



Zoho Cliq

Your solution to all questions on workplace communication and productivity

About Cliq

- Business messaging software
- Organization, Team level communications
- Reminders & Calendar Events
- Audio / Video calls / Screen Sharing
- Desktop & Mobile Apps
- Connect with other applications with our extensible platform powered by deluge

Direct Messaging Space

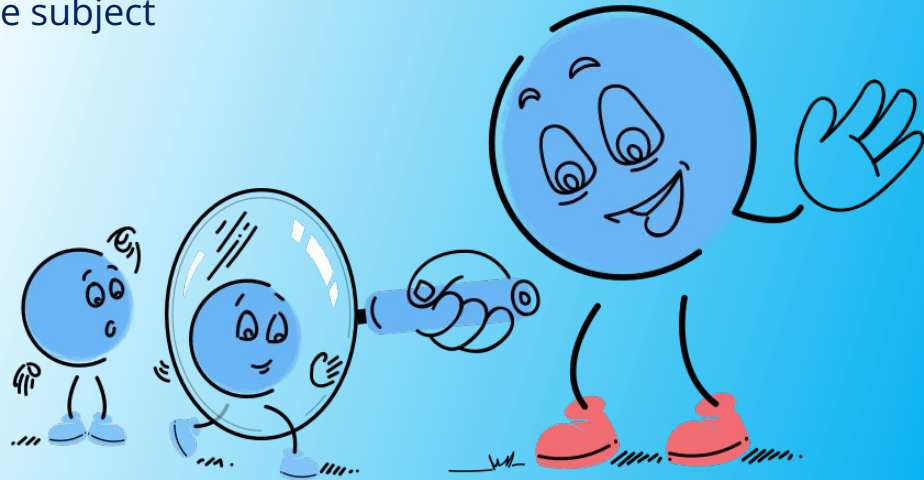
- Unique broadsheet view with multi chat layout
- Share files, annotate images, contact, location, events
- Star messages based on categories
- @mention users, bots and channels
- Instant peek at any shared URL - thanks to URL Unfurling!
- Apply markdowns to convert plain boring messages to rich text
- Fork Chat - Extend your conversation with a new set of user, while preserving the context

Group Conversations : Adhoc Chats

- Direct messaging space with multiple people
- Generally created in an instant to arrive at quicker decisions
- Short term collaboration within or across teams
- Private Group Participants Limit - 500
- Quote & Reply to a message

Channels - An organized platform for topics of discussion

- Tune In / Tune Out mode of participation
- Assign roles and enable permissions based on roles
- Open access or Invite Only access based on the subject
- Current Channel Participant Limit - 2000
- Integration with external applications
- Serves as a Knowledge Base



Channel Levels



Organization



Team



Personal



External

Channel Listing in Cliq

Channels [+ Create/Join](#)

- @Marketing ...
 - #Campaign-monitor
- @Team Zylcal ...
 - #marketing
 - #development
- @Team Zylker ...
 - #random
 - #Zendesk
 - #updates
 - #user-education
 - #development
 - #issues
- Organization ...
 - #desk
 - #bitbucketnotifier
 - #Zylker Support
 - #mailchimp
 - #desk
 - #feedback
 - #General
 - #ZylkerHackathon - ...
- Personal ...
 - #Trip
 - #Partner Summit 20...
- External ...
 - #furniture-vendor

Channels ✕

Channels are discussion rooms where members of your organization can put their heads together to discuss on any topic. Look for channels that interest you and in case you don't find any, create a new one. 😎

[Create Channel](#)

🔍 Search channels

- #CliqTrix - Participants** Active 1 month ago
This Channel is for CliqTrix contest updates. Videos & help docs will be shared here.
477 [Join](#)
- #Development@Software** Active 2 months ago
3 [Join](#)
- #zylker desk** Active 2 months ago
2 [Join](#)
- #crm-leads** Active 2 months ago
Leads qualified in Zoho CRM are automatically posted here.
4 [Join](#)
- #Zylker cliq support** Active 2 months ago
To post issues regarding cliq

Cliq Global Search – Messages

- Narrow down your search results using the following search tags
 - from:@user
 - to:@user
 - hasfile:filename
 - haslink:linkdetail
 - in:#channel or chat
 - after: a date
 - before: a date
 - on: a date

Cliq Global Search - Users

- Directly search for users in your Organization
 - Name
 - Department
 - Email ID
 - Employee ID
 - Phone Number
- User search works with Zoho People

