

**Zoho Corporation**

Customer Console

The Customer Console is a toolbar that opens in the Zoho Lens customer app. The console is available to the customer during a Live Camera remote assistance session and comes with a range of functions that aid in communication.

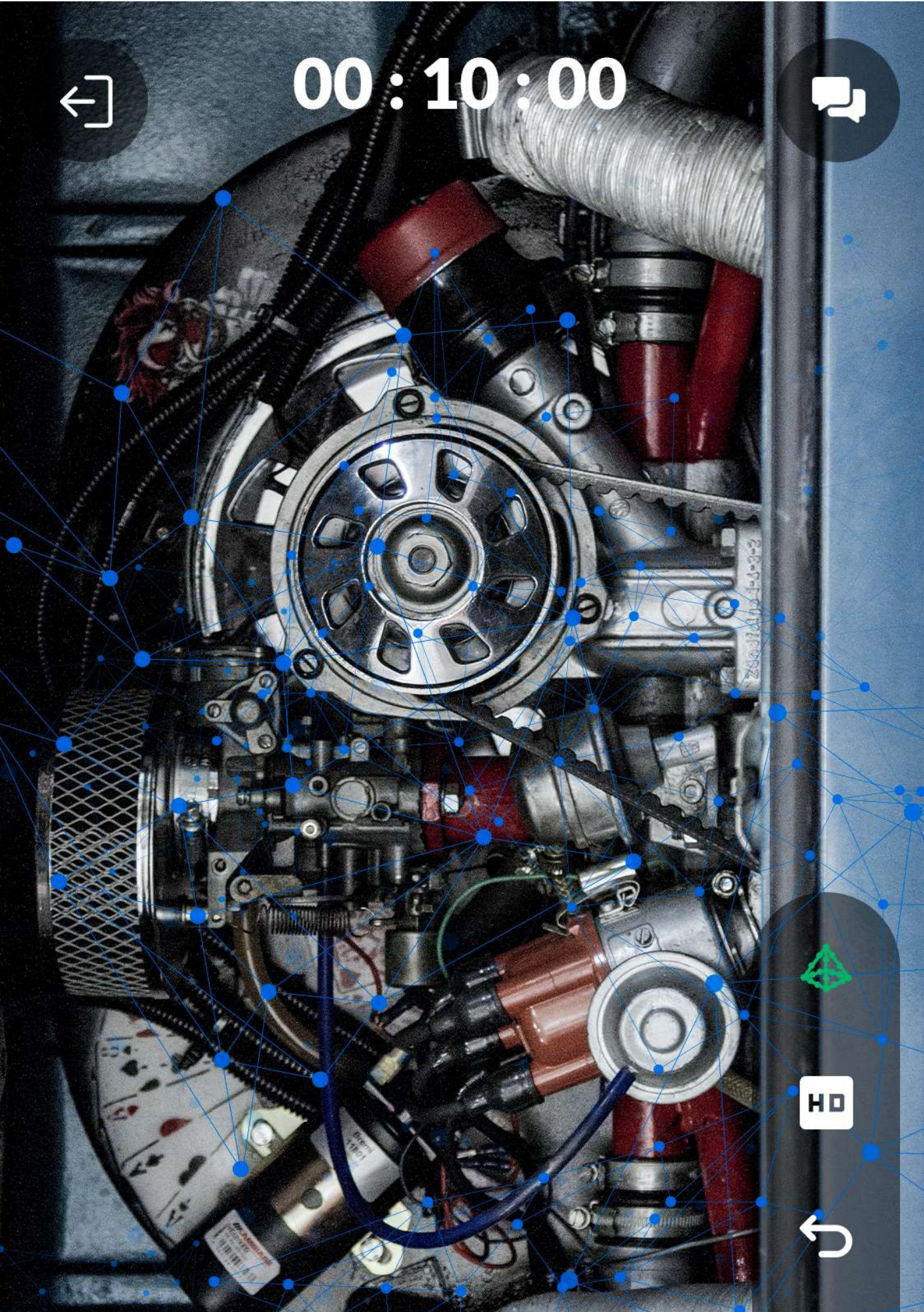
The functions available to a customer are:

Spatial Points

Spatial points are specific points that are detected by Zoho Lens in the area the smartphone camera is pointed at. The spatial points can be viewed by both the technician and the customer. These points help you to be more precise while using 3-D annotation during a session. Tap on



to turn visibility of the spatial points on or off.



