Zoho Corporation

Remote Assistance Session

A remote assistance session in Zoho Lens allows product experts to provide work instructions to their customers or field technicians by accessing their smartphone. You can initiate a remote assistance session right from your browser and connect to Android and iOS devices around the world.

You can send your customer or field technician an email or an SMS invite to join a remote assistance session from their smartphone. Once they receive the invite, they can join the session by clicking the invite link to download the Zoho Lens app from App Store or Play Store. During the session, a technician can guide the person at the remote end using AR annotations, text and voice chat, and other features.

- **How to start a remote assistance session**

- **How to schedule a remote assistance session**

- **How a customer can join a session**