ZOHO Cliq

Comics magazine

Connect, Communicate, Collaborate

Video collaboration

Get together from anywhere with Cliq meetings

The modern-day workplace consists of people working together across locations. Hybrid teams are expanding everywhere. With that in mind, collaboration should not be limited by boundaries. The audio and video meetings in Zoho Cliq bring people together and help them collaborate easily with seamless connectivity.

With meetings in Zoho Cliq, teams can brainstorm, strategize, and execute ideas using collaborative tools like Whiteboard, screen sharing, and notes. To make meetings fun and interactive, you can use GIFs, stickers, and gestures. You can also take full control with meeting permissions and options to mute or unmute attendees. Plus, add guest users and record meetings to revisit later.

For example, a geographically dispersed marketing team can use Cliq meetings for their weekly huddles, where they discuss their tasks, brainstorm ideas using the Whiteboard, and screen share to display performance metrics of a campaign they recently launched. The recording is made available for future reference. To wrap up the week, they join a fun meeting filled with GIFs, stickers, and team-building activities. The team can also use Cliq meetings to collaborate with external users, like ad agencies. You could explore these features too!

Video conferencing

Collaboration is the key to productivity. When you aren't able to meet in person, the next best option is usually a video call. But an ordinary video call may not always meet your team's needs.

For instance, imagine you and your team are brainstorming for an upcoming event. You probably want to represent your ideas visually, share files for reference, and instantly know how many of your teammates are on board with the concept. It would also be useful to record the call and replay the feedback later for reference.

Cliq provides you with tools to achieve all of the above and more. It's a full-fledged video collaboration platform that meets the requirements of the hybrid workspace.

Here are a few tips you can use to collaborate effectively via video calls and improve productivity:

- Predefine meeting settings by navigating to Profile & Settings > Calls & Meetings.

- Schedule team calls from the Calendar Events. If you're hosting larger events (e.g., a webinar), you can create a video meeting from the Remote Work module and share the meeting link with attendees.

- Configure permissions based on roles.

- Use the Whiteboard feature to visualize your ideas.

- Set refreshing meeting backgrounds.

- Enable gestures so your audience members can quickly provide feedback.

- Set the personal configurations that you prefer.

- Use emojis and stickers to react in meetings and keep them lively.

Virtual backgrounds

Consider the following scenario: Roshan is working from home when his manager announces an emergency video call. With five minutes to prepare, he rushes to clean up his surroundings. Once he logs on to the call, he realizes he's left an embarrassing pile of laundry in plain view.

Perhaps a lot of us have been in similar circumstances. Thankfully, Cliq offers backgrounds and filters to protect us from these uncomfortable situations. Plus, they foster a more productive environment for video meetings.

You get a variety of virtual backgrounds and video filters in Cliq, and you also have the ability to blur your background to keep the focus on the subject.

Record your meetings

Let's say there is an important meeting, and you want to recall all the key points and discussions that took place. Even though you have jotted down some notes, you aren't able to figure out the entire context. In such scenarios, recording your meeting comes in handy. You can record your meeting while creating the event or start recording once the meeting has begun.

By doing so, participants in the meeting can revisit the recording whenever they want. They can download the meeting to view it even if you are not using Cliq or share the recording with other users. Record your meetings, and don't worry about events you have missed attending.

Live video broadcasting

Transform how your teams collaborate remotely with Cliq's live video broadcasting feature. Whether it's for a company-wide meeting or a corporate event, you can use the broadcast feature to communicate with up to 10,000 participants. Even individuals outside of your organization can join the broadcast using a guest URL link.

For example, say a company is launching a new product, and the C-level leaders want to share the update with 7,000 employees. The broadcast feature allows them to launch a broadcast from the company's main channel and address all employees at once.

You can start a video broadcasting session in two ways. The first is by using the Quick Action icon next to the global search bar and selecting Start Broadcast. The second method is by starting a broadcast from a specific group, channel, or chat. Select the desired conversation, click the video icon, and select Broadcast. Proceed by selecting a stream: Organization, Teams, or Chat. Add a topic for the broadcast, toggle the button to record it so you can revisit it later, and then click Next. Select the microphone and camera preferences, and click Start Session.

Collaborate with Whiteboard

According to Forbes, both employees and employers prefer virtual meetings over physical meetings due to the various advantages. We asked our users about the one thing they miss from real-world meetings, and the most common answer was the whiteboard that's present in most meeting rooms. These boards allow presenters and participants to draw flowcharts, share data, and brainstorm together. To tackle this in online meetings, we have Whiteboard in Cliq.

What is Whiteboard?

