Zoho Assist

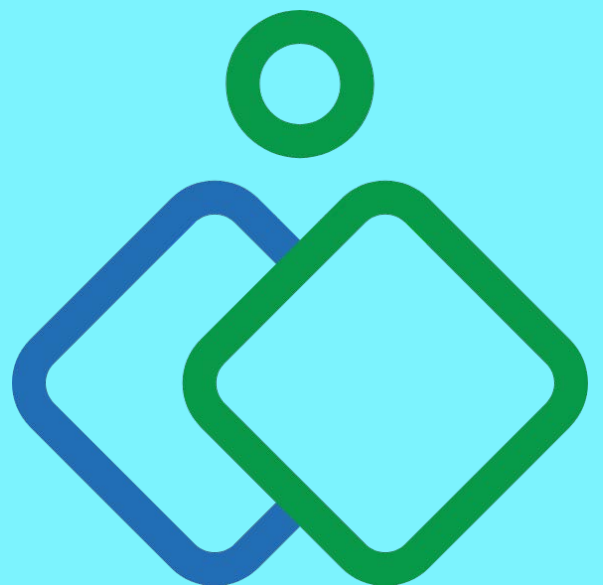# Why sit and guess, if you can access remote computers right from your desk.

www.zoho.com/assist

What makes remote support software so sought after?

Issues on a remote computer might leave users and IT support technicians with a lot of questions. IT technicians have to find a way to access the computer, which in most cases is a phone call or a trip to the customer. Both these activities can be unproductive and the odds of them yielding results in an optimal time frame are very small. This leaves you with an obvious time-saving choice: remote support software. Remote support software helps IT technicians access a remote desktop right from their desk and manage the devices in their organization.

What makes Zoho Assist enterprise relevant?

These days, equipping an IT technician with remote support software is a no-brainer. With the growing demand for quality support technicians, large IT service desks and IT management firms are casting their nets far and wide in search for efficient remote support software. But remote support software must serve a lot more functions than just online support to meet the requirements of an enterprise. Zoho Assist is multi-functional remote support software which helps you to access a remote desktop for troubleshooting, managing unattended computers, and holding meetings and training sessions. The department feature allows you to divide your organization internally to manage a large number of technicians without confusion. Another major challenge for an enterprise working with remote support software is keeping tabs on activities in the organization. Features like session recording, session reports, and the action log viewer not only help you with monitoring but are also crucial during internal audits.

System Requirements

The basic requirements that a technician's computer needs to meet to initiate a remote support or unattended access session are:

OPERATING SYSTEM	VERSIONS
Windows	Windows 10, Windows 8, Windows 8.1, Windows 7, Windows Vista, Windows XP SP2, SP3, Windows Server 2003, 2003 R2, 2008, 2012, 2012 R2, 2016
Mac OS	Macintosh OS X 10.6 and above
Linux	All versions of Linux
Android	Kitkat 4.4 and above
iOS	Version 9.0 and above
Chrome OS	Chrome version 16.0 and above

The basic requirements for a remote device to be accessible through Zoho Assist are:

Windows	Windows 10, Windows 8, Windows 8.1, Windows 7, Windows Vista, Windows XP SP2, SP3, Windows Server 2003, 2003 R2, 2008, 2012, 2012 R2, 2016
Mac OS	OS X 10.9 and above
Linux	Ubuntu 14.04 and above, Red Hat Enterprise Linux 6 and above, Cent OS 6 and above, Debian 7 and above, Linux Mint 13 and above
Android	Lollipop 5.0 and above
iOS	Version 11.0 and above
Chrome OS	Version 16.0 and above

The requirements that a computer must meet to be configured for unattended access are:

OPERATING SYSTEM	VERSIONS
Windows	Windows 10, 8.1, 8, 7,Vista, XP SP3, Windows Server 2003(SP 2 and above), 2003 R2, 2008, 2012, 2012 R2, 2016.
Mac OS	10.14 (Mojave),10.13 (High Sierra),OS X (MacOS) 10.12 (Sierra), 10.11(El Capitan), 10.10 (Yosemite), 10.9 (Mavericks)
Linux	Linux: All variants (to set up unattended access on Linux computers, ensure that GTK3 is available and X Window system is enabled on the unattended computer)
Raspberry Pi	All debian-based operating systems
Android	Access android devices

Browser requirements for Zoho Assist:

Safari 7.0 and above, Internet Explorer 11 and above, Firefox 27 and above, Google Chrome 30 and above.

Minumum Bandwidth required for Zoho Assist:

Minimum 128 kbps (256 kbps or higher recommended).

Features

Features for troubleshooting a remote device faster:

FUNCTIONALITY	DESCRIPTION
File Transfer	Send and receive all types files of files up to 2GB
Text Chat	The technician and customer can stay in contact throughout the session via text.
Voice Chat	Initiate a voice chat at any time during the session..
Video Chat	Start a video call with your customer during a remote support session
Multi-monitor Support	Switch between multiple monitors of the remote computer during the session and control them instantly.
Concurrent Session	Carry out multiple remote support sessions at the same time.
Reboot and Reconnect	Reboot a remote computer and reconnect to the same session without losing control of the remote computer.
Screenshot	Capture a screenshot at any time during the session.
Disable remote input	Disable keyboard and mouse functions on the remote computer.
Session Notes	Summarize the session by adding notes.
Annotation	Annotate on the shared screen during a live session.
Swap Screen	Switch the shared screen to show your screen to your customer.

