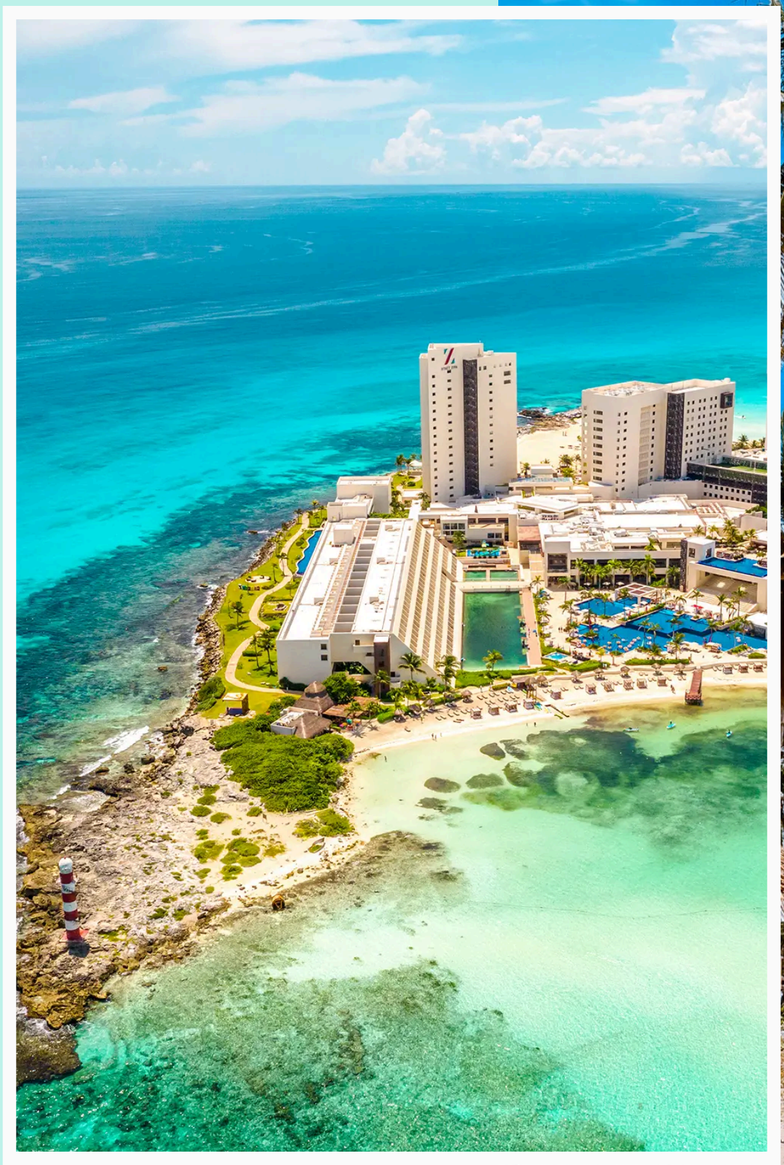
UniCloud
IT Services
ZOHO | Premium PARTNER

Travelingos



Client: Asaf Levi

Country: US

Subscription: ZOHO ONE

Total Users: 2

About Travelingo:

Travelingo specializes in providing luxury travel experiences. They offer comprehensive services to ensure that their clients have an exceptional vacation. This includes assistance with trip planning, personalized recommendations, and support throughout the entire journey, from the initial stages of organizing the trip to the moment the client returns home. Their goal is to create memorable and luxurious travel experiences for their customers, catering to their every need and ensuring their safety and satisfaction throughout the entire process.

Project Overview:

The project involved integrating Zoho SalesIQ, Zoho CRM, Zoho Flow, Zoho Desk, Zoho Booking, and DNA Travel to create an efficient ecosystem. The key components included codeless chat with questions, automatic ticket creation, communication workflows, lead creation and updates, error handling, and automated email responses for reservation confirmations and cancellations.

