

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.

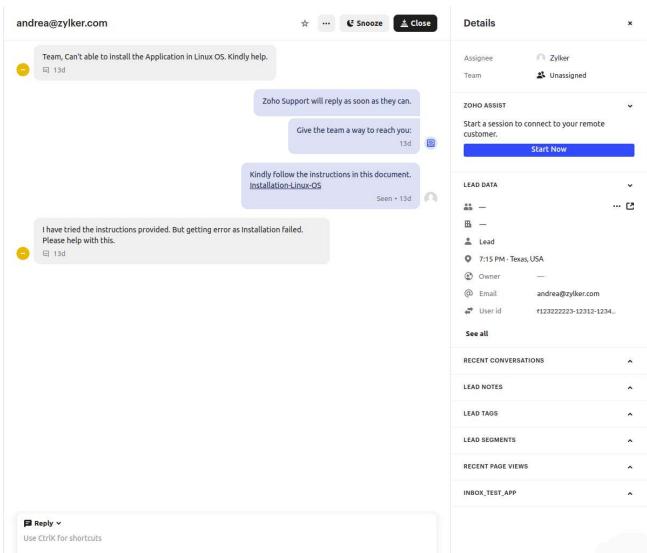
To Install Zoho Assist from the Intercom marketplace:

- 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:

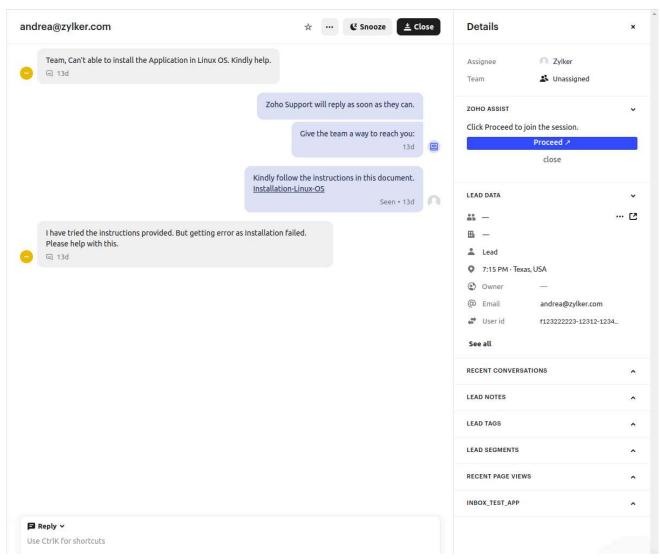
1. Open the relevant conversation and click Start Now...

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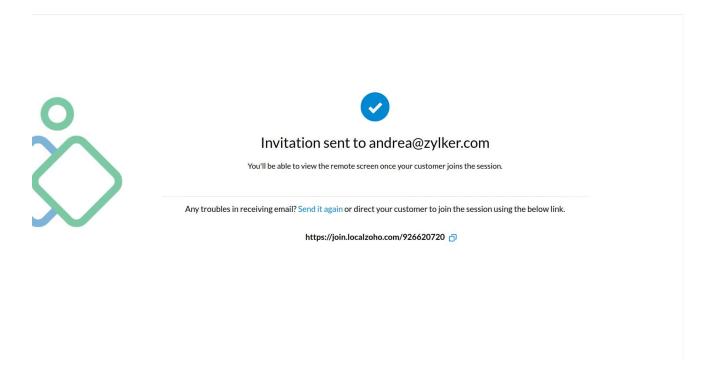
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2. Click **Proceed** to initiate the session.

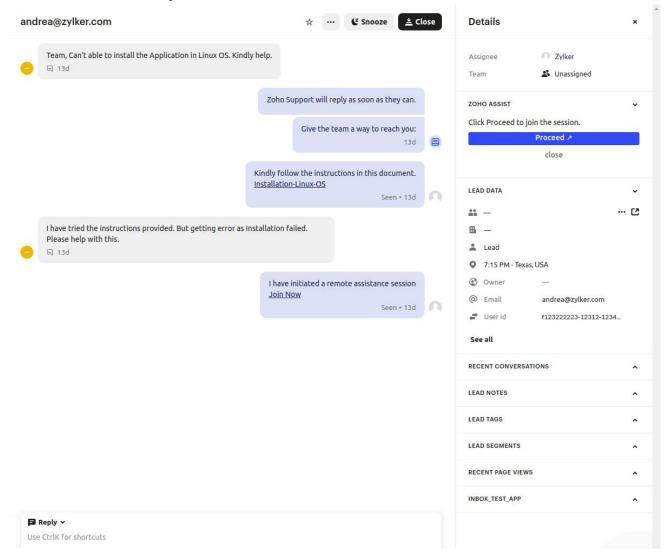


3. Once you click **Proceed**, the invite link will automatically be sent to the customer email address, as shown below..

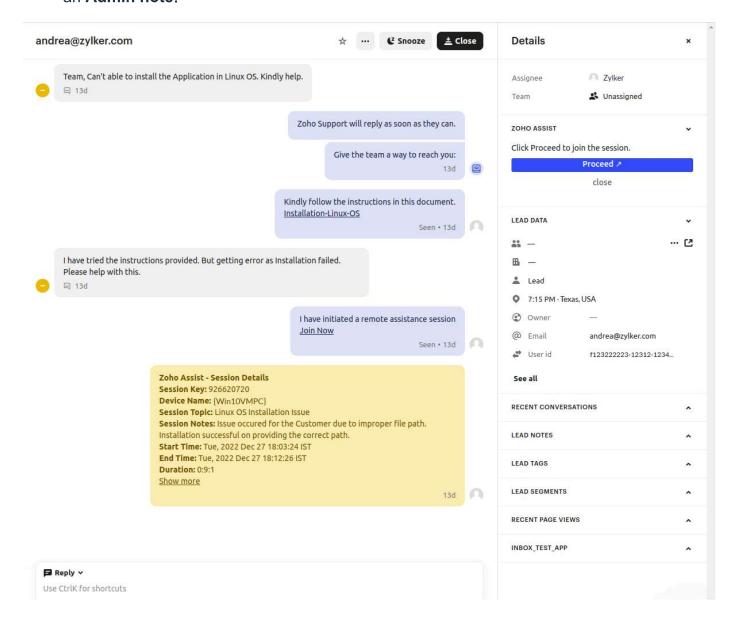
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4. The **session invitation** will also appear in the conversation as an **Admin reply**, which customers can click to join the session.



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



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

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Technicians > Invite Technician.

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

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