

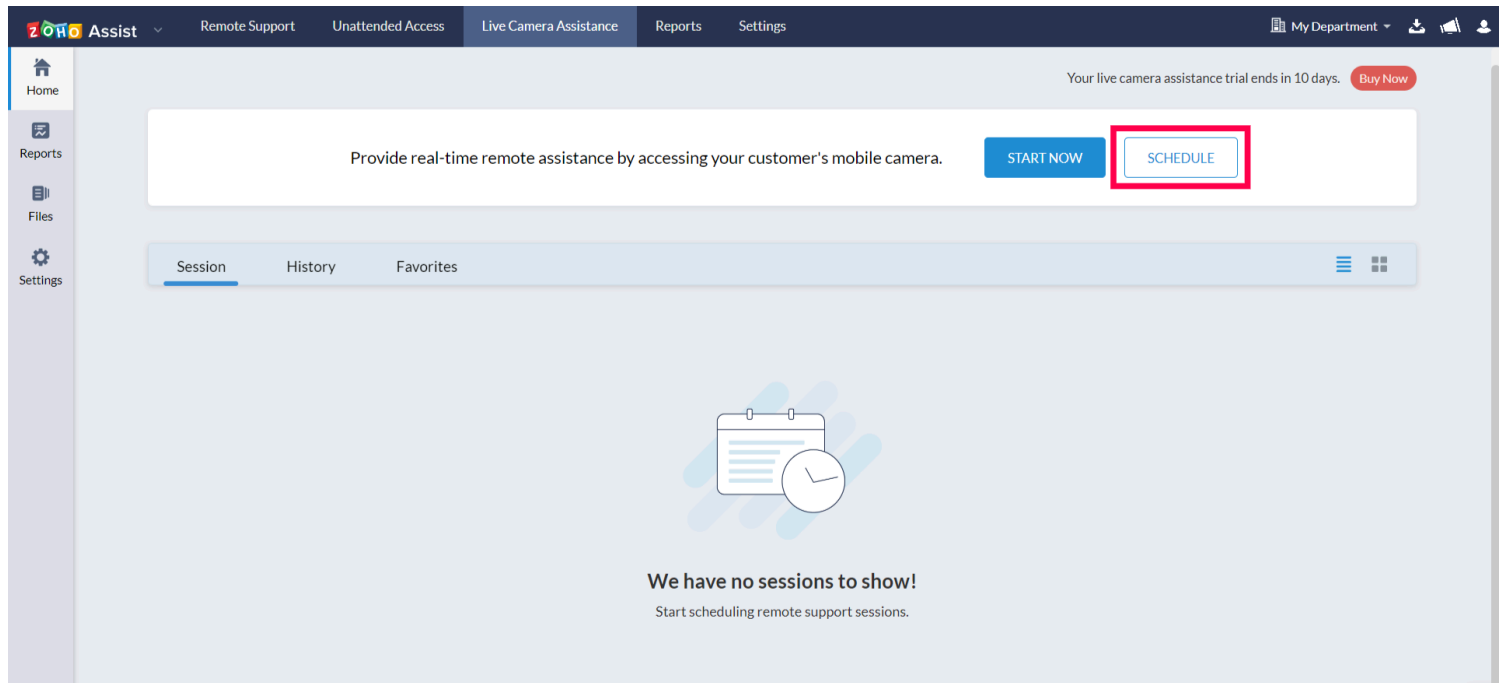


How to schedule a session?

