

Zoho MeetUp!

Istanbul Kullanıcı Grubu



Zoho'nun ChatGPT Entegrasyonu



Cloudyflex

Zoho CRM Üzerindeki Yapay Zeka Seçenekleri

Zia

Data Enrichment

Prediction

Recommendation

Communication

Conversational AI

Vision

Notifications

Competitors

Voice of the Customer 

Smart Prompt 



ZIA

YOUR SMART CRM
PERSONAL ASSISTANCE

Zoho Uygulamaları Üzerine Gelen ChatGPT Entegrasyonları

- ◆ Bu entegrasyonlardan faydalanmanız için OpenAI tarafından satılan **ChatGPT API üyeliğine sahip olmanız** gerekmektedir.
- ◆ Bu sunum üzerinde **11 tane Zoho Uygulaması** içerisinde ChatGPT'nin çalışma yapısına göz atacağız.



Kurulumları Nasıl Yapacağız?

- ◆ OpenAI tarafından alacağınız **API anahtarlarını** Zoho tarafına kayıt etmeniz yeterlidir.
- ◆ OpenAI tarafından aldığınız anahtarlar **sadece 1 kere gözükecektir**. Dikkat etmekte fayda var.
- ◆ Entegre etmek istediğiniz her uygulama için ayrı bir API anahtarı almanız gerekiyor.

API keys

Your secret API keys are listed below. Please note that we do not display your secret API keys again after you generate them.

Do not share your API key with others, or expose it in the browser or other client-side code. In order to protect the security of your account, OpenAI may also automatically rotate any API key that we've found has leaked publicly.

NAME	KEY	CREATED	LAST USED	
Zoho Deneme	sk-...qVj9	Apr 26, 2023	Apr 26, 2023	✎ 🗑
Zoho Deneme 2	sk-...fv5D	Apr 26, 2023	Apr 26, 2023	✎ 🗑
Zoho Deneme 3	sk-...94HN	Jun 20, 2023	Never	✎ 🗑

+ Create new secret key

CloudXtra

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ZIA

Zoho Meeting's Zia Integration, in collaboration with Open AI's ChatGPT, helps analyze and condense meeting transcripts into brief, easy-to-read keynotes. This integration will help you increase your productivity with short and quick keynotes generated using the Meeting/Webinar session's recording transcripts. [Learn More](#)

Authentication

API Key

[Click here to obtain ChatGPT API Key](#)

Save

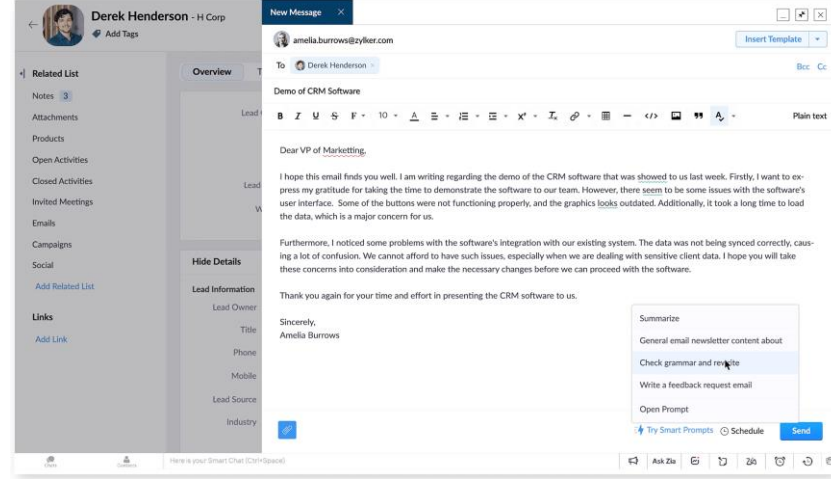
Key Features

- Automatically generate keynotes of meetings and webinars.
- Quickly review key topics, decisions, action items, and any other significant details discussed during the meeting or webinar.
- Share keynotes with other stakeholders who may have missed the meeting or webinar.

