

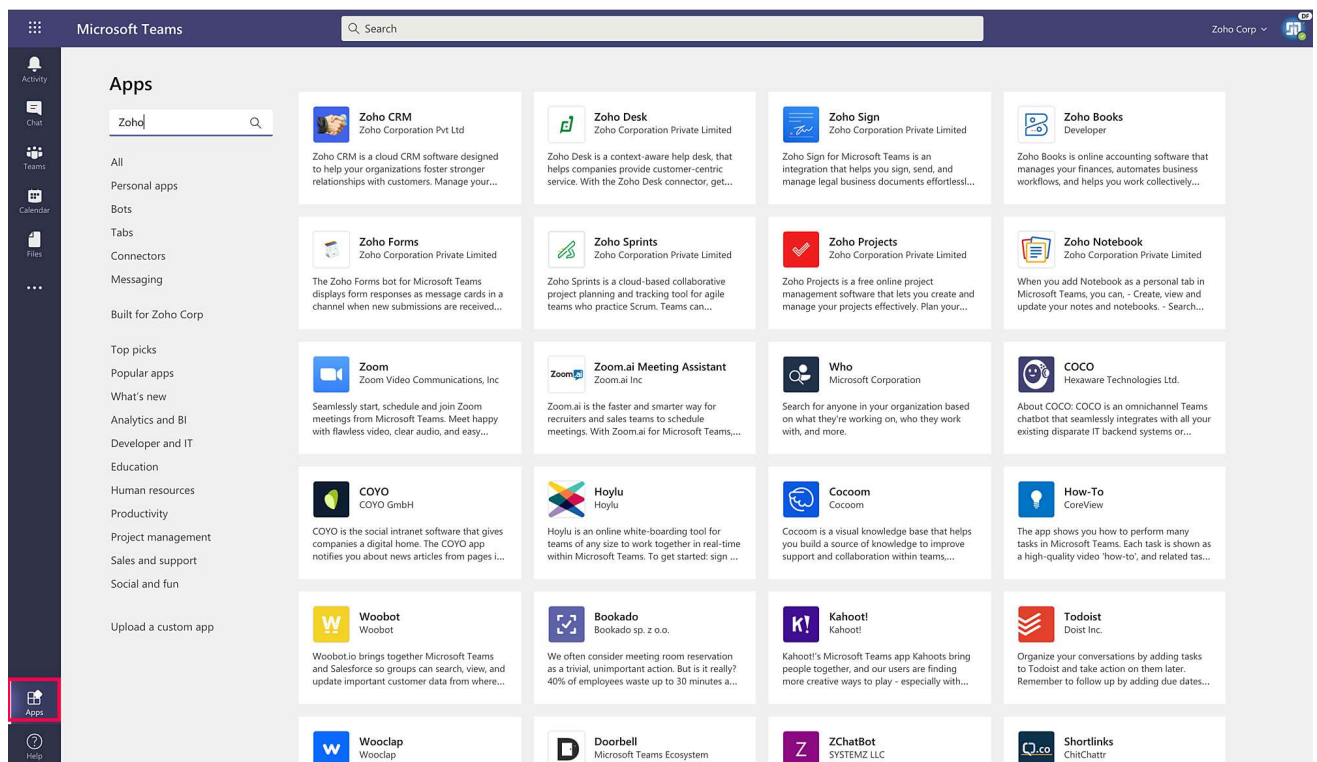


# Microsoft Teams


Integrate your Microsoft Teams account with Zoho Assist to support customers from a distance through web-based, on-demand remote support, and screen sharing sessions.

## Install Zoho Assist on Microsoft Teams

1. Login to your Microsoft Teams account and click on Apps.



2. Search for Zoho Assist Remote Support app and click on **Add**.



**Zoho Assist**  
Communication, IT/Admin, Productivity

Add

About

More from Zoho Corporation Privat...

Permissions

### Remote Support

**Remote session initiated**

A remote support session has been initiated to help you access, manage, and troubleshoot your assets from anywhere, anytime. Please start the session by clicking the link given below. Invite your customers to join the remote support session by sharing the link.