Project Objective:

The objective of this project was to enhance the customer experience by implementing integrated solutions across multiple Zoho platforms. The primary focus was on improving communication, automating processes, and providing personalized support to customers.

Challenges

Travelingo encountered several challenges as they tried to refine its communication processes and smoothly integrate various systems. One significant hurdle involved setting up smooth communication channels across platforms, such as WhatsApp, SMS, and email, to ensure customers could interact effortlessly. Additionally, integrating different Zoho products and third-party systems posed another challenge, requiring the company to create a unified workflow to enhance operational efficiency.

Error handling and activity logging became important for monitoring and troubleshooting purposes, ensuring the stability and reliability of the system. Thorough testing and validation of integrations to guarantee accurate and timely data transfer, ultimately delivering a better user experience. Lastly, customizing email templates and automating responses for reservation confirmations and cancellations demanded careful setup to match what customers wanted.

Solution:

UniCloud IT Services embarked on a strategic initiative to address integration challenges faced by their client. Harnessing their expertise, the team smoothly integrated various Zoho products and third-party systems using methods like APIs and webhooks, enhancing system functionality. .

Meticulously defining triggers and criteria within Zoho CRM and Kommo ensured accurate lead creation and updates, facilitating real-time access to lead information and streamlining sales processes. Recognizing the importance of effective communication, they configured workflows for automated communication via WhatsApp, SMS, and email, tailored to user preferences, thereby improving customer engagement and satisfaction. Robust error handling mechanisms and logging procedures were implemented to maintain system reliability, enabling proactive monitoring, troubleshooting, and ensuring smooth operation. Thorough testing and validation of integrations guaranteed accurate data transfer and functionality, providing users with an easy and smooth experience and meeting client expectations

Functionality & Features

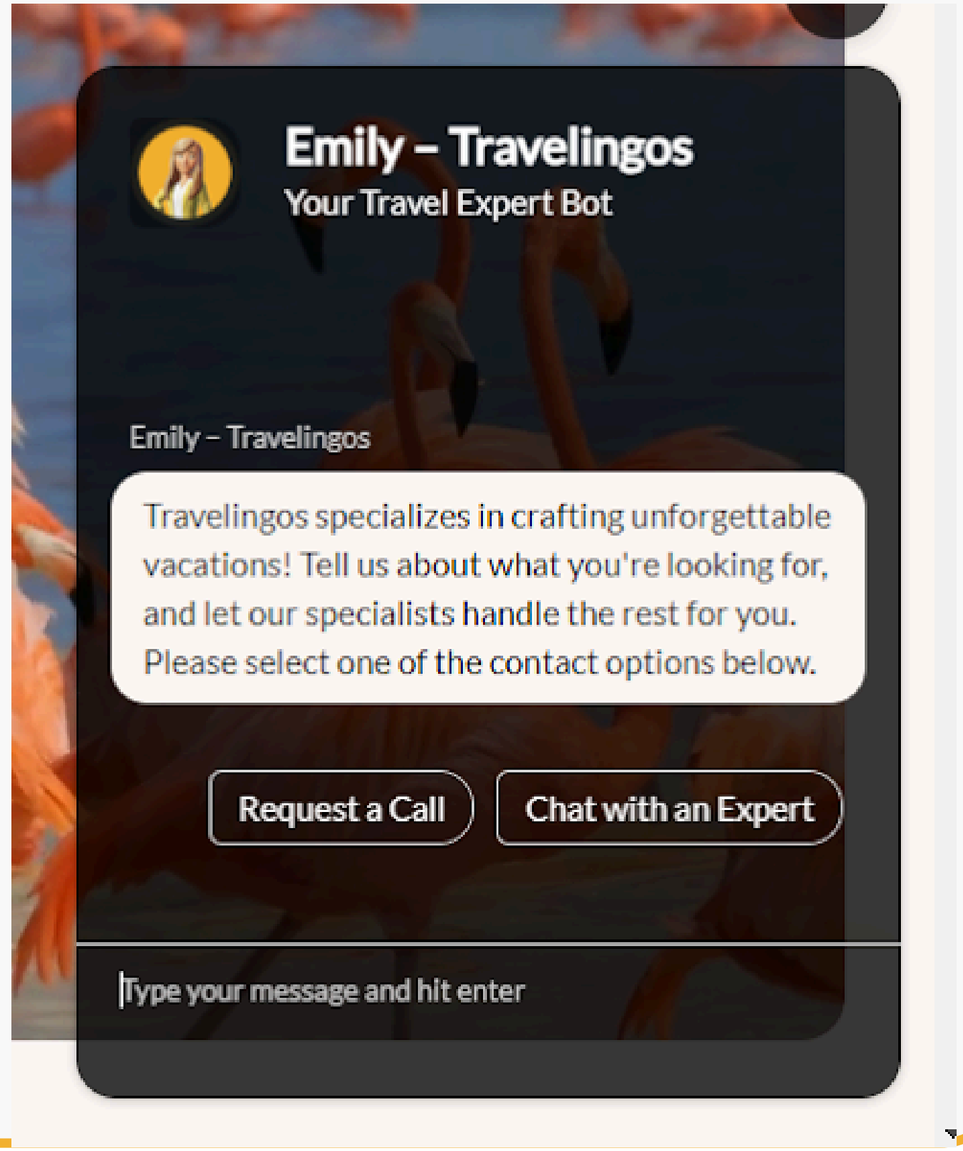
Recognizing the need for enhanced functionality, UniCloud IT Services implemented a range of features to strengthen Travelingo's capabilities.