Search powered with search tags

For example: To search for a file sent by a user use, **from:@user** followed by **hasfile:filename*.filetype**

Search: from:@Lewis -Marketing Strategist hasfile:*.png

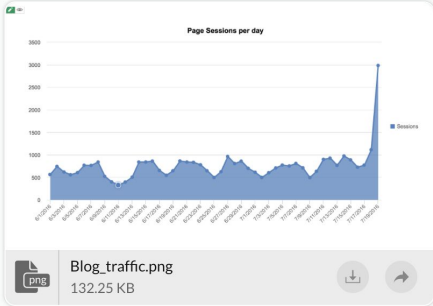
Messages

#email-campaigns@Team Zylker Jul 27th 2016, 11:34 PM
Lewis -Marketing Strategist: Blog_traffic.png

Wednesday, July 27th 2016

You
@Abigail - Marketing Lead Can we have a look at the traffic generated from your blog post?

Lewis -Marketing Strategist



Blog_traffic.png
132.25 KB

Abigail - Marketing Lead
★ The Blog has been retweeted 225 times! 🎉

You
These are awesome numbers! Way to go! 🎉👏👏

Lewis -Marketing Strategist
Congrats @Abigail - Marketing Lead 🎉 Awesome stuff! 👏

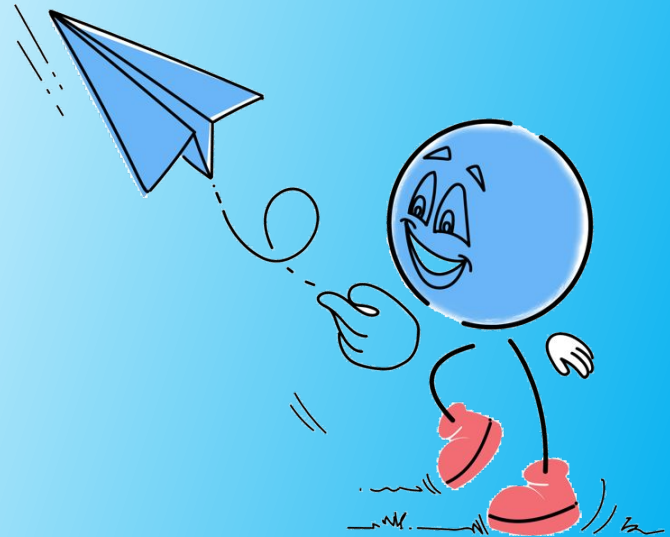
Sunday, December 24th 2017

You have added Chloe - IT Admin, Olivia - Marketing Research Analyst,

Continue

Audio, Video Calls & Screen sharing

- WebRTC based
- Audio and Video device Preferences
- No installation required
- Screen sharing with browser extension





Direct Messages



- Patricia James
- Paula Rojas
- Emma - Developer
- Alejandro Mendoza
- Leads

show all

Contacts



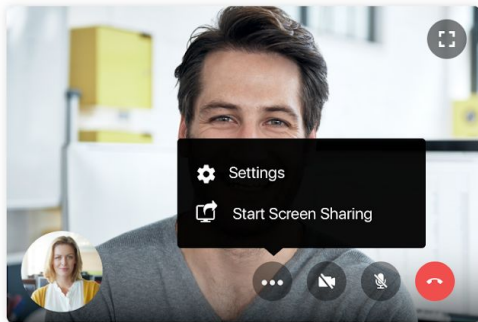
- Amelia
- Martha - Product Lead
- Mustafa - Technical A...
- Chloe - IT Admin
- Timothy - CEO
- Tai Chang
- Raghav Rao
- Peter (VP of Sales)
- Quinn Rivers
- Ryan - Support Agent

show all

Patricia James
Online
Phone
Alert
Close

Friday, September 22nd

Patricia James
 Hello Scott, I am still thinking about using a sorted array to have the list of events in our calendar applications view.
 Any recommendations?
 Build I ahel:



Actions

Attachment icon | Text input field | Smiley icon

Bold _Italics_ ~Strike~ !Blockquote ...

