



# LiveChat

Start or schedule remote support and screen sharing sessions with Zoho Assist to access your customer's device and troubleshoot problems straight from your LiveChat conversations. Once a remote support session is complete, you can add notes to your LiveChat conversation.

## To install Zoho Assist in LiveChat:

1. Log in to your [LiveChat](#) account.
2. Navigate to marketplace and search for **Zoho Assist** to install the application.
3. Open the LiveChat conversation and click **Login** to sign in to Zoho Assist (if not already signed in).

The screenshot shows a LiveChat interface for a user named Malcom. The chat history includes a pre-chat form with the following details: Name: Malcom, E-mail: malcom@zylker.com. The conversation starts with Malcom asking for help with Linux OS installation. The Zoho Assist integration responds with a greeting and offers to provide installation steps. Malcom replies that he has tried but cannot fix the issue. The Zoho Assist integration then offers a Remote Session to assist further. The interface also shows a 'LOGIN' button for users who are not signed in to their Zoho account.



#### 4. Click **Authorize** to complete the Zoho Assist + LiveChat integration.

The screenshot displays a LiveChat interface for a user named Malcom. The chat history shows a pre-chat form with the name 'Malcom' and email 'malcom@zylker.com'. The chat messages are as follows:

- Assist Integration: "Hello. How may I help you?"
- Malcom: "Hi, I'm facing issue while installing the Linux OS."
- Assist Integration: "Hi, kindly flow the installation steps in the Document and let me know."
- Malcom: "Have tried it. But unable to fix."
- Assist Integration: "Remote Session. Click Join to connect to the remote session"

The 'Assist Integration' sidebar on the right contains the following text:

The LiveChat-Zoho Assist integration lets you start or schedule remote support and screen sharing sessions with your users through chat. Easily troubleshoot, demonstrate, and explain by accessing their screen or by sharing yours.

To authorize your LiveChat integration with Zoho Assist, click Authenticate below.

**AUTHORIZE**

At the bottom right, there is a LiveChat notification icon with a red badge.

#### To initiate an Assist session from LiveChat:

1. Choose between **Remote Support** or **Share My Screen** for your session.

Chat started: Today, 10:52 am

M

Pre-chat form

Name:  
Malcom  
E-mail:  
malcom@zylker.com

Assist Integration

Hello. How may I help you?



Malcom

M

Hi,  
I'm facing issue while installing the Linux OS.

Assist Integration

Hi,  
kindly flow the installation steps in the Document and let me know.



✓ Read

Malcom

M

Have tried it. But unable to fix.

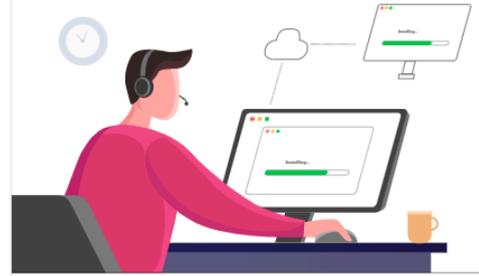
Type a message...

🔒 Private # @ 😊

Send

■ Add tag

Type # for canned responses 📄 for emoji



Start a session instantly or schedule sessions for another convenient time all from within your chat conversation with your user. You can also choose between accessing your customers screen for any troubleshooting or sharing your screen for demos and explanations.

Remote Support

Share My Screen



2. You can either start an instant session or schedule it for later by selecting the appropriate option.

**Malcom**
...
👤
✉️
🔗
+
✕

Chat started: Today, 10:52 am

Pre-chat form

Name:  
Malcom

E-mail:  
malcom@zylker.com

Assist Integration

Hello. How may I help you?
👤

Malcom

Hi,  
I'm facing issue while installing the Linux OS.

Assist Integration

Hi,  
kindly flow the installation steps in the Document and let me know.
👤

✓ Read

Malcom

Have tried it. But unable to fix.

Type a message...

🔒 Private | # | @ | 😊
Send

➡ Add tag
Type # for canned responses : for emoji



Start a session instantly or schedule sessions for another convenient time all from within your chat conversation with your user. You can also choose between accessing your customers screen for any troubleshooting or sharing your screen for demos and explanations.

