

# Zoho MeetUp!

## Ankara Kullanıcı Grubu

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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 

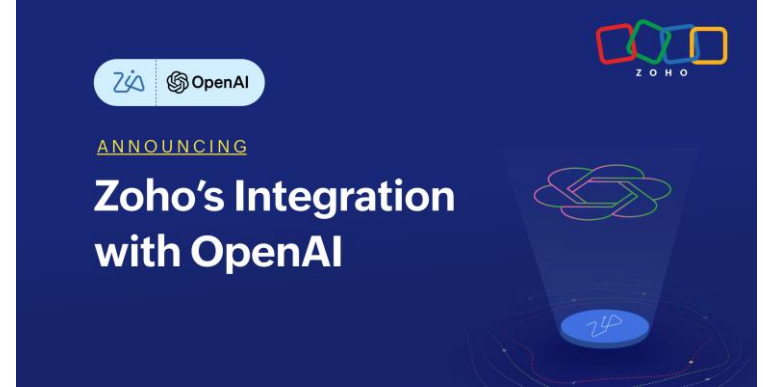


## ZIA

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

Save

Click here to obtain ChatGPT API Key

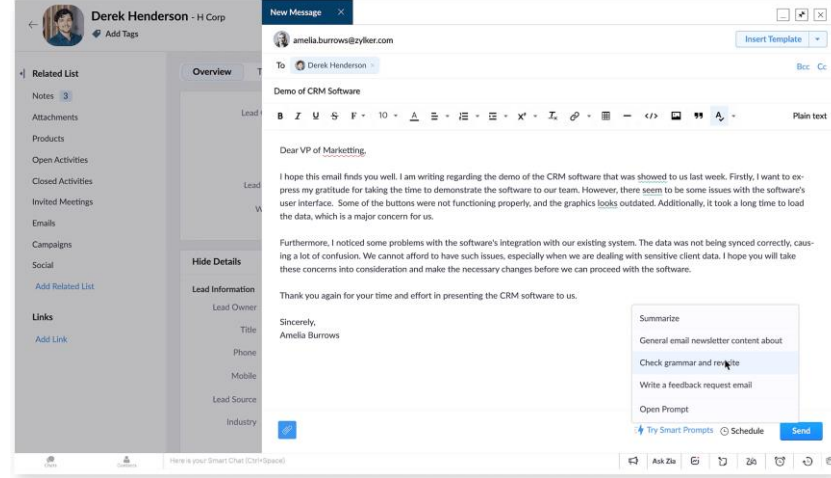
Key Features

- 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.

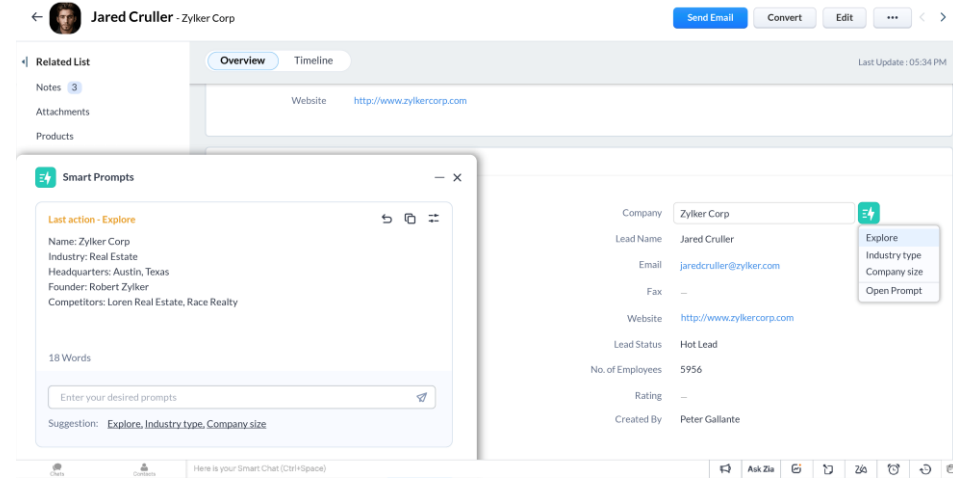
# Zoho CRM – E-Posta Yazımı

- ◆ 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.



