



Zoho Connect Knowledge Management Tool

Knowledge Management (IT6417)

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1. Introduction

1.1 What is Zoho Connect?

Zoho Connect is a software that collaborates different team members and lets employees and team members work together on the same platform and add value to the related work. It also provides the space for sharing and organizing work along with the right tools for better communication and convenience.

Zoho Connect can be used by businesses of any size from any industry. It is also secured platform and nearly 30 million worldwide users are using Zoho services which include small, medium and large organizations. Zoho takes serious issues on securing the user data and all the services that has been offered.

1.2 How can Zoho Connect help a business?

The tools available under Zoho Connect, can help you share knowledge and discuss work to follow the latest understanding within a team. The key to flourish any business is a well-structured platform for sharing information and keeping ourselves updated about the whereabouts of a business, so Zoho is providing a solid foundation in that category. Some of the key features of Zoho connect include:

1. Build a connection with other people in an organization.
2. Manage knowledge by sharing and compiling all your materials so that your team can quickly draw on it whenever they need.
3. Make plans work by taking control of your day while tracking all your commitments, events, and tasks.
4. Extend collaboration beyond your team by connecting people-on your team and outside it, like your partners, vendors, and clients to work together.
5. Customization and Integration feature is added for convenience.

1.3 Other important services from Zoho

Zoho Mail: Online mail client.

Zoho Docs: Online document editing tool. Enables team collaboration on documents, and integrates with Microsoft Office.

Zoho CRM: Customer relationship management platform.

Zoho SalesIQ: Online live chat, website visitor tracking software and analytics rolled into one platform.

Zoho Books: Online bookkeeping software for business accounting.

Zoho Projects: Online comprehensive Project Management System.

Zoho Flow: Code-free app integration platform that automates repetitive tasks by connecting apps together with event triggers and actions.

Web NMS: Management platform for Internet of Things devices within a company.

Manage Engine: Set of information technology tools targeted at internal technical support teams, designed and developed by Chris Sheppard.

2. Main features

There are many features in Zoho connects which comes in handy while managing knowledge and information of an organization. Some of the key features of Zoho connect are listed and briefly discussed below:

Groups

This feature gives your team the space to gather perspectives and collaborate among each other, while collecting all the tools they need to move the work forward.

Feeds

There are so many things that happens during a conversation such as, details are shared, opinions are expressed, and ideas are refined. This feature can be helpful to use feeds to bring team interactions to your screen.

Channels

Faster communication results in better productivity, and that's what channels provide. They're real-time communication for teams, and it is a platform where teams discuss to make decisions.

Forums

This feature helps to resolve issues together by crowd sourcing solutions from within your network.

Manuals

It is used to make, a process to master new material, an easy one, by building your team's knowledge base and organizing it through manuals.

Files

In this field, users can create and organize reports, presentations, and spreadsheets using the files app.

Events

All the events can be organized in this section with the use of a smart calendar which is capable of alerting you for special events. For instance, meetings you need to attend, calls you need to make etc.

Tasks

All the work that needs to be done are divided into various tasks among different people in this section. You can track our own task as well as monitor other people's tasks that are being held, ongoing or completed. It is just simply translating your plans into action by breaking them down into simple parts.

Custom Apps

It simplifies work by building an app that is designed to work the way your team does. When processes get automated, your team can spend time where it's needed the most.

Integrations

With integrations with other applications like Asana, GitHub, Google Drive, and more, you'll get all the notifications from them, right within your Zoho Connect group without altering between those apps.

Active directory

You can sync users in your Active Directory with your Zoho Connect network.

Customization

You can put your brand in the spotlight, by making Zoho Connect accessible from your domain, customizing the logo, and adding colors that express your brand.

Policies

As an admin, you can decide what members can do within your network. User policies can be customized to allow only specific members to create groups, custom apps, manuals, and files.

Moderation

You can approve or edit posts and comments on the network wall before they are visible.

Analytics

In this section you can get information about how members are interacting within a network. Get the numbers on most active groups and members, posts and comments made, and blog posts with activity graphs.

