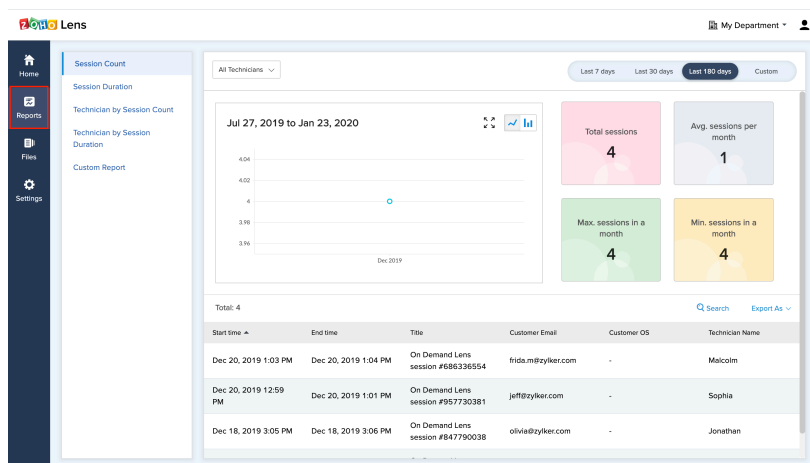**Zoho Corporation**

Session Analytics

You can easily track your previous sessions using reports. You can choose from a wide range of custom views to visually analyze your sessions. View, analyze, and download remote session details for sessions carried out over the past few months. Stop relying on manual analysis and use our reports for better monitoring and planning.
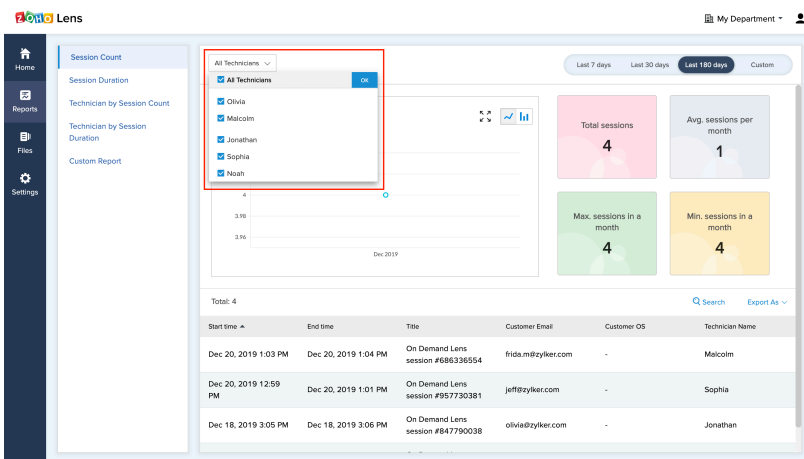
Reports allow you to:

- Filter data based on session type, duration, and technician.
- Download reports in CSV format.
- View and update session notes.

Steps

- Select **Reports** from the side menu bar.

- Choose one of the views based on session count, session duration, or technician from the left-hand sidebar.
- Click **All Technicians** and choose technicians to view technician-specific session details.

- Choose the time period for to view the session report for. You can also specify a custom time range for the session details.
- You can download the generated reports for future reference by clicking **Export as CSV**.