

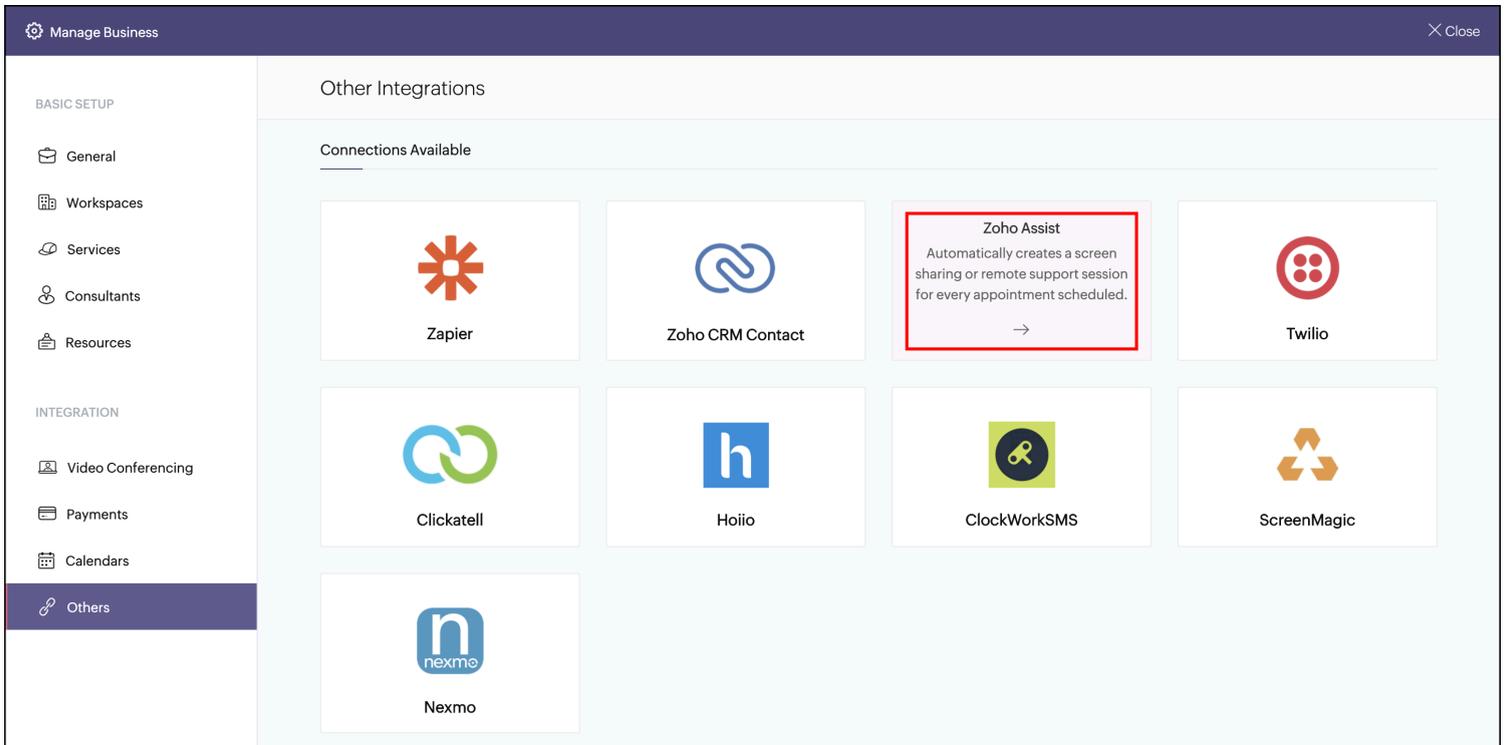


Zoho Bookings

Session scheduling and tracking is now taken to a whole new level with the Zoho Assist - Zoho Booking integration. This inclusion allows the synchronization of session schedule with your calendar, to start a screen sharing or remote support session, and enables effective management of support sessions at anytime.

To configure Zoho Assist within Bookings,

- Go to [Zoho Bookings](#)
- Navigate to Settings and choose the Manage Business option from the drop-down menu and choose the Others option available under the Integration menu.
- Choose **Zoho Assist** from the list of integrations displayed.



- Next, you have to complete the authorization of Zoho Assist by allowing calendar to access remote support sessions and your identity.



calendar

calendar would like to access the following information.



Assist

- ✓ Create your remote support sessions using Zoho Assist.
- ✓ Know who you are on Zoho Assist.

By clicking the "Accept" button you allow calendar to access data in your Zoho account.

Accept

Reject

- Followed by that, the list of one-on-one services available will be displayed.
- The drag-and-drop interface can be used to start a screen sharing or remote support session.

Manage Business Close

← Zoho Assist ?

Overview Configure

Choose services to create Zoho Assist sessions

We have listed all the one-on-one services created under your account. Choose which services should create sessions in Zoho Assist when customers book with you. You can also configure this from the *Service Information* section using the **Create Assist Session** toggle.

Map services to sessions

Services	Create Screen Sharing Session	Create Remote Support Session
<input type="checkbox"/> Product Demo	 <p>Drag and drop services to create screen sharing sessions.</p>	<p>Drag and drop services to create remote support sessions.</p>
<input type="checkbox"/> Installation		
<input type="checkbox"/> Sales Inquiry		
<input type="checkbox"/> Product Settings 101		
<input type="checkbox"/> Troubleshooting 101		
<input type="checkbox"/> Customer Meetup		

(OR)

- Alternatively, you can enable the **Create Assist Session toggle** in the preceding step, select a service, and choose the session type if needed.

+ Add New Service ✕

One on One **Group Booking** **Resource Booking**

Workspace*

Name of the Service*

Duration

Price Free

Buffer Time

Consultant Assigned

Create Assist Session

Session Type

Save **Cancel**

- Once the technician accepts the invite, the scheduled session will be displayed under the **Session** section in Zoho Assist.
- Technicians can then use the **Start** option to initiate the session instantly.

Zoho Assist Remote Support Unattended Access Reports Settings All Departments

Manage Technicians

Department Rebranding Subscription

General Remote support Unattended Access Security & Compliance Integrations

Users Summary Sessions History

Date & Time	Topic	Customer	
06:30 AM Dec 02, 2020	Resource Service	jack@sample.com Screen Share	START

Bharath
ryan.jones@zylker.com
Admin

Mobile -
Language English
Country United States
Time Zone Asia/Kolkata
Departments 1 Department & All Groups

- The scheduled session can also be initiated from Zoho Bookings by navigating to the Appointment Summary page and clicking the Join or Start option.

Appointment Summary

Rameez rameez@sample.com +145

Remote support 30 mins | Free Upcoming
04 Feb 2021 | 10:15 am - 10:45 am

Reschedule Cancel

General Info Additional Info

Booking Id : #SA-00156

Staff Assigned : Maria

Workspace : SA Sample

Booked On : 04 Feb 2021 06:23 am

Notes : -

Zoho Assist Screen Share

Zoho Assist Join | Start

Payment Details

Service Amount \$ 0

Paid \$ 0

Due \$ 0
(Inclusive of all taxes)

