



Zendesk Integration

Enhance your remote assistance capabilities powered by AR with Zoho Lens integration in Zendesk. By initiating remote assistance sessions directly from service requests, technicians can easily schedule sessions and update the status of service requests upon the completion of each session.

 **Note:** To fully leverage the integration between Zoho Lens and Zendesk, ensure that all necessary technicians are added to both the Zoho Lens and Zendesk accounts. This will enable them to initiate and manage Zoho Lens sessions directly within Zendesk service requests.

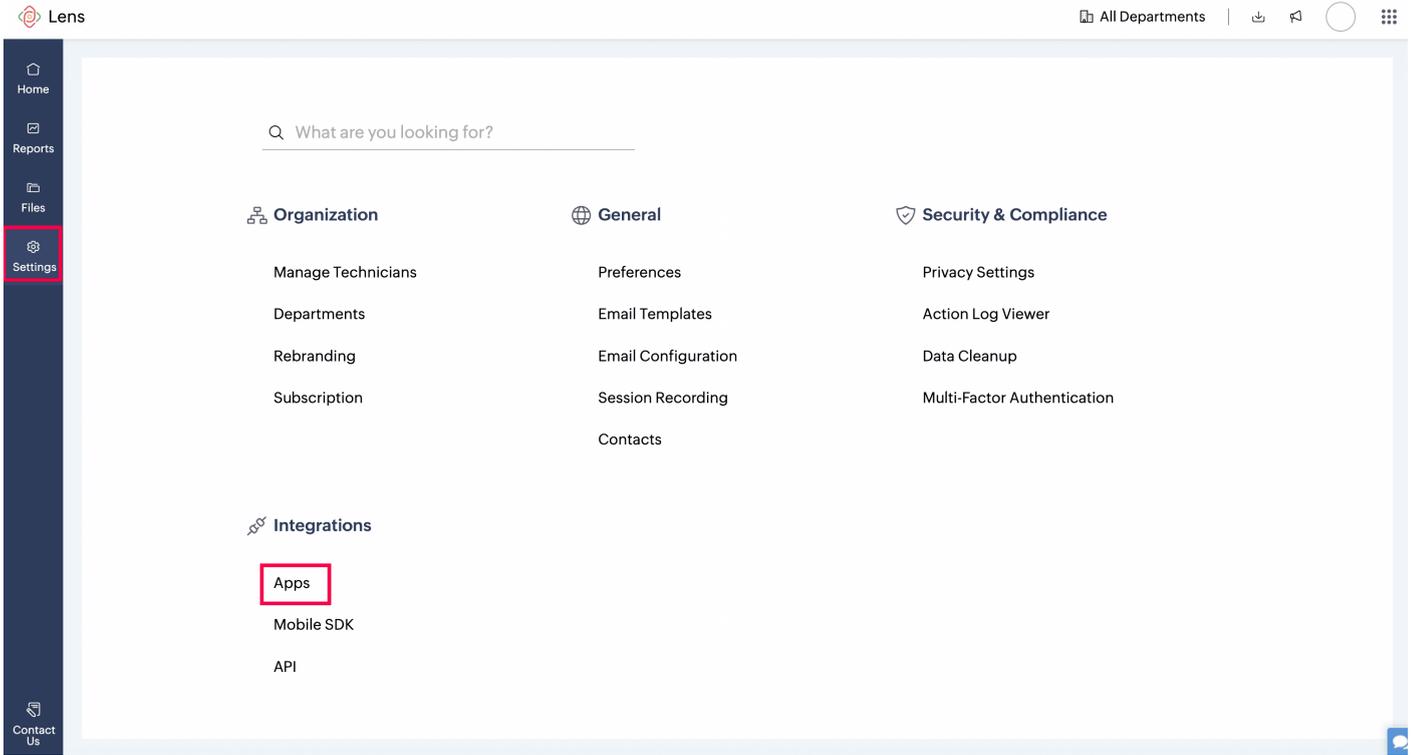
To install Zoho Lens from Zendesk marketplace:

1. Login to your Zendesk account.
2. Go to Zendesk Settings > Apps > Find new app.
3. Look for Zoho Lens app.
4. Click Install and select the domain name that you have been using with Zoho Lens to complete the integration process.
5. Now, Zoho Lens is successfully integrated with Zendesk.

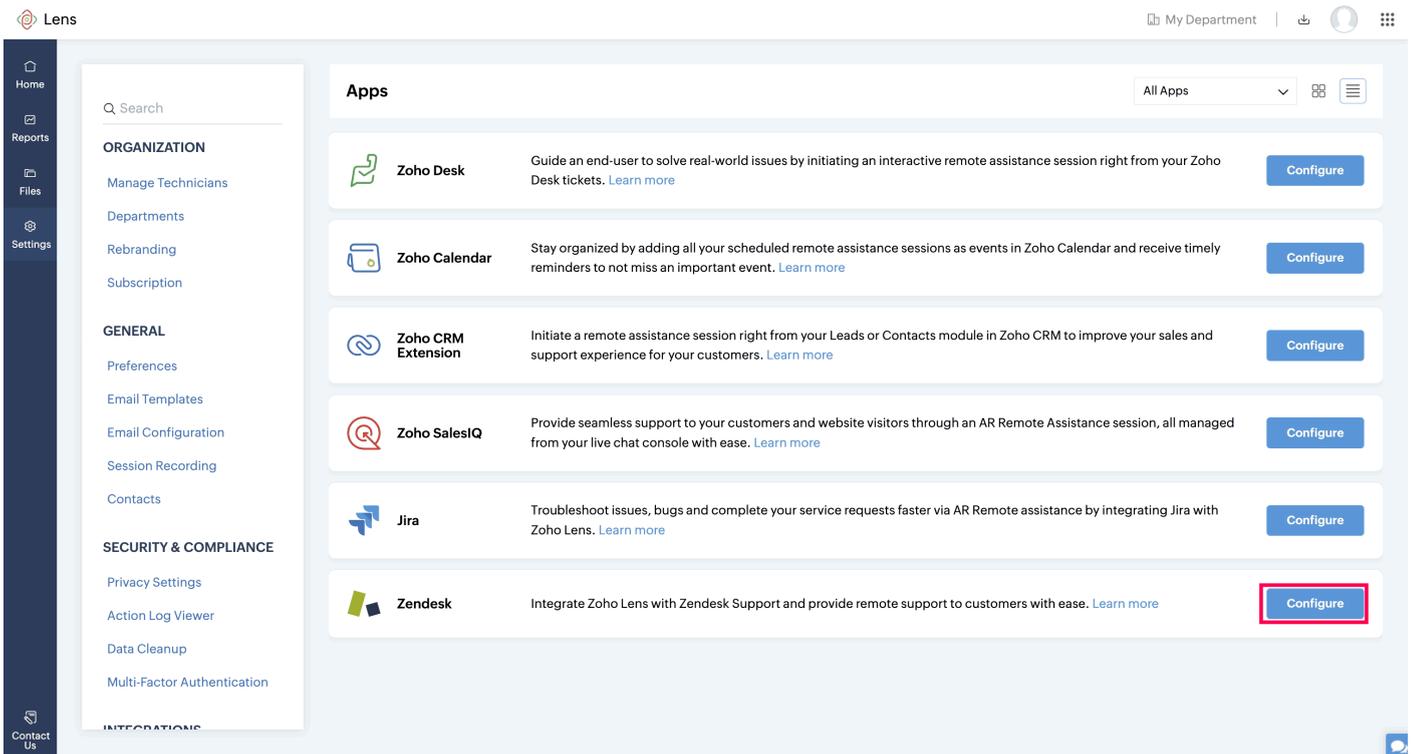
To configure Zendesk in Zoho Lens:

