→ Demonstrate the SAAS application
(Demonstrate CRM application
using suitable platform).

Q what is SAAS?
→SaaS stands for software as a service

→ It is a cloud computing model where software applications are provided to users over the internet users access through a web browser, eliminating the need for installation and maintainance on their local machines.

Benefits
→ Cost of savings.
→ Scalability
→ Accessability
→ Easy updates.

Examples of SAAS:
→ cloudinary.
→ Figma.
→ Adobe, DocuSign

Q what is CRM?
Customer relationship management (CRM) is a strategic approach that business use to manage interactions and relationships with current

potential customers. It involves utilizing technology to organize, automate and synchronize sales, marketing, customer service and technical support. The primary focus of CRM is to enhance customer satisfaction and loyalty by understanding their needs and preferences better.

(Q) → How business use CRM to manage customer relationships and sales?

→ Streamlining customer data management

→ Targeted marketing and sales campaigns.

→ Data-driven decision-making for sales strategy.

Overview of key CRM features.

→ Contacts.

→ Deals

→ Pipelines

→ Automation

(Q) → Multi-tenancy in SAAS

It means a single CRM application instance serves multiple

data isolated.

Benefits.
i) Lower cost.
ii) Easy scalability
iii) automatic updates for all tenants.
iv) Faster deployment without seperate installations.

Zoho CRM

- Home
- Reports

Modules

- Leads
- Contacts
- Accounts
- Deals
- Tasks
- Meetings
- Calls
- Campaigns
- Documents
- Visits
- Projects

Q Search records

Welcome Pratheeth S Angari

Pratheeth S Angari's Home ▾

My Open Tasks

No Tasks found.

My Meetings

No Meetings found.

Today's Leads

My Deals Closing This Month

Feedback on New UI

Help

Home

Home

Reports

Modules

Search

Leads

Contacts

Accounts

Deals

Tasks

Meetings

Calls

Campaigns

Documents

Visits

Projects

Q Search records

Welcome Pratheeth S Angari

Pratheeth S Angari's Home ▼   ...

My Open Tasks ↻   ⋮

Subject	Due Date	Status	Priority	
Register for upcoming CRM Webinars	03/02/2026	Not Started	Low	E
Refer CRM Videos	05/02/2026	In Progress	Normal	D
Competitor Comparison Document	01/02/2026	Not Started	Highest	D
Get Apporval from Manager	02/02/2026	Not Started	Low	D
Get Approval	04/02/2026	In Progress	Normal	n

1 - 10 ‹ ›

My Meetings

Title	From	To	Related To	C
Demo	03/02/2026 03:42 PM	03/02/2026 04:42 PM	Printing Dimensions	
Webinar	03/02/2026 05:42 PM	03/02/2026 06:42 PM	Commercial Press (Sample)	
TradeShow	03/02/2026 05:30 AM	04/02/2026 05:29 AM	Chemel	
Webinar	03/02/2026 04:42 PM	03/02/2026 07:42 PM	Chanay (Sample)	
Seminar	03/02/2026 03:42 PM	03/02/2026 05:42 PM	Carissa Kidman (Sample)	

1 - 9 ‹ ›

Today's Leads

Lead Name	Company	Email	Phone

My Deals Closing This Month

Deal Name	Amount	Stage	Closing Date

Feedback on New UI   Help

25°C
Sunny

Q Search

ENG
IN   35%   11:44
03-02-2026

Reports

Updated less than a minute ago   Edit ⌄

Filter • Filter By **Date** Clear   Show Details

TEMPLATE NAME	SENT	BOUNCED	TRACKED	BOUNCED AMONG TRACKED	OPENED	CLICKED	REPLIED	RECEIVED	SENT	BOUNCED	TRACKED
					No Data Found						

Home

Reports

Modules

Q Search

Leads
Contacts
Accounts
Deals
Tasks
Meetings
Calls
Campaigns
Documents
Visits
Projects

Overview   Timeline   ⏱ Last Update : 11:50 AM

Task Information

Task Owner	Pratheeth S Angari
Subject	Research Methodology Assignment
Due Date	04/02/2026 ✏
Contact Name	Sage Wieser (Sample)
Related To	Truhlar And Truhlar (Sample) - Accounts
Status	Not Started
Priority	High
Created By	Pratheeth S Angari Tue, 3 Feb 2026 11:50 AM
Modified By	Pratheeth S Angari Tue, 3 Feb 2026 11:50 AM
Reminder	--

Sage Wieser (Sample) ▾

Info   Conversations

Sage Wieser (Sample)   Contact
Send Email

Truhlar And Truhlar (Sample)

✉ sage-wieser@noemail.invalid

☎ 555-555-5555 📞

📞 555-555-5555 📞

More Info

Deal Summary   + New

$ Truhlar And Truhlar Attys .
Rs. 45,000.00
Needs Analysis . 04/02/2026

Open Activities   + New

Tasks 2

📝 Feedback on New UI   📢 🗓 ⏰ 🕙 ⓘ ? Help 🗑

Modules

Search

- Leads
- Contacts
- Accounts
- Deals
- Tasks
- **Meetings**
- Calls
- Campaigns
- Documents
- Visits
- Projects

Filter | ↑↓ Sort | ☰ ⫿⫿

Create Meeting ▾ | •••

Filter Meetings by

Search

▾ **System Defined Fil...**
- ☐ Touched Records
- ☐ Untouched Records
- ☐ Record Action
- ☐ Related Records Action

▾ **Filter By Fields**
- ☐ All day
- ☐ Check-In Address
- ☐ Check-In By
- ☐ Check-In City
- ☐ Check-In Country
- ☐ Check-In State
- ☐ Check-In Sub-Locality

☐	Title All ▾	From	To	Related To	Contact Name ⇄
☐	Demo	03/02/2026 03:42 PM	03/02/2026 04:42 PM	🗔 Printing Dimensions	Donette Foller (Sampl
☐	Webinar	03/02/2026 05:42 PM	03/02/2026 06:42 PM	🏢 Commercial Press (Sample)	Leota Dilliard (Sample
☐	TradeShow	03/02/2026 12:00 AM	03/02/2026 11:59 PM	🗔 Chemel	James Venere (Sample
☐	Webinar	03/02/2026 04:42 PM	03/02/2026 07:42 PM	🏢 Chanay (Sample)	Josephine Darakjy (Sa
☐	Seminar	03/02/2026 03:42 PM	03/02/2026 05:42 PM	◉ Carissa Kidman (Sample)	
☐	Attend Customer conference	03/02/2026 12:00 AM	03/02/2026 11:59 PM	🗔 Feltz Printing Service	Capla Paprocki (Samp
☐	CRM Webinar	03/02/2026 02:42 PM	03/02/2026 04:42 PM	🗔 Morlong Associates	Mitsue Tollner (Sampl
✏ 🗩 ☐	CRM Webinar	03/02/2026 01:42 PM	03/02/2026 02:42 PM	◉ Felix Hirpara (Sample)	
☐	CRM Webinar	03/02/2026 01:42 PM	03/02/2026 02:42 PM	🗔 Benton	John Butt (Sample)
☐	Meeting	03/02/2026 02:00 PM	03/02/2026 03:00 PM		

Total Records **10**

< **1 to 10** >