Alejandro Mendoza
Offline
Phone
Alert
Close

Friday, September 22nd

You
 Hi

Sunday, September 24th

You
 Hi Alejandro 😊
 Let's schedule a meeting tomorrow to discuss the upcoming product launch with @Abigail - Marketing Lead and @Jacob ?
 Hi Scott
 Yes! How does 3 pm tomorrow sound? I'll inform @Abigail - Marketing Lead and @Jacob about it. 🙄 👍
 Thanks man! See you then 🙄

Alejandro Mendoza is offline. Your messages will be delivered when Alejandro Mendoza comes online.
 Actions

Attachment icon | Text input field | Smiley icon

#User Education@Team Zylker
6 participants
People
Refresh
Alert
Close

Awesome!
 I'll write a function for our feedback form, to get notified in Cliq directly when a new feedback is submitted. Will keep us all posted!

- Emma - Developer**
 That's a great idea Lewis! 👍
- Lewis - Marketing Strategist**
 It's done guys! Let's keep them feedbacks coming 🙄

You
Hi! We've got a new feedback.
youremail@yourdomain.com says
 Great write up. Would love to have some more examples, with sample use cases.

Attachment icon | Text input field | Smiley icon

Actions

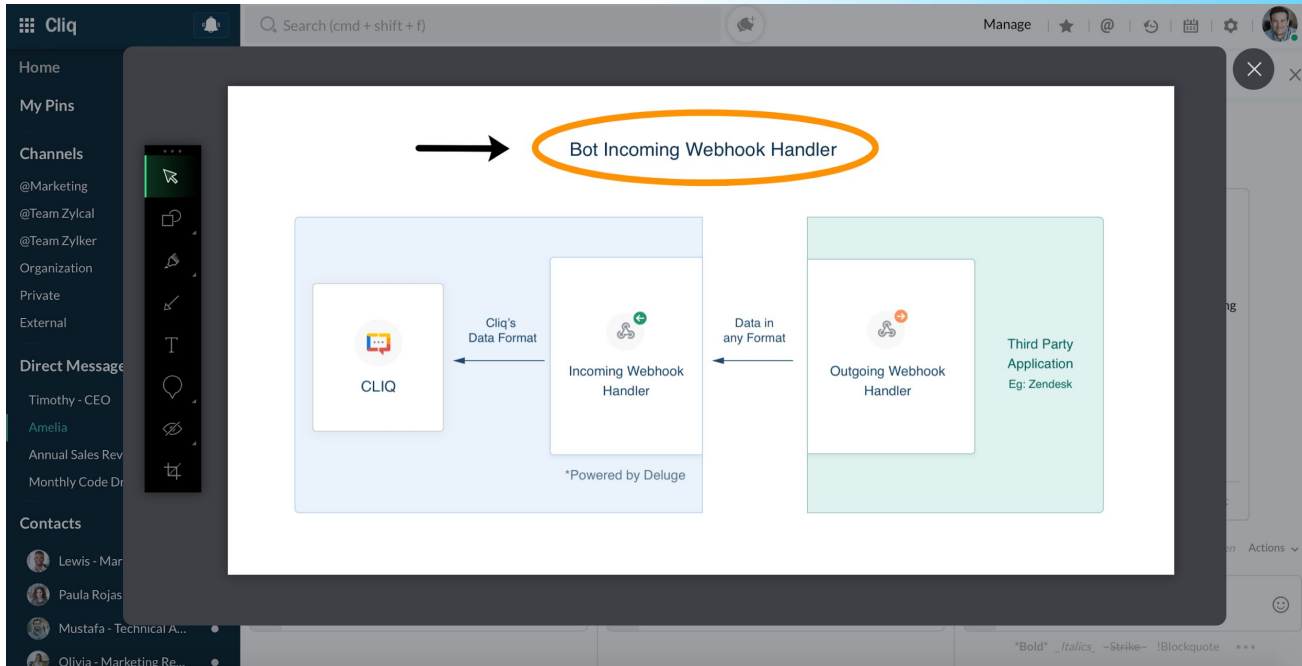
PrimeTime - Video broadcast for Teams

- Conduct standup meetings or present to an audience
- Request to speak to participate in the call
- Option to chat with all the participants
- Available for Group Conversations and Channels
- Instant and scheduled PrimeTime



Image Annotator

- Annotate the image attachments before sharing the file
- Edit the file shared in Cliq and forward



Event Management

- Schedule and manage events
- Events stay in sync with Zoho Calendar
- Google, Outlook, CalDAV sync
- Let Zia, our AI Driven Event Manager handle your events
 - She creates a group chat with all the event participants
 - Posts timely reminders before the event starts
 - Provides an option to conduct your meeting through PrimeTime