Users now benefit from interactive chat with questions via Zoho SalesIQ and automated post-chat communication through Zoho Desk. In Zoho CRM, automation rules swiftly generate tickets in Zoho Desk upon lead creation. Integration points between Zoho SalesIQ and Zoho CRM enable ticket creation and communication with Zoho Desk. Zoho Flow facilitates efficient reservation ticket creation and contact/lead management. Kommo and Zoho CRM integration ensures secure data exchange, while Zoho Booking integration automated ticket creation and meeting rescheduling processes. Finally, integration between DNA Travels and Zoho CRM enables enhanced reservation processes and automated email responses, alongside a status update flow for timely communication with customers.

ZOHO SalesIQ:

- **Codeless Chat with Questions:** Integrated a codeless chat feature within ZOHO SalesIQ to engage users with questions.

- **Workflow for Communication:** Established a workflow in ZOHO Desk to automate communication processes post-chat, utilizing preferred channels like WhatsApp, SMS, and Email.



ZOHO FLOW:

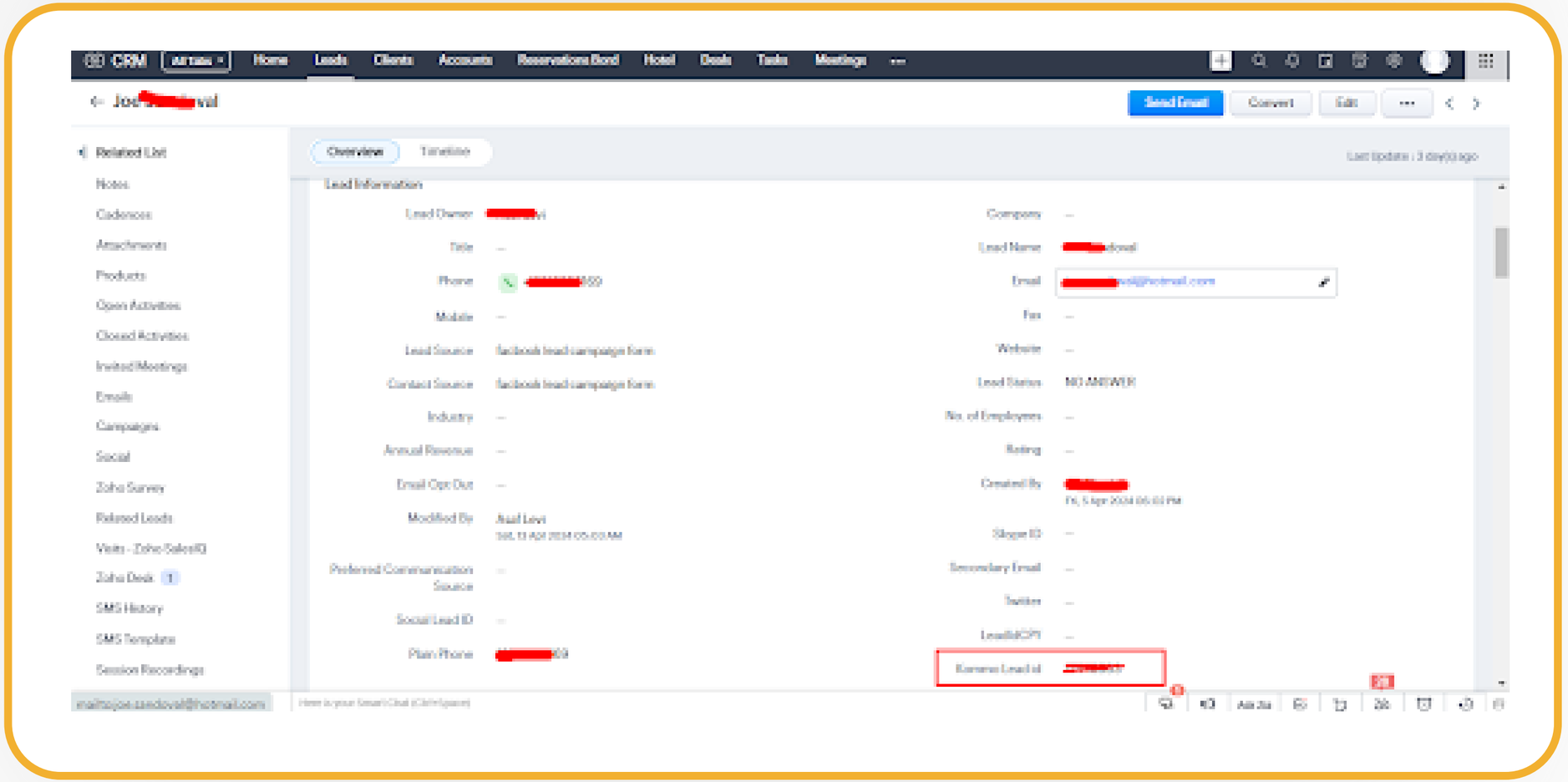
- **Function Definition:** Defined a function to create reservation tickets, enabling efficient handling of customer bookings and inquiries.

- **Contact and Lead Handling:** Utilized ZOHO CRM's contact and lead management capabilities to enhance the reservation process, ensuring accurate data handling and mapping.

Kommo and Zoho CRM Integration:

- **Integration Setup:** Established integration between Kommo and Zoho CRM using diverse methods such as APIs and webhooks, ensuring secure data exchange.