Express your ideas with drawn images and flowcharts as you converse with your team. Whiteboard is a virtual board that all meeting participants can use. All changes are updated in real time, so everyone stays up to date.
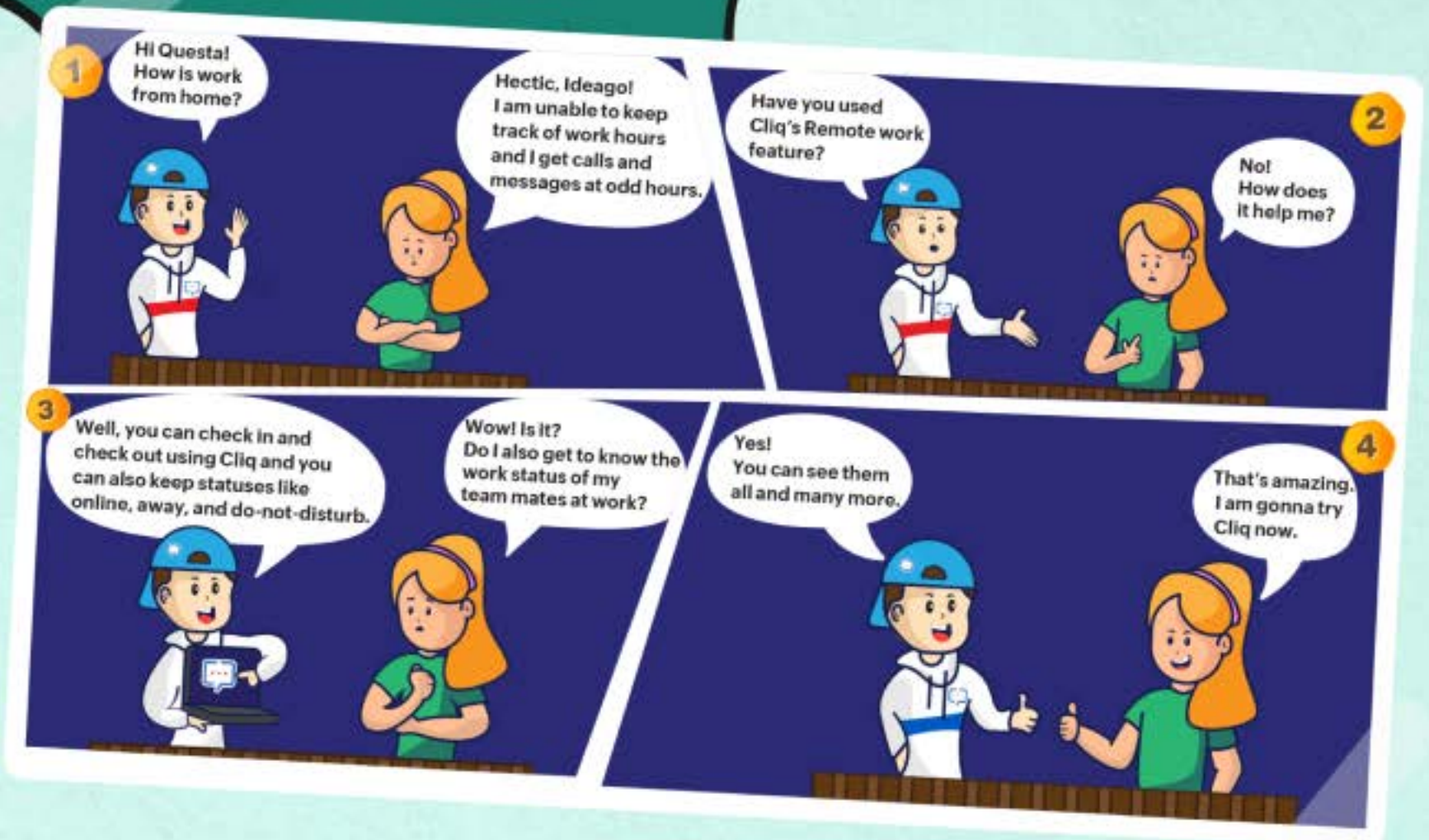
Whiteboard consists of a digital sheet and markup tools that are designed to help you convey your ideas visually during a conversation. These markup tools include shapes, markers, highlighters, lines, arrows, text, crop, and tags.

Try Whiteboard now and upgrade the way you interact in online meetings.

Remote work

Set remote work statuses

As many employees have transitioned to hybrid work, informing co-workers about availability is crucial for productivity. Remote work statuses in Cliq are designed to help you concentrate at work and facilitate communication by showing your availability for collaboration.

When you are occupied with a crucial project, you can update your status to "Engaged at work." This not only keeps you focused but also lets your coworkers know that they shouldn't expect an immediate response from you for anything other than an emergency.

The Remote Work module comes with five statuses for you to choose from:

- Available for collaboration
- Engaged at work
- Do not disturb
- Short break
- Lunch break

Cliq also syncs your status based on your activity across Zoho apps.