Reminders

- Add a reminder for any message in a chat, with auto detect time
- Create, view and manage your reminders with the reminder widget in Cliq's top nav bar
- Set reminders for yourself, a colleague, a chat or a channel
- Another shortcut for creating a reminder - /reminder command
- View reminders using /reminders





Zoho Cliq is **extensible** and **Integrated**

Zoho Integrations



CRM



Expense



Desk



People



Calendar



Flow



Invoice



Books



Subscriptions

Third-party Integrations



Zoho Marketplace

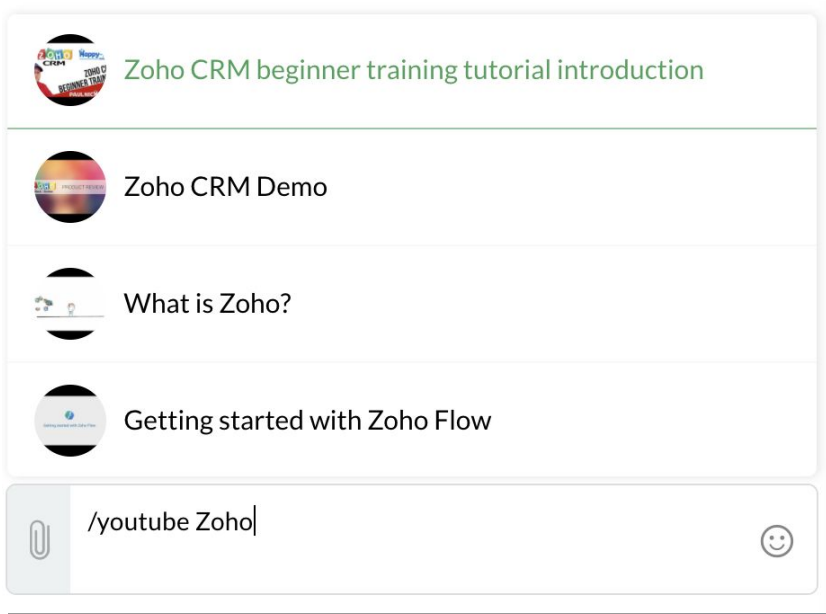
- Platform to find extensions & Integrations that work with Zoho applications
- Currently has over 200 apps, out of which 30 are exclusive to Cliq
- Caters applications to our 30 million customer base

Extensible Cliq Platform





- Powered by deluge
- Connect with third party applications seamlessly
- Build Integrations components such as
 - ✎ Slash Commands
 - ✎ Bots
 - ✎ Message Actions
 - ✎ Storage
 - ✎ Schedulers



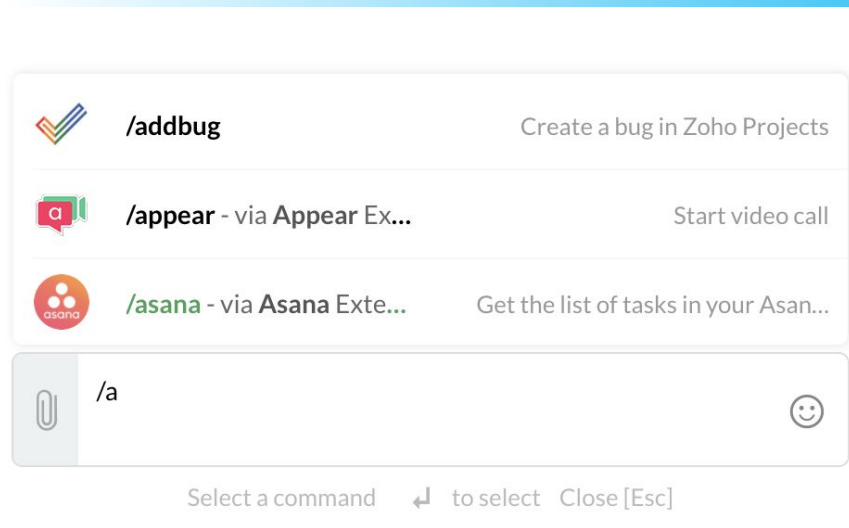
Slash Commands






A screenshot of a chat interface showing search results for slash commands. The search bar contains the text "/youtube Zoho". Below the search bar, there are four search results, each with a circular profile picture icon and a text description:

-  Zoho CRM beginner training tutorial introduction
-  Zoho CRM Demo
-  What is Zoho?
-  Getting started with Zoho Flow

At the bottom of the search results, there is a paperclip icon on the left and a smiley face icon on the right.