- **Lead Creation and Updates:** Defined triggers and criteria for lead creation and updates, ensuring comprehensive lead management and accurate data synchronization.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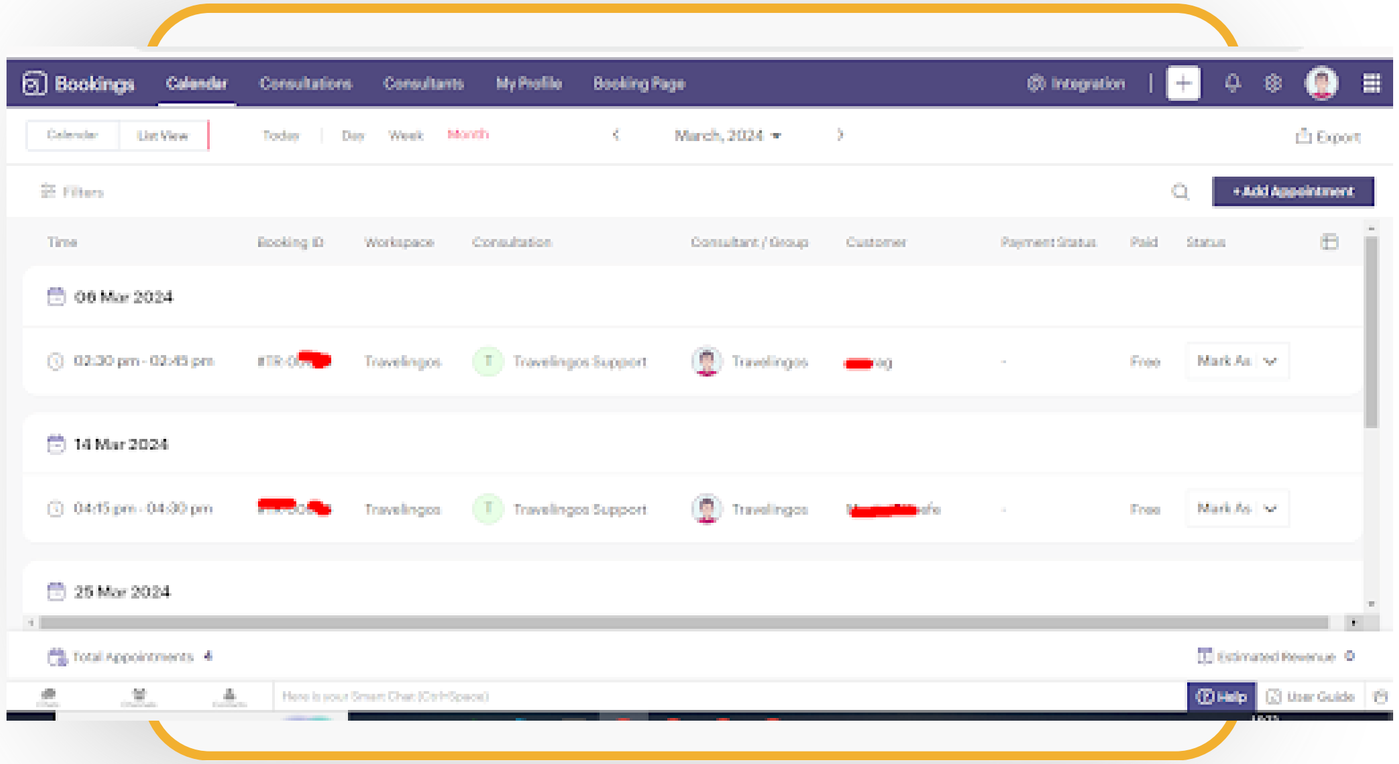
ZOHO Booking Integration:

- **Integration Setup:** Configured integrations and workflows between ZOHO Desk and ZOHO Booking to automate ticket creation and meeting rescheduling processes.

