

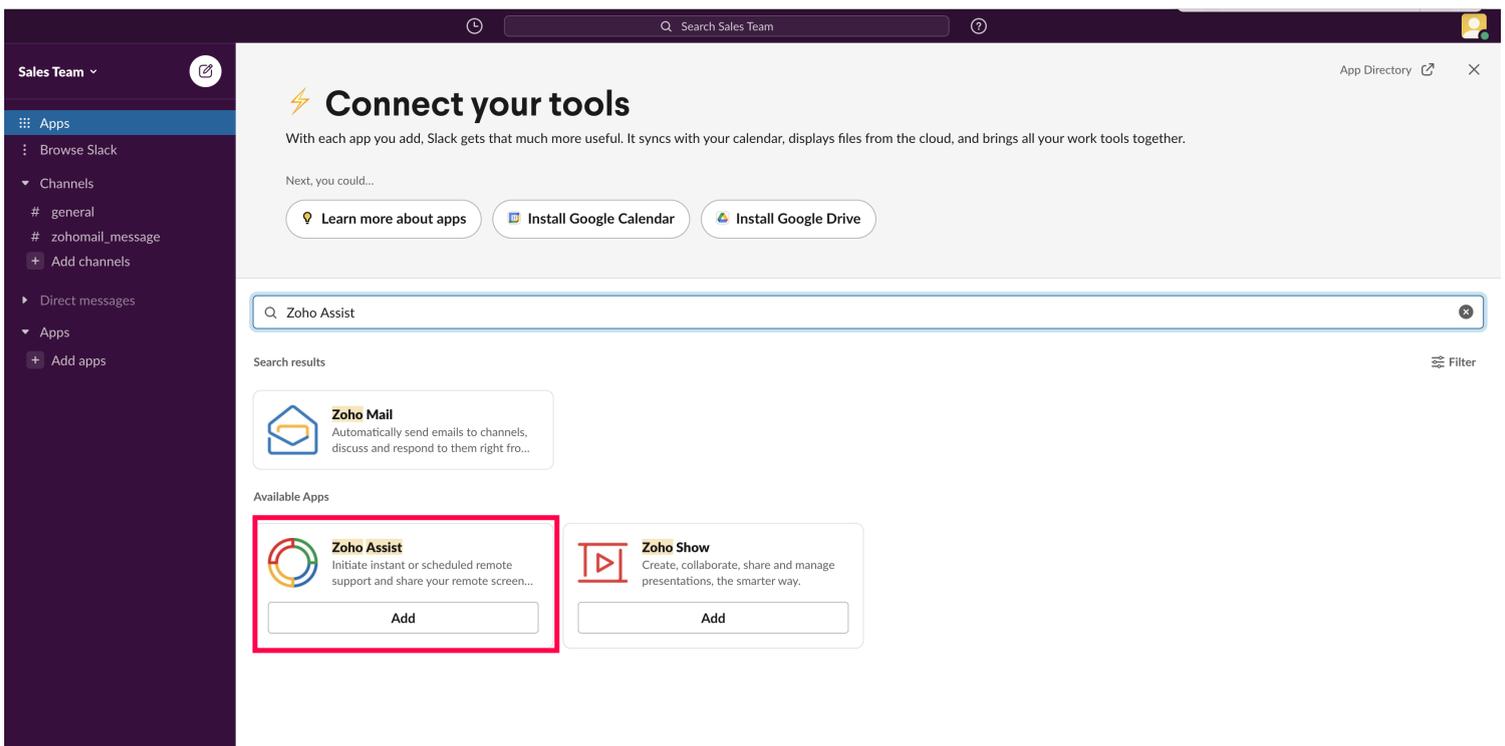


Slack

Assist's integration with Slack, an extensive communication platform, will allow technicians to initiate a remote support or a screen sharing session with the help of a set of IRC commands. Resolving issues and providing assistance via sessions can be done from your chat room now.

How to authenticate Assist from your Slack account?

1. Download Slack on your computer and sign in to your workspace account. You can also log in from your browser.
2. Log in to your Zoho Assist account before you begin the authentication process in Slack.
3. After successful login, go to the Apps menu in the left panel of the Slack home screen and click the '+' icon.
4. Choose Zoho Assist from the list of integrated apps.



5. Upon successful authentication, Assist will be added to the list of apps.

How to initiate or schedule a session from Slack?

