



Reports

You can track your previous sessions with ease using Reports. You can choose from a wide range of custom views to visually analyze your remote support details better. View, analyze and download remote session details for sessions carried out over the past few months and more. You can drop out manual analysis and use our reports for better monitoring and planning.

Reports allow you to:

- Filter data based on session type, duration, and Technician.
- Download reports in CSV format.
- View and update session notes.

Steps

1. Choose **Reports** from the top Menu bar.
2. Choose any one of the views segregated based on the session count, session duration, the technician and also view the status of your service queue requests from the left-hand sidebar.

The screenshot displays the Zoho Assist Reports interface. The top navigation bar includes 'Assist', 'Remote Support', 'Unattended Access', 'Meeting', 'AR Assistance', 'Reports', and 'Settings'. The left sidebar contains navigation options: 'Remote Support', 'Unattended Access', 'Dial-in Reports', and 'Custom Report'. The 'Reports' section is expanded, showing 'Session Count' (highlighted with a red box), 'Session Duration', 'Technician by Session Count', 'Technician by Session Duration', 'Service Queue', and 'Live Reports'. The main content area shows a line graph for the period 'Jul 30, 2022 to Aug 29, 2022'. The graph plots the 'Number of Sessions' (y-axis, 1 to 4) against the 'Date' (x-axis, 8/9/2022 to 8/25/2022). The graph shows a peak of 4 sessions on 8/25/2022. To the right of the graph are summary statistics: 'Total sessions: 12', 'Avg. sessions per day: 0', 'Max. sessions in a day: 4', and 'Min. sessions in a day: 1'. Below the graph is a table with columns: 'Start time', 'End time', 'Title', 'Customer', 'Customer's OS', and 'Technician's Name'. The table contains four rows of session data.

Start time	End time	Title	Customer	Customer's OS	Technician's Name
Aug 26, 2022 11:04 AM	Aug 26, 2022 11:15 AM	On Demand Remote Support #305578995	Customer	Windows	Malcolm
Aug 25, 2022 3:27 PM	Aug 25, 2022 4:01 PM	On Demand Remote Support #508429349	Customer	Windows	Frida
Aug 25, 2022 12:33 PM	Aug 25, 2022 12:38 PM	On Demand Remote Support #530178406	Customer	Windows	David
Aug 25, 2022 12:23 PM	Aug 25, 2022 12:24 PM	On Demand Remote Support #403235932	Guest	Android	Jonathan

3. Select **Custom Report** by choosing the technician type, type of session conducted and the time-period. You can even search column-wise for specific IP address, customer email, and customer OS.

The screenshot shows the Zoho Assist Reports interface. The left sidebar has 'Custom Report' highlighted with a red box. The main area displays a table of sessions with columns for Start time, Session Name, Start time, Customer, Department, Duration, and Technician. The total number of sessions is 12.

Start time	Session Name	Start time	Customer	Department	Duration	Technician
Aug 26, 2022 11:04 AM	On Demand Remote Support #305578995	Aug 26, 2022 11:15 AM	Customer	Web Client	11 minutes	Malcolm
Aug 25, 2022 3:27 PM	On Demand Remote Support #508429349	Aug 25, 2022 4:01 PM	Customer	Web Client	33 minutes	Frida
Aug 25, 2022 12:33 PM	On Demand Remote Support #530178406	Aug 25, 2022 12:38 PM	Customer	Web Client	5 minutes	Malcolm
Aug 25, 2022 12:23 PM	On Demand Remote Support #403235932	Aug 25, 2022 12:24 PM	Guest	Web Client	a minute	Jonathan
Aug 25, 2022 10:56 AM	On Demand Remote Support #272804287	Aug 25, 2022 10:59 AM	customer	Web Client	2 minutes	David
Aug 17, 2022 8:42 PM	On Demand Remote Support #296648307	Aug 17, 2022 8:59 PM	Zoho+Assist	Web Client	16 minutes	Malcolm
Aug 16, 2022 6:58 PM	Training with Kaspersky	Aug 16, 2022 7:29 PM	Customer	Web Client	30 minutes	Malcolm
Aug 16, 2022 6:41 PM	On Demand Remote Support #327720159	Aug 16, 2022 6:57 PM	Customer	Web Client	15 minutes	Frida
Aug 16, 2022 12:38 PM	Troubleshooting with Network issue	Aug 16, 2022 1:43 PM	Demo	Web Client	an hour	Malcolm
Aug 15, 2022 9:48 PM	On Demand Remote Support #456052129	Aug 15, 2022 10:24 PM	Customer	Web Client	16 minutes	David

4. Select the **Service Queue** option from the left-hand sidebar to view the status of the requests raised using the self-service portal by your customers.

