



Geo Insights

Geo Insight, a region-based report, empowers users to monitor and analyze both remote support and unattended session counts by region. The report offers detailed regional data for individual technicians.

Our reporting feature allows filtering by Technician, Inbound/Outbound, Countries, and Region for remote support sessions. For Unattended access, filter by Technician, Groups, Counties, and Region. Geo Data provides zoom options for a detailed view, and the country-wise session table features search and sort options for quick and easy data access.

Steps:

1. Navigate to **Reports** in the top menu, select **Remote support** and choose **Geo Insights** from the left sidebar.
2. Both the **Visual map view** and the **country-wise table** are available for easy access.

The screenshot shows the Zoho Geo Insights report interface. The top navigation bar includes 'Assist', 'Remote Support', 'Unattended Access', 'Meeting', and 'Reports' (highlighted). The left sidebar lists various report types, with 'Geo Insights' highlighted. The main content area displays a world map with a color scale from 0 to 8,693 sessions. Below the map is a table of country-wise sessions.

Country	Region	Title	Customer	Customer's OS	Technician's Name
NIGERIA	ANAMBRA	On Demand Remote Support #283974198	Impact	Mac	Daran
AUSTRALIA	VICTORIA	On Demand Remote	Arnold	Windows	Ieff

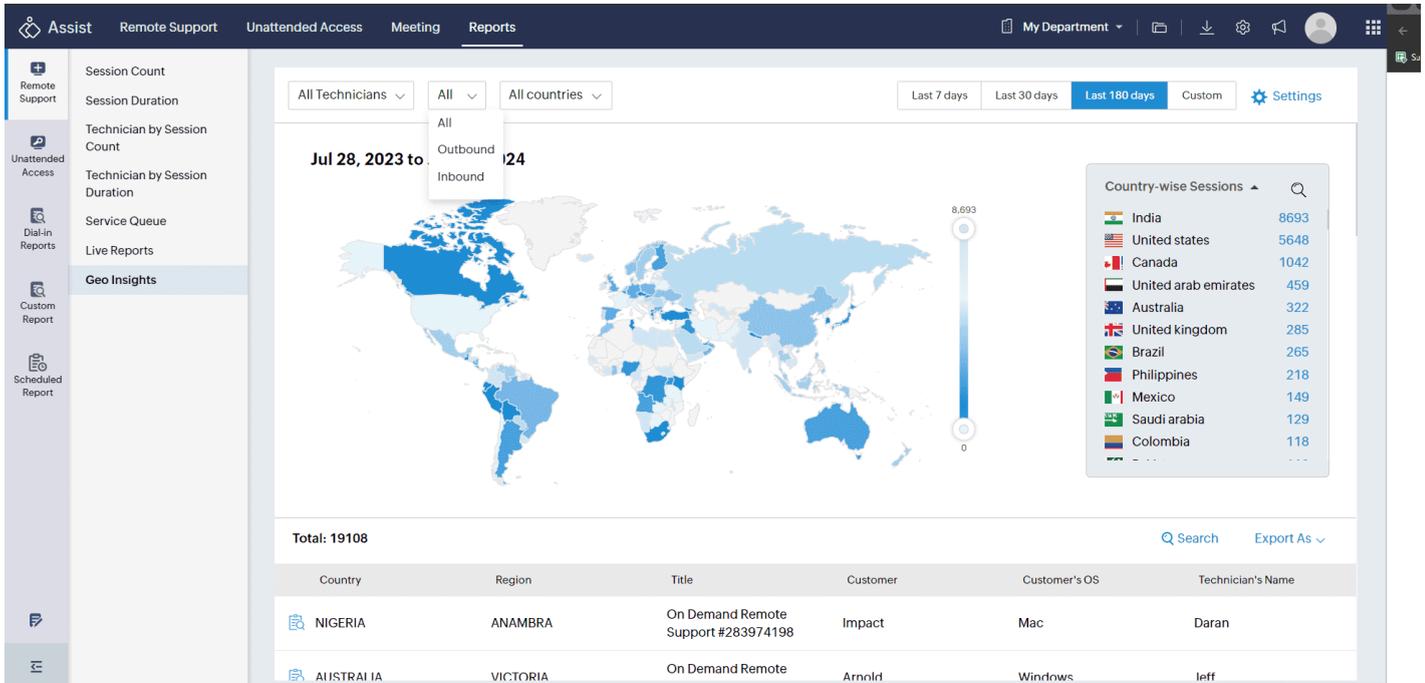
3. Specify the time period for viewing session reports or set a custom time range.