Remote Support

Start Now
Schedule

Share My Screen

🗨️

To start an instant session, click Start now. The session invitation to **join** the session will be sent to the customer's email address and in the conversation. You can also send the invitation to a different email address.

Name:  
Malcom  
E-mail:  
malcom@zylker.com

Assist Integration

Hello. How may I help you?

Malcom

M

Hi,  
I'm facing issue while installing the Linux OS.

Assist Integration

Hi,  
kindly flow the installation steps in the Document and let me know.

✓ Read

Malcom

M

Have tried it. But unable to fix.

Assist Integration

Remote Session  
Click Join to connect to the  
remote session

Join

Delivered

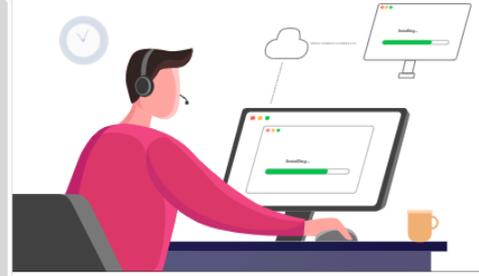
Type a message...

🔒 Private # @ 😊

Send

➡ Add tag

Type # for canned responses 😊 for emoji



Start a session instantly or schedule sessions for another convenient time all from within your chat conversation with your user. You can also choose between accessing your customers screen for any troubleshooting or sharing your screen for demos and explanations.

Remote Support

Share My Screen



To schedule a session, click **Schedule** and provide the customers email address, session title, date, and time.

The screenshot displays a chat window for a user named Malcom. The chat history shows a pre-chat form with the name 'Malcom' and email 'malcom@zylker.com'. The conversation begins with an 'Assist Integration' message: 'Hello. How may I help you?'. Malcom responds: 'Hi, I'm facing issue while installing the Linux OS.' The 'Assist Integration' bot replies: 'Hi, kindly flow the installation steps in the Document and let me know.' Malcom then says: 'Have tried it. But unable to fix.' The right sidebar, titled 'Schedule a Remote Support session', contains the following fields: 'Customer's Email \*' (malcom@zylker.com), 'Title' (Malcom), 'Description' (The description will be used in the invitation mail to your customer. (Optional)), 'Time zone' (GMT+05:30 Asia/Calcutta), 'Date' (May 29, 2023) and 'Time' (11:15 AM IST), and 'Reminder' (No reminders). A 'Schedule' button is at the bottom of the sidebar. The chat input area at the bottom includes a 'Send' button and a footer with 'Add tag' and instructions: 'Type # for canned responses : for emoji'.

The session link for the customer will be added to the conversation, while the link for the technician to start the scheduled session will be included as the **agent note**.

You can reschedule a session by clicking the **Edit** option, and you can cancel a scheduled session by clicking the **Delete** option.

I'm facing issue while installing the LINUX OS.

Assist Integration

Hi, kindly flow the installation steps in the Document and let me know.

Read

Malcom



Have tried it. But unable to fix.

Assist Integration

You have scheduled a Remote Support session to be held at Monday, May 29, 2023 at 11:15 AM IST. Click the link below to join the session at the scheduled time. https://assistinteg.localzoho.com/assist-schedule?digest=5cb6da4c3ce046dc419963d2acefa0ac1a4fdb79f3ee0644c6de3d670dbf5408&og=RUFSLTkyOGlxNDlyMjAwZDJmZTEyNmI5YjBhZjkzMGQxOGRhZWQxNTIzMzQ0ZWlON2lwNzQwZDhjMzVmN2E0ZDE4NTc=&role=V&schedule\_id=379000000143109&x-com-zoho-assist-orgid=65204036

Private message

Assist Integration

Scheduled Remote Session. I have scheduled a remote support session for Monday, May 29, 2023 at 11:15 AM IST. Click the link below to join the session at the scheduled time. Join

Delivered

Type a message...

Private # @ 😊

Send

Add tag

Type # for canned responses : for emoji

Remote Support

Share My Screen

Scheduled Sessions (1)

Malcom

May 29, 2023 11:15 AM IST

Customer: malcom@zylker.com

Type: Remote Support

Start now

Edit Delete