Zoho Cliq mobile

Communicate on the move with Cliq for mobile

Make and take calls, hold meetings, share files, and get work done when you're away from your computer—all you need is the Cliq mobile app. You can download the Cliq app for your smartphone, iPad, and smartwatch. Cliq is also supported on Apple CarPlay and Android Auto.

If you are away from your desk and remember you have an important meeting to attend, you don't have to run and get your laptop. Simply join the meeting from your phone. You can even view when other participants share their screen, right from the mobile app. Plus, answer calls or have Cliq messages read out to you from the comfort of your car with Apple CarPlay and Android Auto.

Most web-based features are supported on the mobile app, giving you full flexibility to connect from anywhere. If you have multiple Cliq accounts, you can switch between them in one tap. Download the Zoho Cliq app on your mobile device and get connected.

Easily filter out all unread chats

It's overwhelming to sit and scroll through a cluttered chat list when you're looking for an important unread conversation. Cliq makes it simple to declutter your chat list in no time.

Here's how it works in the Cliq mobile app: From the Chats screen, find the "View unread chats" option by clicking on the kebab menu icon in the top bar. This lists all unread chats in a separate view and saves you time.

A central hub to locate your files

1 Hey there. Looks like you're busy at work!

2 No. I've been scrolling up and down through a channel conversation to find an important file that was shared sometime in the last year.

3 You don't need to scroll through conversations to locate files. You can easily access all files shared in your cliq conversations in the files section.

Files

4 Wow, that sounds amazing!

5 All your shared files are organized under four categories: images, videos, audio, and files.

6 Woah, I found the file I've been searching for in just thirty seconds.

All of us have been in a situation where a teammate or manager asks us to send over an important file quickly. With Cliq, you don't need to search through conversations for files. All files shared in your channel, group, and chat conversations are available in the centralized Files tab.

To make it even easier to find what you need, all shared files are organized into four categories: Images, Videos, Audio, and Files. Plus, you can forward or download files, as well as view and reply to the original message.

The file search uses OCR-based recognition, meaning you can search using not only the file name but also any text in the images. For instance, say your colleague asks you for all the design visuals for a particular event. Instead of scrolling through every design file to find the ones you need, you can simply type the event keyword into the search bar and instantly pull accurate results.
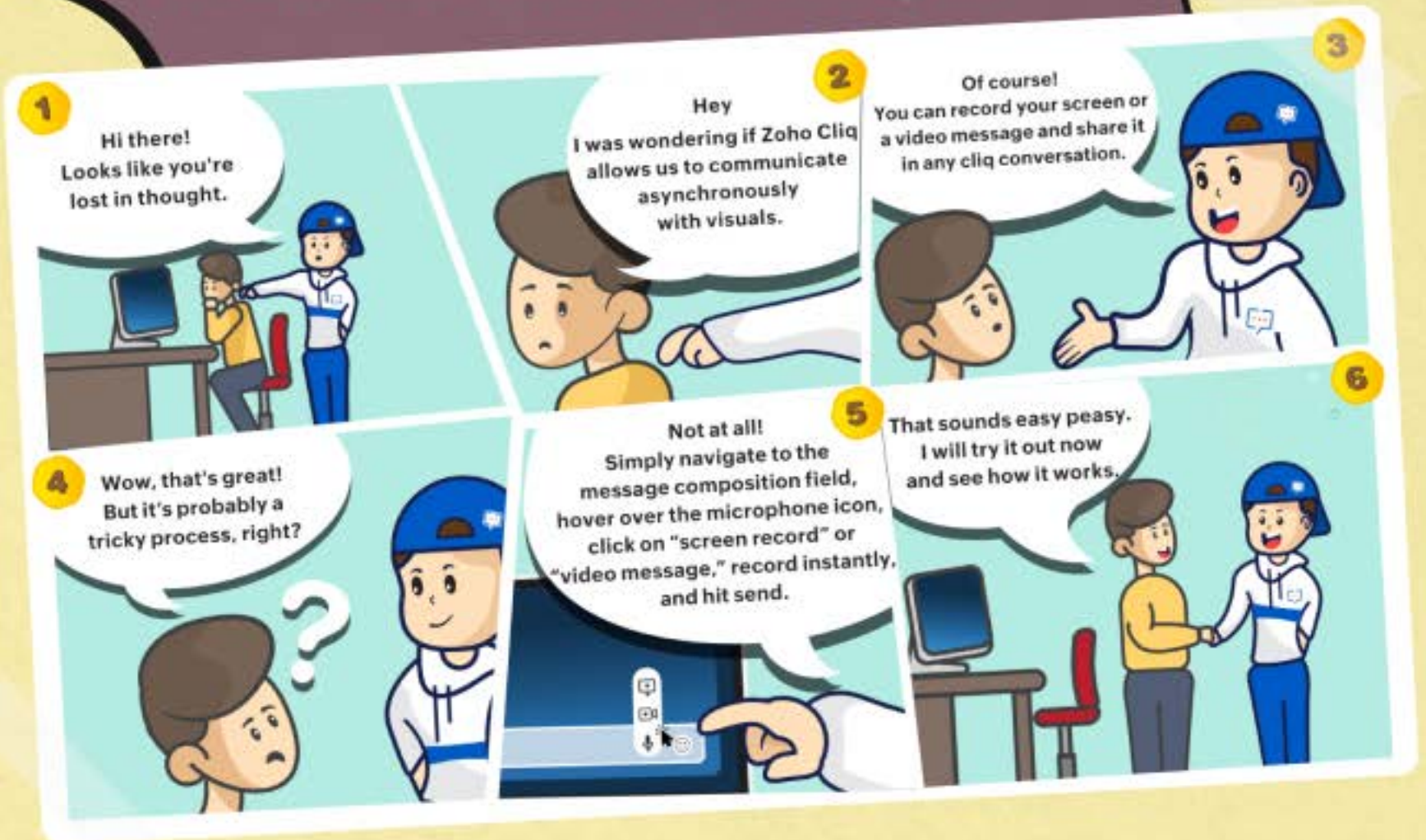
Power of channel admins

