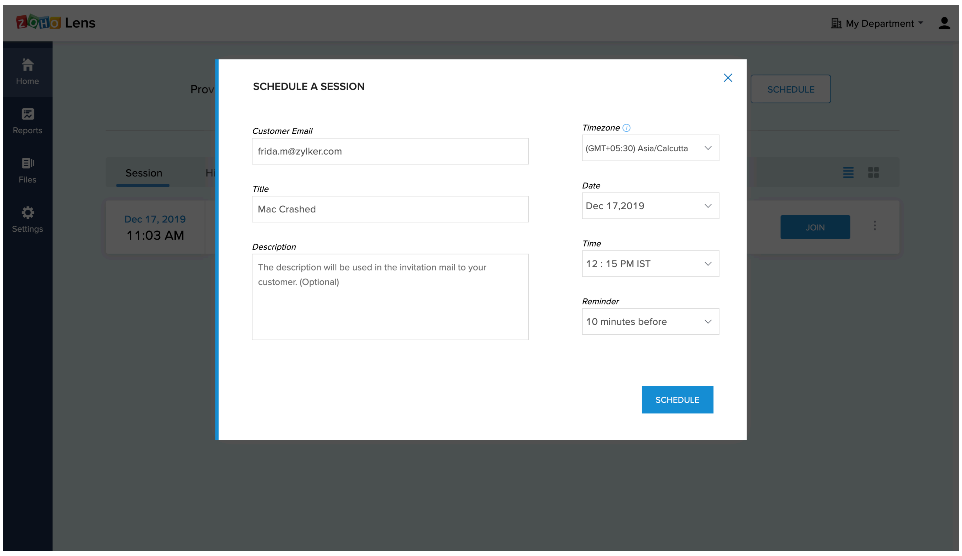
How to schedule a session

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

- Go to lens.zoho.com, and click on **Schedule**. Enter the customer's email address.
- Give a *Title* for the session and add a brief description.
- 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.
- Choose the *Date* to schedule the session on.
- Choose the *Time* for the session to begin.
- You can set the time the reminder email will be sent by clicking **Reminder**.
- Click **SCHEDULE** to schedule the session.



To reschedule or cancel a session

- Go to the session that needs to be rescheduled or canceled.
- Click ⋮ next to the session.
- Click **Edit** to reschedule the session or **Cancel** to cancel it.