Zoho Corporation

## **Session Analytics**

You can easily track your previous sessions using reports. You can choose from a wide range of custom views to visually analyze your sessions. View, analyze, and download remote session details for sessions carried out over the past few months. Stop relying on manual analysis and use our reports for better monitoring and planning.

## **Reports allow you to:**

- Filter data based on session type, duration, and technician.
- Download reports in CSV format.
- View and update session notes.

## **Steps**

• Select **Reports** from the side menu bar.

ZOHO	Lens						📓 My Department *
<b>∂</b> Home	Session Count	All Technicians 🗸				Last 7 days Last 30 days	Lost 180 days Custom
Reports	Sestion Duration Technician by Session Count Technician by Session Custom Report	Jul 27, 2019 to Jan 23, 2020				Total sessions 4 Max. sessions in a month 4	Arg. sessions per month 1 Mm. sessions in a month 4
		Total: 4					Q Search Export As ~
		Start time 🔺	End time	Title	Customer Email	Customer OS	Technician Name
		Dec 20, 2019 1:03 PM	Dec 20, 2019 1:04 PM	On Demand Lens session #686336554	frida.m@zylker.c	- mo	Malcolm
		Dec 20, 2019 12:59 PM	Dec 20, 2019 1:01 PM	On Demand Lens session #957730381	jeff@zylker.com		Sophia
		Dec 18, 2019 3:05 PM	Dec 18, 2019 3:06 PM	On Demand Lens session #847790038	olivia@zylker.co	m -	Jonathan

- Choose one of the views based on session count, session duration, or technician from the left-hand sidebar.
- Click All Technicians and choose technicians to view technician-specific session details.

ZOHO	Lens						🏦 My Department 👻 👤
Home Reports Files Settings	Session Count Session Duration Technician by Session Count Technician by Session Duration Custom Report	Al Technicians Al Technicians Olivia Malcolm Jonathan Sophia Noah 4	×	23	~ h	Last 7 days Last 30 day Total sessions 4	Avg. sessions par month 1
		190 190	Dec 201	9		Max. sessions in a month 4	Min. sessions in a month 4 Q Search Excert As V
		Start time 🔺	End time	Title	Customer Email	Customer OS	Technician Name
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- Choose the time period for to view the session report for. You can also specify a custom time range for the session details.
- You can download the generated reports for future reference by clicking **Export as CSV**.

	Session Count	All Technicians $\lor$				Last 7 days Last 30 day	s Last 180 days Custom
	Session Duration						_
Technician by Session Count		Jul 27, 2019 to Jan 23, 2020			s 📈 hi	Total sessions	Avg. sessions per month
	Duration Custom Report	4.04				4	1
		4.02					
		3.98				Max. sessions in a month	Min. sessions in a month
			Dec 201	19		4	4
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