The screenshot shows the Zoho Assist Reports interface. At the top, there are navigation tabs: Assist, Remote Support, Unattended Access, Meeting, and Reports. The Reports tab is active. On the left sidebar, there are menu items: Remote Support, Unattended Access, Dial-in Reports, Custom Report, and Scheduled Report. The main content area has a filter bar with 'All Technicians', 'All', and 'All countries' dropdowns. To the right of these are time period filters: 'Last 7 days', 'Last 30 days', 'Last 180 days' (highlighted with a red box), and 'Custom'. A 'Settings' gear icon is also present. Below the filters, the date range 'Jul 28, 2023 to Jan 24, 2024' is displayed. A world map shows session density by country, with a vertical scale on the right ranging from 0 to 8,693. To the right of the map is a 'Country-wise Sessions' panel with a search bar and a list of countries with their session counts: India (8693), United states (5648), Canada (1042), United arab emirates (459), Australia (322), United kingdom (285), Brazil (265), Philippines (218), and Mexico (149). Below the map, the total session count is 'Total: 19108'. At the bottom, there is a table with columns: Country, Region, Title, Customer, Customer's OS, and Technician's Name. The first two rows are: NIGERIA (ANAMBRA, On Demand Remote Support #283974198, Impact, Mac, Daran) and AUSTRALIA (VICTORIA, On Demand Remote, Arnold, Windows, Jeff).

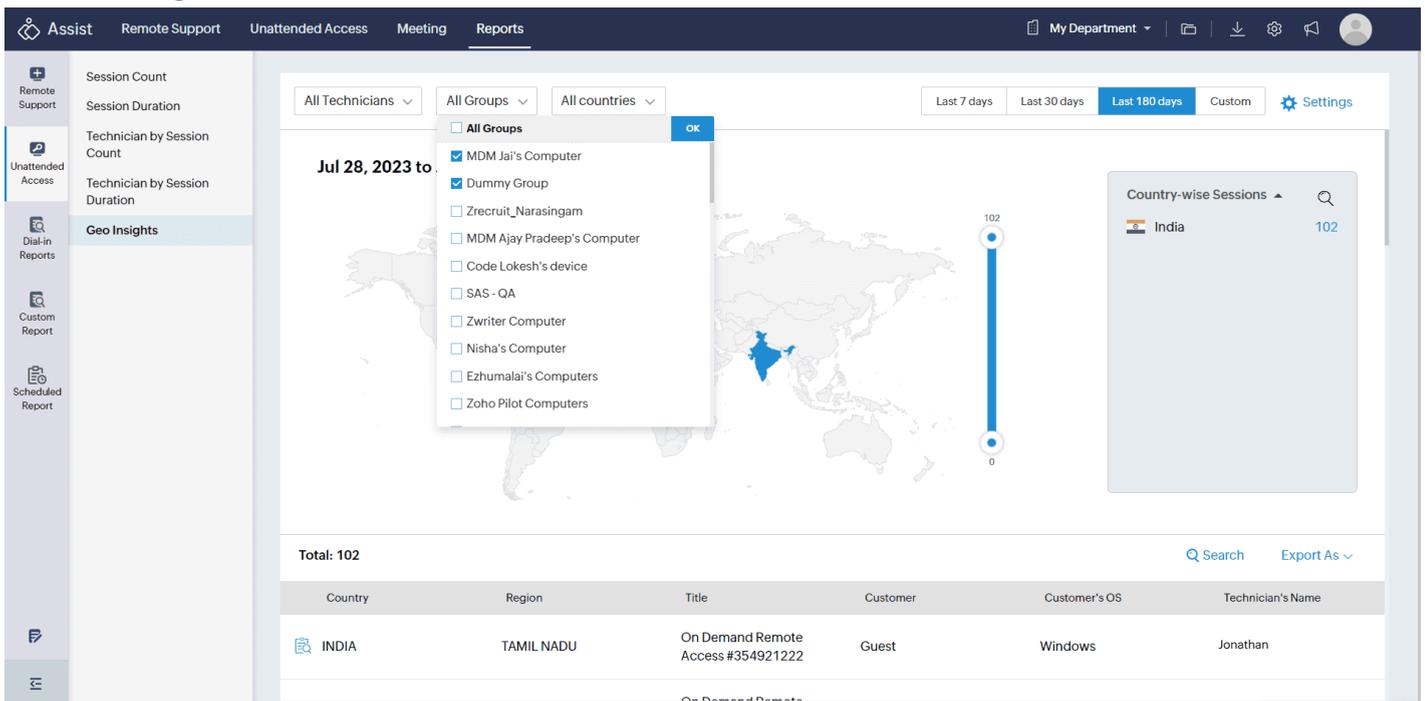
4. Use the dropdown menu to filter sessions conducted by specific technicians.