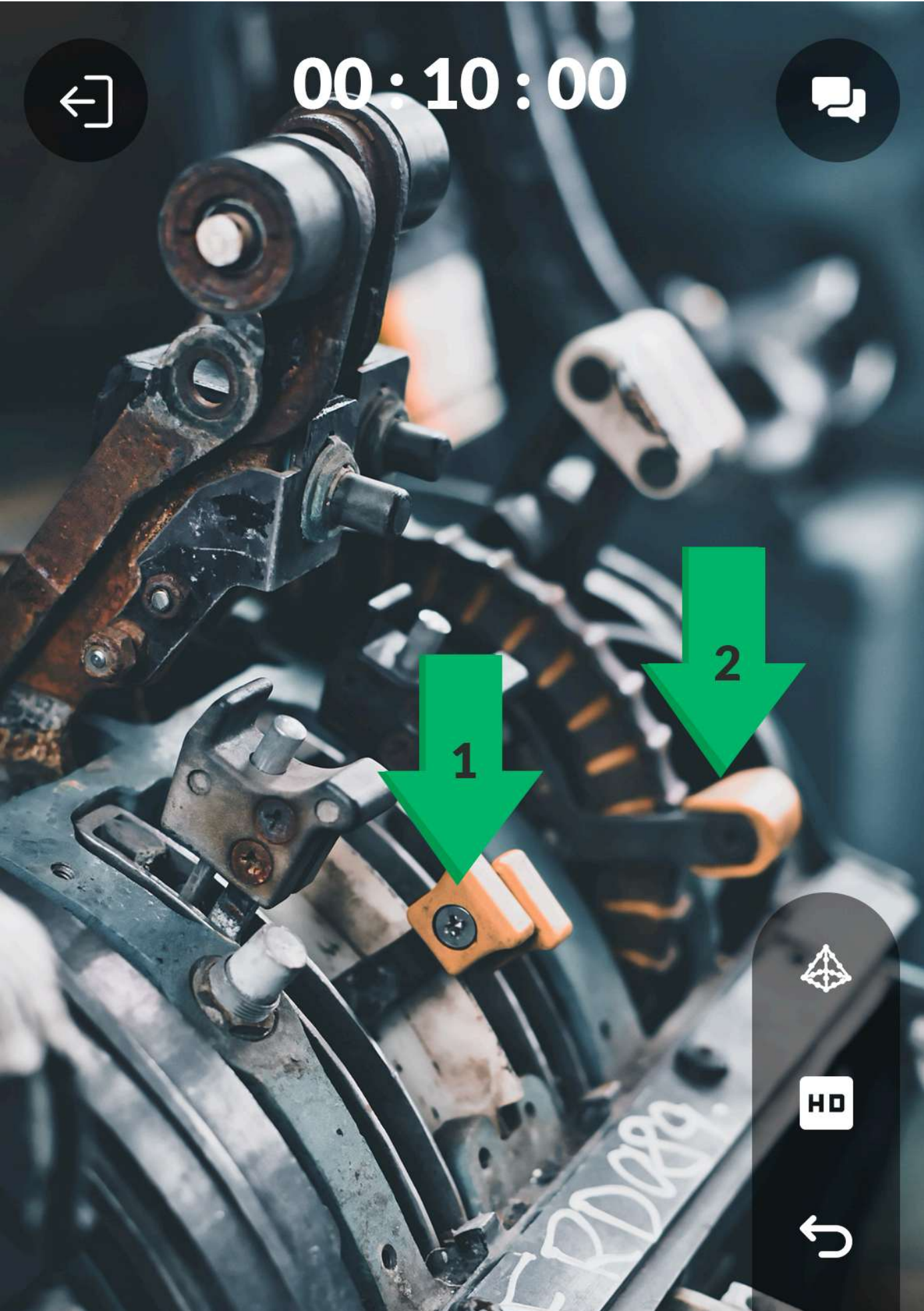


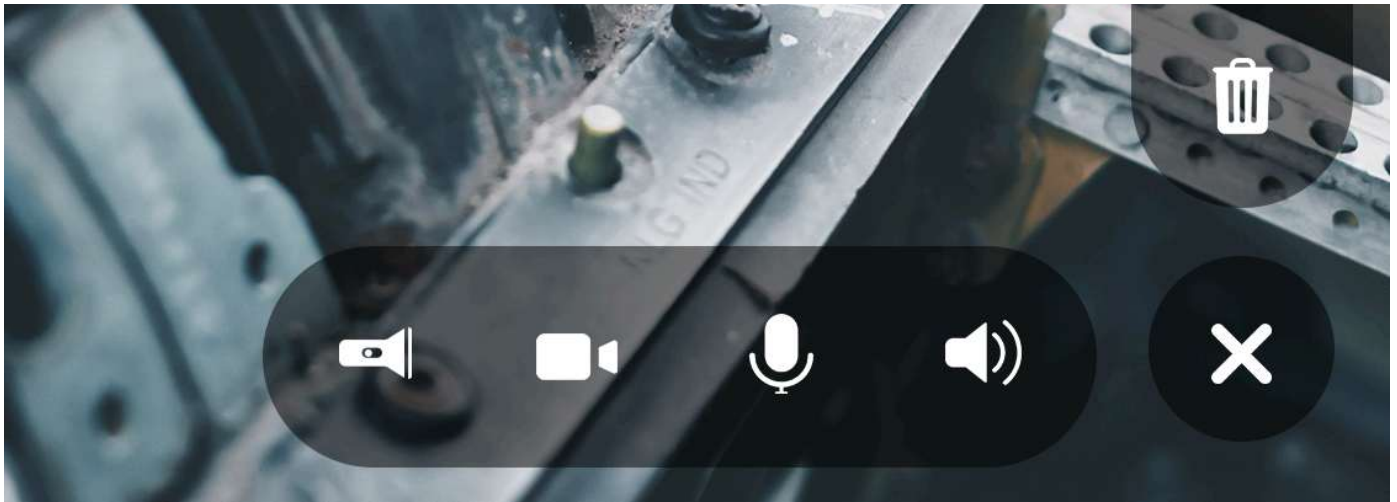
3-D Annotation

3-D annotation lets the customer point to a specific point in the space their camera is capturing. To make an annotation, customers can tap on a spatial point on any object they want to annotate. The annotation placed on an object will remain even if the smartphone camera is pointed away from the object. Customers can currently place 3D arrows on objects. During the session, they will be able to place up to 9 arrows at any given time.