A screenshot of a chat interface showing a list of slash commands. The search bar contains the text "/a". Below the search bar, there are three search results, each with a circular profile picture icon and a text description:

-  **/addbug** Create a bug in Zoho Projects
-  **/appear** - via Appear Ex... Start video call
-  **/asana** - via Asana Exte... Get the list of tasks in your Asan...

At the bottom of the search results, there is a paperclip icon on the left and a smiley face icon on the right. Below the search results, there is a text prompt: "Select a command" followed by a left arrow icon, "to select", and "Close [Esc]".

Bots to notify updates instantly

- Rec



 Deskbot ⓘ

Status Updated in Zoho Desk

Ryan West has updated the status of Ticket #21731447 from Open to Closed .

 CRM Deal Notifier ⓘ

Deal Won!

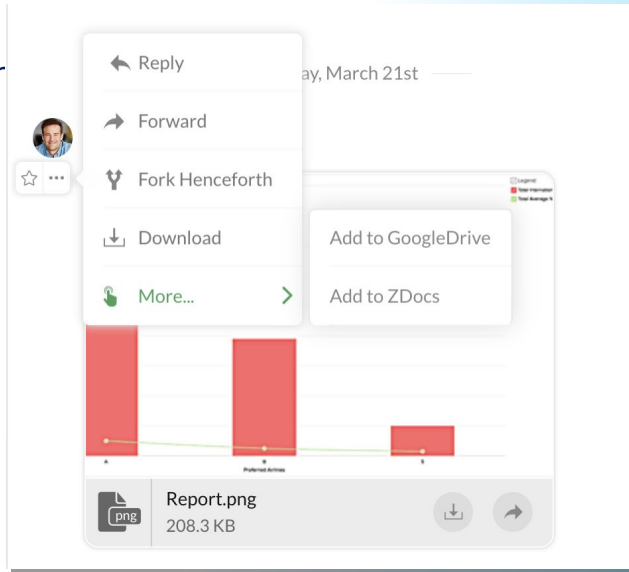
 Congrats, Li Jung just closed a deal for 13 CRM users for an of amount 238.0  [Details Here](#)

Deal details

Users	Customer	Edition	Company
13	Olivia Palmer	Standard	ZylCal Technologies

Custom Message Actions


- Perform custom action




text, attachment, URL

Message Cards and Buttons

- Share

 PollBot



Where do we go for the team trip?




Bahamas or Thailand

This is a Non-Anonymous Poll Created by manasa.sm@zohocorp.com.

[view results](#)

Issue List:

Hey Scott ! 😊 These are the issues found under your name.

Issue Title	Issue ID	Severity	View Details
Channel rest apis	14	Major	 Info
Channel image not updated!	11	Major	 Info
/message Rest API not working	1	Critical	 Info

Schedulers

- Configure schedulers to perform timed action

Hey Everybody!
Just a reminder about your status update for the week!
Please make sure to update it before you leave for the day.
Happy Weekend! 😊



Todoist ⓘ

Hey there, your list of tasks is here!

Task Name	Mark as complete	View Task
<input checked="" type="checkbox"/> One line content for announcement channel	Complete	View Task
<input checked="" type="checkbox"/> Platform guide changes - add button object code snippet in object definition page	Complete	View Task
<input checked="" type="checkbox"/> Platform guide changes - Explain suggestions param in Bot message handler	Complete	View Task
<input checked="" type="checkbox"/> Platform guide changes - change button code snippet in functions	Complete	View Task

Cliq Storage

- Use Cliq storage to store, sync and work with data seamlessly

The screenshot displays the Cliq Storage interface. On the left, a sidebar lists various integrations: Commands, Message Actions, Functions, Schedulers, Databases, Bots, and Extensions. The 'Databases' section is highlighted, showing a list of databases under 'My Databases' and 'All Databases'. The 'zylkerrequestmanagement' database is selected, and its configuration is shown in a modal window.

