



# Overview

Zoho Lens is cloud-based software that allows technicians to provide real-time remote assistance to customers using a smartphone camera or smart glass at the remote end using augmented reality. You can start assisting your customers instantly or schedule a session at a mutually convenient time.

Here are some key functions available in Zoho Lens:

- Access the mobile cameras of Android and iOS customers without leaving your desk.
- Provide real-time assistance to customers with AR annotations.
- Interact with customers through text, voice, and video chat.
- Take snapshots of the live video stream.
- Record all your sessions.
- Add notes at the end of the session.
- Analyze your sessions with session reports.
- Run multiple sessions at the same time.
- Invite customers to join a session through email or SMS.

Click [here](#) to view the system requirements.