

# A day in the life of a remote support agent

Life doesn't have to be stressful for a remote support agent. Sure, there are always fires to put out – last-minute software upgrades, crashed servers, forgotten passwords. But with the right remote support tools, demanding organizations can satisfy their evolving needs anywhere, anytime, from any device.

Here's what freedom looks like for one support agent.

## Time-saving support with screen-sharing

Steven starts his day early with a frantic call from a panicked sales representative in New York who can't access the company's new customer management system.



Steven keeps cool. He launches a GoToAssist remote support session and securely connects to the rep's system so he can see his desktop.



Within minutes of taking control of the rep's screen, Steven resolves the problem with a quick password reset.

"GoToAssist allows me to connect with remote users and teach them, rather than just fix the issue. Saves a lot of frustration on both our parts."

—Lynne Carr, IT Project Manager, Holland LP

## Problem-solving – with a side of caffeine



Steven finally steps out to grab some coffee. On his way, he receives an urgent call from the human resources manager who hasn't been able to send email all morning.

Steven accesses the GoToAssist app on his smartphone and connects to his company's Microsoft Exchange system. Looks like it just needs a reboot. The manager's email begins flowing again, diverting disaster on the go.



"The GoToAssist mobile app saved the day while I was on the road and did not have my laptop with me. The app had all the features I needed to provide support."

—Aldo Medina, IT Specialist, Lawndale Christian Health Center



## First-time call resolution via collaboration



Steven receives a call from a manager with news of abnormal behavior on the company's marketing automation system. This strange occurrence is enough outside of Steven's wheelhouse to prompt him to invite a more experienced support agent to join him and the manager in their GoToAssist viewing session.



Together, they use screen annotations to walk the manager, step by step, to a quick fix. They resolve the issue during the first call, thanks to a collaborative effort.



75 percent increase in first-contact resolution

## File transfer in the fifth inning

Steven is at his daughter's softball game when he gets an urgent support call from the president of his company. She is unable to connect her laptop to a projector and only has 15 minutes before she has to present to a room full of clients. Steven suspects it's a simple driver issue.



70 percent of surveyed customers have increased customer satisfaction.

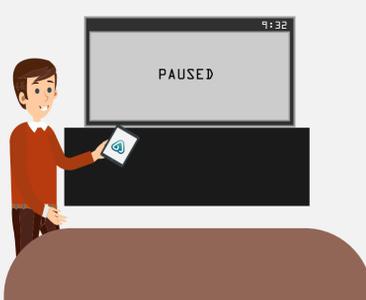


Steven grabs his laptop from the car and quickly connects to the president's machine from the game. Confirming his suspicion that she just needs an updated video driver, he transfers the file directly to her desktop and runs the program. He performs a quick reboot for both Steven and the president.



## Diagnostics after dinner

Steven gets a call from the office. A member of the marketing team is pulling an all-nighter to get a project completed but can't print from his machine.



Steven uses the diagnostics feature in the GoToAssist mobile app and discovers that the print spooler service has stopped running. He restarts it and performs a quick printer page test. Issue resolved.

"Extremely valuable. Customers expect remote support when calling now. GoToAssist greatly reduces time to resolve and allows more accuracy in gathering details of the issue."

—Juan Deleon, IT Manager, Baylor College of Medicine



GoToAssist customers see a 58 percent decrease in support-related travel costs.

Find out how [GoToAssist](#) remote support technology can help the Steven in your organization deliver great support from anywhere.