Integrations

- Commands
- Message Actions
- Functions
- Schedulers
- Databases**
- Bots
- Extensions

My Databases

- Usage Statistics** Created by You
To get the usage statistics of ZylCal
- Weekly Sales Report** Created by You
To keep track of weekly sales reports.
- Zyker Request Management** Created by You
To store internal queries and requests raised through the raise request command

All Databases

- pollbotdb** via Poll bot Extension
Pollbot reports.
- pollstatdb** via Poll bot Extension
Get pollstatus reports.

zylkerrequestmanagement

To store internal queries and requests raised through the raise request command

Samplet script to add record

```
values_map=Map();
values_map.put("status", "ABC");
values_map.put("userid", "123");
values_map.put("completed", "TRUE");
values_map.put("requestedby", "ABC");
values_map.put("requestedby", "ABC");
values_map.put("assignedto", "ABC");
response_map=zoho.cliq.createRecord("zylkerrequestmanagement", values_map);
```

Sample script to fetch the list of records

```
query_map=Map();
criteria_string="status=ABC";
query_map.put("criteria", criteria_string);
response_map=zoho.cliq.getRecords("zylkerrequestmanagement", query_map);
record_id=0;
if(response_map.get("status").equalsIgnoreCase("SUCCESS")&& response_map.get("list").size()>0){
    record_id=response_map.get("list").get(0).get("id");
}
```

Sample script to get record

```
// To get record with the record id
record_id="123456789";
response_map=zoho.cliq.getRecordById("zylkerrequestmanagement", record_id);
```

Sample script to update record

[Edit Configuration](#)

Manage Connections

Message Builder

- Design cards with different components and themes
- Get your card's JSON instantly - hands free coding!

The screenshot shows the Message Builder interface. On the left is a dark sidebar with 'Message Builder' and 'Configurator' buttons. The main area is divided into two panels: 'Configurator' and 'Preview'.

Configurator Panel:

- Choose your theme:** A dropdown menu set to 'Poll'.
- Basic Information:**
 - Message sender:** 'Poll Bot' (selected in a dropdown).
 - Message sender's image:** <https://pollbot.cloudgroup.xyz/img/pollbot>
 - Message:** 'Where are we going for the team trip?'
 - Buttons:** Three buttons labeled 'Italy', 'Greece', and 'Bahamas'. A '+ Add button' link is below them.
- Card Details:**
 - Title:** 'POLL' (in a dropdown).
 - Icon url:** <https://img.zohostatic.com/chat/default>
 - Thumbnail url:** <https://pollbot.cloudgroup.xyz/img/pollbot>
- Components:** A note: 'Note: The components you add here will be seen when you tap on the card.' Below it is an 'Add Components' link.

Preview Panel: Shows a visual representation of the poll card. It features a 'Poll Bot' header with a profile icon, a 'POLL' title, the question 'Where are we going for the team trip?', and three buttons for 'Italy', 'Greece', and 'Bahamas'. A 'View Results' link is at the bottom right.

This screenshot shows the Message Builder interface with the JSON output visible. The 'Configurator' panel is partially visible on the left, and the 'Preview' panel is on the right. The central panel displays the JSON code for the poll card.

Configurator Panel: Shows 'Get message JSON' selected in the sidebar.

JSON Output:

