



Terminologies

Technician: A technician is a person who can provide assistance to someone else at the remote end by accessing their smartphone camera.

Customer: The person whose smartphone camera stream is being viewed by the technician to provide real-time assistance.

Technician Console: The application that opens at the technician end when they start a session. The technician console has functions that help the technician during the session.

Customer Console: A set of functions that open in the Zoho Lens customer app when the customer joins a session to help them interact with the expert or technician during the session.