Keeping work channels clutter free is critical. If a colleague posts irrelevant messages on an important channel, it can disturb the information flow and cause confusion. As the channel admin, you have the power to delete messages that aren't appropriate for the channel.

You can also delegate this permission to channel moderators by opening a particular channel, navigating to the Channel Permissions page, and enabling the specific permission for the desired moderators.

No more worries about irrelevant messages populating a channel. With admin controls, it's easy to manage the messages posted by other channel participants.

Asynchronous communication made easier : Audio and video messages

1 Hi there! Looks like you're lost in thought.

2 Hey I was wondering if Zoho Cliq allows us to communicate asynchronously with visuals.

3 Of course! You can record your screen or a video message and share it in any cliq conversation.

4 Wow, that's great! But it's probably a tricky process, right?

Not at all! Simply navigate to the message composition field, hover over the microphone icon, click on "screen record" or "video message," record instantly, and hit send.

5 That sounds easy peasy. I will try it out now and see how it works.

6

Do audio and video meetings consume a major portion of your work hours? Do you find that waiting for all your colleagues to join a meeting from different locations is eating up your time?

No matter which situation you're dealing with, Cliq offers a solution: audio and video messages.

You can now reduce meetings by recording and sending video or audio messages through chat. For example, if you have an important announcement to make but not all of your colleagues are available for meeting, you don't have to wait to share the news. Instead, you can instantly record the announcement as an audio or video message and send it to the desired chat or channel.

With this feature, you can also record your screen and share the recording with others. For instance, if you want to explain a particular feature to a customer or colleague, you can simply record your screen and show how it works.

@mention to notify your colleagues

We often send messages to group chats or channels that require immediate attention. Sometimes, these messages go unnoticed, especially if our teammates are swamped with other tasks. Timing is usually a crucial factor here.

If you find your messages to the people you work with are getting lost in the shuffle, try @mentions in Zoho Cliq. You don't have to flag down your colleagues and remind them to check their recent messages. With the @mention feature, they'll receive an instant notification.

Let's say you are a part of a customer support team, and there's an escalated call about a customer security issue. This issue requires immediate attention, and you need the assistance of Sarah from the product team. To grab her attention quickly, you can @mention Sarah in the appropriate chat or channel. Sarah will hear a notification sound and receive a desktop notification, as long as she has these options configured in her Cliq account.

You can view all @mention messages from the Mentions section in the top right corner of your Cliq screen.

Turn off chat history

Workplace conversations can include sensitive information, including confidential customer data, performance review data, revenue generated, purchases, or even a surprise birthday party you are planning for your teammate.

With the option to turn off your chat history in Zoho Cliq, you can chat with your colleagues, and rest assured that the messages disappear when you refresh the chat window or close it.

To use this feature, click on Turn Off History from the Actions menu in the chat window. You can turn on the chat history again at any time.

Message actions

1 Are forward, reply, and copy the only actions we can perform on a message in Cliq?

2 Not at all! You can convert Cliq messages into tasks, issues, notes, and more.

3 Wow! Tell me about it.

4 Hover over a message, choose the kebab menu (⋮), and click More.

5 You'll see a list of actions you can perform on that message.

6 I just converted one of my messages into a task in Zoho Projects.

Using Cliq's message actions, you can do more than just copy, forward, and reply to messages. Hover over a message to see a list of actions.