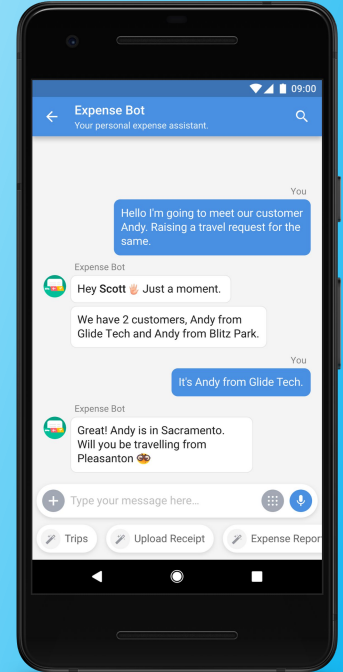
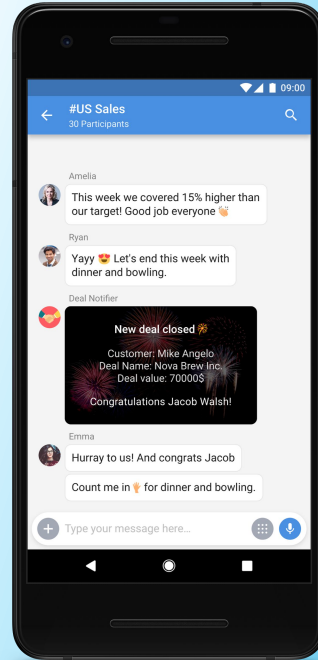
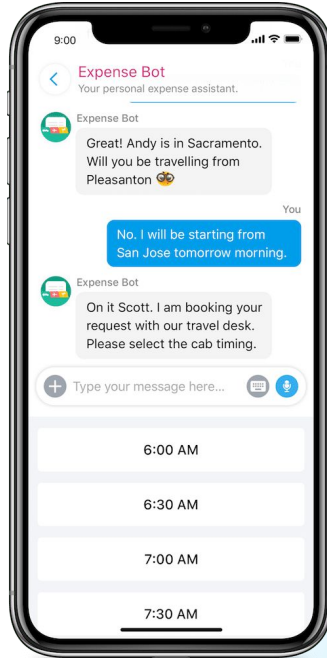
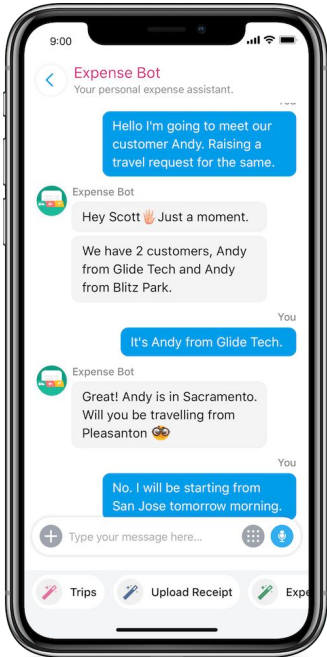
```

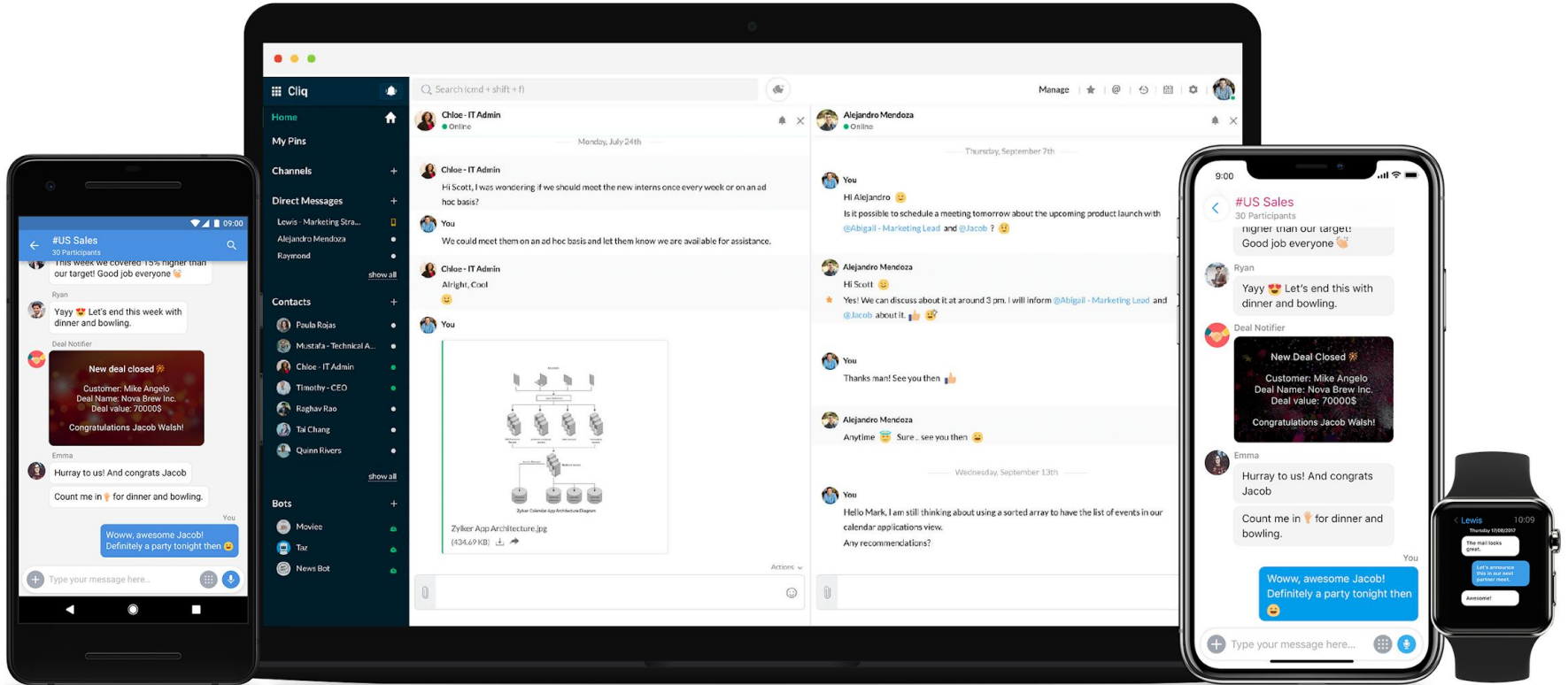
{
  text: "Where are we going for the team trip?",
  - bot: {
    name: "Poll Bot",
    image: https://pollbot.cloudgroup.xyz/img/pollbot.png
  },
  - card: {
    title: "POLL",
    thumbnail: https://pollbot.cloudgroup.xyz/img/pollbot.png,
    theme: "poll"
  },
  - buttons: [
    - {
      label: "Italy",
      - action: {
        type: "open.url",
        - data: {
          web: https://img.zohostatic.com/chat/default/officchat/inaqes/
        }
      },
      type: "+"
    },
    - {
      label: "Greece",
      - action: {
        type: "open.url",
        - data: {
          web: https://img.zohostatic.com/chat/default/officchat/inaqes/
        }
      },
      type: "+"
    },
    - {
      label: "Bahamas",
      - action: {
        type: "open.url",
        - data: {