1. Login to Zoho Lens.

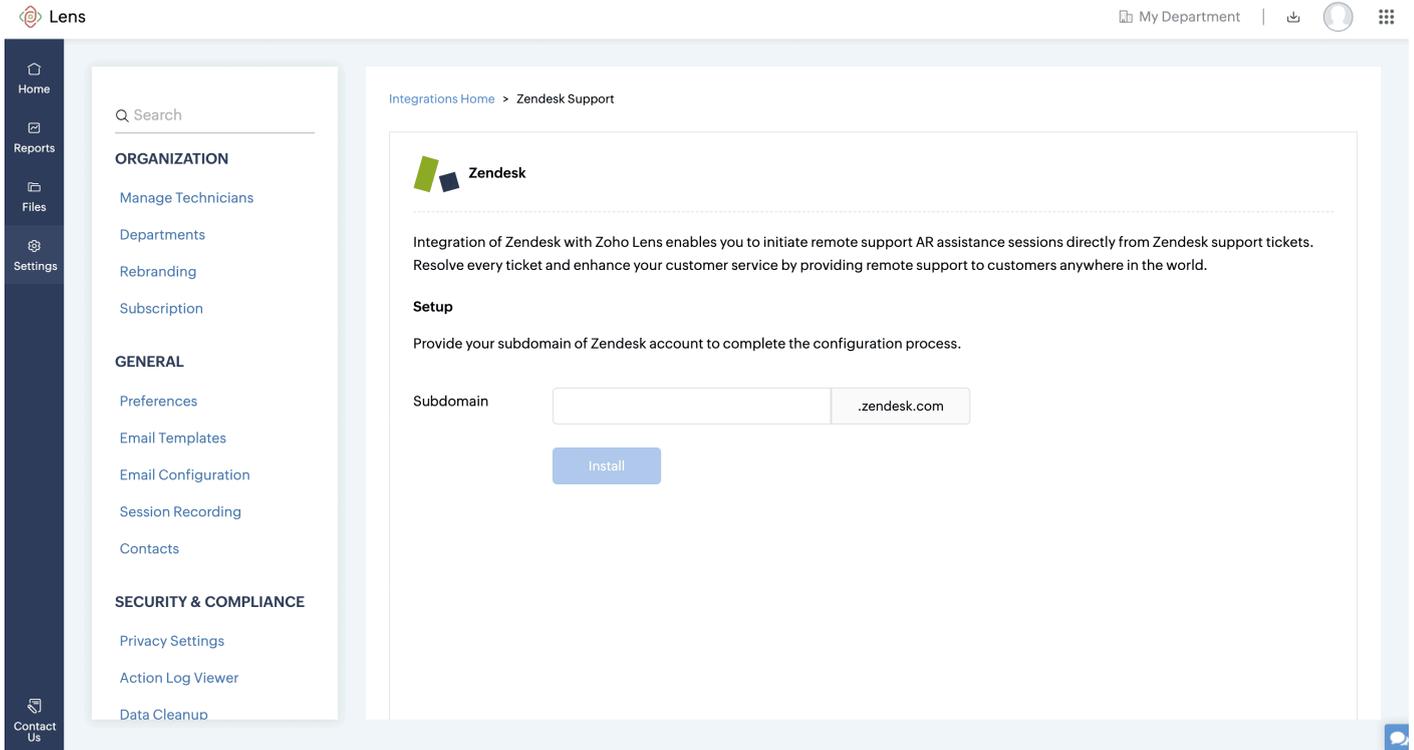
2. Go to Settings > Integrations > Apps.



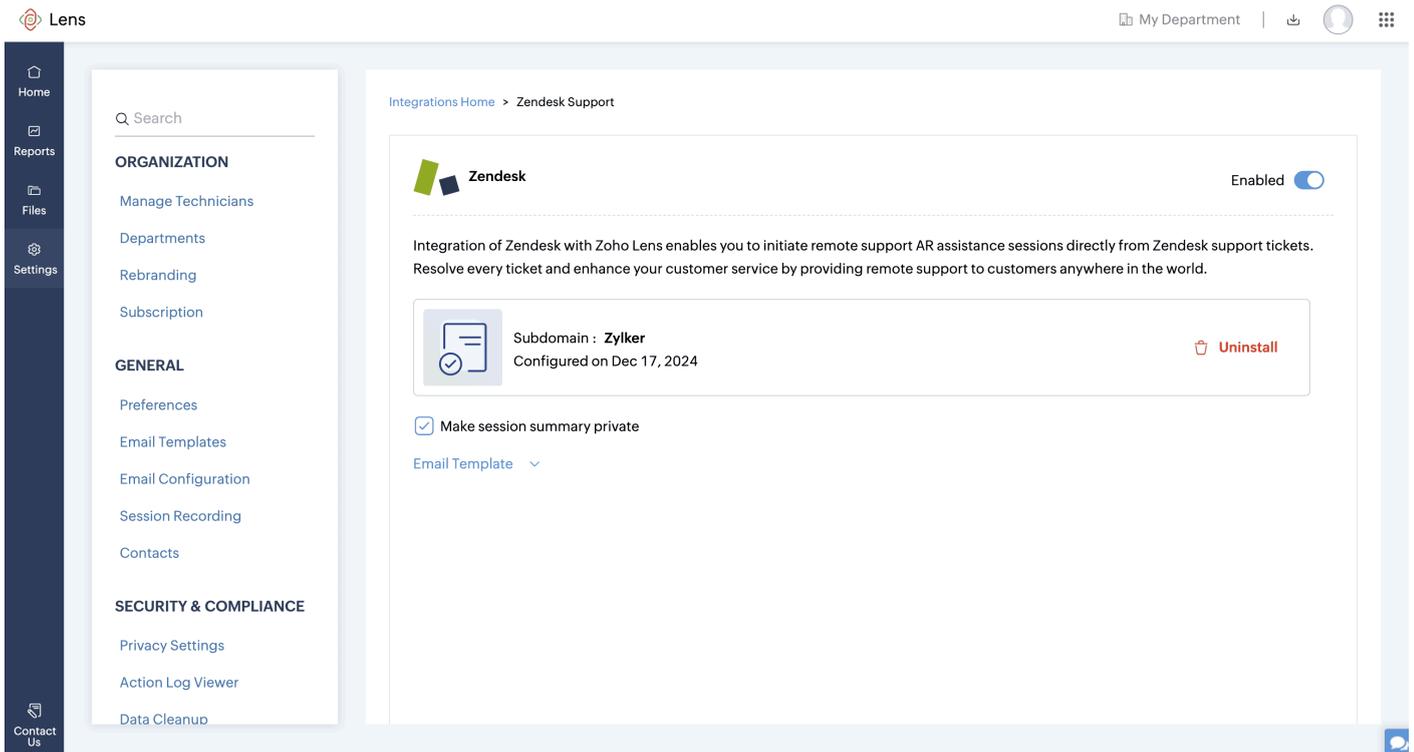
3. Click Configure beside Zendesk.



