OEC PROJECT

ZOHO IMPLEMENTATION

BY UNICLOUD IT SERVICES

INTRODUCTION

OEC is one of the oldest, largest and most trusted employment agencies in Asia. Founded in 1976, it has built its reputation on providing the highest standards of service in the Hong Kong employment agencies industry.
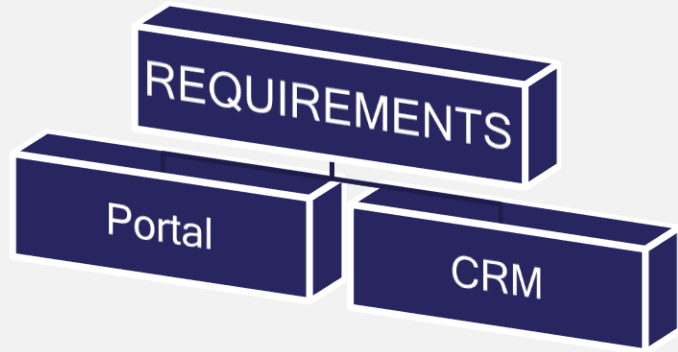
The company is dealing with over 200,000+ customers who are searching for the jobs and act as a link between job seekers and job providers.

The need for the Portal and CRM became apparent when the team find it strenuous to perform daily activities.

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CLIENT'S REQUIREMENTS

Client was in requirement of following things:

- A **Customer Portal** where candidates can apply.
- Backend **Admin Panel**
- Implementation of **CRM** to smoothen the staff activities.

Customer Portal :

The main aspects which the client requires in portal are:

- Where applicants can register and apply for a job.
- They can see the status of their application / their profile details/ cancel the application and can edit profile.
- Required Filter option.
- Forgot password functionality

Backend Admin/ Staff Panel :

For the Admin Dashboard, client want to have a proper classifications for each section which can help the staff to operate better.

- Listings / classifications / Edit / delete Jobs and applications.
- Requires Export to CSV/ XLS option.
- Control over admin access to staff members (by just providing access to some areas according to their role)
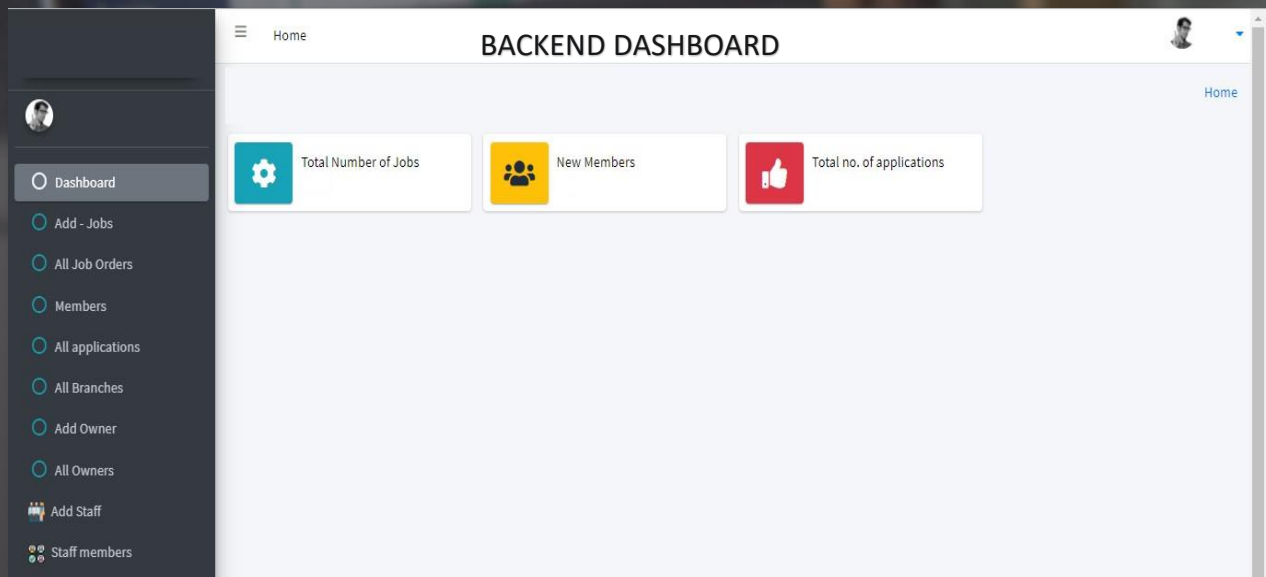
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PORTAL IMPLEMENTATION