Note: Transcriptions and Keynotes work best for meetings and webinars conducted in English.

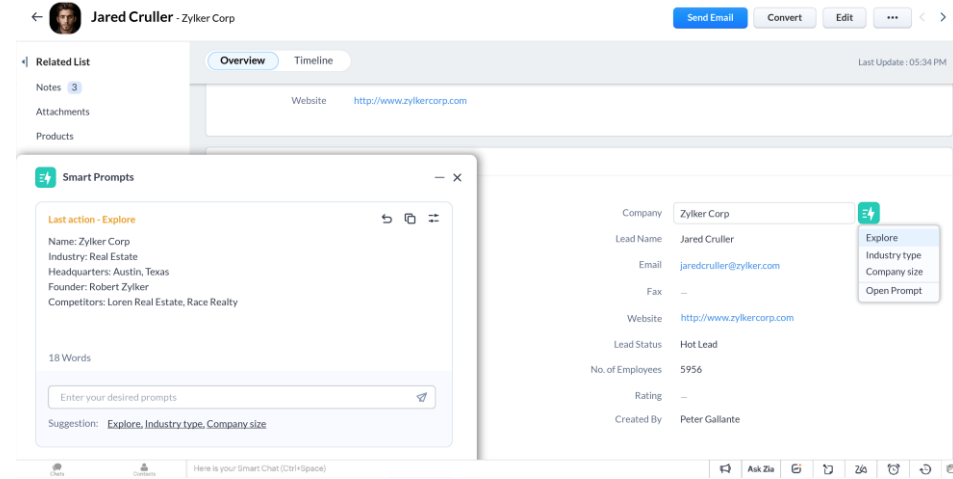
Zoho CRM – E-Posta Yazımı

- ◆ Zoho CRM üzerinden ChatGPT desteđi ile **e-posta mesajınızı hazırlayabilirsiniz.**
- ◆ Yazdığınız e-postalarınıza dair **gramer hatalarını** düzeltmek veya **yazının hitap tonunu** deđiştirmek için ChatGPT'den faydalanabilirsiniz.



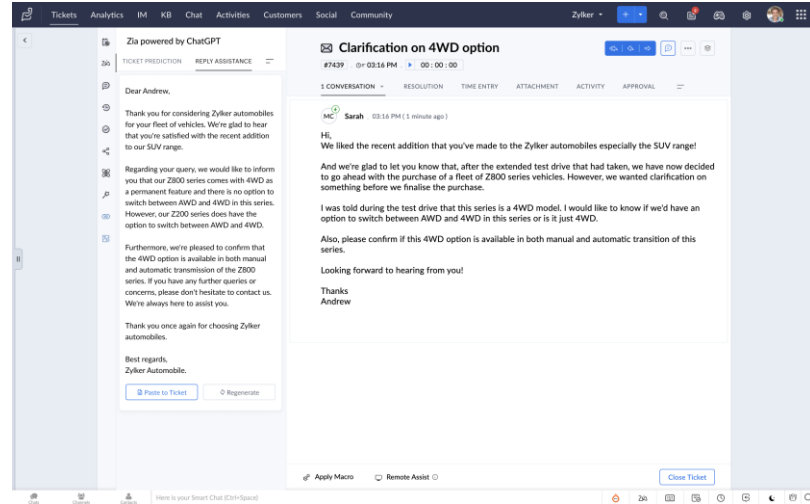
Zoho CRM – Veri Zenginleştirme

- ◆ Zoho CRM üzerindeki **müşteri kartlarında** ChatGPT'den faydalanabilirsiniz.
- ◆ ChatGPT aracılığıyla ilgili CRM kaydına dair **internet üzerinden daha fazla bilgi edinebilir** ve bu bilgileri anında CRM'e kayıt edebilirsiniz.