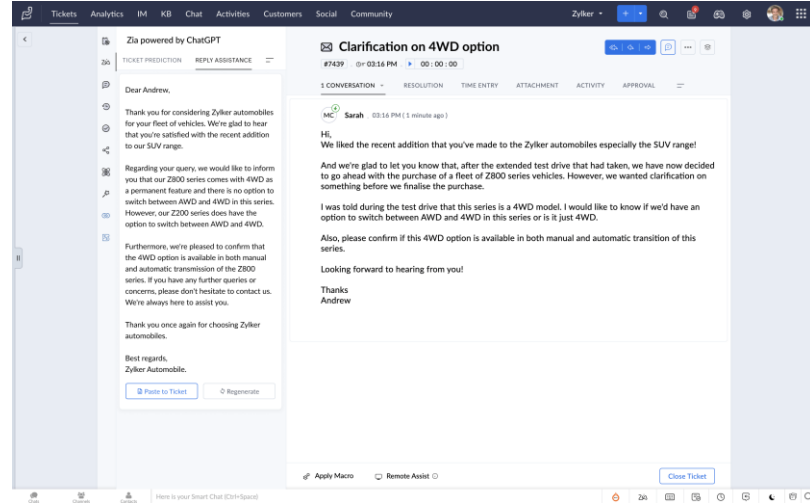
# Zoho CRM – Veri Zenginleştirme

- ◆ 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.



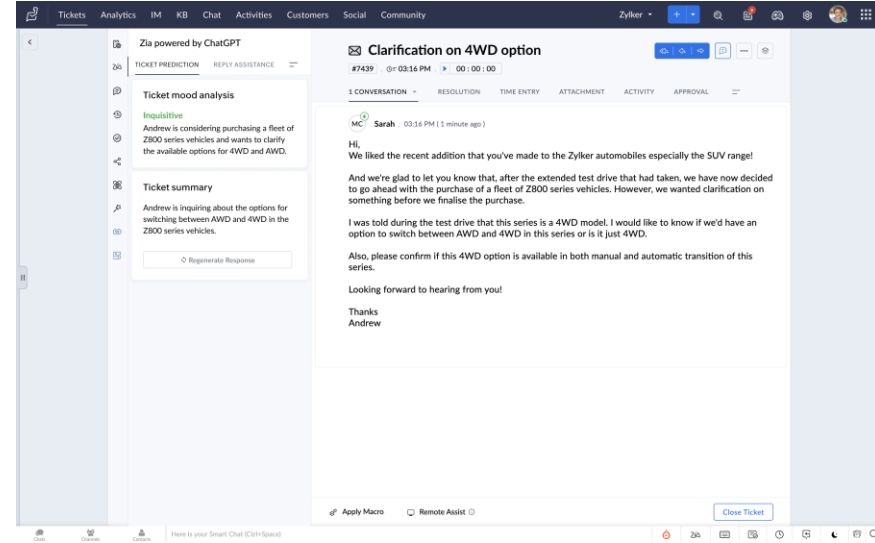
# Zoho Desk – Taleplere Cevap Önerileri

- ◆ 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.