4. Provide your Zendesk Subdomain details and then click Install to integrate Zendesk in Zoho Lens.



5. Your Zendesk account is successfully integrated with Zoho Lens.



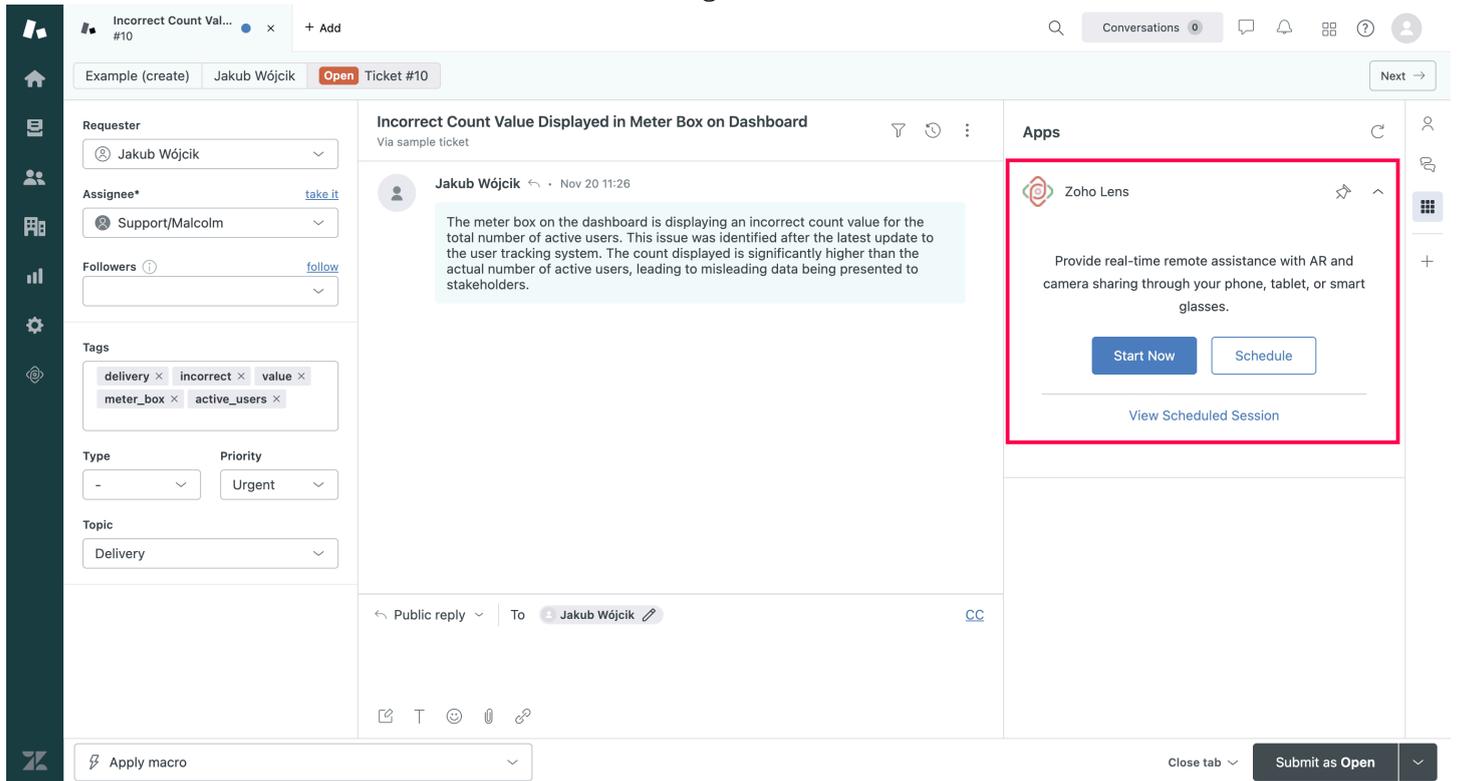
To enable and disable the Zendesk integration from within Zoho Lens:

1. Login to Zoho Lens.
2. Go to Settings > Integrations > Apps.
3. Click on Zendesk.
4. Click on the Enable/Disable toggle button from the top right corner.

To initiate remote assistance sessions from service requests:

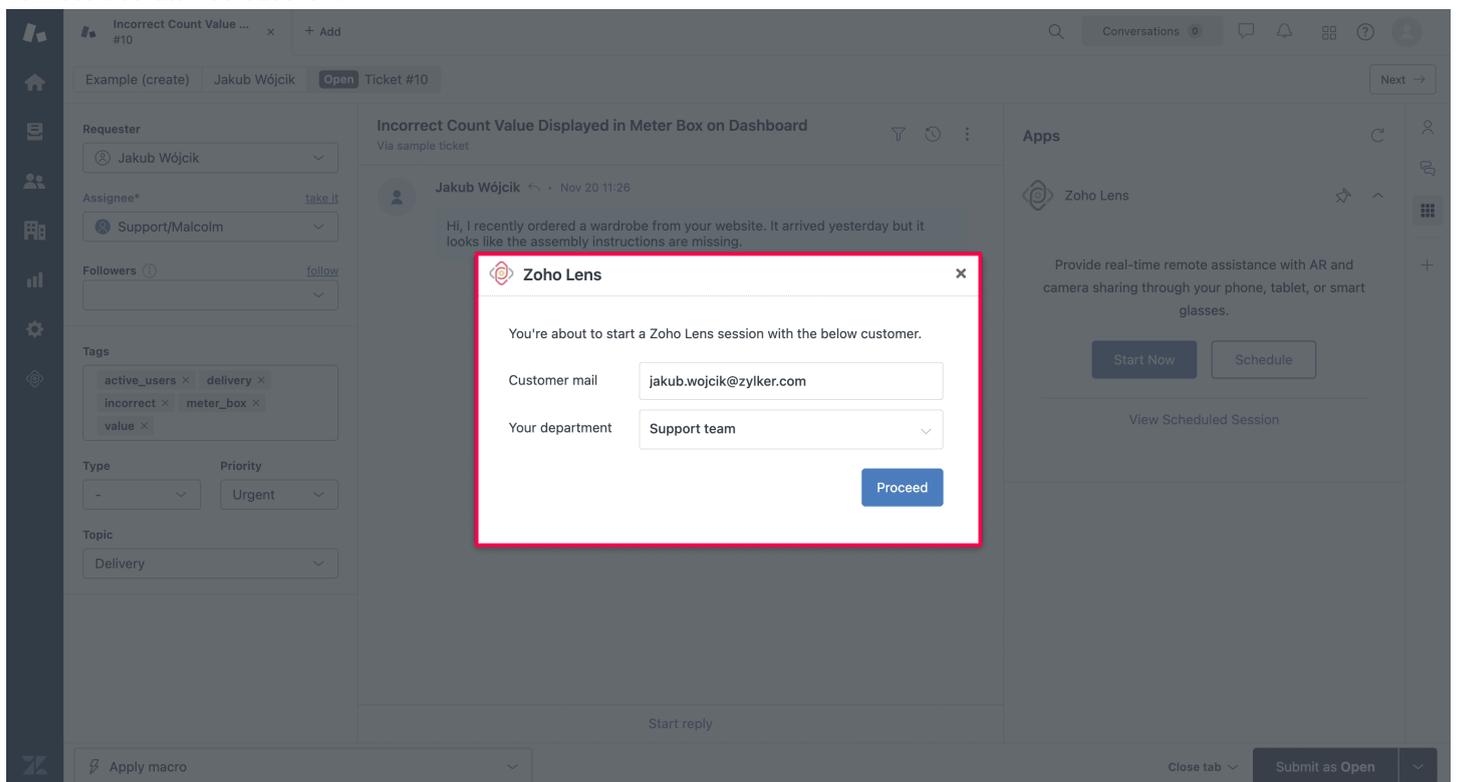
1. Open the service request to be resolved from within your Zendesk account. You can find the Zoho Lens app listed on the right side pane.