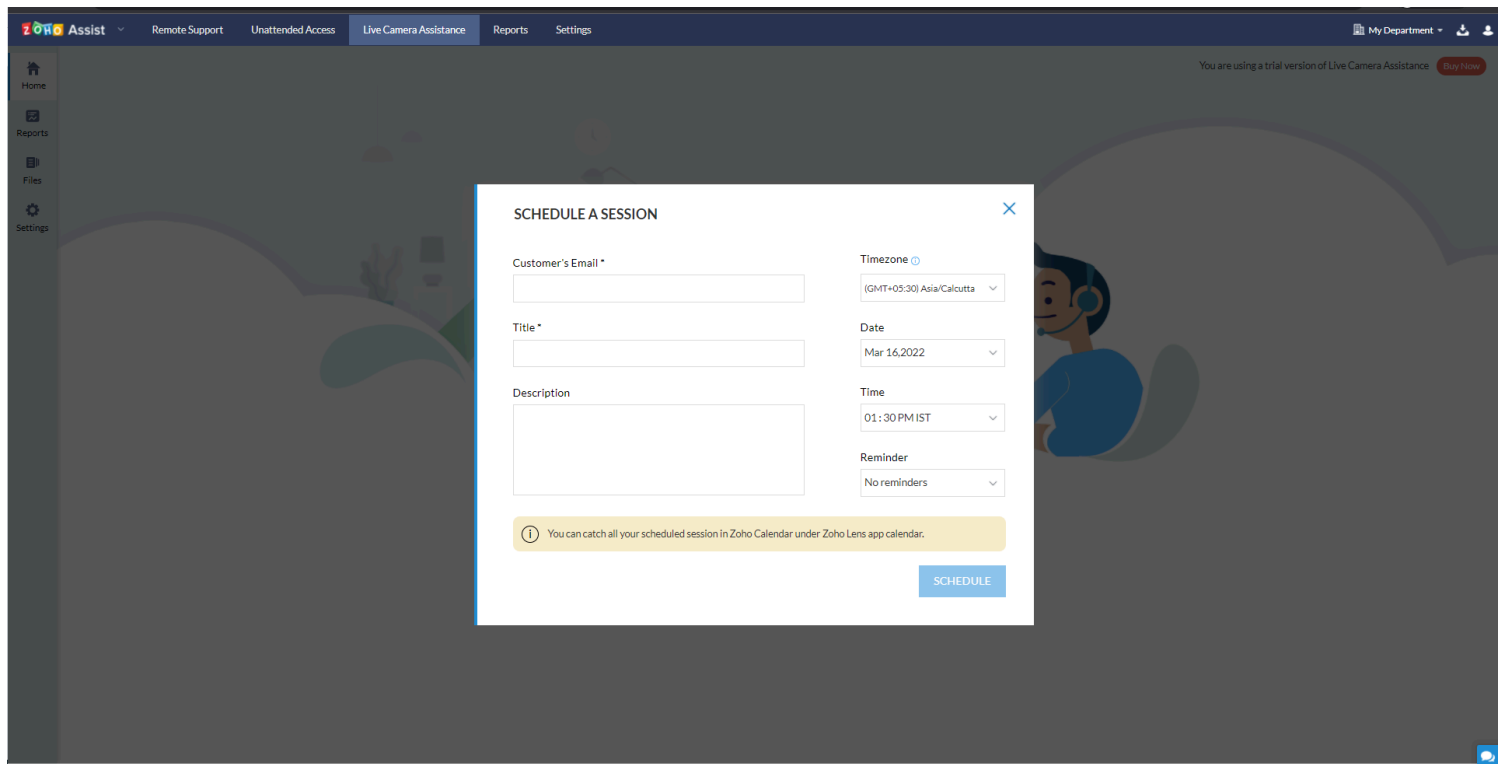
If you are struggling to assist customers in different time zones, or your customer is not ready for an assistance session, you can schedule a support session at a convenient time for you and your customer. Your customer will receive an email notification once you schedule a session. You can also set reminders for yourself and your customer and reschedule a session if required.

To schedule a session


1. Go to assist.zoho.com. Log in to your account using your Zoho credentials.
2. To schedule a session, click **Live Camera Assistance** and click on **SCHEDULE**.