Zoho Desk – Taleplere Cevap Önerileri

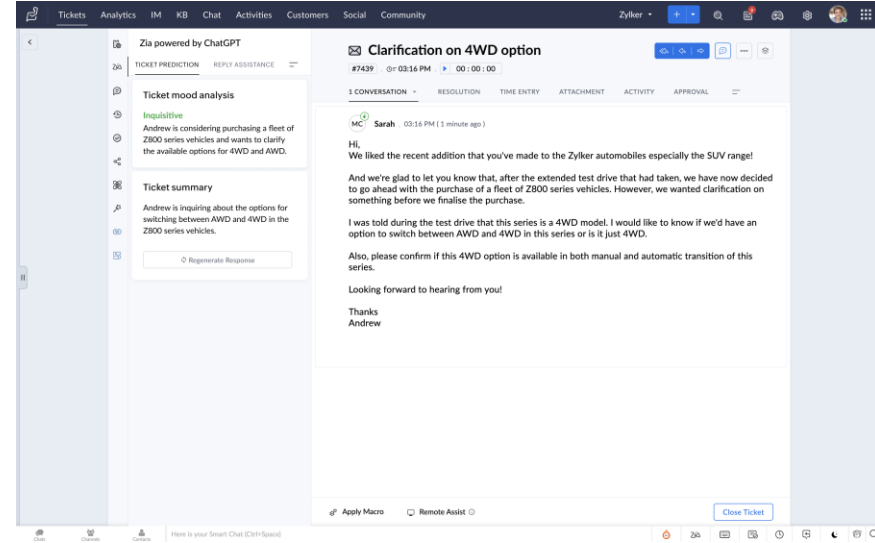
- ◆ Zoho Desk üzerine gelen destek taleplerinize vereceğiniz cevaplar için ChatGPT'den **cevap önerileri** almanız mümkün.
- ◆ Zoho Desk üzerindeki **bilgi bankasını** kullanıyorsanız, ChatGPT önerdiği mesajlar içerisinde ilgili **makaleler ve dökümanlardan aldığı bilgileri** kullanabilir.



The screenshot displays the Zoho Desk interface. On the left, a chat window titled 'Zia powered by ChatGPT' shows a conversation. The customer asks about the 4WD option for the Z800 series. The AI response explains that the 4WD option is available in both manual and automatic transmission models and provides a link to the 'Z800 series' article in the knowledge base. On the right, the 'Clarification on 4WD option' ticket is visible, showing the customer's message and the AI's response. The interface includes navigation tabs for Tickets, Analytics, IM, KB, Chat, Activities, Customers, Social, and Community. The chat window has a 'Paste to Ticket' button and a 'Regenerate' button. The ticket window has an 'Apply Macro' button and a 'Remote Assist' button. The bottom of the chat window shows 'Here is your Smart Chat (E2H) board'.

Zoho Desk – Duygu Analizleri

- ◆ Zoho Desk üzerindeki destek talepleriniz üzerinde ChatGPT yardımı ile **duygusal analizler** ve **kritik noktalara dair özetler** alabilirsiniz.
- ◆ Bu özet bilgiler sayesinde taleplere dair yaklaşım biçiminizi hızlı bir şekilde belirleyebilirsiniz.



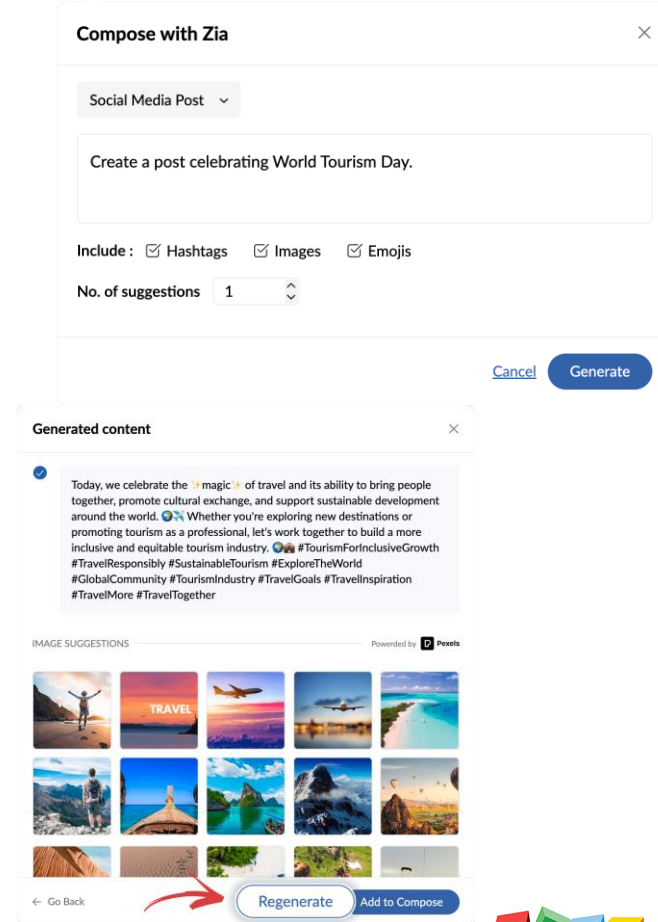
The screenshot displays the Zoho Desk interface for a ticket titled "Clarification on 4WD option" (ID: #7439). The interface is divided into several sections:

