

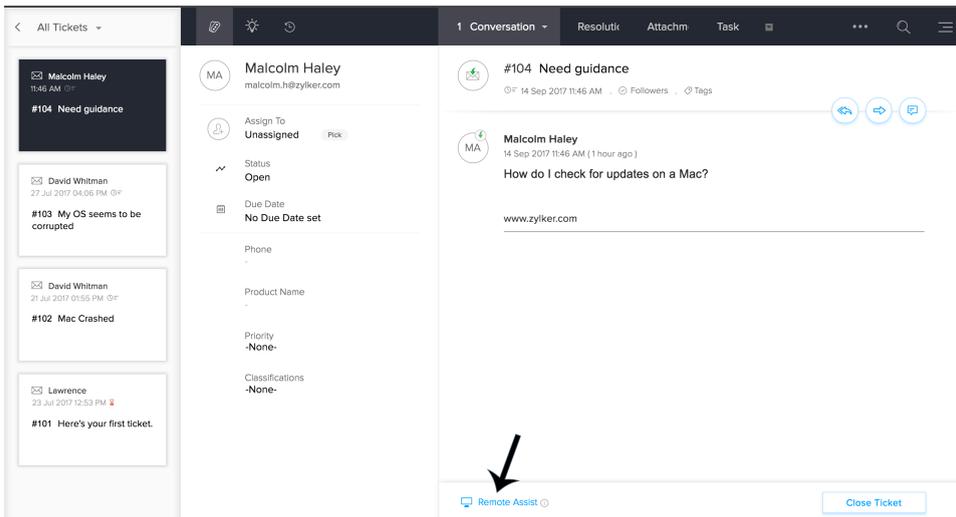


Zoho Desk

The integration of Zoho Lens with Zoho Desk allows you to initiate an instant or scheduled remote assistance session right from your Zoho Desk ticket. During the session, you will be able to guide the end-user by viewing the incoming camera stream.

How to start a session

- Once you log in to your Zoho Desk account, go to **Views** in the left menu bar.
- Open the Desk support ticket.
- Click on **Remote Assist**.



- Choose Augmented Reality Remote Assistance.
- By default, the invite would be sent to the email address that is mentioned in the ticket. You can also send the invite to a different email address if you wish.

You are about to start a session with the following customer.

malcolm.h@zylker.com

Augmented Reality Remote Assistance

The integration between Zoho Lens and Zoho Desk will allow you to guide end-users with real-world problems through a remote assistance session. You can start or schedule a remote assistance session right from your Zoho Desk ticket to guide end-users on a smartphone or a smart glass. [Learn more](#)

START NOW

SCHEDULE

- Select **Start Now** to initiate a session now or select **Schedule** to schedule a session.

Schedule a Remote Assistance session

Customer Email *

malcolm.h@zylker.com

Timezone ⓘ

(GMT+05:30) Asia/Calc... ▾

Title *

Need guidance

Date

Mar 25,2020 ▾

Time

01 : 00 PM IST ▾

Description

Reminder

No reminders ▾

SCHEDULE

CANCEL

- The session will begin once the customer joins the session..
- Once the session ends, you can update the ticket status, ticket resolution and session notes for the particular ticket from the Zoho Lens Technician Console itself.

End Session ✕

Zoho Desk Ticket Status <#203060000000141003>

Open ▼

Zoho Desk Resolution

updated successfully.

[Add Session Note](#)

[LEAVE FEEDBACK](#) [END NOW](#)

Note :

- To check Zoho Lens integration from Zoho Desk, click on **Setup** and choose **Zoho** under **Marketplace**.