```

Preview Panel: Shows the visual representation of the poll card, identical to the first screenshot.

Mobile Ready





Search (cmd + shift + f)

Manage | ☆ | @ | 📅 | ⚙️ | 👤

Chloe - IT Admin Online

Monday, July 24th

Chloe - IT Admin
Hi Scott, I was wondering if we should meet the new interns once every week or on an ad hoc basis?

You
We could meet them on an ad hoc basis and let them know we are available for assistance.

Chloe - IT Admin
Alright, Cool 😊

You

Zyler App Architecture Diagram

Zyler Calendar App Architecture Diagram (434.69 KB) 📎

Actions ▾

Alejandro Mendoza Online

Thursday, September 21st

You
Hi Alejandro 😊

Alejandro Mendoza
Is it possible to schedule a meeting tomorrow about the upcoming product launch with @Abigail - Marketing Lead and @Jacob ? 🙏

Alejandro Mendoza
Hi Scott 😊

You
Yes! We can discuss about it at around 3 pm. I will inform @Abigail - Marketing Lead and @Jacob about it. 🙏

You
Thanks man! See you then 🙏

Alejandro Mendoza
Anytime 😊 Sure... see you then 😊

Wednesday, September 13th

You
Hello Mark, I am still thinking about using a sorted array to have the list of events in our calendar applications view. Any recommendations?

#US Sales
30 Participants

This week we covered 15% higher than our target! Good job everyone 🙏

Ryan
Yayy 🙏 Let's end this week with dinner and bowling.

Deal Notifier

New Deal Closed 🎉
Customer: Mike Angelo
Deal Name: Nova Brew Inc.
Deal value: 70000\$
Congratulations Jacob Walsh!

Emma
Hurray to us! And congrats Jacob

Count me in 🙏 for dinner and bowling.

You
Woww, awesome Jacob! Definitely a party tonight then 🙏

Type your message here...

9:00

#US Sales
30 Participants

Higher than our target! Good job everyone 🙏

Ryan
Yayy 🙏 Let's end this with dinner and bowling.

Deal Notifier

New Deal Closed 🎉
Customer: Mike Angelo
Deal Name: Nova Brew Inc.
Deal value: 70000\$
Congratulations Jacob Walsh!

Emma
Hurray to us! And congrats Jacob

Count me in 🙏 for dinner and bowling.

You
Woww, awesome Jacob! Definitely a party tonight then 🙏

Type your message here...

Lewis 10:09

Thursday 19/09/2017

The mail looks great.

Let's announce this to our team and our next assessment!

Compliance

- ISO 27001:2013 certified
- SOC 2 Type II compliant
- GDPR compliant





Thank You