- Ticket Prediction:** Shows "Zia powered by ChatGPT" and "REPLY ASSISTANCE".
- Ticket mood analysis:** Includes an "Inquisition" section stating "Andrew is considering purchasing a fleet of 2800 series vehicles and wants to clarify the available options for 4WD and AWD." and a "Ticket summary" section stating "Andrew is inquiring about the options for switching between AWD and 4WD in the 2800 series vehicles." A "Regenerate Response" button is visible below the summary.
- Conversation:** Shows a message from Sarah (03:16 PM) with the text: "Hi, We liked the recent addition that you've made to the Zylinder automobiles especially the SUV range! And we're glad to let you know that, after the extended test drive that had taken, we have now decided to go ahead with the purchase of a fleet of 2800 series vehicles. However, we wanted clarification on something before we finalise the purchase. I was told during the test drive that this series is a 4WD model. I would like to know if we'd have an option to switch between AWD and 4WD in this series or is it just 4WD. Also, please confirm if this 4WD option is available in both manual and automatic transition of this series. Looking forward to hearing from you! Thanks Andrew".

The interface also shows navigation tabs for "TICKETS", "RESOLUTION", "TIME ENTRY", "ATTACHMENT", "ACTIVITY", and "APPROVAL". At the bottom, there are buttons for "Apply Macro", "Remote Assist", and "Close Ticket".

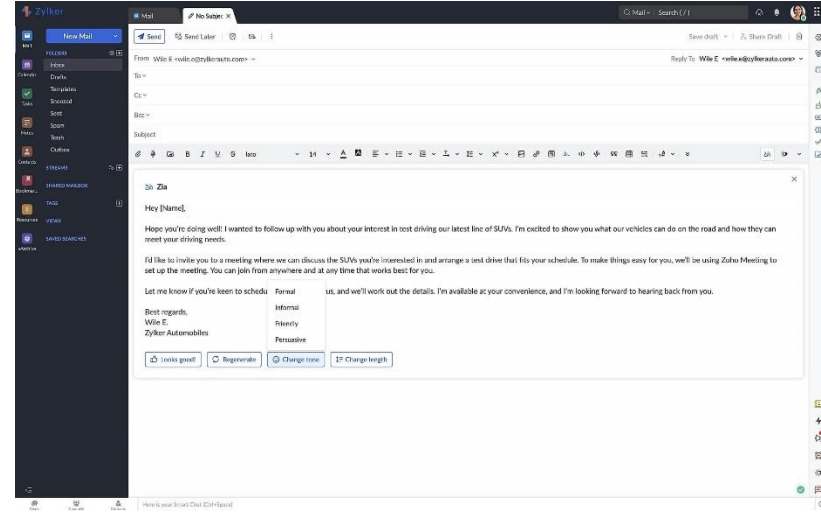
Zoho Social – Gönderi Üretimi

- ◆ Zoho Social üzerine gelen ChatGPT desteği sayesinde, herhangi bir konuya dair **sosyal medya gönderileri ChatGPT'ye hazırlatmanız mümkün.**
- ◆ ChatGPT'den aynı konu üzerine birden fazla alternatif gönderi yazmasını isteyebilir ve gönderilerde **hashtag, emoji, imaj** kullanmasını da talep edebilirsiniz.