Session Link for customer: <https://join.zoho.com/742333283>

Start Session

**Remote session scheduled**

You have scheduled a remote support session.

Customer EmailID	frida@rylker.com
Session Title	Test from TEAMS
Date and Time	Tue, 13 Oct 2020 17:30 SST

**Use Zoho Assist to provide remote support to your team from anywhere, anytime!**

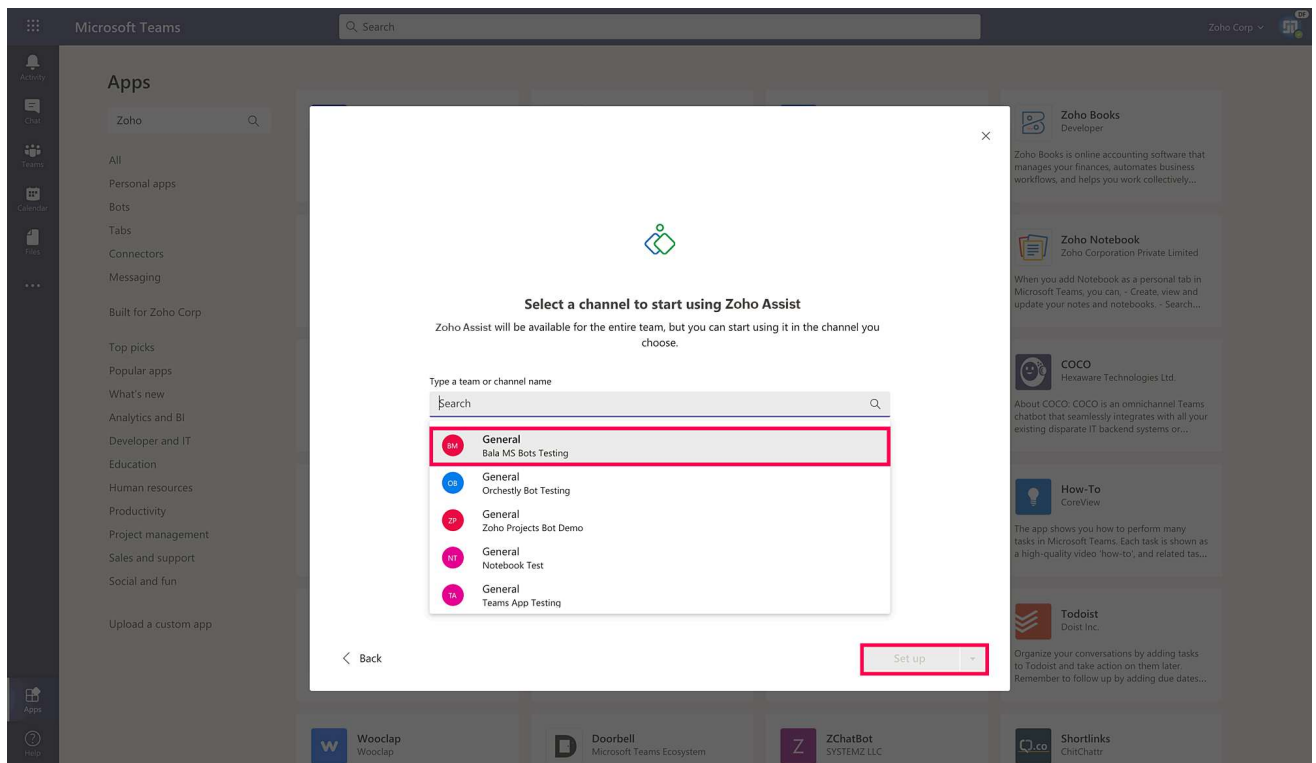
**Zoho Assist** is a cloud-based remote access tool that allows technicians to provide support to remote customers located anywhere in the world. You can initiate instant or scheduled remote support sessions to access and troubleshoot your customer's computer directly from your Microsoft Teams' account.

Some of the features that are supported in the Zoho Assist app designed for Microsoft Teams are:

- Initiate a remote support session

By using Zoho Assist, you agree to the [privacy policy](#) and [terms of use](#).