**Note:**

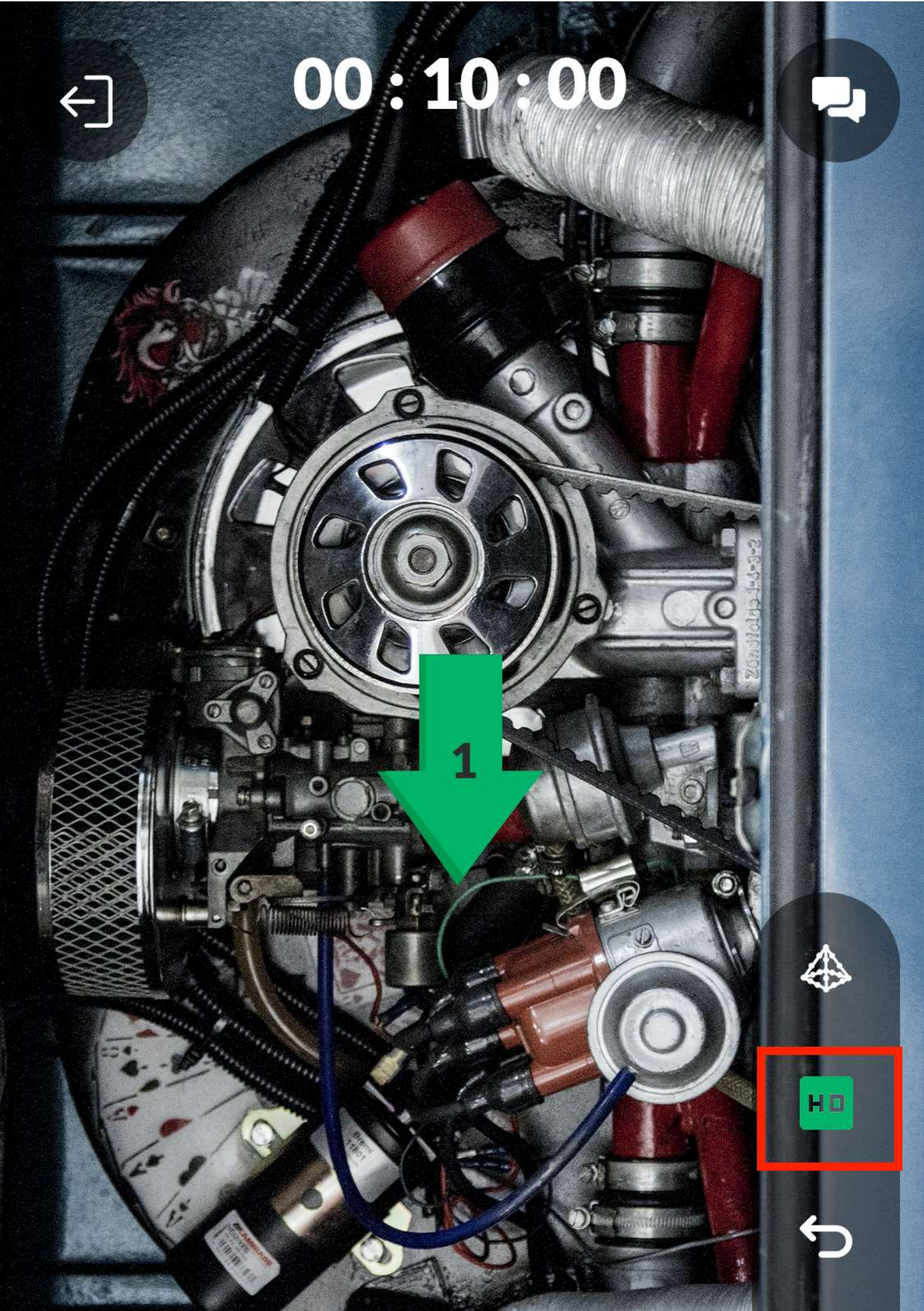
Arrows placed by the technician and customer will be differentiated based on color.

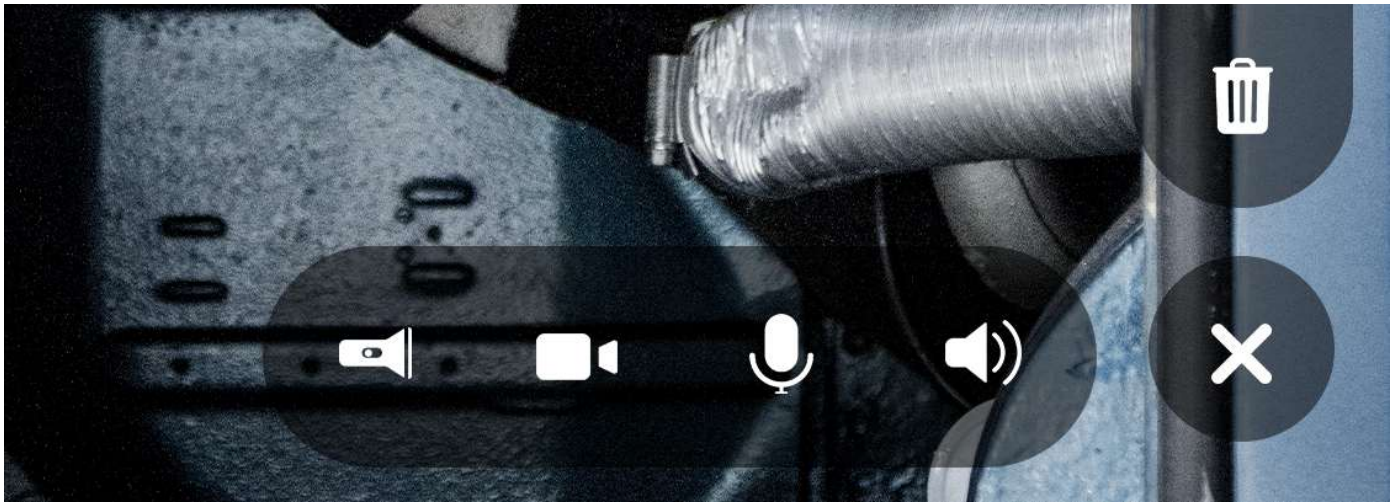




Video Quality

This option lets the customer set the video quality to stream to the technician in. Customers can tap on **HD** to set the outgoing camera stream to high definition.



