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 in minutes. 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.

7:32 – 7:40 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.

6:28 – 6:45 PM
File transfer in the fifth inning
While cheering on the kids at a Little League game, the agent gets a call from an HR manager at a nearby company who's struggling to connect their laptop to the projector for an important meeting. It turns out to be an easy fix: She just needs an updated video driver. The agent sends the driver directly to her device, runs the program, performs a remote session, and everything is fine. The problem is solved – another home run.

2:02 – 2:22 PM
Rapid resolution via remote session
Our agent rapidly solves an issue with marketing automation software and a locked user account with a single remote session. They see the женщин login, unlock it, and the user is back online. Another quick win.

2:00 – 2:22 PM
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