2. Click **START NOW** in the ticket menu bar at the right side to initiate an instant remote assistance session.



The screenshot shows a Zendesk ticket interface for 'Incorrect Count Value Displayed in Meter Box on Dashboard'. The ticket is assigned to 'Jakub Wójcik' and has a priority of 'Urgent'. The ticket description states: 'The meter box on the dashboard is displaying an incorrect count value for the total number of active users. This issue was identified after the latest update to the user tracking system. The count displayed is significantly higher than the actual number of active users, leading to misleading data being presented to stakeholders.' In the right-hand 'Apps' panel, the 'Zoho Lens' app is highlighted with a red box. The app interface includes the text: 'Provide real-time remote assistance with AR and camera sharing through your phone, tablet, or smart glasses.' Below this text are two buttons: 'Start Now' and 'Schedule'. At the bottom of the app panel, there is a link for 'View Scheduled Session'.

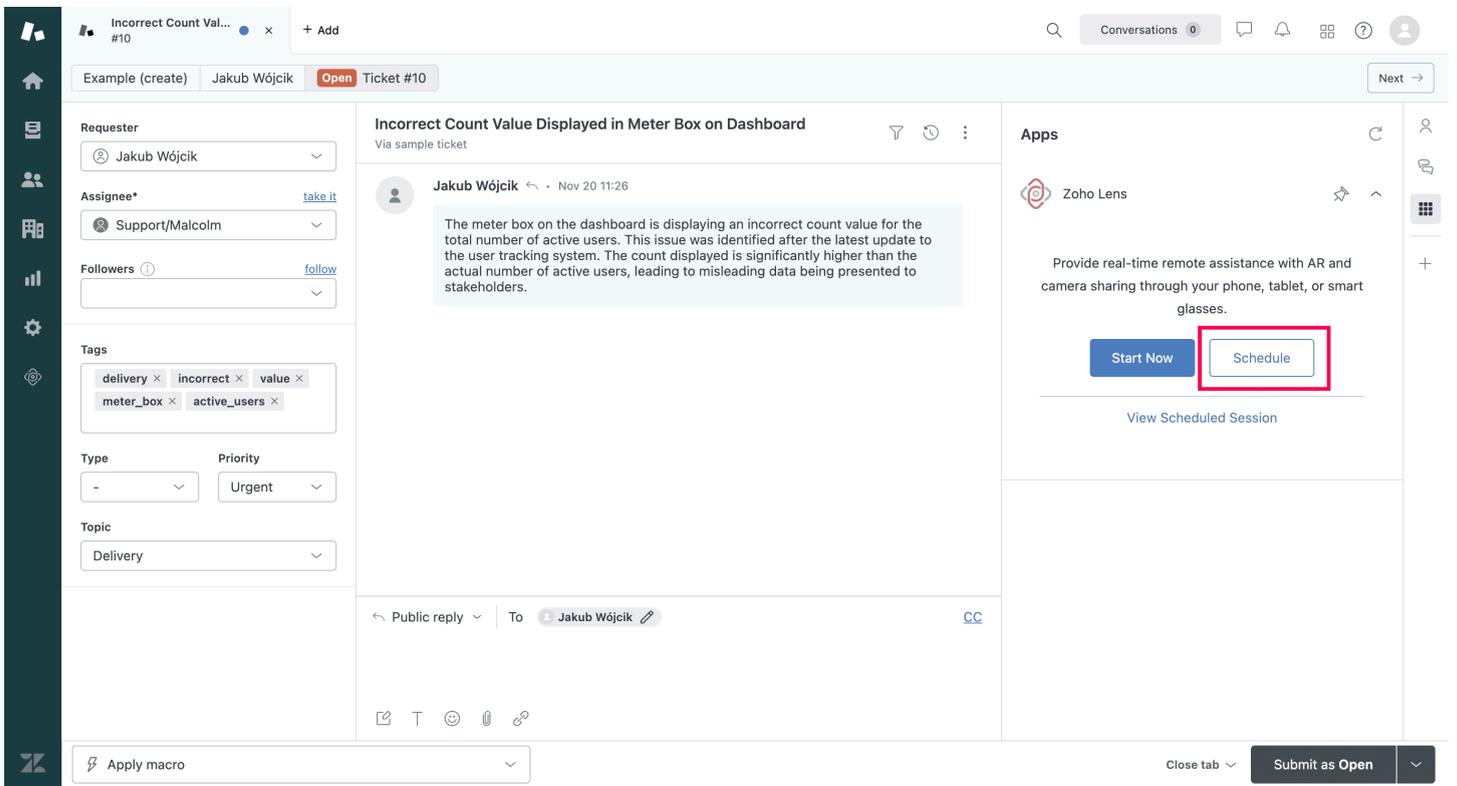
3. You can verify the customer's email address and your department name before proceeding with starting the remote assistance session.