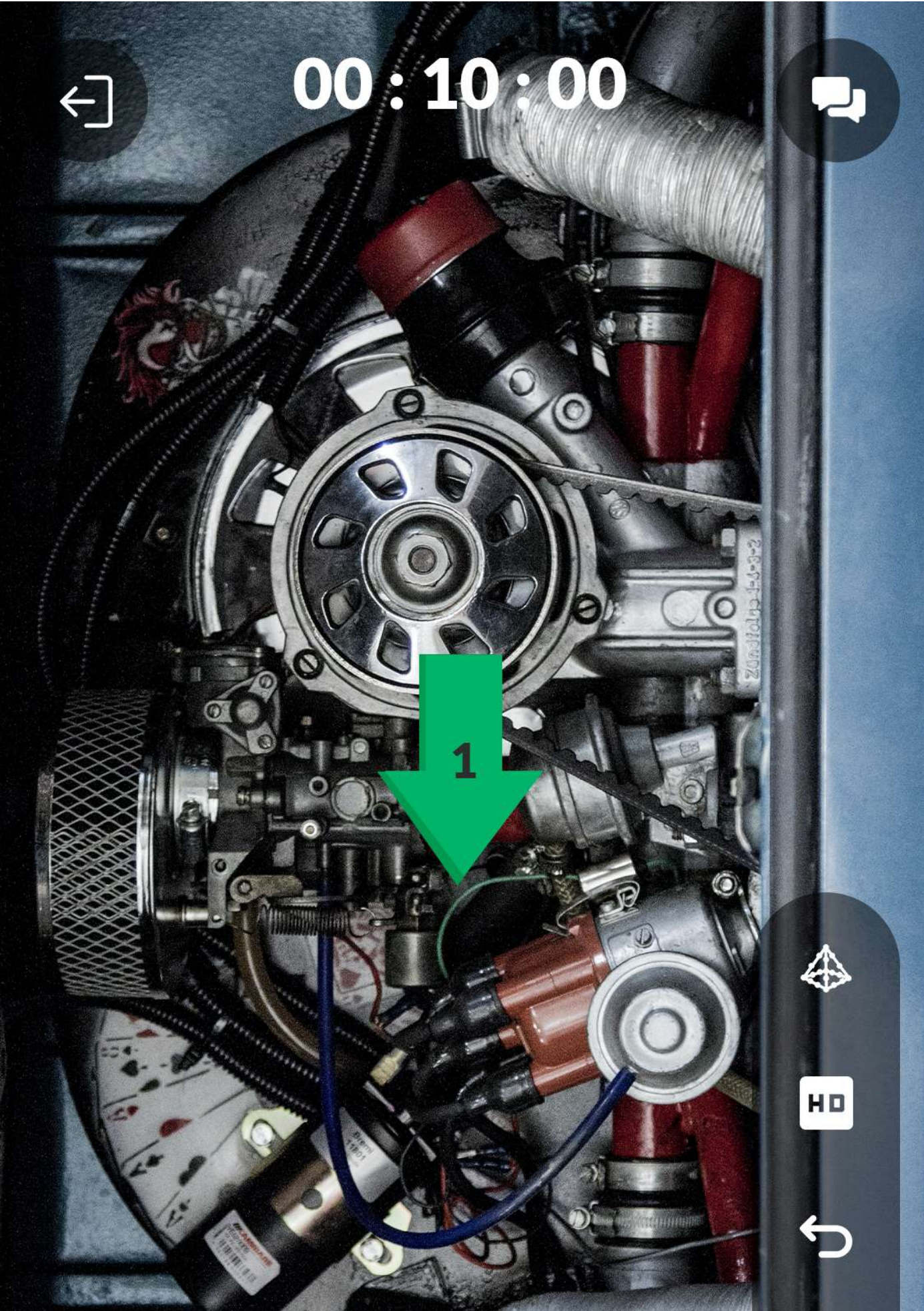


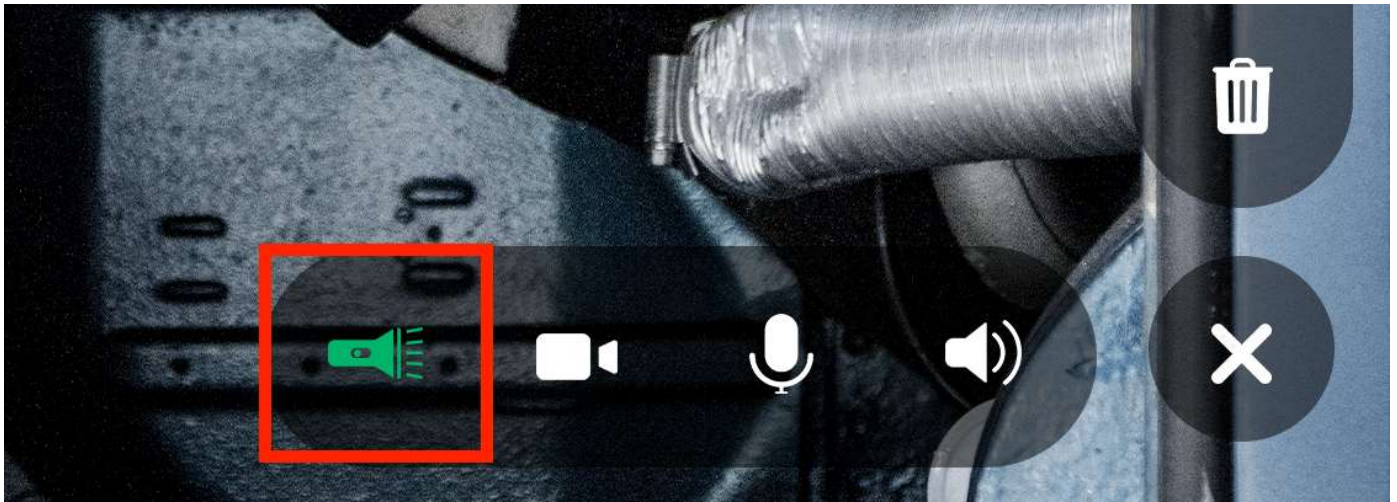
Flashlight

You can use this option to turn on the smartphone's flashlight right from the Zoho Lens app. To



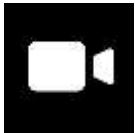
use this option, tap on in the customer console. This feature is only available to iOS customers.