Let's say you want to react to a message. You can select from the three reaction icons, or choose from the list of emojis, Zomojis, and Live Zomojis. You can even add your own custom emojis to express your reactions more authentically. When you simply want to reply to a particular message, you can select the Reply arrow and type your message.

By selecting the kebab icon, you'll see more options. These include the options to privately reply to a message sent by a certain user, fork a message to start a group chat with specific users, and set reminders for a message. You can also create tasks and issues in Zoho Projects for a specific message from Cliq. If you don't want someone to know you read a message, or you want to return to read the message later, you can select Mark as Unread and the message will be displayed as unread in the chat.

To send a message from a channel or conversation to another chat, use the Copy Message URL option. If you want to quickly access a message at anytime, you can select the Pin message option. Select the More... option to perform actions with other apps.

Reminders

If you're worried about forgetting important work-related tasks or meetings, Cliq's reminders are for you. These reminders will notify you when a task is due or when a meeting is about to start. Set reminders for yourself and others for specific messages, or create custom reminders to get notified about tasks and events.

To keep track of the status of the reminders, you may view pending and completed reminders, mark reminders as complete, and get details on who has yet to complete a specific task. You may also pick a date and time as a deadline and select Remind All to remind everyone to complete a task. All the reminders you create are consolidated and can be viewed from the Reminders icon at the top right corner of Cliq. Using Cliq's reminders, you can streamline your workflow without missing a single deadline or appointment.
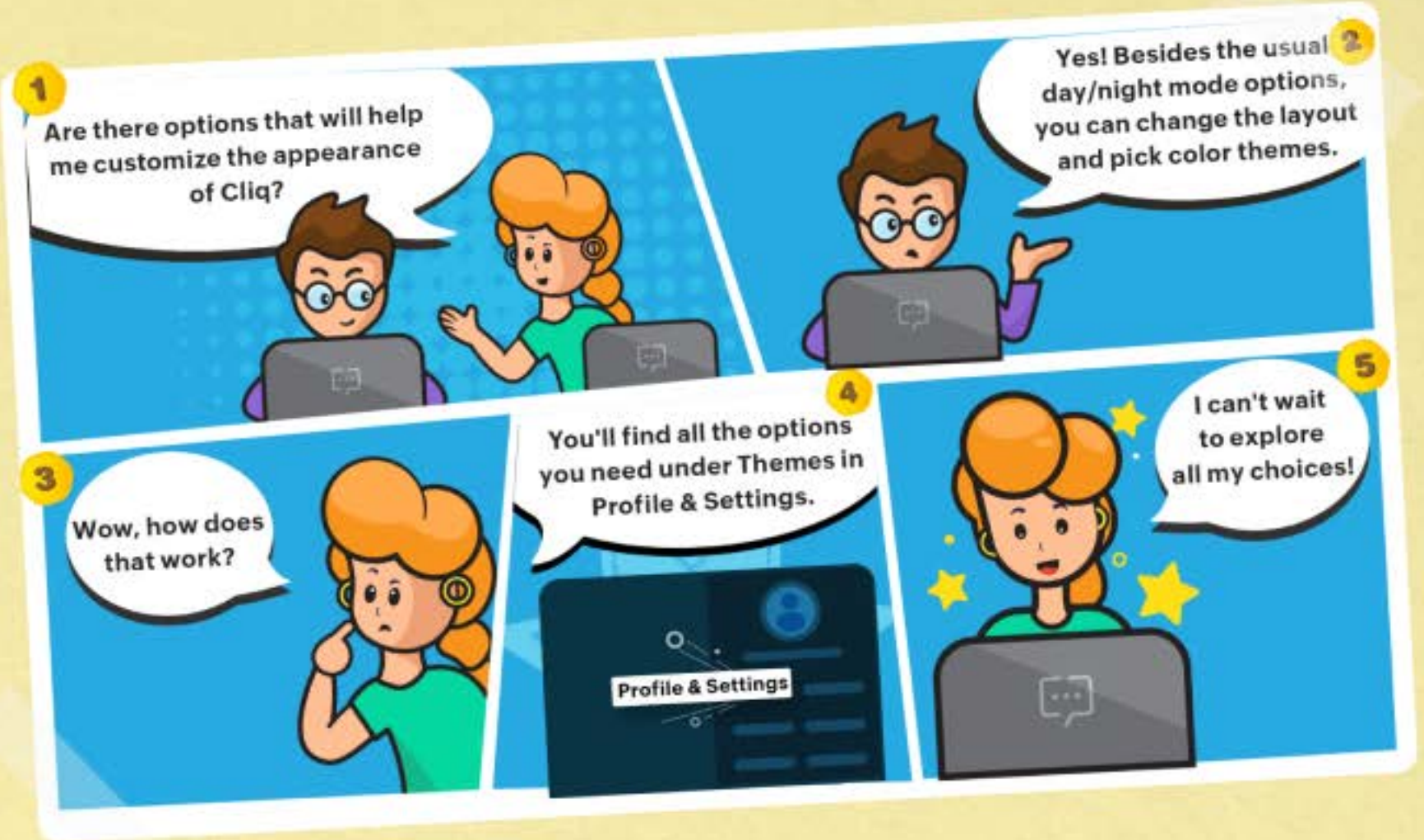
DND mode