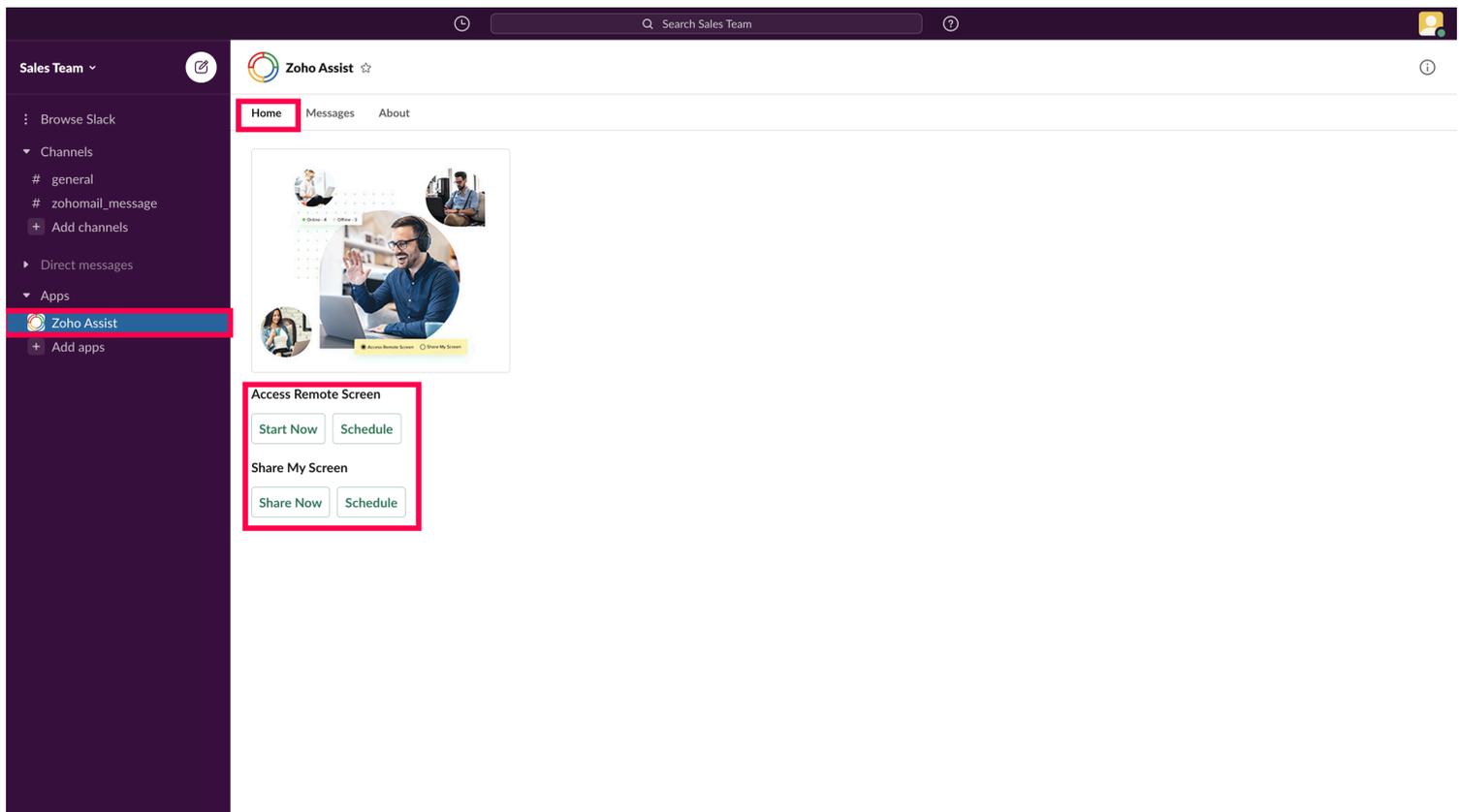
There are multiple ways to start a remote support or screen sharing session:

From the chat window:

1. Open a channel or chat window of your choice and key in a slash command based on your requirement.
2. Enter the email address of the customer followed by the command to share the session link with automatically.