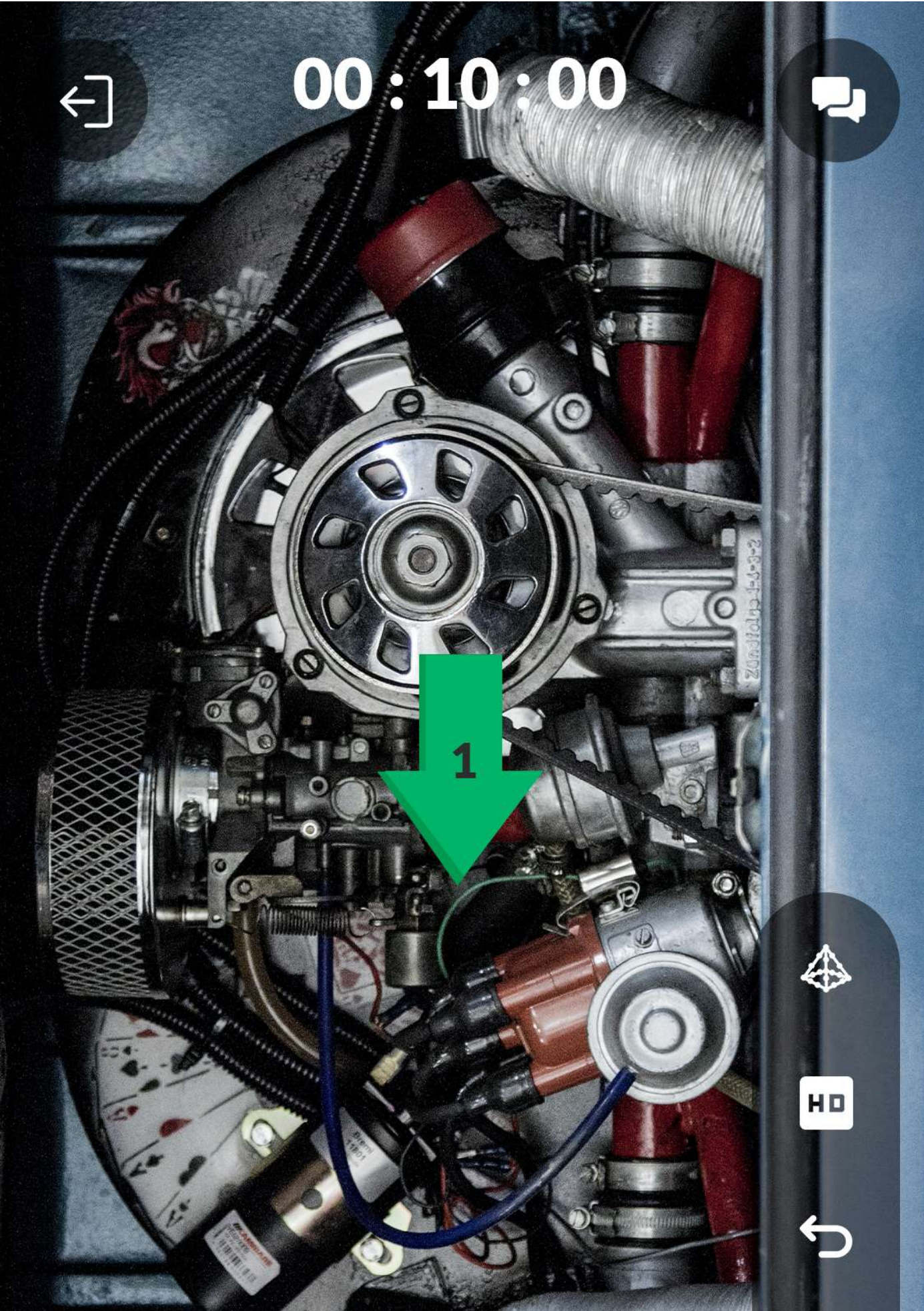


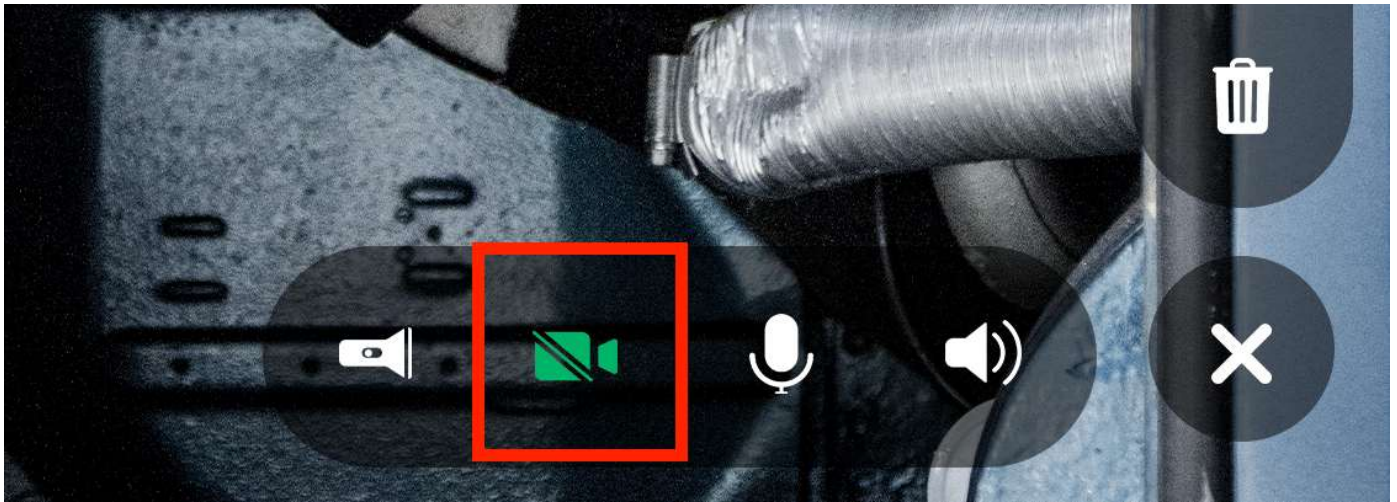
Turn Camera Off or On

Customers can choose to turn their camera off or on at anytime during a session. Tap on