Do Not Disturb (DND) in Cliq focuses on reducing distractions. Enabling this feature will block Cliq notifications, pop-ups, and sounds. You can use this feature when you're taking a break or when you need to concentrate on work.

DND comes in handy if you use a work productivity technique like Eat the Frog, time blocking, or the Pomodoro technique. The feature is also helpful when you're feeling overwhelmed by incoming messages and tasks. Or, if you are about to attend an important meeting, you can turn on DND so you aren't distracted by other calls and notifications.

Customize themes & colors

Customize the appearance of your Cliq account by changing the theme. Apart from the day and night mode options, you can choose between Accent Blue or Dark Gray for your layout, as well as select from various accent color options.

Private replies

Have you ever wanted to seamlessly continue a conversation with a colleague outside of a group channel? The private reply feature in Cliq is the perfect solution. You can react and respond to messages instantly without exiting the group chat or channel window each time.

Whether you want to privately discuss a proposed marketing strategy with a teammate or follow up with your boss about something she announced on a channel, this feature streamlines your conversation experience and enables quick communication between the relevant users.

Star and bookmark important messages

Overwhelmed with work tasks? The star and bookmark feature in Cliq is bound to be your new best friend. You can star a message and categorize it as Important, To Do, Note, Manager, or Follow Up. This helps you stay on top of incoming conversations, tasks, and important deadlines. You can access all your starred content by clicking on the star icon in the top right of your Cliq screen. The messages are sorted according to the starred category for your convenience.

So, when your supervisor messages you Monday morning about a sales pitch that's due on Friday, your colleague sends you a list of details to keep in mind when developing the sales pitch, and you need to remind a reportee to check in with a client, Cliq's got you covered. You can mark the first task as To Do, the second as Important, and the third as Follow Up. Every morning, you can easily access the Starred Messages section at the top right of your Cliq screen and stay on top of your tasks.

