

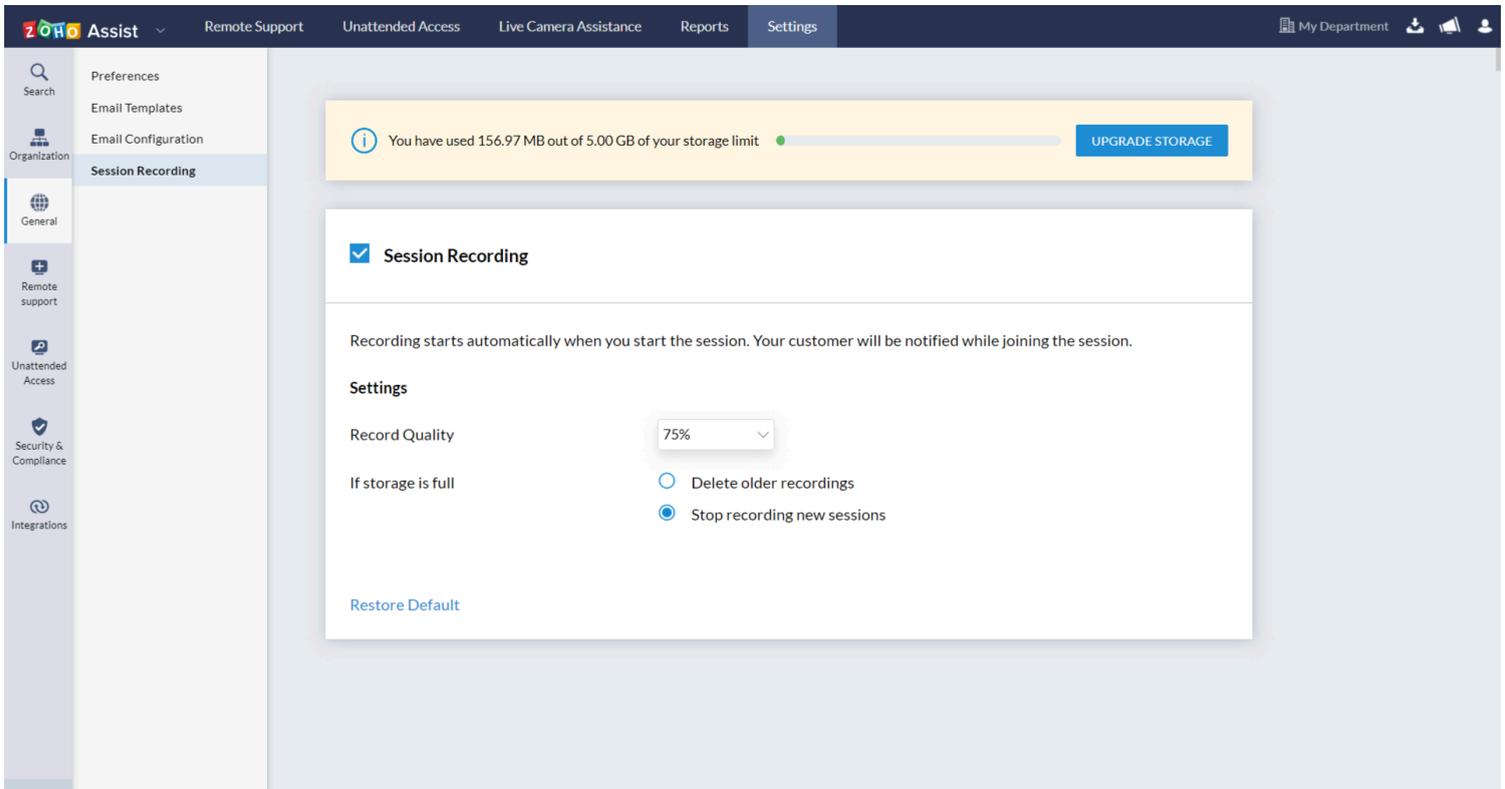


# Session Recording

Session recording allows you to record sessions and use them for internal audits, session analysis or demonstrations. Sessions are recorded seamlessly in the background and processed automatically. The saved recordings can be downloaded or deleted anytime.

## How to enable session recording?

1. Go to **Settings** > **General** > **Session Recording**.
2. Click on the checkbox beside **Session Recording** to enable automatic session recording.
3. In **Settings** set the **Recording Quality**.
4. Select **Delete older recordings** to delete older recordings when the storage is full.
5. Select **Stop recording new sessions** to stop new sessions being recorded when the storage is full.
6. Click **Restore Default** to restore **Settings** to default.

