

# A Day in the Life of an IT 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.

7:02 – 7:05 AM



## Time-saving support with screen-sharing

Our agent starts their day with a frantic call from a sales representative who can't access their company's new customer management system.

Luckily, RescueAssist makes it easy to find a solution. Our agent launches a RescueAssist remote support session, securely connecting to the rep's system to gain access to the desktop.

Within minutes, the problem is solved with a quick password reset.

10:01 – 10:12 AM

## Problem-solving – with a side of caffeine.

While out grabbing a coffee, our agent gets an urgent call from an HR manager who hasn't been able to send email all morning.

No computer? No problem. The agent uses RescueAssist's web-based console on their smartphone's browser to connect to their company's Microsoft Exchange system. All it takes is a quick reboot to get email flowing again.



2:02 – 2:22 PM

## Rapid resolution via remote session

Our agent spots a ticket about an issue with marketing automation software and messages the employee who entered it over Slack.

Once the employee offers a few more details, the agent determines that it'll be easy to resolve the issue with a remote session. They launch the session right in Slack, which lets the agent investigate further and quickly reach a solution.



6:28 – 6:45 PM

## File transfer in the fifth inning

While cheering on the kids at a Little League game, the agent gets an urgent support call. It's from the president of their company, who's struggling to connect her laptop to a projector, and only has 15 minutes to set up for a client presentation. Our agent suspects it's a simple driver issue.

Grabbing a laptop from the car, the agent remotely connects to the president's machine. It turns out to be an easy fix: She just needs an updated video driver. The agent transfers the file directly to her desktop, runs the program, performs a quick reboot, and reconnects to confirm. The problem is solved – another homerun.



9:32 – 9:40 PM

## Diagnostics after dinner

A late call comes in from the office: It's the marketing VP, pulling an all-nighter to complete a presentation. The problem? The printer isn't working.

From home, our agent logs into RescueAssist and launches a camera share session so he can see the printer issue for himself. With one tap, the VP shares his mobile device camera so the agent can easily walk through the steps of changing the ink cartridge. Issue resolved.



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