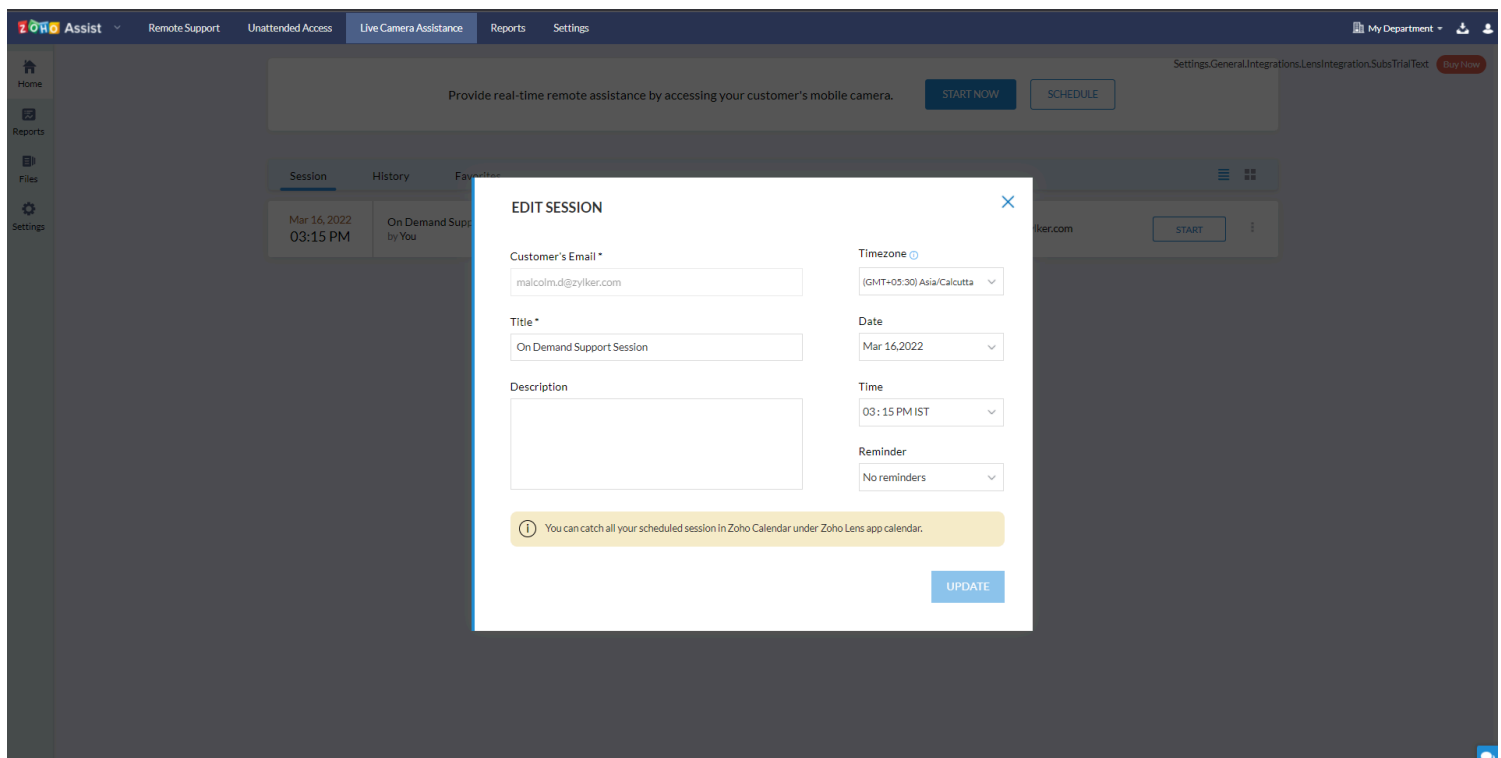


3. Give a **Title** for the session and add a brief description.
4. Select the **Time Zone** of your customer. If you aren't sure of the customer's time zone, the session will be scheduled based on your time zone.
5. Choose the **Date** to schedule the session on.
6. Choose the **Time** for the session to begin.
7. You can set the time the reminder email will be sent by clicking **Reminder**.
8. Click **SCHEDULE** to schedule the session.



To reschedule or cancel a session

1. Go to the session that needs to be rescheduled or canceled.
2. Click  next to the session.
3. Click **Edit** to reschedule the session.



4. Click on **CANCEL** to cancel the session.

zoho Assist

Remote Support

Unattended Access

Live Camera Assistance

Reports

Settings

My Department

Home

Reports

Files

Settings

Provide real-time remote assistance by accessing your customer's mobile camera.

START NOW

SCHEDULE

Session

History

Favorites

Mar 16, 2022
03:00 PM

On Demand Support Session
by You

with malcolmd@zyker.com

START

Are you sure you want to cancel the
scheduled session?

No

Yes