# 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.

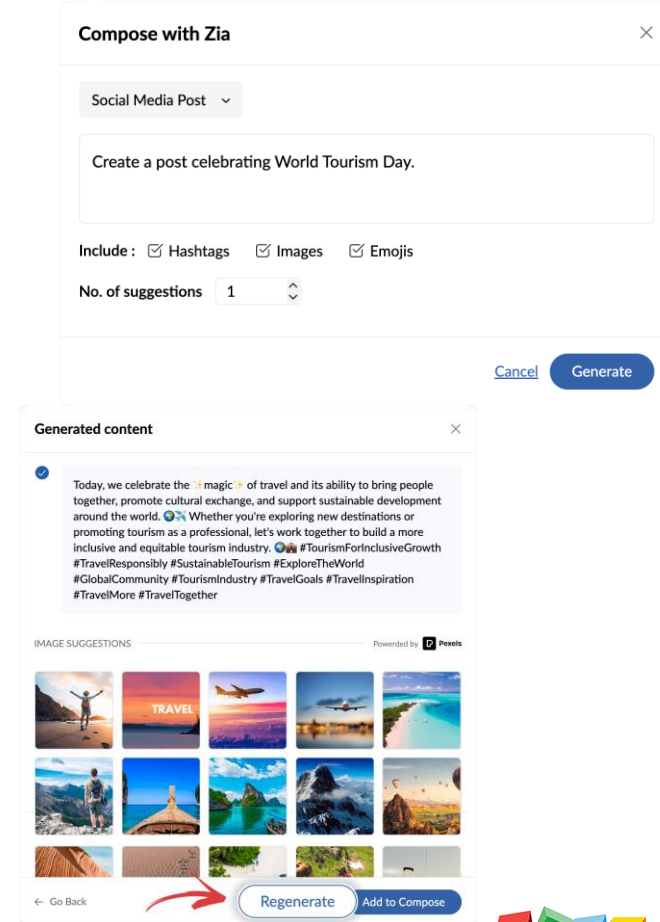


The screenshot displays the Zoho Desk interface. On the left, a sidebar shows a 'Ticket mood analysis' section with a 'Ticket summary' card. The main content area shows a ticket titled 'Clarification on 4WD option' with a conversation history. The conversation includes a message from Sarah (03:16 PM) and a response from Andrew (03:16 PM). The response text reads: '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 Z800 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'.



# 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.



The screenshot displays the 'Compose with Zia' interface in Zoho Social. At the top, there's a 'Compose with Zia' header with a close button. Below it, a dropdown menu is set to 'Social Media Post'. A text box contains the prompt: 'Create a post celebrating World Tourism Day.' Below the text box, there are three checked options: 'Hashtags', 'Images', and 'Emojis'. A 'No. of suggestions' dropdown is set to '1'. At the bottom right, there are 'Cancel' and 'Generate' buttons. Below the 'Generate' button, a 'Generated content' window is open, showing a generated post text and a grid of 'IMAGE SUGGESTIONS' powered by Pexels. A red arrow points from the 'Add to Compose' button in the image suggestions grid back to the 'Generate' button in the main interface.

Compose with Zia

Social Media Post

Create a post celebrating World Tourism Day.

Include:  Hashtags  Images  Emojis

No. of suggestions 1

Cancel Generate

Generated content

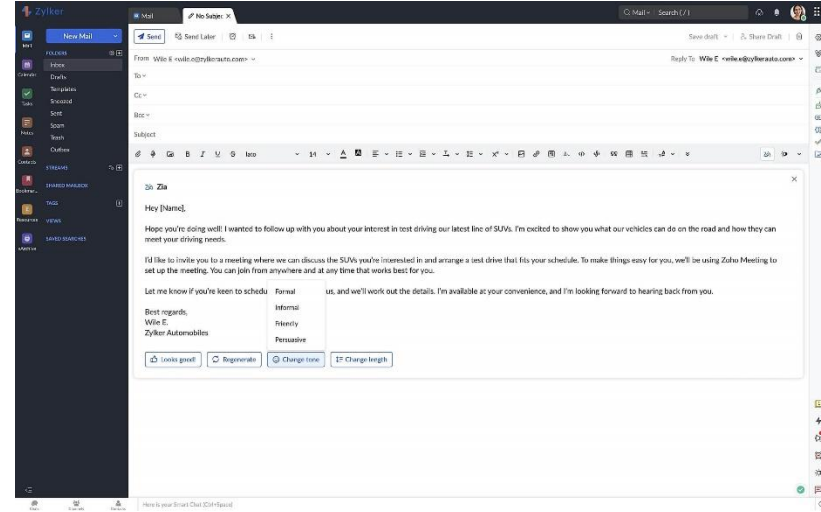
Today, we celebrate the magic of travel and its ability to bring people together, promote cultural exchange, and support sustainable development around the world. Whether you're exploring new destinations or promoting tourism as a professional, let's work together to build a more inclusive and equitable tourism industry. #TravelResponsibly #SustainableTourism #ExploreTheWorld #GlobalCommunity #TourismIndustry #TravelGoals #Travelspiration #TravelMore #TravelTogether