PORTAL: The portal is build which include both customer, admin and staff interface. It is made with the use of following :

- CODEIGNITER PHP FRAMEWORK
- BOOTSTRAP
- JQUERY / AJAX
- ZOHO REST API'S
- JAVASCRIPT
- MYSQL DATABASE
- TWILLIO INTEGRATION

Included various tabs in backend as per client's requirements. And all the information from the customer portal will direclty reflect here.

Different dashboard logins are provided to the staff which runs with the limited functions as per their role.
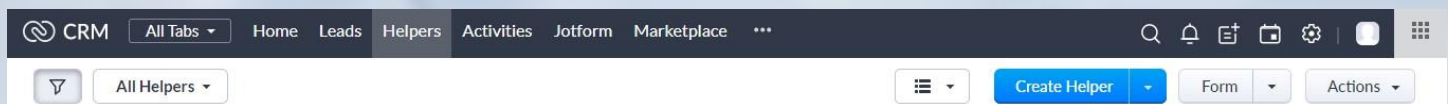
CUSTOMER INTERFACE

ZOHO CRM IMPLEMENTATION

For CRM, client accede to go with ZOHO CRM as it provide client with all the necessary requirements for Point Of Sale.

They demonstrated various customizations and integrations to improve sales pipeline and record maintenance.

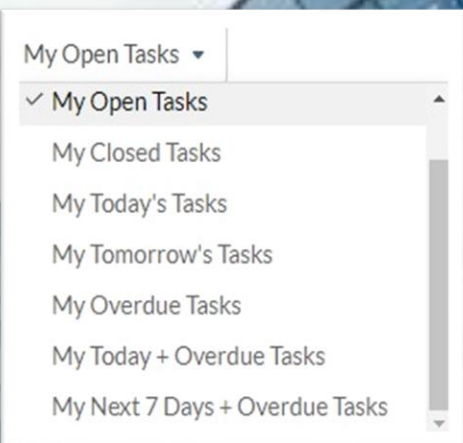UNICLOUD had setup integrations & customizations in ZOHO CRM.

INTEGRATIONS WITH CRM

- Job Portal integration
- Twilio SMS integration
- Twilio WhatsApp API integration
- JotForm integration (ZOHO REST API'S)

Various groups have been created in accordance with the web tabs and tasks for the staff convenience.

Other search modules were also added including Reports, Analytics, Products, Quotes, SalesInbox, Twilio inbound fetches, Twilio messages, Google Ads, Desk, helper's job order, WhatsApp Chat etc.

Tab Groups
SurveyMonkey

WhatsApp Web for Zoho CRM

Zoho Bookings for Zoho CRM

Zoho ShowTime

Twilio SMS Extension for Zoho CRM

VERIFIED WHATSAPP BUSINESS FOR ZOHO CRM by WOZTELL

New Tab Group
Manage Tab Groups

My Open Tasks ▼

✓ My Open Tasks
My Closed Tasks
My Today's Tasks
My Tomorrow's Tasks
My Overdue Tasks
My Today + Overdue Tasks
My Next 7 Days + Overdue Tasks

IN PROCESS – As Unicloud is still in touch with this project and making it more user friendly day by day, and the next step which we are doing is adding OTP system at the time of forgot password

ABOUT UNICLOUD IT SERVICES

Was officially launched in the year 2018 on the 12th of September Unicloud IT Services is a cloud service provider company and ZOHO Advanced Partner. With over total experience of more than 7 years, Unicloud is committed to provide the dedicated services for the ZOHO products to its clients. Unicloud has high rate of client retention and successful deliveries. We have more than 2000+ customers to whom we have provided the services and been providing the support.

Unicloud has completed 697+ Projects along with more than 2000+ satisfied customers and with a project succession rate of 95% to date and continuously working on more projects from different industries.

REACH US

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