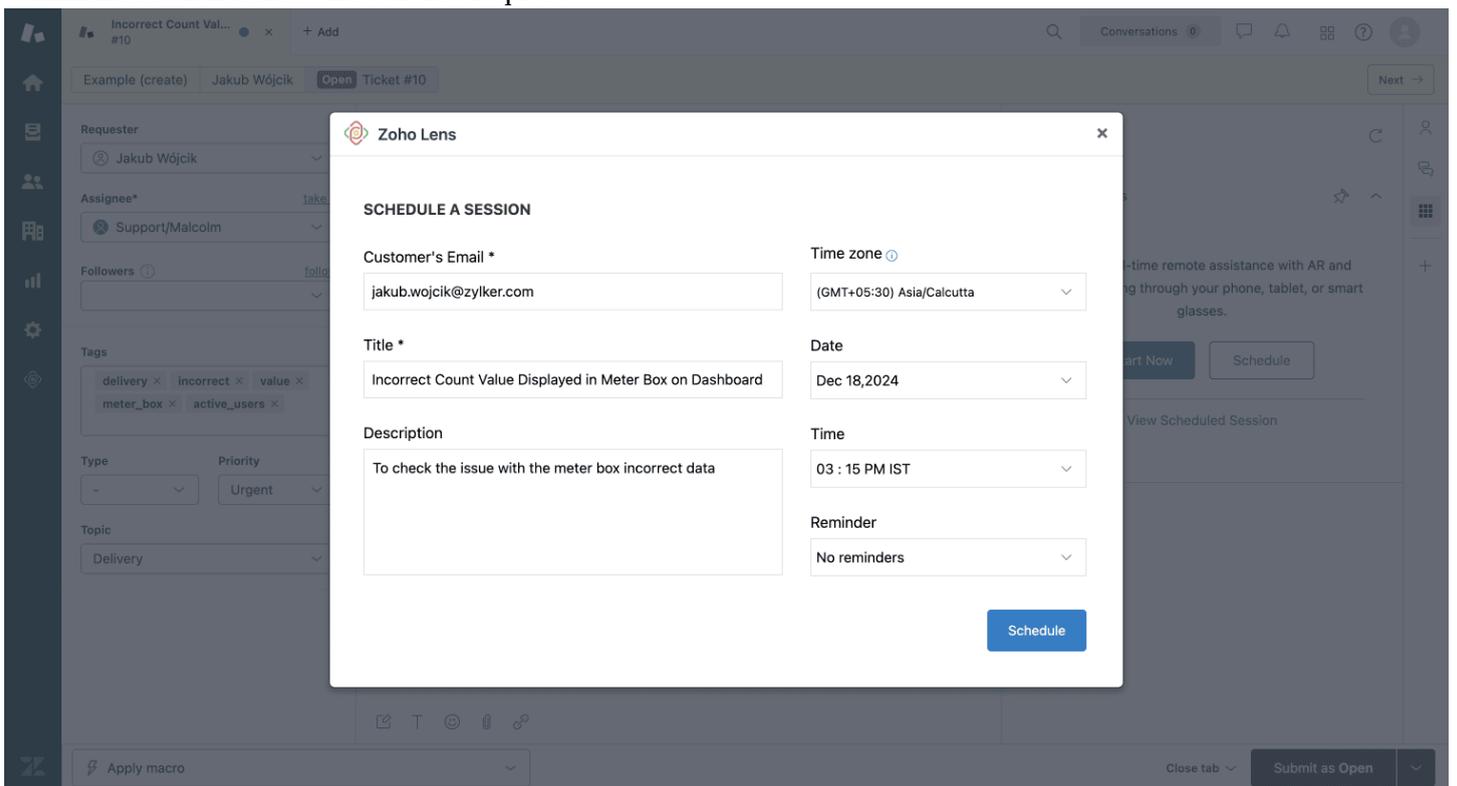
The screenshot shows the same Zendesk ticket interface, but with a confirmation dialog box for the Zoho Lens session. The dialog box is titled 'Zoho Lens' and contains the following information: 'You're about to start a Zoho Lens session with the below customer.' Below this, there are two input fields: 'Customer mail' with the value 'jakub.wojcik@zyker.com' and 'Your department' with the value 'Support team'. A 'Proceed' button is located at the bottom right of the dialog box. The background of the ticket interface is dimmed.

To schedule a remote assistance sessions from service requests:

1. Open the service request to be resolved.



2. Click on Schedule to schedule a remote assistance session for a later time. You can also do this from the comment section below the service request.



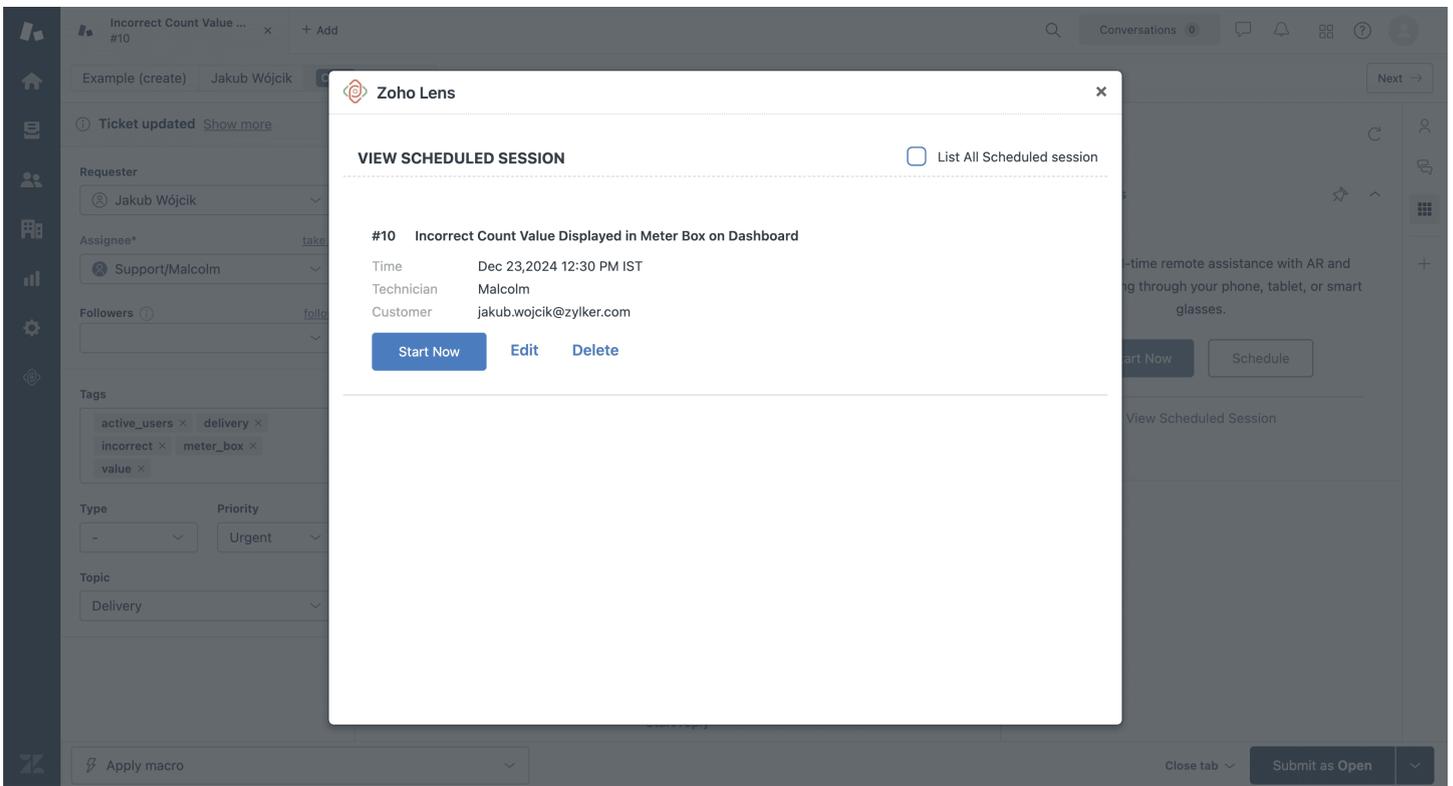
3. The details of the scheduled session will be added as a comment below the particular service

request. You can click on the comment to start the scheduled session anytime.