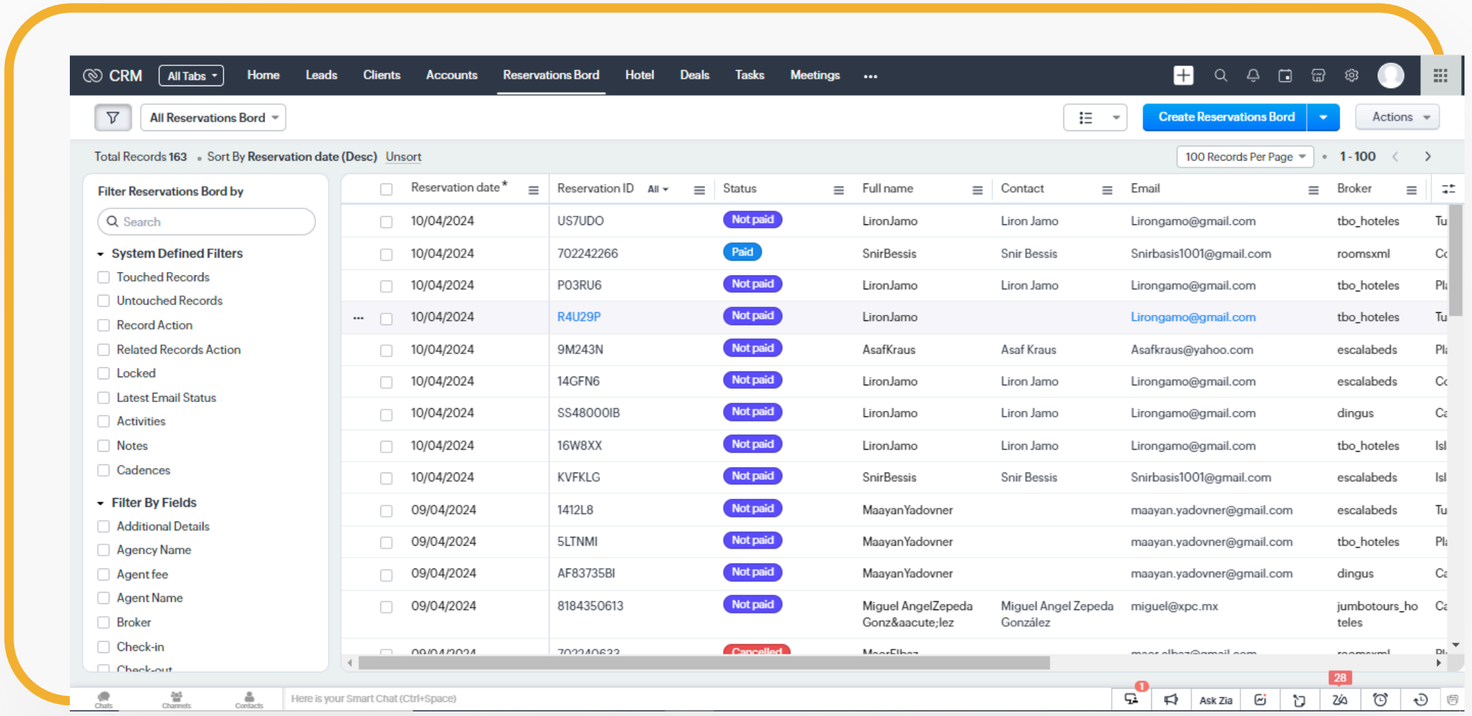
- **Confirmation and Communication:** Implemented mechanisms to confirm ticket creation and communicate relevant details, enhancing user experience and ensuring transparency.