Multiple-participant Session	Multiple technicians can work on the same remote support session or the first technician can hand the computer over to the invited technician
Training session and presentation	Initiate a screen-sharing session with remote control to hold training sessions and demonstrations
Clipboard Sharing	Copy and paste items from the customer's computer to your computer and vice versa
Remote Print	Print documents from a remote computer to a local printer
Run as Service	Run Zoho Assist as a service to carry out elevated operations on the remote computer
Shortcut Keys	Access command prompt, control panel, and other tools with a single click from your technician console
Import Contacts	Import contacts from your desktop, Google account, or Zoho CRM account
Browser-based Technician Console	Browser-based console HTML5 allows you to work on a remote desktop right from your browser
Remote Diagnostics	Get comprehensive report of your customer's system summary, applications, and services.
Schedule Session	Schedule a remote support or screen-sharing session for later
Session Log	View all previously concluded sessions, scheduled sessions, and favorite sessions in one consolidated view
Key Combination	Send Ctrl+Alt+Del and Alt+Tab to the remote user right from your location.

Unattended Access

FUNCTIONALITY	DESCRIPTION
Wake-on-LAN	Turn on a remote computer from a shutdown or hibernate state.
Remote Power Options	Shutdown, restart, log off, hibernate, and lock an unattended remote computer without even getting into a session
Bulk deployment via Windows GPO	Configure a large number of computers in an active directory for unattended access via GPO
Deployment manager tool	Deploy the unattended access installer on a large number of computers in the same domain
Computer Grouping	Group unattended computers based on their organization, location, operating system, or time zone.
Group Permissions	Provide technicians access to only certain groups by providing them with group permissions

Customization features

FUNCTIONALITY	DESCRIPTION
Departments	Departments allow you to divide your organization internally based on your organization, team, geographic location, or work group
Rebranding	Customize Zoho Assist to use your company's name, logo, favicon, and a customized portal
Custom Domain	Access Zoho Assist from a domain of your choice with custom domain mapping
Email Templates	Customize email templates for invites you want to send to your customer
Email Configuration	Configure the email address of the sender account and the reply-to and CC email addresses
Customer Widget	Embed the customer widget in your website and give your customer a choice to join a remote support session right from your website
User Management	Add or remove technicians from your organization or grant them access to certain groups
Locale Settings	Use Zoho Assist in English, French, German, Portuguese, Chinese, Bulgarian, Swedish, Japanese and Spanish

Security

FUNCTIONALITY	DESCRIPTION
Consent-based Access	The session confirmation prompt allows your customer to give consent to the technician trying to initiate an unattended access session
Two-factor Authentication	Add an extra layer of security by using SMS and time-based OTP as secondary factors of authentication to protect your account
Action Log Viewer	Track all activities carried out in your organization with the action log view
Encryption with 256-bit AES	Data transfer during a session is through industry standard 256-bit AES encryption
Idle session timeout	With inactive session timeout, sessions will be terminated automatically if they are left idle for longer than a predefined time period
Data Anonymization	Protect Personally Identifiable Information (PII) like technicians' IP addresses, customers' email addresses, and customers' IP addresses by making them anonymous
Clipboard Sharing Security	Control clipboard sharing from technician to customer and vice versa
Automatic Screen lock	Automatically lock the remote screen at the end of each session
Data Cleanup	Automize the removal of old redundant data periodically with data cleanup
Breach Notifications	Recieve notifications if any data was compromised in a breach

User Confirmation Notification	Set user confirmation for joining a session, file transfer, capturing screenshot, remote print, and clipboard sharing and customize the notification message to be shown to your customer
Remote Blank Screen	Blank out the remote screen to prevent the customer from viewing what is happening on their screen during to protect sensitive data.

Audit

FUNCTIONALITY	DESCRIPTION
Action Log Viewer	Keep track of all the actions carried out in your organization
Session Reports	View details of all the remote support, screen sharing and unattended access sessions carried out in your organization
Session Recording	Record all sessions initiated from your organization and use them for internal audits

Integration

FUNCTIONALITY	DESCRIPTION
Zoho Desk	Initiate instant and scheduled remote support and screen sharing sessions from a ticket
Zoho Sales IQ	Access remote computers and share your screen from your chat console
Zendesk	Start a remote support session from your Zendesk tickets
Spiceworks	Initate an instant remote support session from Spiceworks
Freshdesk	Start or schedule remote support sessions from your Freshdesk tickets
Jira Cloud and Service Desk	Troubleshoot remote computers from Jira service requests
G Suite	Import your Google contacts
Zoho CRM	Import your Zoho CRM contacts
Mobile SDK for iOS/Android	Use Zoho Assist from software applications
API	Integrate remote support, screen sharing and unattended access to external platforms

Awards and Reviews

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It's snowing like mad where I am, and
Zoho saved me a 90 minute round trip to
reboot some resources. Thank you!

William Goveia
Indiana Limestone, Ind.

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