

How to schedule a session

If you are struggling to assist customers in different time zones, or your customer is not ready for an assistance session, you can schedule a support session at a convenient time for you and your customer. Your customer will receive an email notification once you schedule a session. You can also set reminders for yourself and your customer and reschedule a session if required.

To schedule a session

- Go to lens.zoho.com, and click on Schedule. Enter the customer's email address.
- Give a *Title* for the session and add a brief description.
- Select the *Time Zone* of your customer. If you aren't sure of the customer's time zone, the session will be scheduled based on your time zone.
- Choose the *Date* to schedule the session on.
- Choose the *Time* for the session to begin.
- You can set the time the reminder email will be sent by clicking **Reminder**.
- Click **SCHEDULE** to schedule the session.

🔊 My Department *				
त Home	Prov	SCHEDULE A SESSION	X	
Reports		Customer Email frida.m@zylker.com	Timezone ⊙ (GMT+05:30) Asia/Calcutta ∨	
	Session Hi	Title	Date	
C Settings	Dec 17, 2019	Mac Crashed	Dec 17,2019 ~	: NIOL
	11.05 AM	Description	Time	
		The description will be used in the invitation mail to your customer. (Optional)	12 : 15 PM IST 🛛 🗸	
			Reminder	
			10 minutes before	
			SCHEDULE	

To reschedule or cancel a session

- Go to the session that needs to be rescheduled or canceled.
- Click inext to the session.
- Click **Edit** to reschedule the session or **Cancel** to cancel it.

https://help.zoho.com/portal/en/kb/lens/user-guide/remote-assistance/remote-assistance-session/articles/zoholens-how-to-schedule-a-schedule-a-session/articles/zoholens-how-to-schedule-a