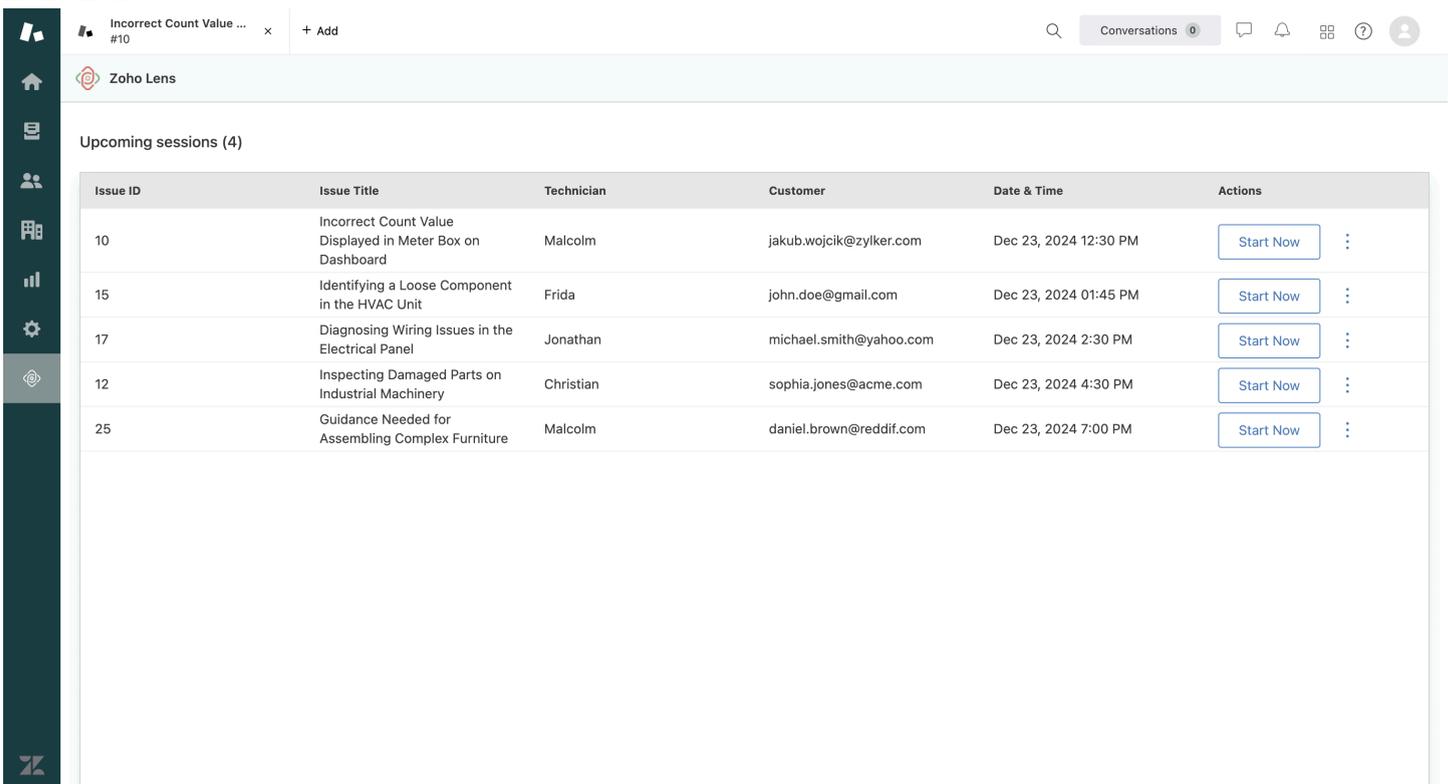
The screenshot shows a Zendesk ticket interface. The ticket title is "Incorrect Count Value Displayed in Meter Box on Dashboard". The requester is Jakub Wójcik, and the assignee is Support/Malcolm. The ticket is marked as "Open". The ticket description is "Via sample ticket". The ticket has two comments: one from Jakub Wójcik (Nov 20 11:26) stating "Hi, I recently ordered a wardrobe from your website. It arrived yesterday but it looks like the assembly instructions are missing." and one from Malcolm (Internal, less than a minute ago) stating "Malcolm has scheduled a Augmented Reality Remote Assistance session to be held at 2024-12-18 15:15:05(GMT+05:30). Click the link to join the session at the scheduled time." The ticket has tags: active_users, delivery, incorrect, meter_box, and value. The ticket type is "-" and the priority is "Urgent". The topic is "Delivery". The ticket is associated with the Zoho Lens app. The app description is "Provide real-time remote assistance with AR and camera sharing through your phone, tablet, or smart glasses." The app has two buttons: "Start Now" and "Schedule". Below the app description is a link "View Scheduled Session". The ticket has a "Start reply" button at the bottom. The interface also shows a sidebar with navigation icons, a top bar with search and user icons, and a bottom bar with "Apply macro", "Close tab", and "Submit as Open" buttons.

4. To reschedule a session click View Scheduled Session, now click EDIT below the session that is to be rescheduled.

This screenshot is identical to the previous one, but the "View Scheduled Session" link in the Zoho Lens app section is highlighted with a red rectangular box. This indicates the step of clicking the link to view the scheduled session.



5. You can also view all your scheduled remote assistance sessions from the custom view by clicking on Apps > Zoho Lens.



6. You can view, edit and delete your scheduled sessions from here as well.

Issue ID	Issue Title	Technician	Customer	Date & Time	Actions
10	Incorrect Count Value Displayed in Meter Box on Dashboard	Malcolm	jakub.wojcik@zylker.com	Dec 23, 2024 12:30 PM	Start Now, Edit, Delete, Start Now
15	Identifying a Loose Component in the HVAC Unit	Frida	john.doe@gmail.com	Dec 23, 2024 01:45 PM	Start Now
17	Diagnosing Wiring Issues in the Electrical Panel	Jonathan	michael.smith@yahoo.com	Dec 23, 2024 2:30 PM	Start Now
12	Inspecting Damaged Parts on Industrial Machinery	Christian	sophia.jones@acme.com	Dec 23, 2024 4:30 PM	Start Now
25	Guidance Needed for Assembling Complex Furniture	Malcolm	daniel.brown@reddif.com	Dec 23, 2024 7:00 PM	Start Now

Starting AR remote assistance sessions:

1. When you start an AR remote assistance session, the email invite will automatically be sent to the customer, which will also be listed in your service request.

Incorrect Count Value Displayed in Meter Box on Dashboard
Via sample ticket

Requester: Jakub Wójcik

Assignee*: Support/Malcolm

Followers: (empty)

Tags: delivery, incorrect, value, meter_box, active_users

Type: -

Priority: Urgent

Topic: Delivery

Join Session

Hello jakub.wojcik,

I've initiated a support session to assist you better. Please join my session by clicking the below link and follow the instructions.

JOIN SESSION

Thanks,
Malcolm Zylker

This email was sent by malcolm@zylker.com to jakub.wojcik@zylker.com using Zoho Lens. If you think its spam, report the issue [here](#) or email abuse@zylker.com and we will take immediate action.

