



Boost your support services with **Augmented reality**

Incidents such as a tricky hardware problem no longer require a technician to travel. Zoho Lens is built to help professionals who need a comprehensive view of their client's situation to solve their problem. They can connect with a client's smartphone camera, get real-time visuals of the issue, and offer solutions using augmented reality (AR).

Features

- Live camera streaming
- AR annotations and AR comments
- AR measure and AR pointers
- Advanced chat and VoIP calls
- OCR, QR and barcode scan
- Smart glass support
- Multi technician support
- User and file management
- File transfer

Brands that trust us



Empower your frontlines with our cutting-edge software



Connect with your customer from any device

Provide real-time visual support right from your desk by starting a remote assistance session from Zoho Lens. Invite the customer via email, sms, or sending the join link through the medium of your choice.



See what your customer sees in real time

Once the customer joins the session, you'll be able to access their smartphone camera and see what the issue is on the ground through the live camera stream.



Interact effectively using annotations

Guide customers with precision using 2D and 3D annotations and create step-by-step guides directly on the live stream using AR comments. You can also communicate through chat and voice or use file transfer for sharing supporting documents.



Invite experts for quicker solutions

Zoho Lens supports multiple technicians in a single session, allowing you to invite professionals and experts to your remote assistance session. Collaborate and decide the best solution while saving valuable time.



Zoho Lens enriches your technical support experience with quick-to-use tools, and unifies your organisation's activities for optimum resource management.

Scan QR code



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