

— Zoho CRM

Sell smarter. Close faster.

One place for your leads, deals, customers and sales process
— with built-in AI that tells your team what to do next.

Implemented and supported by ElitBuzz in Dubai.

INSIDE THIS BROCHURE

 AI & Zia

 Sales pipeline

 Lead management

 Automation

 Customization

 Analytics

Everything your sales team needs, in one CRM

From the first enquiry to the signed deal – captured, tracked and automated.

01 Artificial Intelligence Zia, Zoho's AI, works alongside your team

AI agents for sales

Ask the CRM in plain language and let it carry out the steps for you.

Generative AI

Suggested next actions, drafted follow-ups and email sentiment analysis.

Predictions & alerts

Predicts deal outcomes and flags unusual activity early.

02 Sales Force Automation Run a predictable pipeline

● Pipeline management

Track every deal by stage, with separate pipelines per product or team.

● Territory management

Assign accounts by region, industry or any rule you define.

● Workflows

Trigger tasks, emails, field updates and alerts automatically.

● Forecasting

Set targets and see where the quarter is heading – by rep, team or territory.

● CPQ

Configure products, apply pricing rules and send accurate quotes fast.

03 Lead Management Never lose an enquiry again

● Lead capture

Pull in leads from web forms, email, social media, chat and events.

● Lead nurturing

Score leads and keep them warm with timed, personal follow-ups.

● Lead enrichment

Fill in company and contact details automatically.

● Omnichannel

Email, phone, social and live chat – all from one screen.

04 Process Automation Your best process, followed every time

- Cadences**
 Follow-up sequences that adapt when a prospect replies — or goes quiet.
- Conditional layouts**
 Show the right fields at the right stage of the deal.
- Journey orchestration**
 Automate the whole customer journey across every touchpoint.
- Blueprint**
 Map your sales process step by step so no stage is skipped.
- Kiosk Studio**
 Guided screens that walk users through a task, one step at a time.

05 Customization Shaped around your business

- CRM for Everyone**
 Bring marketing, support and operations into the same CRM.
- Client Script**
 Add custom behaviour with code when standard settings aren't enough.
- Portals**
 Give customers, vendors or partners secure access to their own data.
- Canvas**
 Redesign record screens visually — no code needed.
- Modules, fields & layouts**
 Build the records and forms your business actually uses.

06 Business Intelligence Decisions backed by live numbers

- Reports & dashboards**
 Real-time dashboards and reports anyone on the team can build.
- Advanced analytics**
 Drill into trends, compare periods and spot what needs attention.



Connected to the rest of your business

Works with Zoho Books, Zoho Desk, Zoho Campaigns, Zoho Analytics and the email and calendar tools you already use.

Your Zoho CRM partner in the UAE

Software alone doesn't change how a team sells. We set Zoho CRM up around your process, move your data across, and stay with you after go-live.



Zoho Premium Partner

Certified to implement across the full Zoho suite.



Local team in Dubai

On the ground for clients across the UAE and GCC.



End-to-end delivery

Scoping, setup, migration, integrations, training and support.



Beyond CRM

Zoho One, Zoho Books and UAE eInvoicing readiness.

HOW WE IMPLEMENT

1

Discover

Workshops to map how you sell today.

2

Design

A clear SOW and solution blueprint.

3

Build

Modules, automation and integrations.

4

Migrate & train

Your data moved, your users trained.

5

Go live & support

Hands-on support after launch.

Let's map your sales process.

Book a Zoho CRM discovery session with our team.

CONTACT

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