



# Premium Support




# Table of Contents

|                     |       |    |
|---------------------|-------|----|
| Premium Support     | ..... | 01 |
| What it Offers      | ..... | 02 |
| Exclusions          | ..... | 03 |
| Eligibility         | ..... | 03 |
| Cost                | ..... | 03 |
| Onboarding          | ..... | 04 |
| Onboarding Sessions | ..... | 05 |
| FAQs                | ..... | 07 |



# Premium Support



At Zoho, we don't just craft software to solve your business problems. With our dedicated support team, we put the same effort into helping our users adopt Zoho to reach their business goals. Our support staff are skilled at recognizing your product issues, resolving them swiftly, and assisting you whenever you need them. However, our service does not end here.

We recognize that every business is different, with unique objectives, use cases, priorities, and overall requirements. **That's why we offer Premium Support as a paid add-on with your Zoho product subscription.**

# What it Offers

- Four free sessions in the first 15 days after purchase to help in implementation to ensure a smooth and successful start.
- During these sessions, your onboarding specialist will walk you through product features and offer guidance on implementing Zoho for your business. Please note that the specialist will not be implementing Zoho for you, but will help you understand product features to aid you.
- 24-hour support availability and prioritized product assistance (Monday – Friday ) with a maximum acknowledgement time of 3 hours.
- Multi-channel support availability: email, toll-free calls, chat.
- Remote assistance through screen-sharing for effortless troubleshooting.
- Access to developer guides, articles, ebooks, videos, webinars, and other on-demand resources on setup, customization, and best practices for using Zoho products.

# Exclusions

Premium support does not cover the following:

- Workshops and on-site training programmes
- Enhancements and customizations
- End-to-end implementation
- Support for external connected applications and integrations that are beyond Zoho's scope

# Eligibility

If you are subscribing to (or have subscribed to) a paid edition of **Zoho CRM**, or **Zoho Desk**, you can purchase the Premium Support add-on.

# Cost

Premium Support is priced at **20% of your Zoho subscription fee.**

# Onboarding

For all businesses, the days that follow a new software purchase play a critical role in its adoption. You need to make effective use of this time to set up your new service and align it with your business processes in the best way you can.

That is why, along with around-the-clock contextual technical support, we also offer four free onboarding sessions with set curriculum as part of our premium support plan.



Onboarding includes personalized guidance to help you set up your Zoho product so that your business can get the most out of it.

# Onboarding Sessions

## What's included

- Four one-on-one online sessions, 90 minutes each
- Short video recaps after every session
- No extra cost—free for all paid Zoho CRM customers

## Format

- **Four sessions with one clear goal: To make you an expert**

Each session is a focused, one-on-one conversation between you and a Zoho CRM expert—structured around your business, not a generic script.

- **Four sessions × 90 minutes**

Private and personalized. Every session is one-on-one, online, and scheduled at your convenience.

- **One program that covers everything**

From your first login to your first integration, each session builds on the last—giving you a complete picture of your CRM from the ground up. It covers core modules, AI features, account setup, and marketplace integrations.

## The process

Every step is designed with purpose. Here's what happens across your four sessions.

### 1. Welcome and discovery

We start by listening. Your Zoho expert takes time to understand your business goals before the session begins to align with your requirements.

### 2. Hands-on walkthrough sessions

We walk through Zoho CRM's core modules and AI-powered features together—live. Ask questions as you go. This isn't engineered dialogue; it's real, hands-on exploration.

### 3. Account setup with sample data

Your expert guides you through configuring your account using sample data—so you can see exactly how Zoho CRM's features will work.

### 4. Integrations via Marketplace

Connect Zoho CRM with the tools you already use. We walk you through Zoho's Marketplace so you can link your favorite third-party apps and have your full tech stack working in sync.

**Note:** Our onboarding program doesn't include configurations that require custom scripts or functions. If your setup needs that level of customization, our Jumpstart service may be a better fit.



# FAQs

## 1. What is your support policy?

The following table outlines Zoho's customer support tiers and the services included in them:

|                           | Basic Support   | Classic Support   | Premium Support   |
|---------------------------|---|---|---|
| Availability              | Available by default for all Free Editions of Zoho products | Available by default for all Paid Editions of Zoho products | Costs 20% of your Zoho subscription fee and can be purchased as an add-on |
| Max. response time        | 24 hours  | 8 hours   | 3 hours   |
| Knowledge base            | ✓   | ✓   | ✓   |
| Community forums          | ✓   | ✓   | ✓   |
| Email support             | ✓   | ✓   | ✓   |
| Self-service portal       | ✓   | ✓   | ✓   |
| Live chat support         |   | 8 hours x 5 days  | 24 hours x 5 days   |
| Phone support (toll-free) |   | 8 hours x 5 days  | 24 hours x 5 days   |
| Remote assistance         |   | ✓   | ✓   |
| Onboarding                |   | ✓   | ✓   |

## 2. My company has not purchased Premium Support. Can we still receive onboarding help for our Zoho product?

Available by default with the purchase of Zoho CRM and/or Zoho Desk you will get four remote one-on-one sessions by default.

|  | Classic Support  | Premium Support  |
|--|--|--|
| Remote session and walkthrough of the product UI and features                                  | ✓  | ✓  |
| Discussion of requirements, processes, and pain points to identify your goals with the product | ✓  | ✓  |
| Max. number of sessions  | 4  | 4  |
| Session length   | 90 minutes   | 90 minutes   |
| Support availability   | 8 hours x 5 days   | 24 hours x 5 days  |
| Acknowledgement and initial response time  | 8 hours  | 3 hours  |
| Eligibility criteria and cost  | Available by default with the purchase of at least 4 user licenses of Zoho CRM, Zoho CRM Plus, Zoho One, or Zoho Desk" to "Available by default with the purchase of a Zoho CRM and Zoho Desk. | Available for all customers on purchase of the Premium Support add-on (20% of your subscription fee) |

### **3. Will our onboarding specialist implement Zoho for our company?**

Your onboarding specialist will guide you through the setup process and configuration, will offer you suggestions, and will teach you best practices to align your Zoho product with your business processes. However, they will not set up or implement it for your company.

For quick setup and configuration of Zoho CRM, you can check out [Jumpstart](#). For business solutions and end-to-end implementation of Zoho for your business, check out our [Enterprise Business Solutions \(EBS\)](#).

### **4. Once my onboarding period ends, will I stop receiving support from Zoho?**

Once your onboarding period ends, although you may no longer be able to schedule onboarding sessions with our experts, you will continue to receive all the other services from our support team.

**Australia**  
80662898

**Bahrain**  
+973 1650 1904

**Colombia**  
+57 1 5188067

**Egypt**  
8000060163

**France**  
+33 805542462

**Germany**  
+49 8000229966  
800 8500 383

**India**  
1800 103 1123  
1800 572 3535  
+91-44-67447000

**Italy**  
+39 (0) 28710373

**Netherlands**  
+31 707007083

**Nigeria**  
+234 144 000 96

**Saudi Arabia**  
800 8500 383

**Singapore**  
6563344486

**South Africa**  
+27 800221023

**Rest of Africa**  
+27 214268086

**Spain**  
+34 918368598

**Sweden**  
+46 201408150

**UAE**  
+971 58 881 7598  
+971 4 574 8400,  
800 044 44424

**UK**  
+44 (20) 35647890

**USA**  
+1(888) 900 9646

Mail Us:  
[support@zohocorp.com](mailto:support@zohocorp.com)

