



Session Recording

Session recording allows you to record sessions and use them for internal audits, session analysis, or demonstrations. Sessions are recorded seamlessly in the background and processed automatically. The saved recordings can be downloaded or deleted at any time.

How to enable session recording

- Navigate to **Settings > General > Session Recording**.
- Click on the check box next to *Session Recording* to enable session recording.
- Select **Provide my technicians with an option to record during a session** to allow technicians to enable session recording a session or **Automatically record all the sessions initiated in my organization** to record all sessions initiated all the sessions in your organization.
- Click **Restore Default** to restore all settings to default.

To set the Recording Quality:

- Navigate to **Settings > General > Session Recording**.
- Select **Delete older recordings** to delete older recordings when the storage is full or **Stop recording new sessions** to stop new sessions being recorded when the storage is full.
- Click **Restore Default** to restore all settings to default.

The screenshot shows the Zoho Lens interface for Session Recording settings. On the left is a dark sidebar with navigation icons for Home, Reports, Files, Settings, and Contact Us. The main content area has a search bar and a menu with categories: ORGANIZATION (Manage Technicians, Departments, Rebranding, Subscription), GENERAL (Preferences, Email Templates, Email Configuration, Session Recording, Contacts, Integrations, Mobile SDK), and SECURITY & COMPLIANCE. The 'Session Recording' option is selected. A yellow banner at the top indicates 'You have used 0.00 B out of 3.00 GB of your storage limit'. The 'Session Recording' section is checked and includes a description: 'Record sessions initiated in your organization to look back on all your session proceedings, create comprehensive trails and document all your sessions to create a knowledge base.' Below this are two questions: 'How would you like us to record sessions?' with options 'Provide my technicians with an option to record during a session.' (unselected) and 'Automatically record all the sessions initiated in my organization.' (selected); and 'What would you like us to do if the storage is full?' with options 'Delete older recordings' (unselected) and 'Stop recording new sessions' (selected). A 'Restore Default' link is at the bottom right.