

**Zoho Corporation**

Intercom

With Zoho Assist, you can start an instant remote support session and troubleshoot customer devices from directly within your Intercom chats. This seamless integration provides a convenient user experience and requires no additional software installation. Once your remote session is finished, you have the option to add important notes to your Intercom conversation for future use or follow-up.

To Install Zoho Assist from the Intercom marketplace:

- Log into your [Intercom](#) account.
- Navigate to **Settings** -> **App Store**. Search for "**Zoho Assist**".
- Click **Install** to complete the integration process.

To start a remote support session:

1. Open the relevant conversation and click **Start Now..**

andrea@zylker.com

☆

...

Snooze

Close

Team, Can't able to install the Application in Linux OS. Kindly help.

13d

Zoho Support will reply as soon as they can.

Give the team a way to reach you:

13d

Kindly follow the instructions in this document.

Installation-Linux-OS

Seen • 13d

I have tried the instructions provided. But getting error as Installation failed. Please help with this.

13d

Reply

Use CtrlK for shortcuts

Details

Assignee

Zylker

Team

Unassigned

ZOHO ASSIST

Start a session to connect to your remote customer.

Start Now

LEAD DATA

—

—

Lead

7:15 PM • Texas, USA

Owner

—

Email

andrea@zylker.com

User id

f123222223-12312-1234...

See all

RECENT CONVERSATIONS

LEAD NOTES

LEAD TAGS

LEAD SEGMENTS

RECENT PAGE VIEWS

INBOX_TEST_APP

about:blank

2. Click **Proceed** to initiate the session.

andrea@zylker.com

☆ ... Snooze Close

Team, Can't able to install the Application in Linux OS. Kindly help.
13d

Zoho Support will reply as soon as they can.

Give the team a way to reach you:
13d

Kindly follow the instructions in this document.
[Installation-Linux-OS](#)
Seen • 13d

I have tried the instructions provided. But getting error as Installation failed.
Please help with this.
13d

Reply

Use CtrlK for shortcuts

Details

Assignee Zylker

Team Unassigned

ZOHO ASSIST

Click Proceed to join the session.

Proceed

close

LEAD DATA

—

—

Lead

7:15 PM • Texas, USA

Owner —

Email andrea@zylker.com

User id f12322223-12312-1234...

See all

RECENT CONVERSATIONS

LEAD NOTES

LEAD TAGS

LEAD SEGMENTS

RECENT PAGE VIEWS

INBOX_TEST_APP

3. Once you click **Proceed**, the invite link will automatically be sent to the customer email address, as shown below..



Invitation sent to andrea@zylker.com

You'll be able to view the remote screen once your customer joins the session.

Any troubles in receiving email? [Send it again](#) or direct your customer to join the session using the below link.

<https://join.localzoho.com/926620720>

4. The **session invitation** will also appear in the conversation as an **Admin reply**, which customers can click to join the session.

andrea@zylker.com

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⋮

Snooze

Close

Team, Can't able to install the Application in Linux OS. Kindly help.

13d

Zoho Support will reply as soon as they can.

Give the team a way to reach you:

13d

Kindly follow the instructions in this document.

[Installation-Linux-OS](#)

Seen • 13d

I have tried the instructions provided. But getting error as Installation failed. Please help with this.

13d

I have initiated a remote assistance session

[Join Now](#)

Seen • 13d

Details

Assignee

Zylker

Team

Unassigned

ZOHO ASSIST

Click Proceed to join the session.

Proceed

close

LEAD DATA

—

—

Lead

7:15 PM • Texas, USA

Owner

—

Email

andrea@zylker.com

User id

f123222223-12312-1234...

See all

RECENT CONVERSATIONS

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RECENT PAGE VIEWS

INBOX_TEST_APP

Reply

Use CtrlK for shortcuts

5. After the session has ended, the **session summary** will be added to the conversation as an **Admin note**.

The screenshot displays an Intercom chat interface. At the top, the contact is identified as 'andrea@zylker.com'. The chat history shows a customer message: 'Team, Can't able to install the Application in Linux OS. Kindly help.' followed by a support response: 'Zoho Support will reply as soon as they can.' and another: 'Give the team a way to reach you:'. The customer then provides a document link: 'Kindly follow the instructions in this document. [Installation-Linux-OS](#)'. A support agent responds: 'I have tried the instructions provided. But getting error as Installation failed. Please help with this.' and initiates a remote assistance session: 'I have initiated a remote assistance session [Join Now](#)'. A yellow 'Zoho Assist - Session Details' card is shown, containing the following information:

- Session Key:** 926620720
- Device Name:** {Win10VMPC}
- Session Topic:** Linux OS Installation Issue
- Session Notes:** Issue occurred for the Customer due to improper file path. Installation successful on providing the correct path.
- Start Time:** Tue, 2022 Dec 27 18:03:24 IST
- End Time:** Tue, 2022 Dec 27 18:12:26 IST
- Duration:** 0:9:1
- [Show more](#)

The right sidebar shows 'Details' for the session, including Assignee (Zylker), Team (Unassigned), and a 'Zoho Assist' section with a 'Proceed' button. Below this is 'Lead Data' with fields for Lead, Owner, Email (andrea@zylker.com), and User id (f123222223-12312-1234...). The sidebar also lists 'Recent Conversations', 'Lead Notes', 'Lead Tags', 'Lead Segments', 'Recent Page Views', and 'Inbox Test App'.

How to manage Intercom Admins in Assist:

- To initiate a session, Intercom Admins must be part of the Zoho Assist organization as an Admin or Technician, or any other custom role that has Remote Support and Integration permissions.
- The Intercom Admin who installed the Zoho Assist application will have Super Admin privileges in their Zoho Assist organization.
- Other Intercom Admins will be redirected to the Zoho sign-in/sign-up page when attempting to access the Zoho Assist app.
- After signing in, Admins can initiate a remote session only if they are part of the Super Admin's Zoho Assist organization.
- The Super Admin or Admins can add Intercom Admins to the Zoho Assist organization by logging into <https://assist.zoho.com> and navigating to **Settings > Organization > Manage**

Technicians > Invite Technician.

<https://help.zoho.com/portal/en/kb/assist/user-guide/integrations/articles/intercom>