

# Product Implementation and Training



Zoho  
**Assist**

# Program Overview

## Brief Description

This two-day program is designed to facilitate the rapid and secure deployment of Zoho Assist across your organization (Day 1) and ensure all support personnel are fully trained on both core remote support functions and advanced organizational features (Day 2).

## Program Summary

**Day 1** focuses on the technical foundation, including user onboarding, organization-wide configuration, setting up service queues, and deploying the Unattended Access agent in bulk.

**Day 2** transitions to employee enablement, offering structured modules on using the technician console, initiating various session types, managing organizational reports and analytics, and leveraging mobile and unattended features effectively.

# Day 1:

# Product Implementation and Organization Setup

This day is dedicated to setting up the infrastructure, security, branding, and deployment mechanisms for Zoho Assist.

## **Module 1: Onboarding Users**

- Manual import / AD Sync
- MFA Setup and IP Based restrictions

## **Module 2: Setting Up Organization**

- Session Recording
- Email Templates
- Email Configuration
- Department Configuration
- Manage Contacts
- Service Queue Implementation
- Billing
- Customer Widget

### **Module 3: Rebranding and Customization Settings**

- Organization Branding
- Custom Domain
- Technician Survey
- Customer Survey

### **Module 4: Unattended Deployment and Device Configuration**

- Bulk Deployment of Unattended agents via multiple deployment methods
- Wake On Lan Setup
- Computer Groups
- Session Confirmation
- Proxy Settings

### **Module 5: Integrations**

- First Party Integrations
- Third Party Integrations
- API, SDK, Webhooks

### **Module 6: Security and Privacy Settings**

- Privacy Settings
- Breach Notification and Data Protection
- Multi Factor Authentication
- Data Cleanup

# Day 2:

# Employee Training

This day focuses on empowering support technicians with the skills and knowledge needed to utilize Zoho Assist effectively.

## **Module 1: Introduction**

- Welcome to Zoho Assist
- Account login and Usage
- Benefits of a remote support software
- System requirements

## **Module 2: Remote Support Sessions**

- Technician console
- Customer console
- Scheduled session
- Screen sharing session
- Self Service Portal

### **Module 3: End user Accessibility**

- Joining via join page
- Joining via Email Invite & SMS
- Joining via Customer Plugin
- Joining via Self Service Portal

### **Module 4: Unattended Access**

- Accessing and working on an unattended computer
- Diagnostic tools (remote, command, prompt, users, groups)
- Power options (wake on LAN, shutdown, reboot)

### **Module 5: Organization Features Management Features**

- Reports
- Audit logs
- Advanced Session Audit
- Analytics

### **Module 6: Mobile apps and plugins**

- Technician mobile app
- Customer mobile app
- Quick Support plugin
- Desktop App

# Pricing

- **Online Implementation & Training (2 Days/3hrs each)**

**INR:** ₹ 15000 | **USD:** \$ 499 | **EURO:** € 499

- **In-person Implementation & Training**

(Custom pricing based on your organization requirements)

## Summary

Upon completion of this two-day program, your team will have a fully implemented, secure, and branded Zoho Assist environment, and your employees will be proficient in all aspects of remote support and unattended access, prepared to deliver world-class technical assistance.