↓ 1 unread message

Start reply

Apps: Zoho Lens

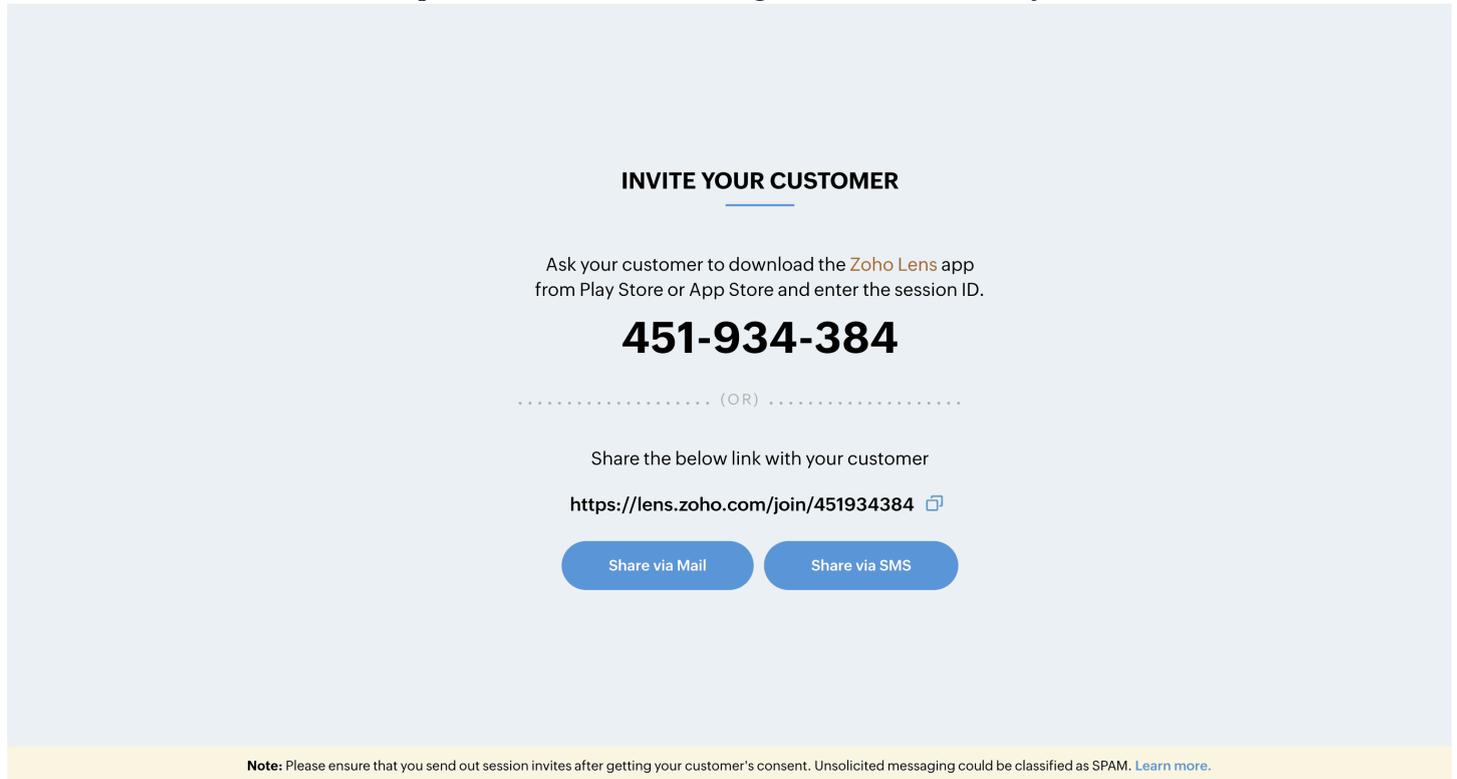
Provide real-time remote assistance with AR and camera sharing through your phone, tablet, or smart glasses.

Start Now **Schedule**

[View Scheduled Session](#)

Submit as Open

2. The remote session will be opened in a new tab waiting for the customer to join the session.



INVITE YOUR CUSTOMER

Ask your customer to download the **Zoho Lens** app from Play Store or App Store and enter the session ID.

451-934-384

..... (OR)

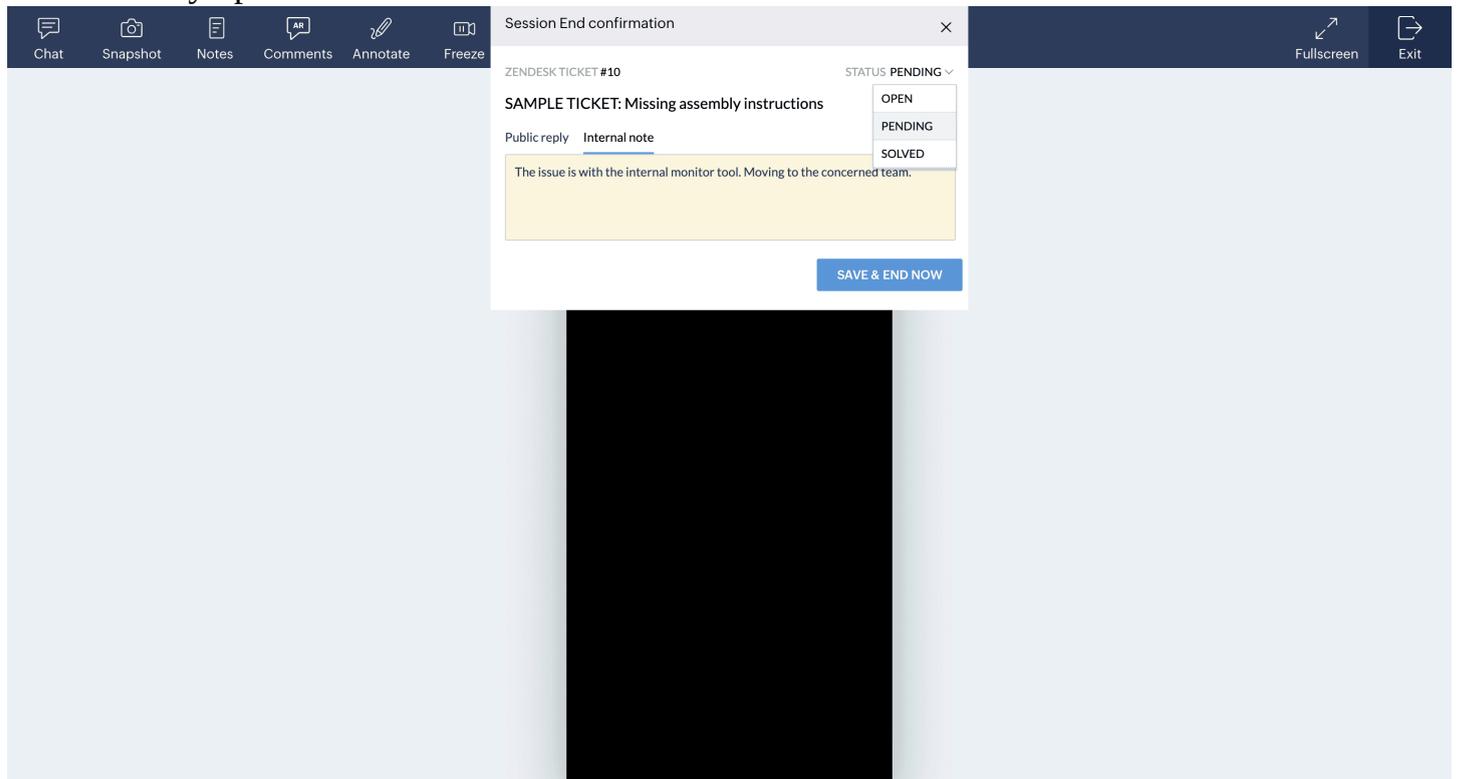
Share the below link with your customer

<https://lens.zoho.com/join/451934384>

[Share via Mail](#) [Share via SMS](#)

Note: Please ensure that you send out session invites after getting your customer's consent. Unsolicited messaging could be classified as SPAM. [Learn more.](#)

3. Once the troubleshooting has been completed and the session is being closed, the technician can choose to change the status of the ticket from open to either pending or solved. This will automatically update the status of the ticket.