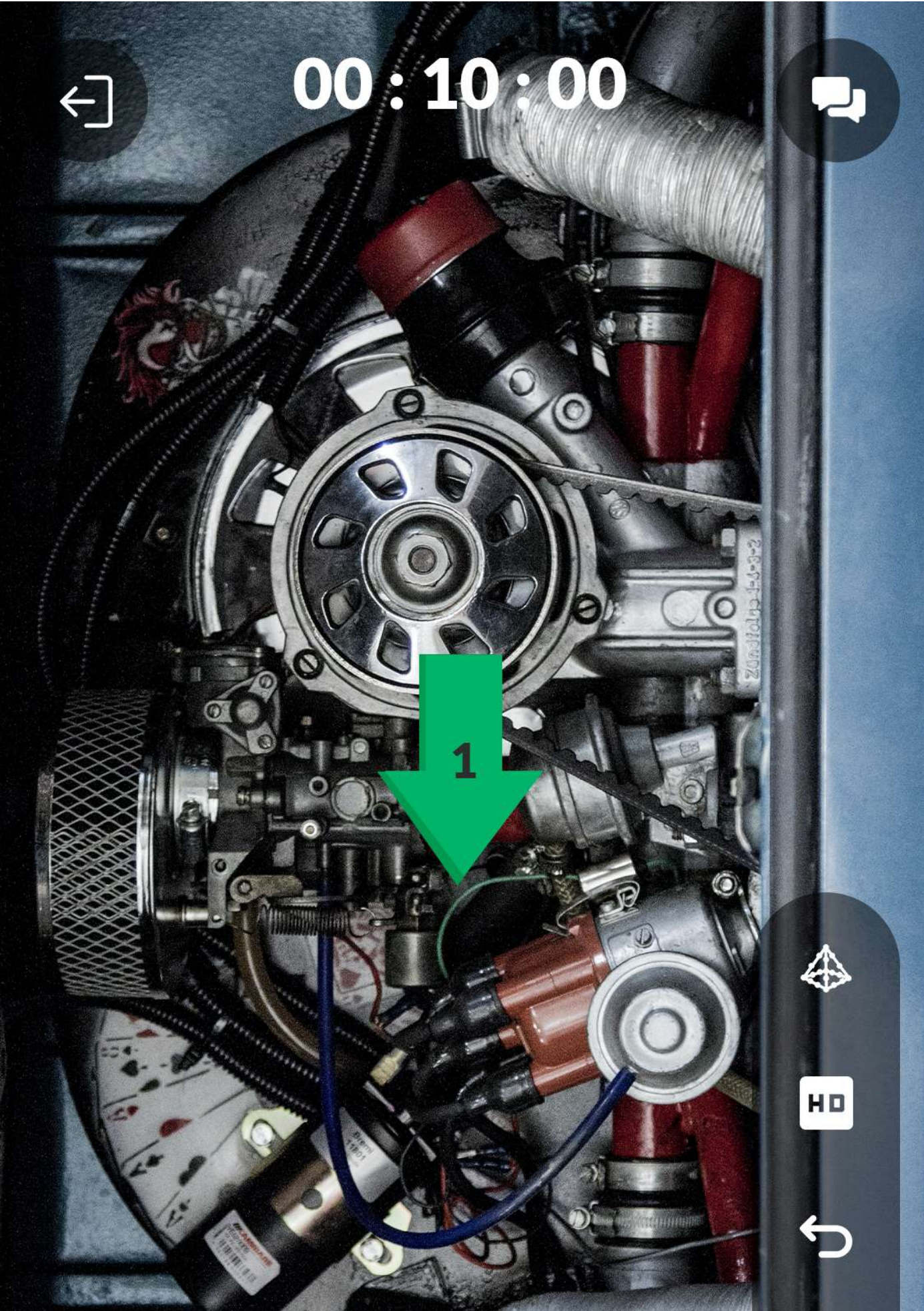
to use this feature.





Mute or Unmute Microphone

The customer can mute on or unmute their microphone during a session. Tap on to mute or unmute your microphone.





<https://help.zoho.com/portal/en/kb/assist/user-guide/live-camera-assistance/customer-console/articles/customer-console-16-3-2022-1>