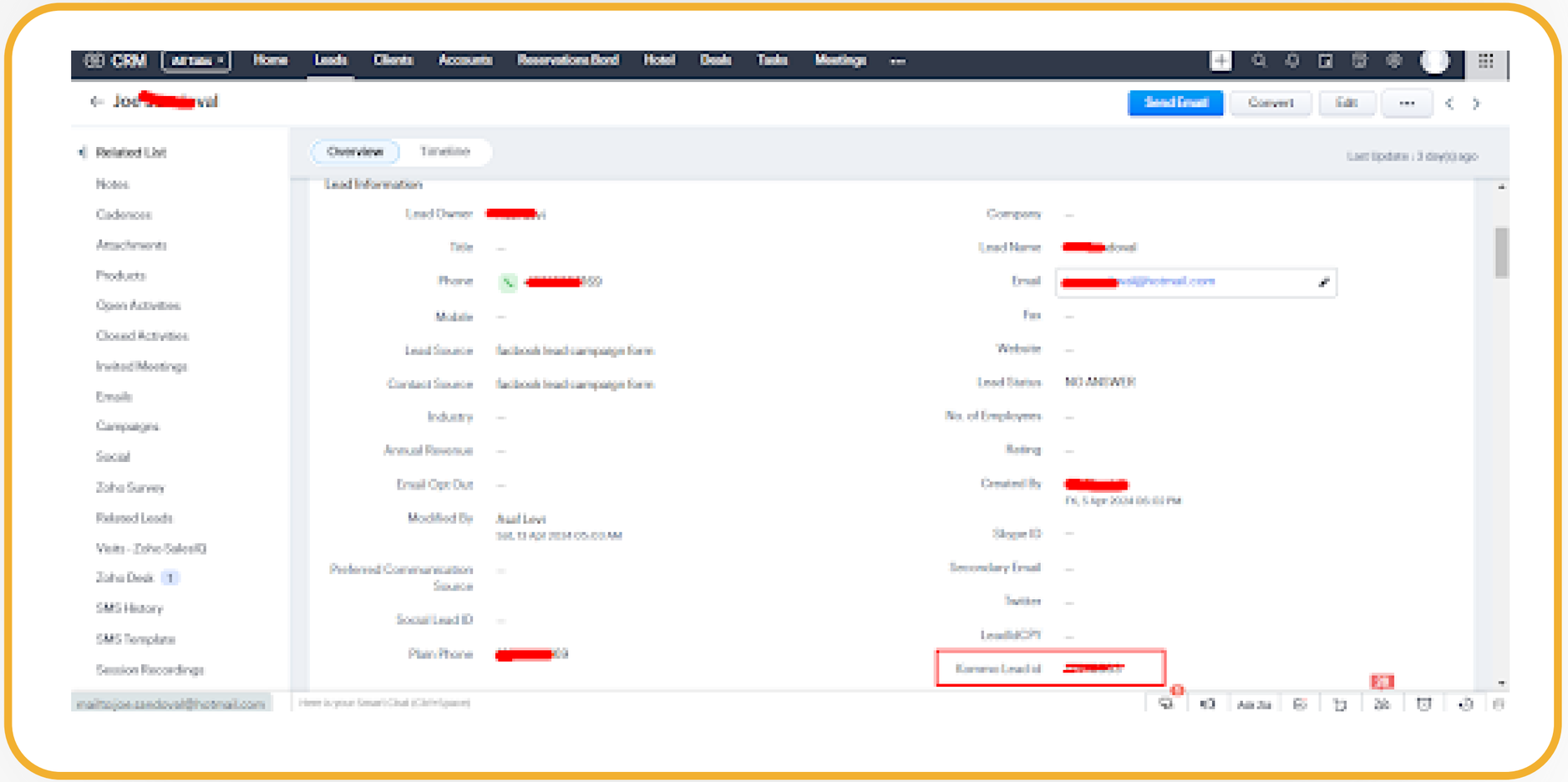


DNA Travel Integration:

- **Integration Setup:** Established integration between DNA Travels and Zoho CRM to enhance reservation processes and enable automated email responses.

- **Status Update Flow:** Developed a flow to detect events and update reservation statuses, ensuring timely updates and effective communication with customers.