IMAGE SUGGESTIONS Powered by Pexels

Go Back Regenerate Add to Compose

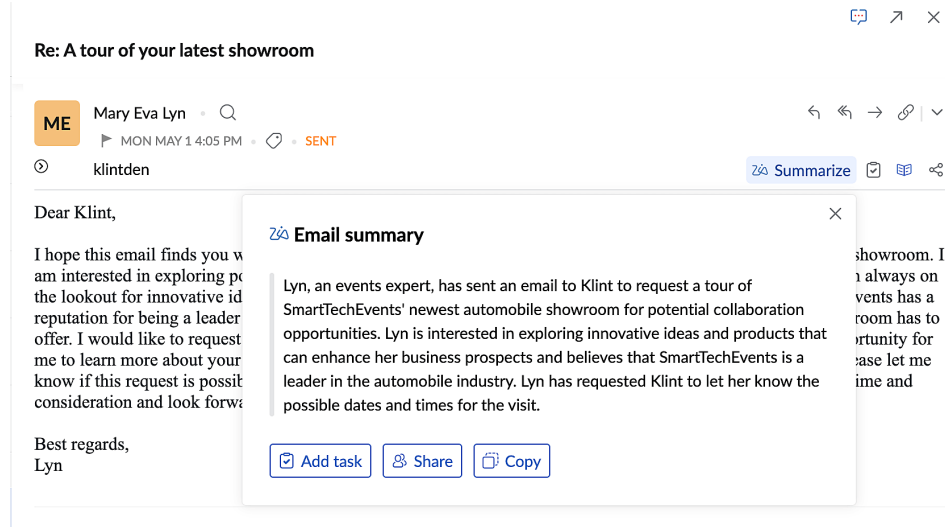
# Zoho Mail – E-Posta Üretimi

- ◆ 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 interface with the following details:

- Subject:** Re: A tour of your latest showroom
- Sender:** Mary Eva Lyn (ME)
- Date:** MON MAY 1 4:05 PM
- Status:** SENT
- Recipient:** klintden
- Actions:** Summarize, Reply, Reply All, Forward, Print, Share, Copy
- Summary Title:** Email summary
- Summary Content:** 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.
- Original Email Content:**

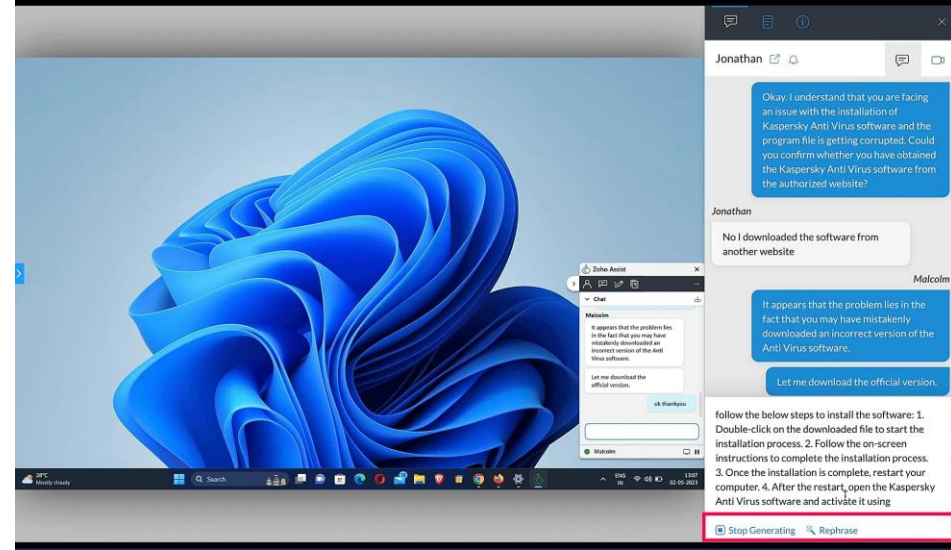
Dear Klinton,

I hope this email finds you well. I am interested in exploring potential collaboration opportunities with SmartTechEvents. I am currently in the lookout for innovative ideas and products that can enhance my business prospects and reputation for being a leader in the events industry. I would like to request your assistance in this regard. Please let me know if you have any suggestions or if you can provide me with more information about your services. I would be happy to discuss this further at your convenience.

Best regards,  
Lyn
- Summary Actions:** 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**

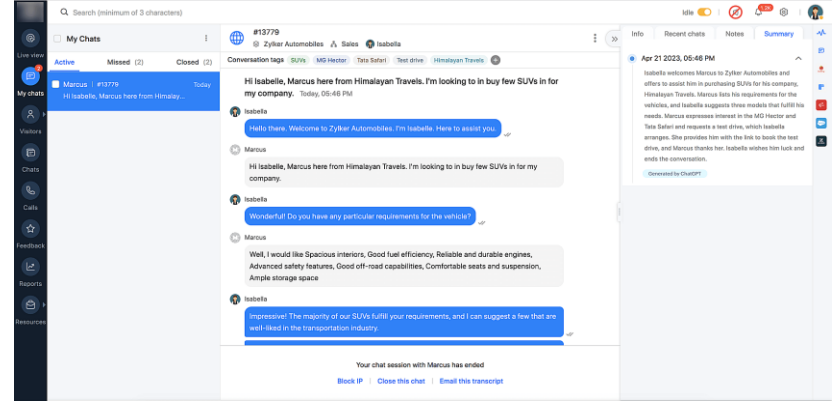
- Jonathan joined the session at 01:02:03 PM
- Jonathan started screen sharing at 01:02:07 PM
- Malcolm left the session at 01:08:47 PM
- Jonathan left the session at 01:08:47 PM

