. Zoho Vault helps in managing leads and deals. False

15. Zoho People can track employee check-ins and check-outs. True

16. Zoho Desk does not support multi-channel communication. False

17. Zoho Campaigns allows A/B testing of email content. True

18. Zoho Subscriptions is designed for single, one-time payments only. False

19. Zoho Creator allows custom workflow automation. True

20. Zoho Recruit does not support job posting. False

21. Zoho CRM has a feature for territory management. True

22. Zoho Books can't be accessed from mobile devices. False

23. Zoho Expense automates report submissions and approvals. True

24. Zoho Social allows scheduling posts for multiple platforms. True

25. Zoho Vault stores customer feedback. False

26. Zoho Desk agents can use AI-based ticket suggestions. True

27. Zoho Payroll is part of Zoho People. False

28. Zoho Projects offers task dependencies and milestones. True

29. Zoho Assist cannot be used on mobile devices. False