Zoho Mail – E-Posta Üretimi

- ◆ ChatGPT desteđi ile Zoho Mail üzerinden yapay zekaya **e-posta içerikleri yazdırabilirsiniz.**
- ◆ Yazdırdığınız bu içeriklerin **farklı yazım tonlarında** yazılmalarını talep edebilirsiniz.



Zoho Mail – E-Posta Özetleri

- ◆ ChatGPT desteğiyle aldığınız uzun e-posta mesajlarınıza dair **kısa özetler** edinebilirsiniz.

The screenshot displays an email in a Zoho Mail interface. The subject is "Re: A tour of your latest showroom". The sender is "Mary Eva Lyn" (ME) with a search icon. The date and time are "MON MAY 1 4:05 PM" and the status is "SENT". The recipient is "klintden". A "Summarize" button is visible. The email body starts with "Dear Klinton," and "I hope this email finds you well. I am interested in exploring potential collaboration opportunities. I am currently in the lookout for innovative ideas and products that can enhance my business prospects and believe that SmartTechEvents is a leader in the automobile industry. I would like to request you to let me know the possible dates and times for the visit." An "Email summary" popup is open, providing a concise version of the email content. At the bottom of the email, there are buttons for "Add task", "Share", and "Copy".

Re: A tour of your latest showroom

ME Mary Eva Lyn

MON MAY 1 4:05 PM SENT

klintden

Summarize

Dear Klinton,

I hope this email finds you well. I am interested in exploring potential collaboration opportunities. I am currently in the lookout for innovative ideas and products that can enhance my business prospects and believe that SmartTechEvents is a leader in the automobile industry. I would like to request you to let me know the possible dates and times for the visit.

Best regards,
Lyn

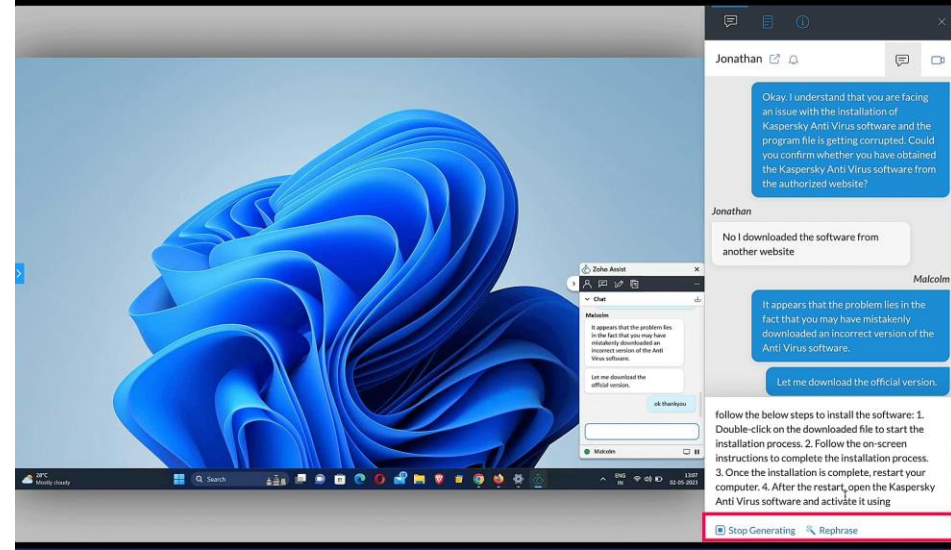
Email summary

Lyn, an events expert, has sent an email to Klinton to request a tour of SmartTechEvents' newest automobile showroom for potential collaboration opportunities. Lyn is interested in exploring innovative ideas and products that can enhance her business prospects and believes that SmartTechEvents is a leader in the automobile industry. Lyn has requested Klinton to let her know the possible dates and times for the visit.