**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 'Key notes' section. The key notes are:

- 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.
- Automation frees up designers to focus on more creative and strategic work.
- UI designer with 10 years of experience in the industry. We also have John, who is an AI researcher and has been working on AI applications.

Below the key notes is a 'Transcript' section with the following text:

Good morning, everyone. Thank you for joining us today for our meeting on AI and UI design. Our topic for today is "Creating the Perfect User Experience with AI-Driven UI Design." Our panelists today are experts in the field of AI and UI design, and they'll be discussing some of the latest developments in this area. First, let me introduce our panelists. We have Jana, who is a UI designer with 10 years of experience in the industry. We also have John, who is an AI researcher and has been working on AI applications for the past 5 years. So, let's get started. Jana, can you talk to us about how AI is impacting UI design?

Sure. AI is making a big impact on UI design in a number of ways. One of the biggest areas of impact is in personalization. With AI, we can now design interfaces that adapt to the user's behavior and preferences, providing a more tailored and relevant experience. This can be achieved through techniques such as machine learning and predictive analytics.

Another area where AI is making an impact is in automation. With AI, we can automate many of the routine and repetitive tasks involved in UI design, freeing up designers to focus on more creative and strategic work. I would also add that AI is enabling new types of interfaces that were previously not possible. For example, natural language processing and speech recognition technologies are making it possible to create conversational interfaces that can understand and respond to human speech.

Those are some great points. So, how do you see AI and UI design evolving in the future?

Key to successful design Zoho lens 231 MB [Share]

New features exhibit to resellers Zoho Assist 542 MB [Share]

University- Demo webinar Zoho Meeting 700 MB [Share]

# Zoho DataPrep – Veri Hazırlama Adına Destek

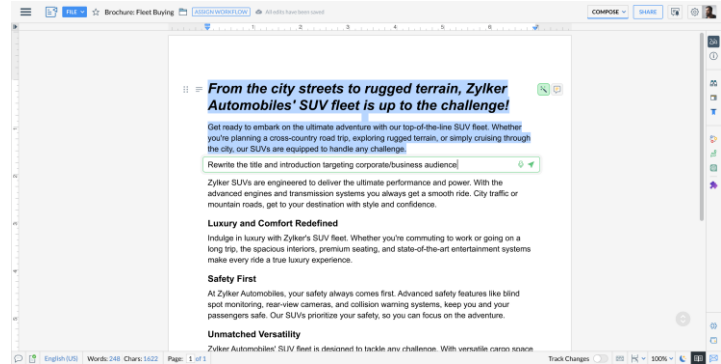
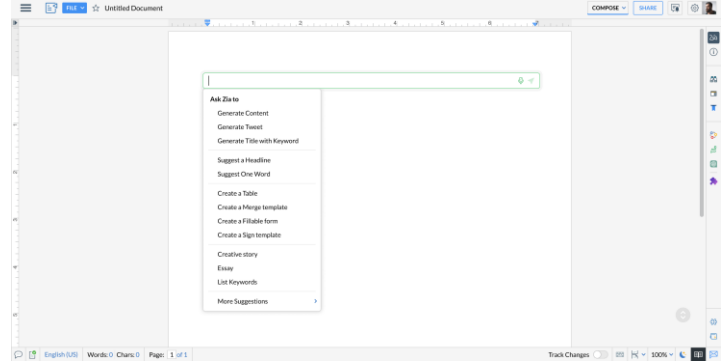
- ◆ Zoho Dataprep üzerinden hazırladığınız veri setleriniz üzerinde **formatlama çalışmaları** yaparken ChatGPT'den destek alabilirsiniz.
- ◆ DataPrep üzerinde **yaratmak istediğiniz formülleri** ChatGPT'ye yazdırabilirsiniz.