ZOHO Cliq

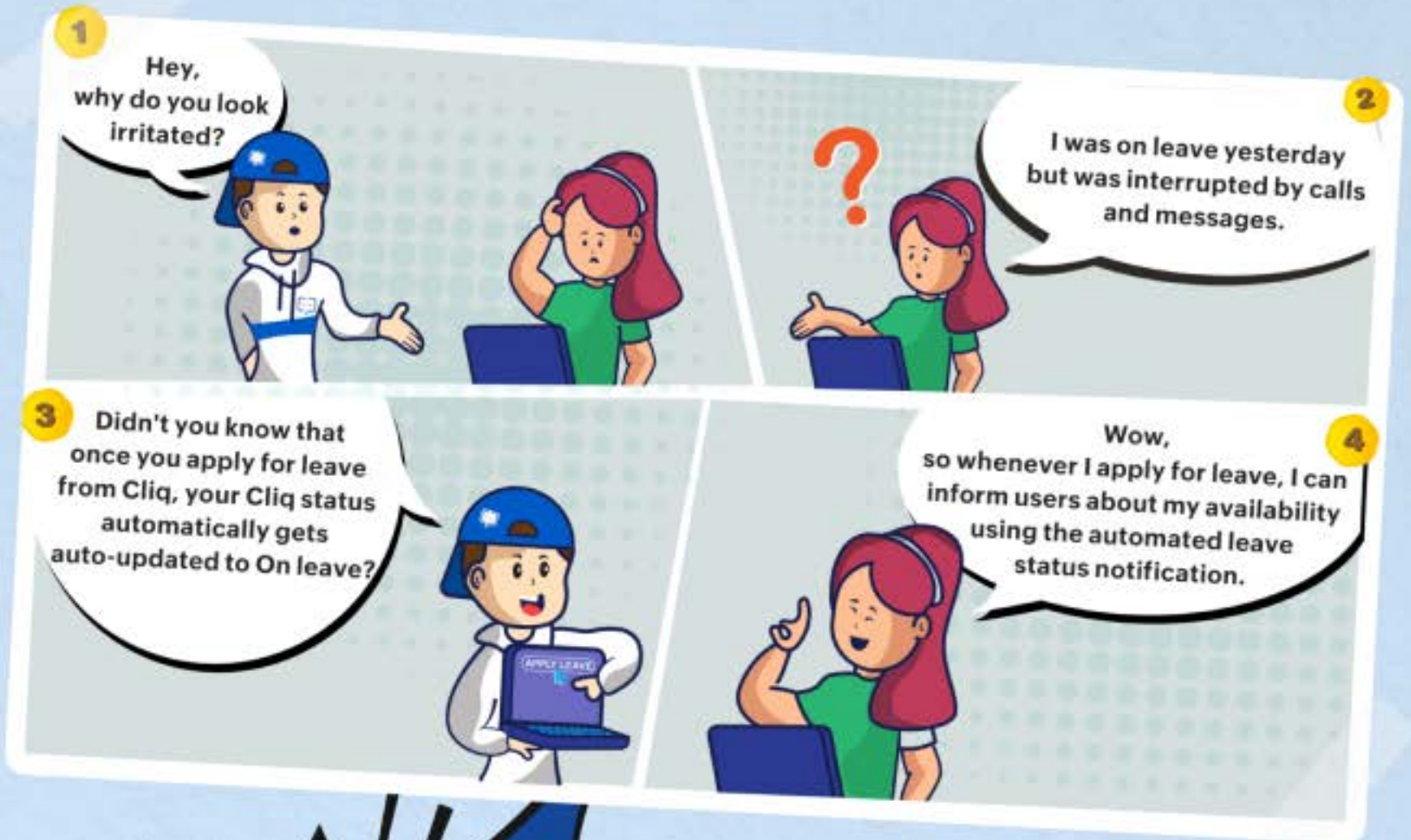# The Cliq Marketplace and Connections

It's usually not realistic to use a single application for everything, which is why we have integrations. Integrating different applications or services with your Cliq app can lead to a more efficient and productive user experience. These integrations are powerful enough that you can make Cliq your one-stop application for all your work needs.

Integrations in Cliq are easy to set up with the Cliq Marketplace. The Cliq Marketplace is filled with ready-to-use extensions that you can connect to in a single click. Many popular options, such as YouTube and Gmail, are available in the marketplace.

While it's impossible for us to include every service out there in our marketplace, we recognize that many users may need access to unique services. This is why we developed Connections.

Connections is an interface that enables users to integrate Cliq with another service easily. This makes it so that any service that supports REST APIs can be integrated with Cliq. You can also create an extension and put it up in the Cliq Marketplace for the community.

Try integrating your favorite service with Cliq, and make your life easier!

Automated leave status

Applying for leave can be a complex process. You have to check with your manager, as well as collaborate with your teammates so your absence doesn't affect the workflow. Sometimes, you go through all this just to receive work messages because not everyone is aware of your time off.

Most people don't check who's on leave in their organization before reaching out, so the best way to show others that you're on leave is to put up a status. We at Cliq strive to automate this factor as much as possible.

When you apply for leave in the Cliq app, your status automatically gets updated to "On leave" during the appropriate time period. If any user clicks on your profile to text or call you, they'll see the status and know that you are not available. This way, you aren't disrupted during your time away.

Customize Cliq with developer tools

1 Oh man! My manager asked me to develop an internal automation tool since we're understaffed. It's been so long since I've done any coding.

2 Don't worry we use Zoho Cliq. Its developer platform is low-code and very user-friendly.

3 Besides auto suggestions, it also provides you with tools like the message builder and form builder to reduce most of your coding.

4 That gives me a lot of confidence. With these tools and other resources, I think I can manage this task easily.

The Cliq developer platform is a set of bots and tools that help you build on top of the existing Cliq application and tailor it according to your needs. With this platform, you can automate your everyday tasks and connect Cliq with other applications.

The best part about the Cliq developer platform is that you can use it even if you don't know how to code. This is thanks to Deluge, Zoho's proprietary scripting language. Head on over to our developer documentation to learn more about how you can utilize the power of the Cliq developer platform and make your work easier.

The tools available in the Cliq developer platform are:

- **Bots:** Handy assistants that help automate daily activities.

- **Commands:** Shortcuts to perform everyday tasks quickly from inside the chat window.

- **Message actions:** Custom message actions, like adding the message as a note.

- **Widgets:** Plug-ins that can be used to create a homepage view with support for custom actions.

- **Functions:** Piece of code that will be triggered to perform an action upon clicking a button or submitting a form.

- **Schedulers:** For timed actions. Can be scheduled to execute daily, weekly, or monthly.

- **Databases:** The ultimate storage solution for all the data required to build an integration component.