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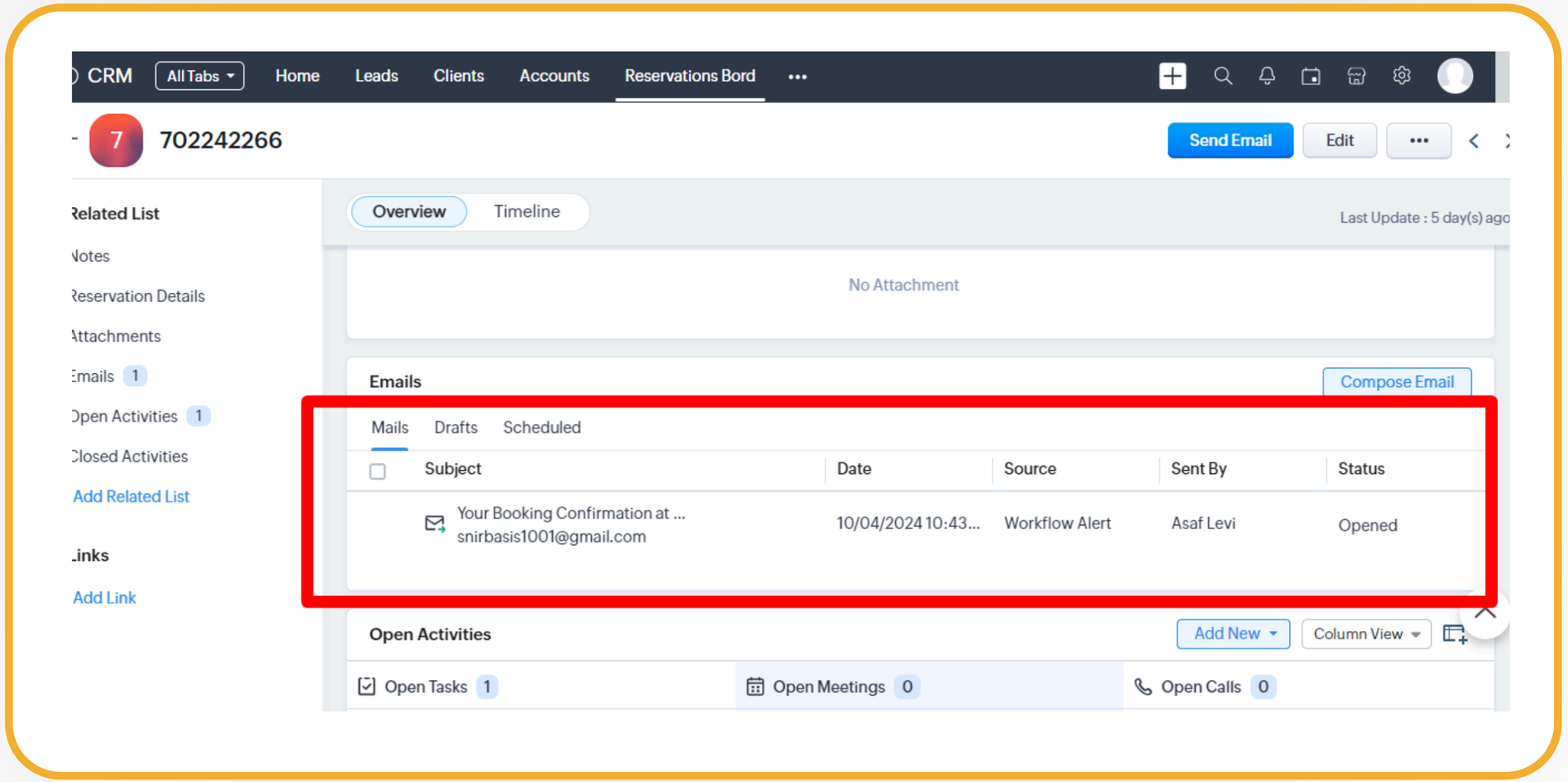
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Conclusion:

By applying integrated solutions across multiple Zoho platforms, UniCloud IT Services successfully achieved its objective of enhancing the customer experience for Travelingo. The communication, automated processes, and personalized support capabilities implemented have significantly improved customer satisfaction and efficiency. Travelingo now stands as a leader in the industry, equipped with enhanced tools and systems to cater to the diverse needs of its clientele, setting new standards for excellence in the travel industry

About us

Unicloud IT Services was officially launched in the year 2018 on the 12th of September. Unicloud IT Services is a cloud service provider company. With over total experience of more than 7 years, Unicloud's developers are committed to providing dedicated services for ZOHO products to its clients. Unicloud has a high rate of client retention and successful deliveries. We have more than 4000+ customers to whom we have provided the services and been providing support. Unicloud has completed 897+ Projects along with more than 4000+ satisfied customers and with a project succession rate of 95% to date and continuously working on more projects from different industries.

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