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. Below this, there is a 'New column name' field containing 'credit\_card\_masked'. A 'Formula prompt' section is highlighted in yellow, containing a text input field with 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. Underneath, the 'Generated formula' section shows the resulting formula: `regex_replace('credit_card', '(\d{12})(\d{4})', 'xxxxxxxxx$2')`. A 'Customize' link is visible to the right of the formula. At the bottom of the dialog are 'Cancel', 'Preview', and 'Apply' buttons. A 'Help' section is also present, providing instructions on how to use the formula generation tool.



# Zoho Writer – İçerik Yazım Desteği

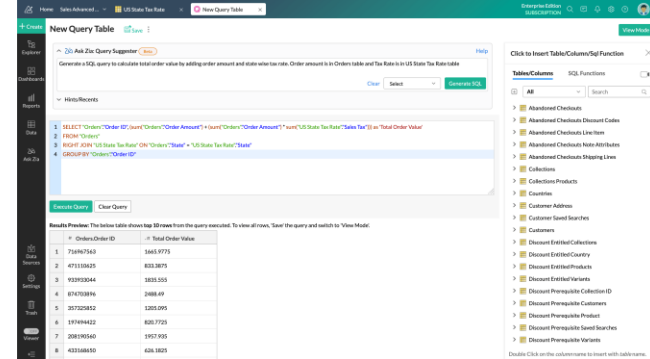
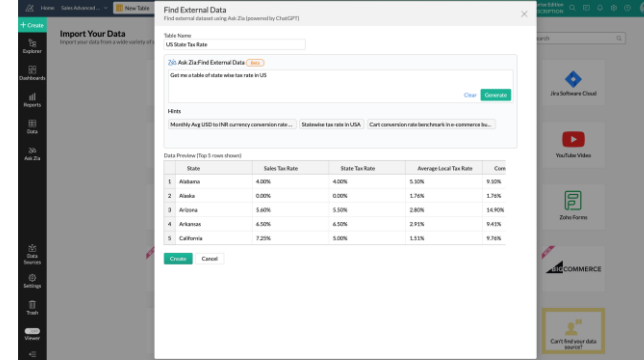
- ◆ Zoho Writer üzerinde ChatGPT'yi kullanarak yapay zeka desteği ile bir **içerik üretebilirsiniz.**
- ◆ Dilerseniz ChatGPT'nin mevcut içeriklerin **üzerinden geçmesini** talep edebilirsiniz.



# Zoho Analytics – Veri Analizi Desteği

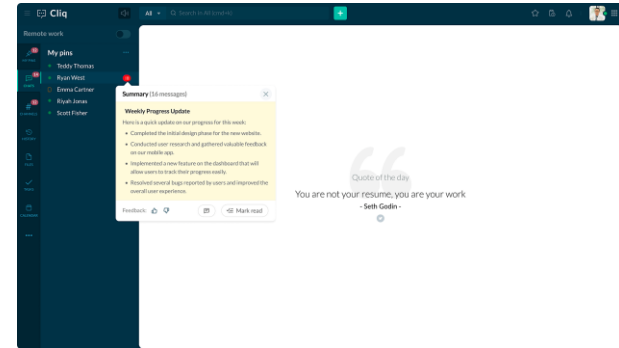
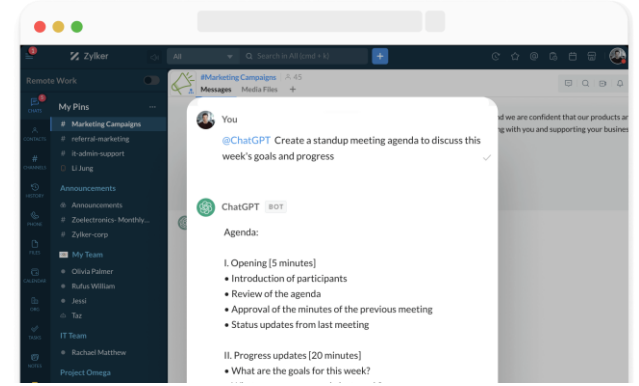
◆ Zoho Analytics üzerindeki verilerinizi ChatGPT **yardımlıyla internetteki halka açık veriler ile karşılaştırabilir** ve analizlerinizi bu verilerle birleştirebilirsiniz.

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



# 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



# Kalan sunumlar

- ◆ **Zoho SalesIQ** uygulaması üzerine gelen yeni özellikleri inceleyeceğiz