The screenshot shows the Zoho Assist Reports interface with 'Service Queue' highlighted in the left sidebar. The main area displays a table of service queue items with columns for Start time, Customer's Email, Customer's IP Address, Department Name, Description, and Status. The total number of items is 11.

Start time	Customer's Email	Customer's IP Address	Department Name	Description	Status
Aug 23, 2022 9:21 PM	malcolm.d@zylker.com	-	My Department	I have overheating problem with my laptop	COMPLETED
Aug 23, 2022 7:08 PM	jonathan.a@zylker.com	-	My Department	Antivirus installation	COMPLETED
Aug 23, 2022 11:12 AM	david.h@zylker.com	-	My Department	issues	COMPLETED
Aug 23, 2022 11:04 AM	frida.s@zylker.com	-	My Department	issue	COMPLETED
Aug 18, 2022 7:08 PM	malcolm.d@zylker.com	-	My Department	Firewall issues.	DROPPED
Aug 16, 2022 7:40 PM	frida.s@zylker.com	-	My Department	Firewall issues	COMPLETED
Aug 16, 2022 1:53 PM	david.h@zylker.com	-	My Department	Firewall issue.	DROPPED
Aug 9, 2022 9:42 PM	jonathan.a@zylker.com	-	My Department	Installation	COMPLETED
Aug 9, 2022 12:41 PM	malcolm.d@zylker.com	-	My Department	I am not able to sign in to my mail account	EXPIRED
Aug 9, 2022 12:40 PM	frida.s@zylker.com	-	My Department	Laptop heating and battery issue	COMPLETED
Aug 9, 2022 12:40 PM	malcolm.d@zylker.com	-	My Department	Issue with laptop overheating	COMPLETED

5. The reports of these requests can be accessed and sorted using a column-wise filter, **select columns** present on the right side of the screen and choose between multiple filters to best suit your auditing preferences.

The screenshot shows the Zoho Assist Reports interface. The top navigation bar includes 'Assist', 'Remote Support', 'Unattended Access', 'Meeting', 'AR Assistance', 'Reports', and 'Settings'. The left sidebar has options for 'Remote Support', 'Unattended Access', 'Dial-in Reports', and 'Custom Report'. The main area displays a table of sessions with columns for 'Start time', 'Customer's Email', 'Customer's IP Address', 'Department Name', and 'Description'. A 'Total: 11' summary is shown. An 'Export As CSV' button is highlighted with a red box, and a 'Select Columns' dialog box is open, showing a list of columns to be included in the export, such as 'Start time', 'Customer's Email', 'Customer's IP Address', 'Department Name', 'Description', 'Status', 'Waiting Time', 'Duration', 'Technician's Email', 'Technician's IP Address', 'Customer's OS', and 'Viewer Technology'. The dialog has 'Save' and 'Cancel' buttons.

Start time	Customer's Email	Customer's IP Address	Department Name	Description	Status
- Aug 23, 2022 9:21 PM	malcolm.d@zylker.com	-	My Department	I have overheating problem with n	COMPLETED
- Aug 23, 2022 7:08 PM	jonathan.a@zylker.com	-	My Department	Antivirus installation	COMPLETED
- Aug 23, 2022 11:12 AM	david.h@zylker.com	-	My Department	issues	COMPLETED
- Aug 23, 2022 11:04 AM	frida.s@zylker.com	-	My Department	issue	COMPLETED
- Aug 18, 2022 7:08 PM	malcolm.d@zylker.com	-	My Department	Firewall issues.	COMPLETED
- Aug 16, 2022 7:40 PM	frida.s@zylker.com	-	My Department	Firewall issues	COMPLETED
- Aug 16, 2022 1:53 PM	david.h@zylker.com	-	My Department	Firewall issue.	COMPLETED
- Aug 9, 2022 9:42 PM	jonathan.a@zylker.com	-	My Department	Installation	COMPLETED
- Aug 9, 2022 12:41 PM	malcolm.d@zylker.com	-	My Department	I am not able to sign in to my mail	COMPLETED
- Aug 9, 2022 12:40 PM	frida.s@zylker.com	-	My Department	Laptop heating and battery issue	COMPLETED
- Aug 9, 2022 12:40 PM	malcolm.d@zylker.com	-	My Department	Issue with laptop overheating	COMPLETED

6. Click on **All Technicians** and choose the Technician/s of your choice to view technician specific support session details.