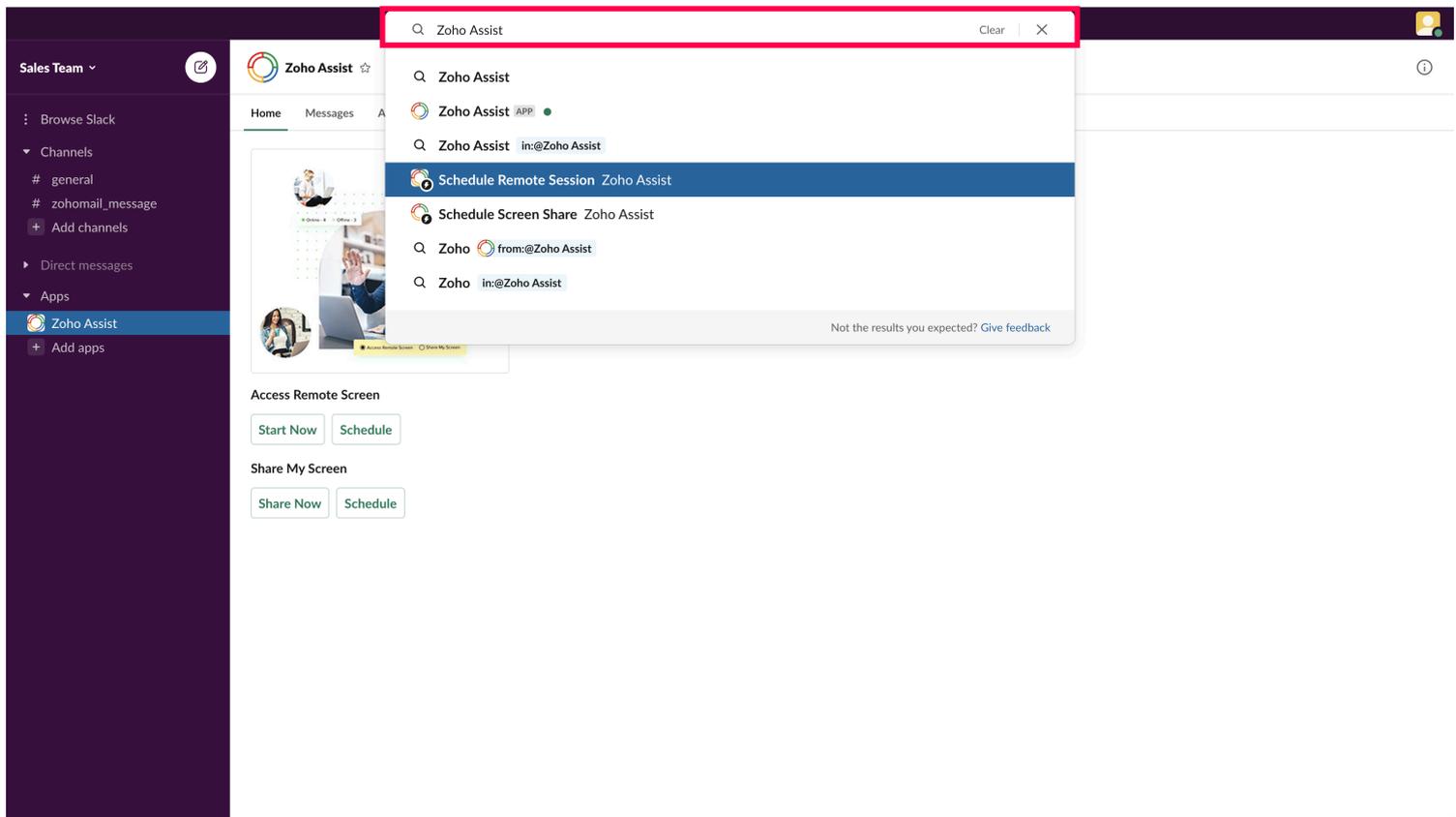
From the app's home screen:

1. Click Zoho Assist from the Apps menu in the left panel, then select the Home tab.
2. Choose the Start Now or Schedule option displayed under the Access Remote Screen or the Share My Screen menu.



Using Global Shortcuts:

Type the IRC command in the search bar at the top of the Slack home screen to initiate or schedule a session instantly.



List of IRC/Slash commands available:

- Start a remote support session - /zassist_start_remote_session <email address>
- Schedule a remote session - /zassist_schedule_remote_session <email address>
- Start a screen sharing session - /zassist_share_my_screen <email address>
- Schedule a screen sharing session - /zassist_schedule_screen_sharing <email address>
- View session schedule, Start/Cancel session - /zassist_view_schedule
- Revoke integration - /zassist_stop_integration

Note: Specifying the customer email address after an IRC command is optional. Session links can be shared via email later.