- **Connections:** Interface for integrating third-party services with Cliq.
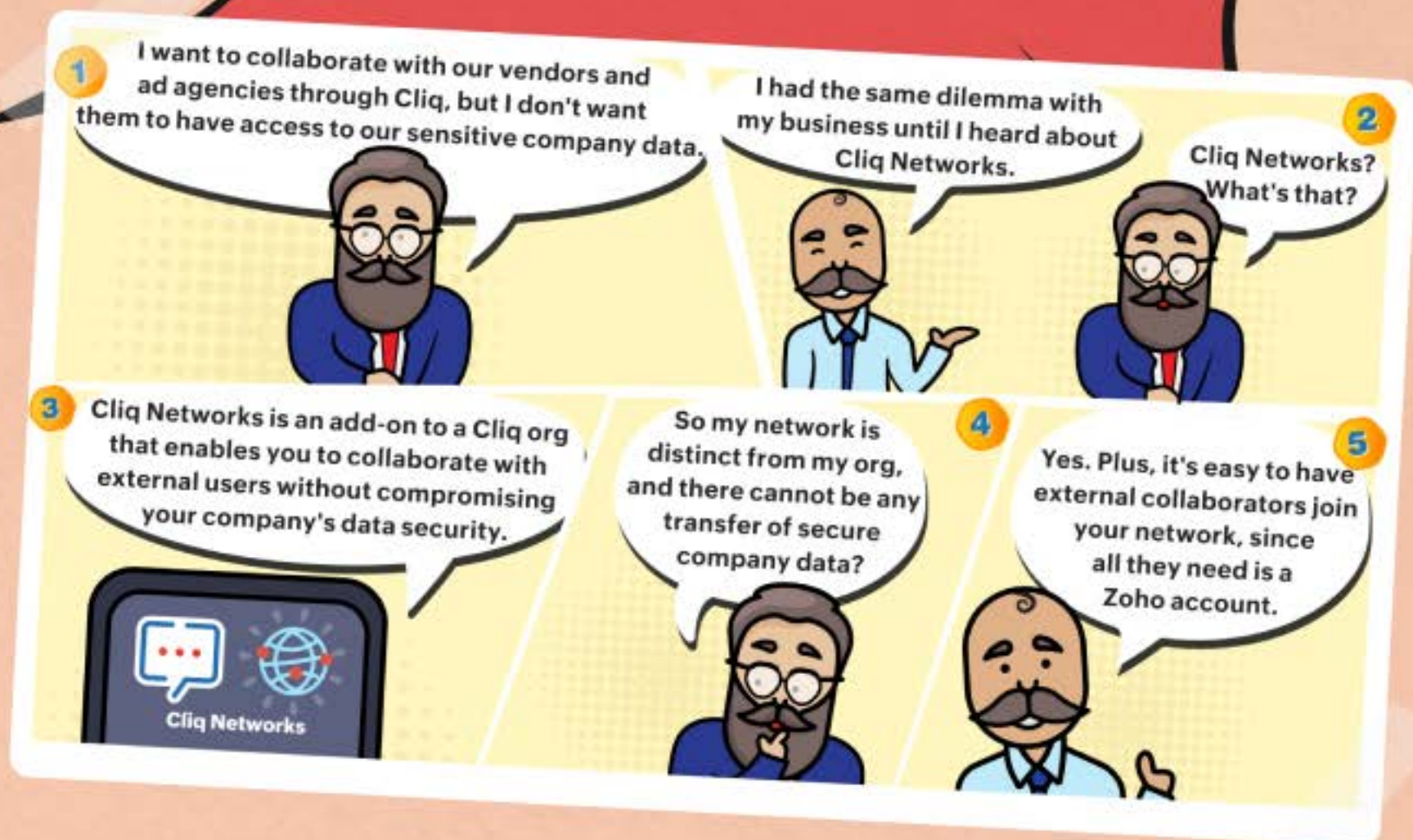
Communicate externally with Networks

1. I want to collaborate with our vendors and ad agencies through Cliq, but I don't want them to have access to our sensitive company data.

I had the same dilemma with my business until I heard about Cliq Networks.

2. Cliq Networks? What's that?

3. Cliq Networks is an add-on to a Cliq org that enables you to collaborate with external users without compromising your company's data security.

Cliq Networks

So my network is distinct from my org, and there cannot be any transfer of secure company data?

4. Yes. Plus, it's easy to have external collaborators join your network, since all they need is a Zoho account.

5.

Cliq Networks is a dedicated space to collaborate with external business stakeholders, such as partners, vendors, agencies, consultants, and volunteers. It equips you with an extensive set of configurable permissions to facilitate controlled, secure, and full-fledged external collaboration.

Say you want your partners to be looped into your business activities and stay on top of the latest updates. You can quickly create a network especially for partners so they can engage in productive conversations, and collaborate efficiently through chat, channels, and meetings.

To learn more about how to get started, explore all the features, and discover ways to better connect with external users, take a look at our dedicated Cliq Networks page.

Cliq

support@zohocliq.com

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