The screenshot shows the Zoho Assist Reports interface for a technician-specific report. The top navigation bar is the same as in the previous screenshot. The left sidebar is also the same. The main area displays a summary for 'All Technicians' with a line graph showing the number of sessions over time. The graph has a y-axis labeled 'Number of Sessions' ranging from 1 to 3.5 and an x-axis labeled 'Date' with markers for 8/25/2022 and 8/26/2022. A red box highlights the 'All Technicians' dropdown menu, which is open and shows a list of technicians: 'Frida', 'Malcolm', and 'Jonathan', all of which are checked. To the right of the graph, there are four summary cards: 'Total sessions 5', 'Avg. sessions per day 1', 'Max. sessions in a day 4', and 'Min. sessions in a day 1'. Below the graph, there is a 'Total: 5' summary and a table of sessions with columns for 'Start time', 'End time', 'Title', 'Customer', 'Customer's OS', and 'Technician's Name'. The table contains three rows of session data.

Start time	End time	Title	Customer	Customer's OS	Technician's Name
Aug 26, 2022 11:04 AM	Aug 26, 2022 11:15 AM	On Demand Remote Support #305578995	Customer	Windows	Malcolm
Aug 25, 2022 3:27 PM	Aug 25, 2022 4:01 PM	On Demand Remote Support #508429349	Customer	Windows	Frida
Aug 25, 2022 12:33 PM	Aug 25, 2022 12:38 PM	On Demand Remote Support #530178406	Customer	Windows	Jonathan

7. Choose the time-period for which you want to view the session report. You can also specify a custom time range within which you can view the session details.

The screenshot shows the Zoho Assist Reports interface. The top navigation bar includes 'Assist', 'Remote Support', 'Unattended Access', 'Meeting', 'AR Assistance', 'Reports', and 'Settings'. The left sidebar lists various report types: 'Session Count', 'Session Duration', 'Technician by Session Count', 'Technician by Session Duration', 'Service Queue', and 'Live Reports'. The main content area displays a report for 'Aug 22, 2022 to Aug 29, 2022'. A line graph shows the number of sessions over time, starting at 4 on 8/25/2022 and ending at 1 on 8/26/2022. A calendar pop-up is open, showing the date range from 08/22/2022 to 08/29/2022. Below the graph, a table lists session details:

Start time	End time	Title	Customer	Customer's OS	Technician's Name
Aug 26, 2022 11:04 AM	Aug 26, 2022 11:15 AM	On Demand Remote Support #305578995	Customer	Windows	Malcolm
Aug 25, 2022 3:27 PM	Aug 25, 2022 4:01 PM	On Demand Remote Support #508429349	Customer	Windows	Frida
Aug 25, 2022 12:33 PM	Aug 25, 2022 12:38 PM	On Demand Remote Support #530178406	Customer	Windows	Jonathan

8. You can download the generated reports for future reference by clicking on **Export as CSV** or **PDF** as per your requirement.

The screenshot shows the same Zoho Assist Reports interface as above. The 'Export As' dropdown menu is open, showing options for 'CSV' and 'PDF'. The table of session details is the same as in the previous screenshot:

Start time	End time	Title	Customer	Customer's OS	Technician's Name
Aug 26, 2022 11:04 AM	Aug 26, 2022 11:15 AM	On Demand Remote Support #305578995	Customer	Windows	Malcolm
Aug 25, 2022 3:27 PM	Aug 25, 2022 4:01 PM	On Demand Remote Support #508429349	Customer	Windows	Malcolm
Aug 25, 2022 12:33 PM	Aug 25, 2022 12:38 PM	On Demand Remote Support #530178406	Customer	Windows	Malcolm