This screenshot is similar to the previous one, but with the 'All Technicians' dropdown menu open. The menu shows a list of technicians with checkboxes: 'Technicians (2)' (checked), Lucy Pilkington (checked), Shanmuga Prabu G (checked), Raam Vignesh B S (unchecked), Nitheeshwar P M (unchecked), Dhanushkumar D (unchecked), and Prasath M R S (unchecked). The 'OK' button is highlighted in blue. The rest of the interface, including the time filters, world map, country-wise sessions list, and table, remains the same as in the previous screenshot.

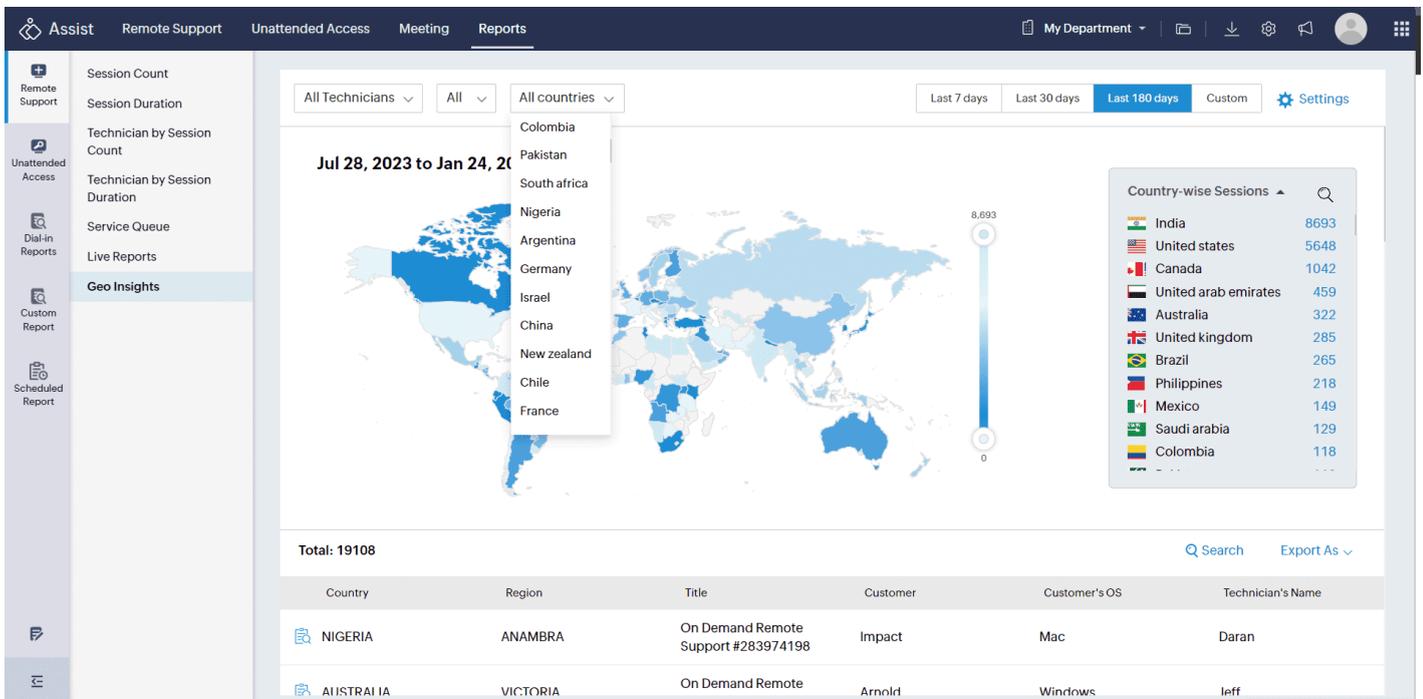
5. For remote support sessions, use the filter to distinguish between Inbound and Outbound sessions.



