Zoho Corporation

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.

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Organization	Email Configuration	(i) You have used 1	56.97 MB out of 5.00 GB of y	our storage limi	t •			UPC	RADE STORAG	6E				
<i>4</i> 5	Session Recording													
General		Session Pero	rding											
Remote support		Jession Reco	Tung							-				
2 Unattended		Recording starts aut	tomatically when you star	t the session.	Your customer	r will be notifie	ed while joinir	ng the sessio	on.					
Access		Settings												
Security & Compliance		Record Quality		75%	~									
0		If storage is full		 Delete ol 	der recording	S								
Integrations				Stop reco	ording new ses	sions								
		Restore 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.

ZOHO	As	sist	 Remote Support 	Unattended Access	Live Ca	mera A	ssistance	Reports	Settings	;				📑 My Depa	rtment 👻 🕹	, r _	•
Remote Support		All Te	echnicians 🗸 Remote Supp	ort 🗸 🛛 All 🗸							Last 7 days	Last 30 days	Last 180 days	Custom	🔅 Settings		
2 Unattended		Total	: 14										Q Searc	:h Expo	ort As \vee		
Access			Start time 🔺	Title	Reso	urces	E	End time		Customer	Viewer Type		Duration		Technician's Na	ime	
Dial-in Reports		Ē	Aug 26, 2022 11:04 AM	On Demand Remote Support #305578995	F		•	Aug 26, 2022 11:	15 AM	Customer	Web Client		11 minutes		Malcolm		
Custom		ß	Aug 25, 2022 3:27 PM	On Demand Remote Support #508429349	F		Video	Aug 25, 2022 4:0	1 PM	Customer	Web Client		33 minutes		Malcolm	L	
Report		ß	Aug 25, 2022 12:33 PM	On Demand Remote Support #530178406	F	≣	•	Aug 25, 2022 12:	38 PM	Customer	Web Client		5 minutes		Malcolm	L	
		ß	Aug 25, 2022 12:23 PM	On Demand Remote Support #403235932	F		• ,	Aug 25, 2022 12:	24 PM	Guest	Web Client		a minute		Malcolm		
		Ē	Aug 25, 2022 10:56 AM	On Demand Remote Support #272804287	F	≣	•	Aug 25, 2022 10:	59 AM	customer	Web Client		2 minutes		Malcolm	L	
		ß	Aug 17, 2022 8:42 PM	On Demand Remote Support #296648307	F		• /	Aug 17, 2022 8:5	9 PM	Zoho+Assist	Web Client		16 minutes		Malcolm		
		ß	Aug 16, 2022 6:58 PM	Training with Kaspersky	F		• /	Aug 16, 2022 7:2	9 PM	Customer	Web Client		30 minutes		Malcolm		
		ß	Aug 16, 2022 6:41 PM	On Demand Remote Support #327720159	F	≣	•	Aug 16, 2022 6:5	7 PM	Customer	Web Client		15 minutes		Malcolm		
		đ	Aug 16, 2022 12:38 PM	Troubleshooting with Network issue	F	≣	•	Aug 16, 2022 1:4	3 PM	Demo	Web Client		an hour		Malcolm		
		Ē	Aug 15, 2022 9:48 PM	On Demand Remote Support #456052129	F	≣	•	Aug 15, 2022 10:	24 PM	Customer	Web Client		16 minutes		Malcolm	•	

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

ZOHO	Assist	 Remote Support 	Unattended Access	Live Camera Assistance	e Reports Setti	ngs		🖪 My De	partment 👻 🛃 🧣
E Remote Support	All	Technicians 🗸 Remote Supp	port 🗸 🛛 All 🗸				Last 7 days Last 30 days	Last 180 days Custom	Settings
Unattended	Tot	al: 14						Q Search Ex	port As 🗸 📲
Access		Start time 🔺	Title	Resources	End time	Customer	Viewer Type	Duration	Technician's Name
Dial-in Reports	ß	Aug 26, 2022 11:04 AM	On Demand Remote Support #305578995		Aug 26, 2022 11:15 AM	Customer	Web Client	11 minutes	Malcolm
Custom	ß	Aug 25, 2022 3:27 PM	On Demand Remote Support #508429349	E Delete	i, 2022 4:01 PM	Customer	Web Client	33 minutes	Malcolm
Report	民	Aug 25, 2022 12:33 PM	On Demand Remote Support #530178406		Aug 25, 2022 12:38 PM	Customer	Web Client	5 minutes	Malcolm
	ß	Aug 25, 2022 12:23 PM	On Demand Remote Support #403235932		Aug 25, 2022 12:24 PM	Guest	Web Client	a minute	Malcolm
	ß	Aug 25, 2022 10:56 AM	On Demand Remote Support #272804287		Aug 25, 2022 10:59 AM	customer	Web Client	2 minutes	Malcolm
	ß	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	Malcolm
	ß	Aug 16, 2022 12:38 PM	Troubleshooting with Network issue		Aug 16, 2022 1:43 PM	Demo	Web Client	an hour	Malcolm
	ß	Aug 15, 2022 9:48 PM	On Demand Remote Support #456052129		Aug 15, 2022 10:24 PM	Customer	Web Client	16 minutes	Malcolm

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

ZOHO	As	sist ~	Remote Support	Unattended Access	Live Camera Assistance	e Reports Setting	5		📑 My Depa	rtment - 🕹 ᆀ 🕹
E Remote Support		All Techn	icians 🗸 Remote Suppo	rt 🗸 🛛 All 🗸				Last 7 days Last 30 days	Last 180 days Custom	🔆 Settings
Unattended		Total: 14	ł						Q Search Expo	ort As 🗸 📲
Access		St	tart time 🔺	Title	Resources	End time	Customer	Viewer Type	Duration	Technician's Name
Dial-in Reports		È A	Aug 26, 2022 11:04 AM	On Demand Remote Support #305578995		Aug 26, 2022 11:15 AM	Customer	Web Client	11 minutes	Malcolm
Custom		È A	Aug 25, 2022 3:27 PM	On Demand Remote Support #508429349	Delete	, 2022 4:01 PM	Customer	Web Client	33 minutes	Malcolm
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		È A	Aug 15, 2022 9:48 PM	On Demand Remote Support #456052129	F 🗉 🕑	Aug 15, 2022 10:24 PM	Customer	Web Client	16 minutes	Malcolm

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.