Session End confirmation

ZENDESK TICKET #10 STATUS: PENDING

SAMPLE TICKET: Missing assembly instructions

Public reply Internal note

The issue is with the internal monitor tool. Moving to the concerned team.

[SAVE & END NOW](#)

Chat Snapshot Notes Comments Annotate Freeze Fullscreen Exit

4. The technician can also add an internal and public comment. The internal comment will automatically be added to the service request for future reference.

The screenshot shows a Zendesk ticket titled "Incorrect Count Value Displayed in Meter Box on Dashboard" with a status of "Pending". The ticket is assigned to "Support/Malcolm". The left sidebar contains fields for Requester (Jakub Wójcik), Assignee (Support/Malcolm), Followers, Tags (active_users, delivery, incorrect, meter_box, value), Type (-), Priority (Urgent), and Topic (Delivery). The main content area shows a message from Malcolm: "The issue is with the internal monitor tool. Moving to the concerned team." Below this is a "Zoho Lens - Session Details" table:

Zoho Lens - Session Details	
Session Key	699044712
Session Topic	Incorrect Count Value Displayed in Meter Box on Dashboard
Session Notes	To check the issue with the meter box incorrect data
Session Recording	Download Link
Start Time	Wed, 2024 Dec 18 15:35:47 IST
End Time	Wed, 2024 Dec 18 15:38:01 IST
Duration	0:2:13

At the bottom right, there is a "Zoho Lens Local" app card with "Start Now" and "Schedule" buttons, and a "View Scheduled Session" link. The bottom of the interface includes an "Apply macro" dropdown and "Close tab" and "Submit as Pending" buttons.

5. The public reply will add a comment that is visible for both the technician and the customer when opening their service request.

The screenshot shows the same Zendesk ticket, now with a status of "Solved". A public reply from Malcolm is visible: "This issue has been resolved!". Below this is another "Zoho Lens - Session Details" table:

Zoho Lens - Session Details	
Session Key	451934384
Session Topic	SAMPLE TICKET: Missing assembly instructions
Session Notes	To check the issue with the meter box incorrect data
Start Time	Wed, 2024 Dec 18 15:24:17 IST
End Time	Wed, 2024 Dec 18 15:28:38 IST
Duration	0:4:20

The bottom right of the interface now shows a "Submit as Solved" button instead of "Pending".

6. Once the session is completed, if session recording is enabled, the video recording is also updated as an internal note with the option to download the video directly.

Incorrect Count Value Displayed in Meter Box on Dashboard
Via sample ticket

action.

Malcolm Internal · 6 minutes ago
The issue is with the internal monitor tool. Moving to the concerned team.

Malcolm Internal · 4 minutes ago

Zoho Lens - Session Details	
Session Key	699044712
Session Topic	Incorrect Count Value Displayed in Meter Box on Dashboard
Session Notes	To check the issue with the meter box incorrect data
Session Recording	Download Link
Start Time	Wed, 2024 Dec 18 15:35:47 IST
End Time	Wed, 2024 Dec 18 15:38:01 IST
Duration	0:2:13

Apps

Zoho Lens Local

Provide real-time remote assistance with AR and camera sharing through your phone, tablet, or smart glasses.

[Start Now](#) [Schedule](#)

[View Scheduled Session](#)

Troubleshooting Errors with Zoho Lens – Zendesk Integration

Error message 1:

Incorrect Count Value Displayed in Meter Box on Dashboard
Via sample ticket

Jakub Wójcik · Nov 20 11:26

The meter box on the dashboard is displaying an incorrect count value for the total number of active users. This issue was identified after the latest update to the user tracking system. The count displayed is significantly higher than the actual number of active users, leading to misleading data being presented to stakeholders.

Apps

Zoho Lens

Zoho Lens is not integrated with Zendesk yet. Kindly contact your Superadmin to enable the configuration first before trying this integration.

For the integration between Zoho Lens and Zendesk to be operational, it must first be configured by the Superadmin. Once the Superadmin has configured it, technicians can proceed to configure their individual organization accounts to utilize the integration.

Error message 2:

The screenshot shows a Zendesk ticket titled "Incorrect Count Value Displayed in Meter Box on Dashboard". The ticket is assigned to "Support/Malcolm" and has a priority of "Urgent". The requester is "Jakub Wójcik". The ticket description states: "The meter box on the dashboard is displaying an incorrect count value for the total number of active users. This issue was identified after the latest update to the user tracking system. The count displayed is significantly higher than the actual number of active users, leading to misleading data being presented to stakeholders." The "Apps" section on the right shows "Zoho Lens" with an error message: "You are not a member of the Zoho Lens organization integrated with Zendesk. Kindly contact your Superadmin to get access to Zoho Lens."

If the Superadmin has already mapped a Zoho Lens organization and the technicians is not yet added as a member under that organization, they will encounter the error message mentioned above. The Technicians can contact their Superadmin to have them added as a member of the mapped organization, to conduct remote camera assistance sessions from within Zendesk.

Error message 3:

The screenshot shows the same Zendesk ticket as above. The "Apps" section on the right shows "Zoho Lens" with a different error message: "Another Zoho Lens organization is integrated with Zendesk. To conduct remote assistance sessions directly from Zendesk, please update your default Zoho Lens organization. Contact your Superadmin to obtain the required organization information." Below the error message is a button labeled "Take me to Zoho Lens".

If the Superadmin has already mapped a Zoho Lens organization, technicians must ensure that this organization is set as their default in Zoho Lens. Only then will the technicians be able to initiate remote camera assistance sessions directly from within Zendesk.

Error message 4:

The screenshot displays a Zendesk ticket interface. The ticket title is "Incorrect Count Value Displayed in Meter Box on Dashboard" with a subtitle "Via sample ticket". The requester is Jakub Wójcik, and the assignee is Support/Malcolm. The ticket is tagged with "delivery", "incorrect", "value", "meter_box", and "active_users". The priority is set to "Urgent" and the topic is "Delivery". A Zoho Lens app is integrated into the ticket, displaying an error message: "The subdomain in your base URL does not match the subdomain you have configured with Zoho Lens. Click below for more information on subdomain integration." with a "Check here" button. The interface includes a sidebar with navigation icons, a top navigation bar with "Conversations 0", and a bottom bar with "Apply macro" and "Submit as Open" options.

There is a mismatch in the Zendesk account that you are logged in to and the Zendesk sub domain integrated in Zoho Lens. To fix this issue, kindly switch your Zendesk portal or ensure that the Zendesk Sub domain details linked in Zoho Lens is the correct account.