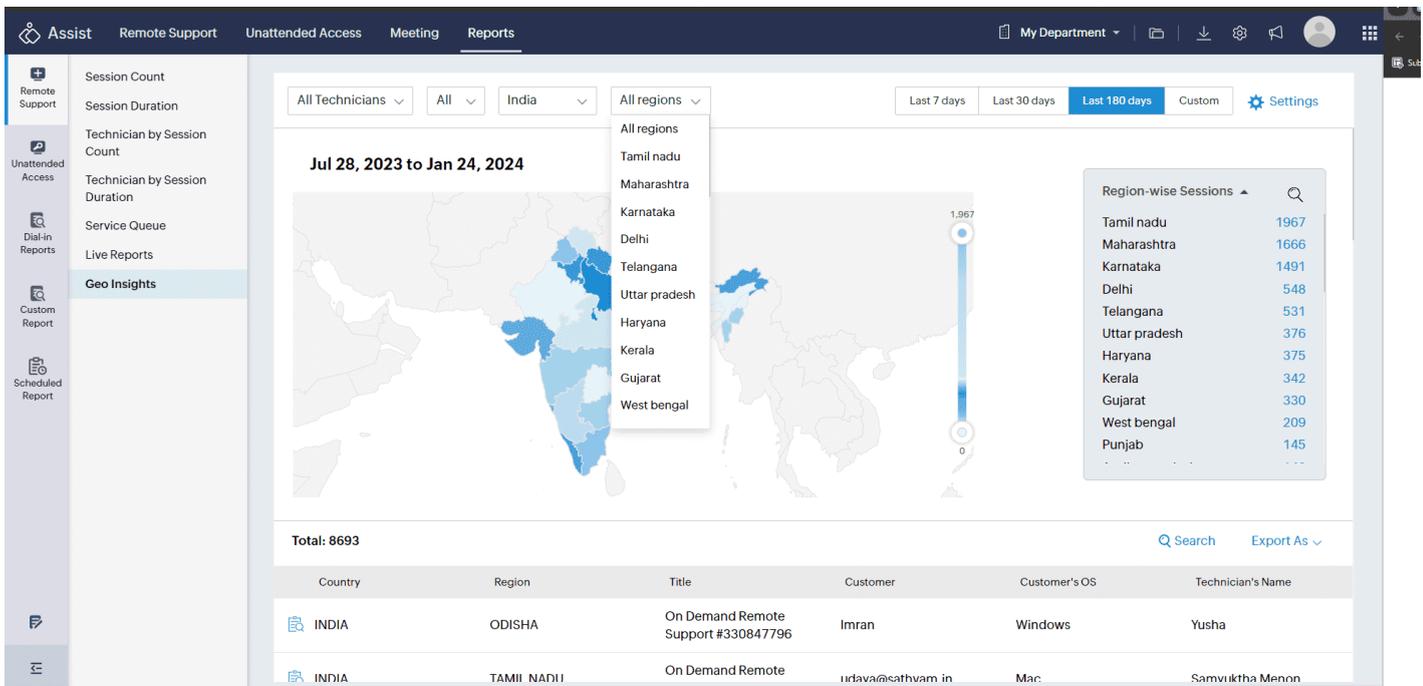
6. For Unattended Access sessions, you have the option to categorize sessions based on groups instead of differentiating between Inbound and Outbound sessions.



7. The country filter precisely narrows down sessions to a specific country. Choosing a country triggers a map zoom, highlighting regions of session occurrence.



8. You can also narrow down sessions from a certain region within the selected country.



9. The Left side **Country-wise Session table** automatically adjusts based on applied filters.

10. You can also use the sort and search options in the **Country-wise Sessions** table for quick data access.

The screenshot shows the Zoho Assist Reports interface. The left sidebar contains navigation options like Remote Support, Unattended Access, and Geo Insights. The main content area displays a world map and a table of sessions. The 'Country-wise Sessions' table is highlighted with a red box. The table lists the following data:

Country	Region	Title	Customer	Customer's OS	Technician's Name
NIGERIA	ANAMBRA	On Demand Remote Support #283974198	Impact	Mac	Daran
AUSTRALIA	VICTORIA	On Demand Remote	Arnold	Windows	Jeff

11. Download generated reports for future reference by selecting **Export As** and choosing **CSV or PDF** based on your preference.

The screenshot shows the Zoho Assist Reports interface, similar to the previous one. The 'Export As' dropdown menu is open, and the options 'Export as CSV' and 'Export as PDF' are highlighted with a red box. The table below the map shows the same data as in the previous screenshot:

Country	Region	Title	Customer	Customer's OS	Technician's Name
NIGERIA	ANAMBRA	On Demand Remote Support #283974198	Impact	Mac	Daran
AUSTRALIA	VICTORIA	On Demand Remote	Arnold	Windows	Jeff