3. Select a "Channel" and click Set up to complete the integration process.



## To start or schedule a remote support or screen sharing session

You can either start or schedule your remote support or screen sharing session either on your Teams channel or using the Zoho Assist chatbot.

1. Open the appropriate channel or chatbot. You'll be prompted by a welcome message.
2. Click "Authorize" to approve your integration with Zoho Assist.
3. Type in "help" to get to know the list of commands used in Zoho Assist.
4. You can type in the required command to start or schedule your remote support or screen sharing session based on your preference. Here's the list of commands for your reference:
  - Type **"join"** to join a remote support session with your ID
  - Type **"start remote support"** to initiate an instant remote support session
  - Type **"start screen sharing"** to initiate an instant screen sharing session
  - Type **"schedule remote support"** to schedule a remote support session
  - Type **"schedule screen sharing"** to schedule a screen sharing session

 **Note:** To link your Zoho account with the Microsoft Teams bot; please type **"authorize."** You can always revert your authorization by typing **"revoke."**

The screenshot displays the Microsoft Teams chat interface. On the left, a sidebar shows the 'Recent' chat list with various bots and users. The main chat area is titled 'ZohoAssist' and shows a conversation with the Zoho Assist bot. The bot's messages include a welcome message, a list of actions (start remote session, start screen sharing, join), and a note about linking the Zoho account. The user has responded with 'help', '03:17 help', '03:19 revoke', and '03:19 authorize'. The chat input field at the bottom shows 'What can I do?' and 'Type your questions here'.

**Recent Chats:**

- ZohoAssist: Hello there! I'm here to help you manage your i... 03:20
- ZohoAssist-csez: You: help 24/08
- ZohoMetting\_csez: You: help 21/08
- ZohoMeeting\_Local: Sent a card 20/08
- ZohoAssist\_Local: Please enter a valid session-id. 20/08
- Polly: Sent a card 19/08
- ZohoMeeting: Start an instant meeting with topic Zoho Meetin... 17/08
- OrchestlyLocal: You: help 14/08
- Orchestly: Great! The layout has been set. Now, explore our... 13/08
- SDP\_Local: Hello! I'm here to help you manage your Service... 13/08
- OrchestlyBot-CSEZ: Hi, I'm OrchestlyBot-CSEZ Bot! Let me help you ... 11/08
- ServiceDesk Plus Cloud: Sent a card 31/07
- AgilePolly: Sent a card 30/07
- qbo: Sent a card 28/07
- SurveyMonkey: We can't set a poll up here, so head on over to L... 28/07
- ProjectsBot-csez: 15/07
- ZohoForms\_Local: Sorry, I didn't quite understand that. The Zoho F... 15/07

**Chat History:**

**ZohoAssist 03:16**  
Hello there! I'm here to help you manage your integration with Zoho Assist. Here's a quick look at what I can do to simplify your remote assistance experience.

1. Type **start remote session** to initiate an instant remote support session.
2. Type **start screen sharing** to initiate an instant screen sharing session.
3. Type **join** to join a remote support session with ID.

Note: To link your Zoho account with Microsoft Teams bot; Please type "authorize". You can always revert your authorization by typing "revoke".

**03:17 help**

**ZohoAssist 03:17**  
Hello there! I'm here to help you manage your integration with Zoho Assist. Here's a quick look at what I can do to simplify your remote assistance experience.

1. Type **start remote session** to initiate an instant remote support session.
2. Type **start screen sharing** to initiate an instant screen sharing session.
3. Type **join** to join a remote support session with ID.

Note: To link your Zoho account with Microsoft Teams bot; Please type "authorize". You can always revert your authorization by typing "revoke".

**03:19 revoke**

**ZohoAssist 03:19**  
Hey! It was great catching up with you. Have a good day and see you soon again. Type "authorize" to start again.

**03:19 authorize**

What can I do?

Type your questions here

[https://help.zoho.com/portal/en/kb/assist/user-guide/integrations/articles/assist#Install\\_Zoho\\_Assist\\_on\\_Microsoft\\_Teams](https://help.zoho.com/portal/en/kb/assist/user-guide/integrations/articles/assist#Install_Zoho_Assist_on_Microsoft_Teams)