Export

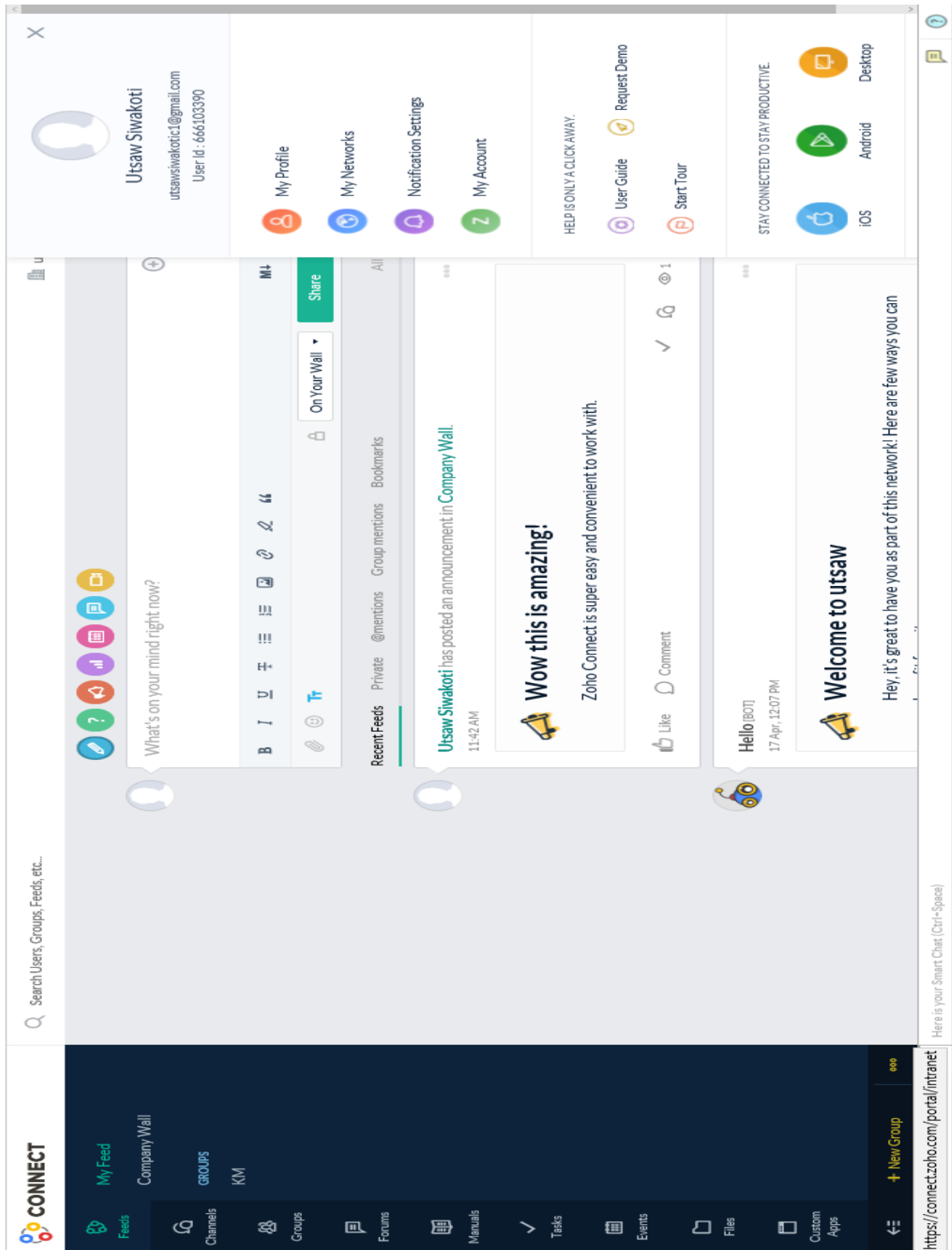
You can keep your data with yourself by backing up your team's conversations, forums, manuals, and files.

3. How Zoho Connect is used in organizations for knowledge management?

Zoho connect supports numerous features and resources in a single platform. Different organizations such as egg3 and Kerusso are adopting this application for knowledge management because it features:

1. Auto Work Update features where users do not need to send emails daily to their team.
2. Can create meetings and invite the team members with reminders.
3. Admin can do individual or overall surveys, create group chats for specific discussion on subject matter etc.
4. This application helps to reduce an organization's time and effort and, helps to make team members smooth on workflow without any distractions or diversions.
5. Supports similar platforms such as, popular social media and the other platforms which already connects people in an organization. It generates a feeling of convenience to share knowledge and communicate with each other. This is also a kind of psychological motivation for team members to keep on posting work updates.

4. User Interface of Zoho Connect



5. Comparison with Slack and Bitrix 24

5.1 Zoho Connect vs Slack

Slack is the most popular tool among organizations for communication between team members. But, Slack has limitations compared with Zoho connect. Actually Zoho connect is a knowledge management system plus chat system while slack is only a communication tool with little knowledge sharing platform. The following table is a comparison between slack and Zoho connect.

Feature	Zoho Connect	Slack
Creating Events	provided	not-provided
Direct Votes	provided	provided
Direct Reaction	provided	provided
Calendar Feature	provided	not-provided
Intranet Feature	provided	not-provided
Knowledge management	provided	not-provided
Integration with GitHub, Google Drive and Dropbox	provided	provided
Sharing documentation and files over intranet	provided	not-provided
Polling system	provided	not-provided

5.2 Zoho Connect Vs Bitrix 24

Bitrix 24 is a tool for task management and sharing document along with a time tracking integration feature. It is not only a communication tool but also a social interface for communications and work. Comparison between Zoho Connect and Bitrix 24 is given below:

Feature	Zoho Connect	Bitrix 24
Task Management	not-provided	provided
Time Tracking Integration	not-provided	provided
Direct Messaging	provided	provided
Calendar Feature	provided	not-provided
Intranet Feature	provided	not-provided
Knowledge management	provided	not-provided
Gantt Chart Feature	not-provided	provided
Sharing documentation and files over intranet	provided	not-provided
Polling system	provided	not-provided

6. Advantages and Disadvantages of Zoho Connect

6.1 Advantages

- Zoho Connect has almost everything that you need to run your daily business.
- It is integrated with other Zoho apps & third party software's, so that you can seamlessly exchange the data.
- Pricing is generally on the lower side compared to competitors for starters.
- API's are open.

6.2 Disadvantages

- Zoho makes software not solutions, so Zoho connect may not meet requirement of some enterprise.
- Zoho provides only on-demand software, unlike other ERP players which have both on-demand & on premise version, so features may be limited for some organizations.
- Zoho Connect has both free and paid versions, ranging from \$35 to \$250 per month for maximum features and storage capacity.

7. Conclusion

From ideation to successful implementation, Zoho Connect helps teams at every step by letting them: streamline team communication, create a document repository, build a knowledge base, create their own app, and manage their work plans. Zoho connect can help an organization to create more opportunities and reach for expected goals, without any obstacles in communication. Knowledge sharing can be carried out seamlessly between all of the connected users. This application builds a bridge between the people involved in an organization and fills in the communication gap. This application provides a knowledge sharing and communication platform while maintaining the privacy and security of the delicate information of a company.

8. References

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