Add task Share Copy

Zoho Assist – Sohbet Desteęi

- ◆ Teknisyenler çözmeye çalıştıkları sorunlar hakkında **ChatGPT'ye danışabilir** ve **durum analizi** isteyebilirler.
- ◆ Uzaktan erişim sırasında müşteriyle yapılan mesajlaşmalarda **cevap önerileri** ve **cümle tamamlama** gibi özelliklerden faydalanabilirler.



Zoho Assist – Seans Özeti

- ◆ Erişim seansı sonunda ChatGPT yardımıyla hazırlanan **detaylı bir seans özeti** edinebilirsiniz.

Session Summary generated by Zia

On Demand Remote Support #198418221

Date : May 2, 2023 | Duration: 6 minutes, 38 seconds [Download Summary](#)

Participants

- Customer : Jonathan, TAMIL NADU, INDIA
- Primary Technician : Malcolm, TAMIL NADU INDIA

Summary

The remote support session was conducted with Jonathan from India, who was facing issues with installing Kaspersky Anti Virus software. The technician, Malcolm, identified that the issue was due to downloading the software from an unauthorized website and provided instructions to install the official version. The session lasted for 6 minutes and 38 seconds.

Event Logs

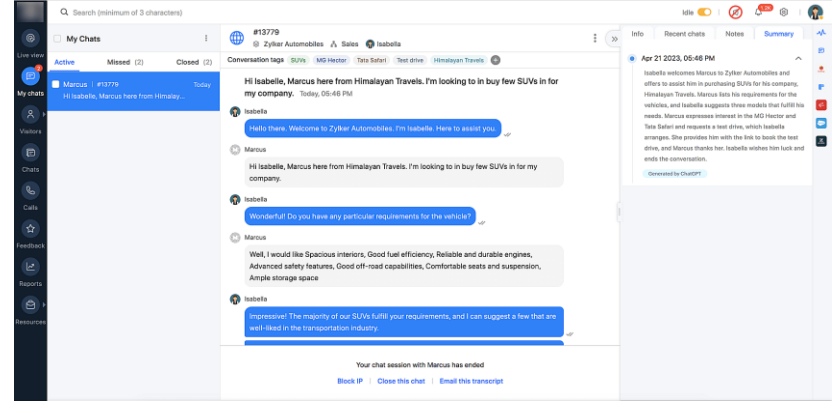
- Jonathan joined the session at 01:02:03 PM
- Jonathan started screen sharing at 01:02:07 PM
- Malcolm left the session at 01:08:47 PM
- Jonathan left the session at 01:08:47 PM

Important Takeaways

- The issue with installing Kaspersky Anti Virus software was due to downloading it from an unauthorized website.
- The technician provided instructions to install the official version of the software.
- The session lasted for 6 minutes and 38 seconds.

Zoho SalesIQ – Uzun Konuşmaların Özeti

- ◆ ChatGPT yardımıyla, Zoho SalesIQ üzerinden gerçekleştirilen uzun mesajlaşmaları baştan aşağı okumak yerine konuşmaların **maddelere ayrılmış detaylı bir özetini** okuyabilirsiniz.



Zoho Meeting – Toplantı Notları Tutma

- ◆ Zoho Meeting üzerinden gerçekleştirdiğiniz online toplantılarınıza **dair toplantı notlarınızı** ChatGPT'den alabilirsiniz.
- ◆ Zoho, **Speech to Text** alanında oldukça güçlü. Bu özelliğin ChatGPT yardımıyla faydalı bir deneyim sunacağını düşünüyoruz.

