

Do more with AI without leaving your **work systems**

Query **data**, create **documents**, execute **actions**, and automate tasks with AI connected to Zoho and the applications your company already uses.

Talk to a specialist

 Zoho CRM

 Zoho Projects

 Zoho WorkDrive

 Zoho Desk

Summarize open opportunities and prepare a management report.

I find the data in Zoho CRM, generate the document, and save it in WorkDrive.

Query CRM

Create PDF

Save file

01

Question

02

Action

03

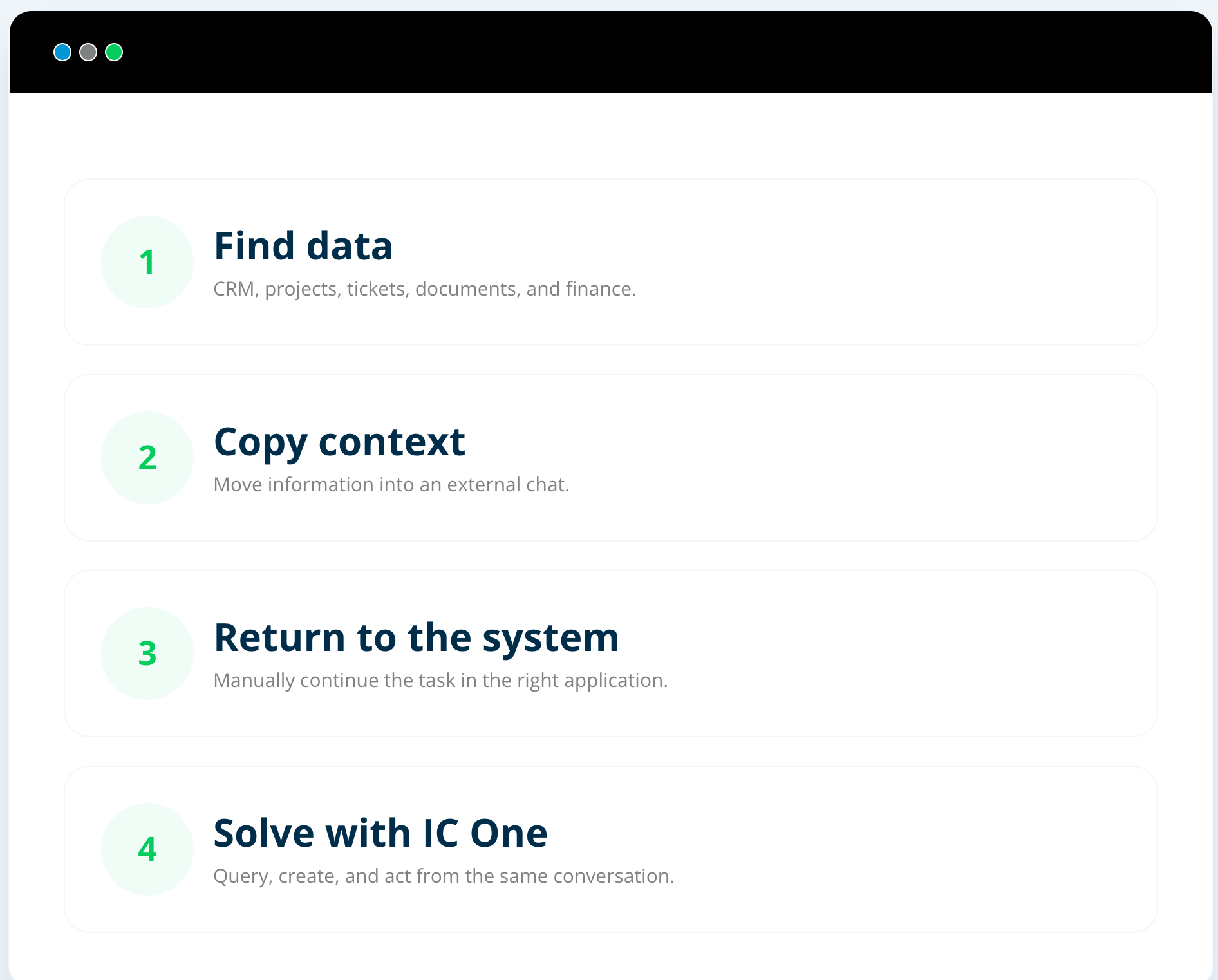
Result

THE CHALLENGE

When using AI means **copying and pasting** information between systems

AI can help **analyze, draft, and solve tasks**. But when it needs information from **CRM, projects, tickets, documents, or financial systems**, the user still has to find the data, move it into the chat, and return to the right application to continue working.

IC One brings AI into the company's **operational environment**, so it can work with **business data and tools** from a conversational interface.



Query, create, act, and automate

01

Query

Ask natural-language questions about **CRM, projects, support, documents, finance**, and other enabled sources.

02

Create

Generate **documents, PDFs, spreadsheets, and CSV files** from the conversation and save them in Zoho WorkDrive.

03

Act

Create or update information in write-enabled applications, such as **Zoho CRM, Projects, Desk, or WorkDrive**.

04

Automate

Schedule recurring tasks for reports, follow-ups, status reviews, and other processes defined by the organization.

MORE THAN AN AI CONVERSATION

An experience built to work with **operational context**

IC One does more than respond. It helps maintain **context by initiative**, generate **files**, use **voice**, guide processes, and complement internal information with **web search** when the task requires it.



Context-rich projects
Group **conversations, files, and instructions** around an initiative.



AI Workspace
Generate **files from chat** and organize them in private Zoho WorkDrive spaces.



Voice
Speak with IC One and keep the **transcription** inside the same conversation.



Chatflows
Create **guided conversations** for processes with a defined structure.

CONNECTED APPLICATIONS

Work on top of the applications your company already uses

IC One connects through MCP with business tools to query information and, when enabled, execute actions.















Zoho

CRM

Search, create, and update records.



Zoho

Projects

Query tasks and milestones, update statuses, and log time.



Zoho

Desk

Work with tickets, contacts, accounts, and knowledge.



Zoho

WorkDrive

Query, upload, and create files.



Zoho

Books

Query invoices, expenses, and financial information.



Zoom, Notion, and WordPress according to each implementation scope.

Enterprise AI with permissions, sessions, and isolated credentials

Not every user needs access to the same information or the same actions. IC One allows access to be managed by organization and user.

Individual permissions

In Zoho connections, sessions can respect existing permissions so each person works within their authorized scope.

Organization-level isolation

The platform keeps each organization's credentials and configurations isolated.

Configurable capabilities

InterConnecta configures the applications, tools, access, and capabilities needed for each implementation.

 FOR ORGANIZATIONS READY TO OPERATE WITH AI

A platform that adapts to your operation

IC One can be offered inside the Portal, as a standalone solution, or as a white-label experience according to the organization's needs.

How much manual work does your team still do after getting an AI response?

[Connect AI with your operation](#)