



Customer Widget

This feature provides you with a widget (HTML snippet) that can easily be embedded on your website. It allows your customers to join sessions from your webpage instead of using an email invitation or the join.zoho.com webpage. Your customers can join the session by entering the session ID shared by you over a phone call. This makes it easier for your customers to join sessions, with you maintaining your brand identity.

Steps

1. From Zoho Assist home page, go to **Settings**.
2. In settings choose **Customer Widget** under **Remote Support**.
3. **Copy** the HTML snippet and paste it in your website.

The screenshot shows the Zoho Assist Settings page. The left sidebar contains a navigation menu with options: Search, Organization, General, Remote support (selected), Unattended Access, Security & Compliance, and Integrations. The main content area is titled 'Customer Widget' and includes the following text: 'Get the customer widget snippet that you can embed it on to your website or blog. Your customers can enter the remote support session ID through this widget to join the session.' Below this text is a code block containing the HTML snippet: `<iframe width="100%" height="150px" src="https://assist.zoho.com/login/embed-remote-support.jsp" frameborder="0"></iframe>`. A 'COPY' button is located to the right of the code block. Below the code block, there is a preview section titled 'How it will look like?' showing a sample widget with the text 'Enter Session ID', a text input field, a 'CONNECT' button, and the text 'powered by Zoho Assist'. A 'View sample' link is located below the preview.

4. The customer can even join the session by entering the session ID directly from the widget.