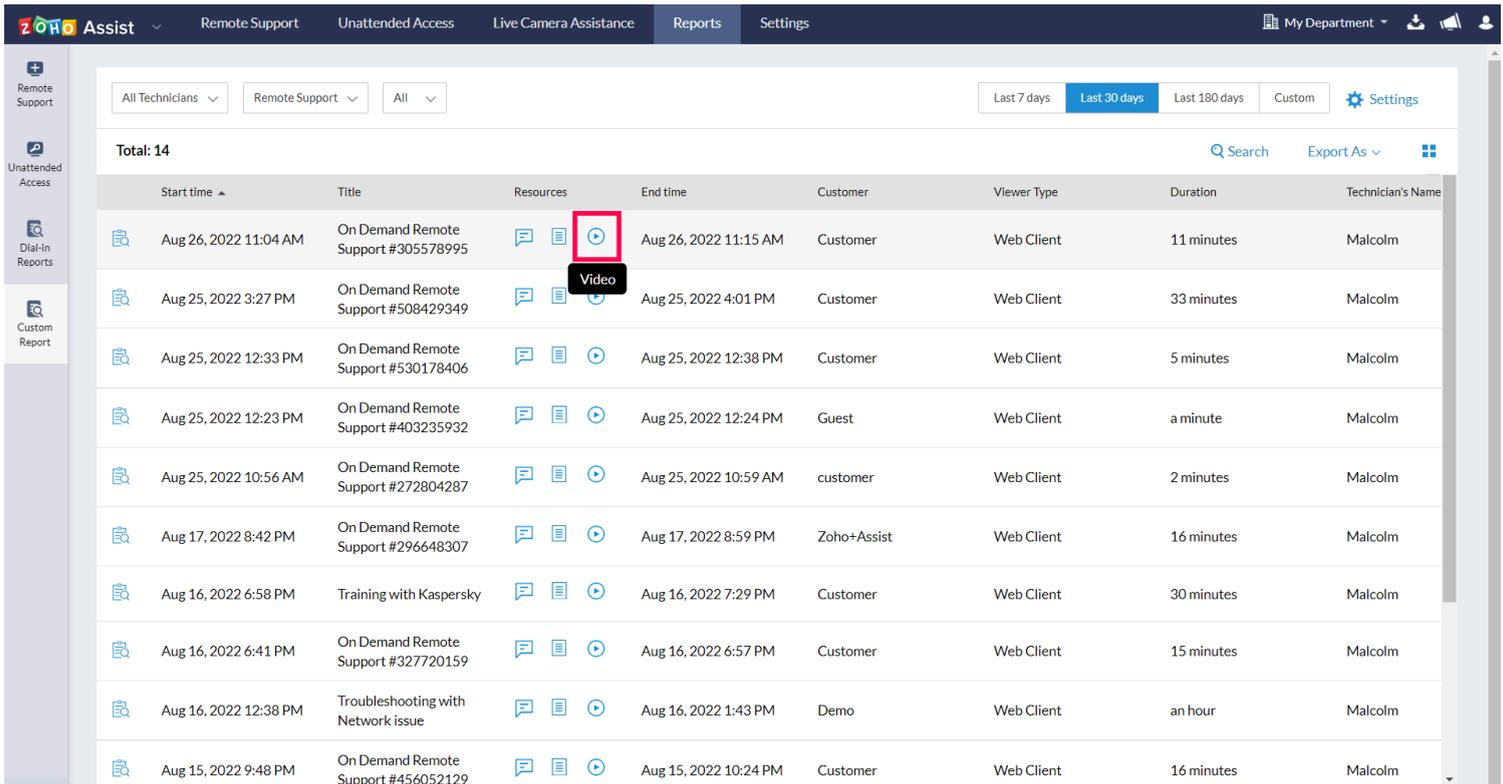


## How to delete or download recordings?

1. Go to **Reports** tab in the top pane of the window.

2. Click **Custom Reports** on the left side of the screen.

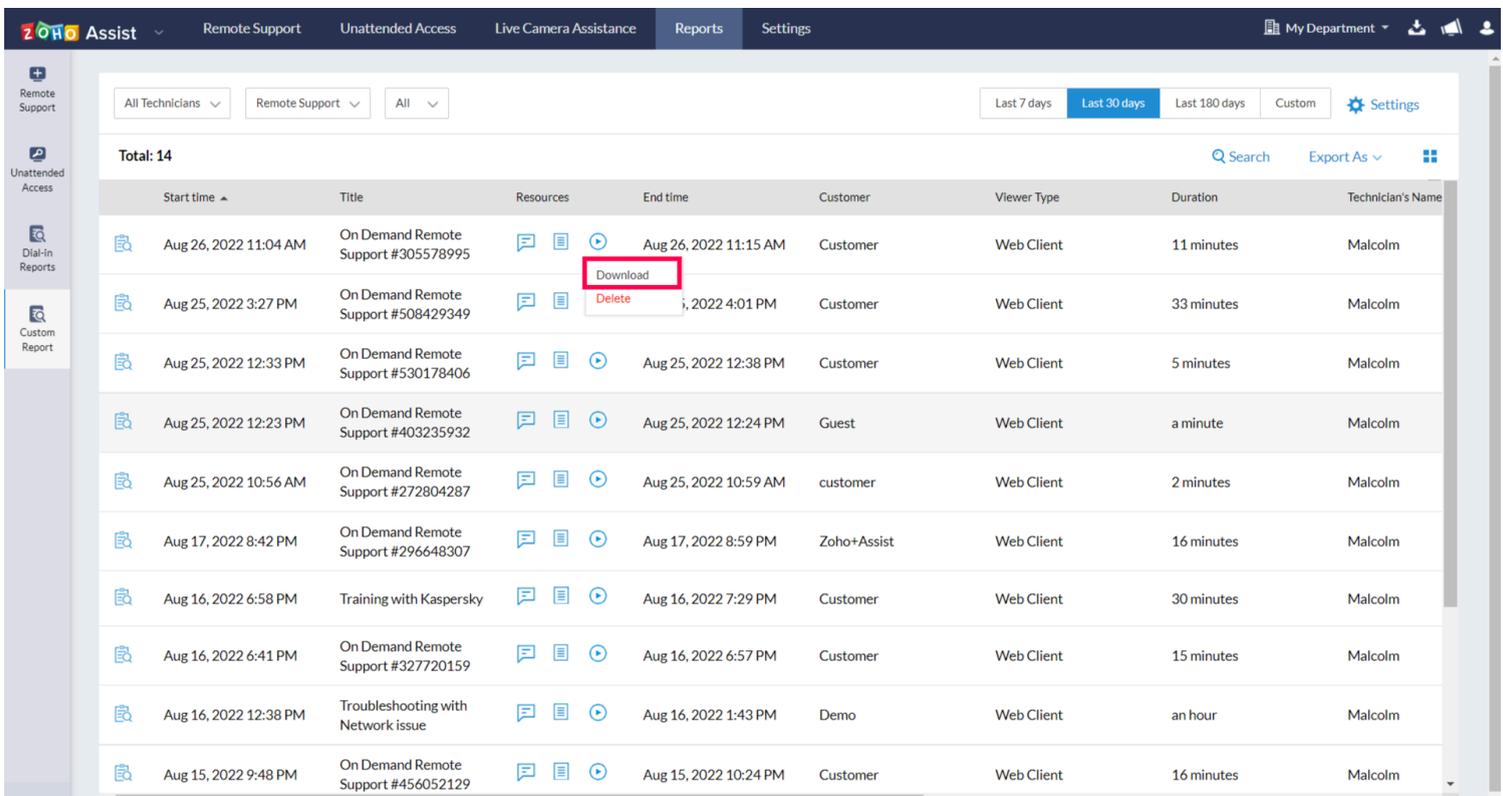
3. Click on the '**video**' button of the respective session you want to access.



The screenshot shows the Zoho Assist Reports page. The left sidebar has 'Custom Report' selected. The main area displays a table of 14 sessions. The first session, 'On Demand Remote Support #305578995', has its 'Video' button highlighted with a red box. A tooltip labeled 'Video' is visible over the button.

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

4. Select '**Download**' to download the recorded video of that session.



The screenshot shows the same Zoho Assist Reports page. A context menu is open over the 'Video' button of the first session. The 'Download' option is highlighted with a red box, and the 'Delete' option is also visible.

Start time	Title	Resources	End time	Customer	Viewer Type	Duration	Technician's Name
Aug 26, 2022 11:04 AM	On Demand Remote Support #305578995	[Chat] [Documents] [Video]	Aug 26, 2022 11:15 AM	Customer	Web Client	11 minutes	Malcolm
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Aug 15, 2022 9:48 PM	On Demand Remote Support #456052129	[Chat] [Documents] [Video]	Aug 15, 2022 10:24 PM	Customer	Web Client	16 minutes	Malcolm

5. Select '**Delete**' to delete the recorded video of that particular session.

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**Note:**

- You are provided with a storage limit of 5GB. On reaching the storage limit, you can choose either to delete the older session recordings or stop recording new sessions.
- Session recording is available only with the Enterprise edition.