The screenshot displays the Zoho Meeting interface. On the left, a sidebar shows a list of recordings with columns for 'My Files', 'Meeting', and 'Webinar'. The main area shows a recording titled 'AI-Driven UI Design for Perfect User Experience' with a duration of 1h-30 mins. A pop-up window displays the 'Key notes' and 'Transcript' for this recording. The 'Key notes' section lists three bullet points: 'AI is making a big impact on UI design in personalization and automation.', 'Personalization can be achieved through techniques such as machine learning and predictive analytics.', and 'Automation frees up designers to focus on more creative and strategic work.' The 'Transcript' section contains a detailed text summary of the meeting, including introductions and discussions on AI's impact on UI design. On the right, a list of recordings is visible, showing titles like 'Key to successful design', 'New features exhibit to resellers', and 'University- Demo webinar', along with their durations and 'Share' buttons.

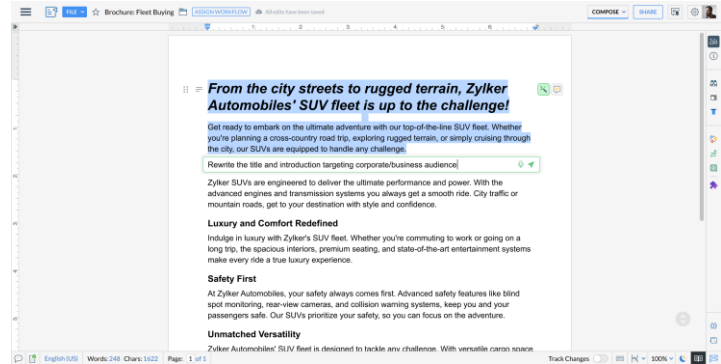
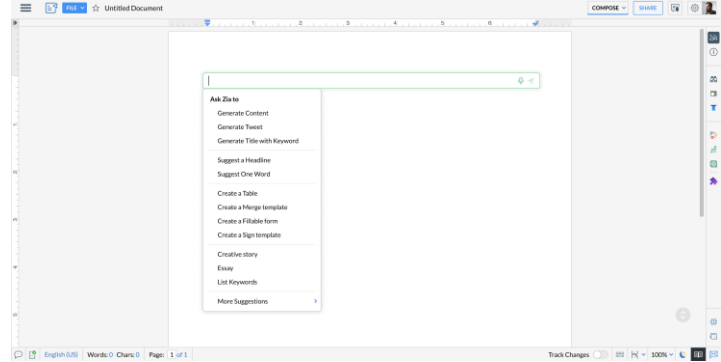
Zoho DataPrep – Veri Hazırlama Adına Destek

- ◆ Zoho Dataprep üzerinden hazırladığınız veri setleriniz üzerinde **formatlama çalışmaları** yaparken ChatGPT'den destek alabilirsiniz.
- ◆ DataPrep üzerinde **yaratmak istediğiniz formülleri** ChatGPT'ye yazdırabilirsiniz.

The screenshot displays the Zoho DataPrep interface. On the left, a data table is visible with two columns: 'credit_card' and 'credit_card_masked'. The 'credit_card' column contains various 16-digit numbers, and the 'credit_card_masked' column shows the same numbers with the last four digits masked with 'x's. On the right, the 'Add formula' dialog is open. It features a 'Transform' button and a 'Filters (0)' indicator. The 'New column name' field is set to 'credit_card_masked'. Below this, there is a 'Formula prompt' section with a text input field containing the prompt: 'mask the credit card info with x, except for the last 4 digits'. To the right of the input field are three example prompts: 'Merge columns "first_name" and "last_name" include a space in between the values', 'Extract the day of the month from "DOB" column', and 'Rank students based on total marks'. Below the input field are 'Clear' and 'Generate' buttons. The 'Generated formula' section shows the resulting formula: `regex_replace('credit_card', '(\d{12})(\d{4})', 'xxxxxxxxx$2')`. At the bottom right of the dialog is a 'Customize' link. Below the dialog, there is a 'Help' section with three numbered steps: 1. Mention the column name in double quotes (eg. "first_name"). 2. If the generated formula doesn't suit your needs, rephrase or add more details to your prompt to get a better result. 3. Customize the generated formula above by clicking on the Customize button, and edit the formula to your needs. At the bottom of the dialog are 'Cancel', 'Preview', and 'Apply' buttons.

