

[By OnlineInterviewQuestions.com](http://OnlineInterviewQuestions.com)

Zoho CRM Interview Questions

Are you overflowing with confidence or not at the time of appearing for an interview? Interview either for your first job or for the job you are trying to switch will always make you feel tense. In case you're not prepared with answers to the correct questions then it will be hard to confront the interview questions. Here are ten frequently asked [Zoho CRM Interview questions](#) with their answers that will help you in the crack the Interview

Best Zoho CRM Interview questions

Q1. What do you think about Zoho Reports?

Zoho Reports is an on-request reporting and business intelligence solution. It encourages you to get new bits of knowledge on your business data through its powerful and adaptable online business intelligence engine. You get best reports in minutes, with no IT help.

Q2. Who Is Behind Zoho?

It is the division of ZOHO Corporation which is a US-based organization that has been making and selling cutting-edge software arrangements since 1996. Zoho has a vast number of clients around the world, is secretly held and beneficial.

Q3. What Is The Difference Between Zoho Reports and Spreadsheets?

The spreadsheet, particularly Microsoft Excel, is the most broadly used business intelligence and detailing tool over any enterprise (big or small). It acts both as the data integration/collection tool and also a good reporting and investigation tool. It has been the accepted tool for both business reporting.

Zoho Reports then again is an unrivaled BI and Reporting tool when contrasted with Spreadsheets.

Nonetheless, in the new time of on-demand business software and a requirement for communitarian and associated continuously business setup, there are zones in which spreadsheets are restricting as your business knowledge device.

Q4. List couple of other Zoho Products that are Integrated With Zoho Reports?

Presently, Zoho Reports is incorporated with Zoho BugTracker, Zoho Creator, Zoho Recruit, CRM, Zoho CRM and Zoho Projects.

Q5. What do you know about The “Account Administrator”?

An Account Administrator is a person who buys into the Zoho Reports account. The Admin has the specialist to play out every conceivable task accessible. This incorporates:

- Share Reports and Data to Users
- Add and erase Reporting Databases
- Create, adjust and erase Reports and Dashboards
- Add, update and also delete data
- Upgrade or downsize Zoho Reports account
- Add and erase Users and Database Owners

Q6. Reveal to us something about Zoho?

Zoho is a suite of online applications (also known as services) that you agree to accept and access from the Website. The applications are free for people and some have a membership charge for associations. The vision is to give the clients the most exhaustive solution of applications accessible anywhere; and for those applications to have good features to influence your client experience beneficial.

Q7. Clarify how CRM can be useful in taking care of emails from clients?

CRM can be useful in:

- Sorting messages from clients by work process empowered email handling capacities.
- Automatically route emails to proper clients given work process rules
- Manage various attachments in the emails
- Sending answers to the client automatically
- Associating messages with separate clients and occurrences

Q8. Tell us what are the essential modules in CRM?

The most vital modules in CRM include:

- Marketing
- Inventory
- Sales
- Service Desk

Q9. What Type Of Reports Can Be Created In Zoho Reports?

Zoho Reports bolsters a wide assortment of report creation choices, which incorporates:

- **Charts:** Allows you to make any diagram/chart. The type of the chart incorporate Line, Smooth line, Multi-LineArea, Bar, Stacked bar, Stacked Area, Pie, Combination, Scatter, Funnel, Web and so forth., in both 2D and 3D. Likewise supports Tabular Data perspective of the chart.

- **Pivot Tables:** Allows you to make a valid view with information abridged in a network both in vertical and horizontal sections (otherwise called Matrix Views).
- **Tabular Views:** Allows you to make necessary table perspectives with section grouping and sub-sums (total).
- **Summary View:** Allows you to create a view with abridged qualities and grouping.
- **Dashboards:** Allows you to make dashboards comprising of different reports (alongside designed content and pictures) in a solitary page arrange. Dashboards give you a fast, initially perspective of your crucial business data for simple examination and representation.

Q10. Tell few elements that can impede CRM (Customer Relationship Management/Manager) accomplishment to an association?

The hindrance for CRM accomplishment to an association incorporate

- The absence of a reasonable transitional process
- The fundamental spotlight is on item sale and topographical division of market
- Key execution estimations are not followed
- Weak functional part of the organization
- Lack of reaction to clients input and suggestions
- Introducing other technology without actualizing the essential structure

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