Zoho Writer – İçerik Yazım Desteği

- ◆ Zoho Writer üzerinde ChatGPT'yi kullanarak yapay zeka desteği ile bir **içerik üretebilirsiniz.**
- ◆ Dilerseniz ChatGPT'nin mevcut içeriklerin **üzerinden geçmesini** talep edebilirsiniz.



Zoho Analytics – Veri Analizi Desteği

◆ Zoho Analytics üzerindeki verilerinizi ChatGPT **yardımlıyla internetteki halka açık veriler ile karşılaştırabilir** ve analizlerinizi bu verilerle birleştirebilirsiniz.

◆ Zoho Analytics üzerinde bir **formül yazmak istediğinizde** ChatGPT'den faydalanmanız mümkün.

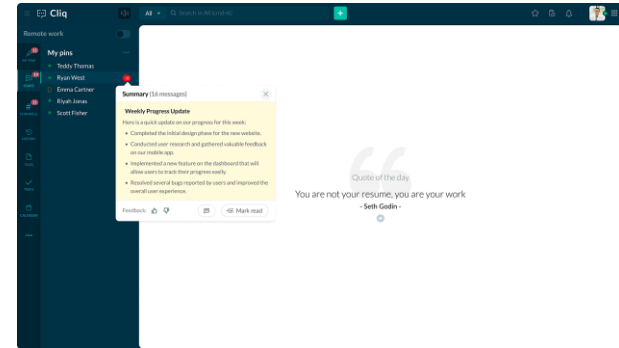
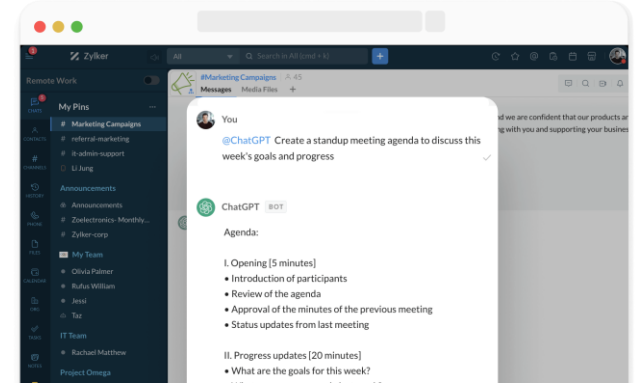
State	Sales Tax Rate	State Tax Rate	Average Local Tax Rate	Cost
1 Alabama	4.00%	4.00%	5.30%	9.30%
2 Alaska	0.00%	0.00%	1.70%	14.90%
3 Arizona	5.60%	5.50%	2.80%	14.90%
4 Arkansas	4.50%	4.50%	2.40%	9.40%
5 California	7.20%	5.00%	1.50%	9.70%

```
SELECT 'Order ID' AS 'Order ID', 'Order Amount' AS 'Order Amount', 'US State Tax Rate' AS 'Tax Rate', 'Sales Tax' AS 'Sales Tax' FROM 'Sales Tax Rate'
```

Order ID	Total Order Value
72567545	1445.9775
47153325	833.2875
93292044	1805.555
674703896	2488.49
30722582	1205.095
197444422	626.7725
208190560	1957.935
423388630	426.1825

Zoho Cliq – Mesajlaşma İçerisinde ChatGPT Desteği

- ◆ Zoho Cliq içerisinde ChatGPT ile **anlık olarak konuşabilir, soru sorabilir ve sizin için içerik üretmesini** talep edebilirsiniz.
- ◆ ChatGPT ile Zoho Cliq üzerindeki mesajlarınıza **dair özetler alabilir**, uzun mesajlarınızı daha kısa bir formata çevrilmesini talep edebilirsiniz.



Soru & Cevap



Kısa bir mola – kalan sunumlar

- ◆ **Zoho Kullanıcıları Deneyimlerini Anlatıyor** – Şahin Yeşil– Sanita Sağlık Grubu - Zoho Deneyimini aktaracak.
- ◆ **Zoho CRM – CRM Admin/Yöneticilerine** fayda sağlayacak verimli iş süreçleri üzerine konuşacağız.