See What Your Customer Sees

Examine anything on a customer site with GoToAssist Seeit live camera streaming for iOS and Android devices.

Key benefits

- Quickly view through your customer's camera.
- Remotely assist more than computers and mobile devices.
- Extend the value of your support services.
- Save time and trouble when identifying hardware issues.

A sight for support eyes

GoToAssist was the first to offer online remote support, giving you a simple way to help computer users. And now with GoToAssist Seeit, you can add a new dimension to your customer service experience. Expand your support beyond the PC, Mac or mobile device to anything that requires assistance. Your customers will never see remote support the same way.

GoToAssist Seeit allows your customers to stream their mobile device cameras to a remote agent. So whether it's a misconfigured router, a damaged automotive component or another piece of problematic hardware, you can easily take a look — no matter where you are. Now any remote agent can have eyes on a customer site in seconds.

Assist anyone with anything

IT support professionals: Avoid confusion and miscommunication by visually identifying whatever your end users need help with.
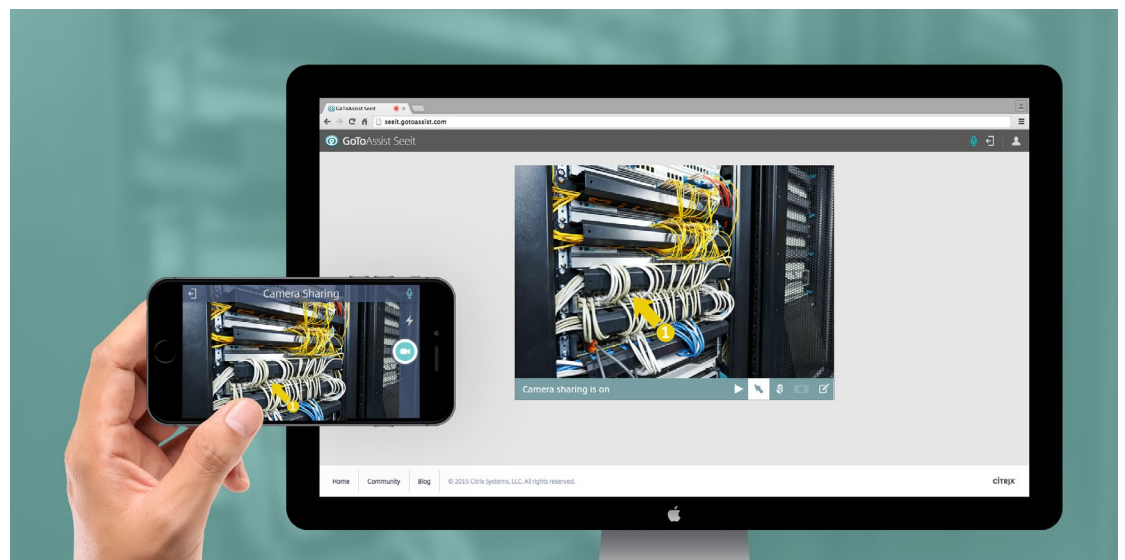
Customer support agents: Quickly see and solve product problems to improve customer satisfaction.

Managed service providers: Remotely inspect on-site issues for your clients to help maintain service-level agreements without extra travel.

Field service technicians: Guide customers through a fix or remotely diagnose the problem to arrive prepared with the right parts and tools.

What you need

How it works

The customer launches the GoToAssist Seeit mobile app and enters the support key you provide. Once in session, the customer simply taps the Camera icon in the toolbar and points their mobile device at the problem. In the GoToAssist Seeit web or mobile app, the remote agent can instantly see the live stream.

While sharing the camera, the customer can also talk through built-in audio, turn on the device's flash and allow the agent to take snapshots. Every photo is captured in a gallery where the agent can then guide the customer using annotations. With GoToAssist Seeit, physical device issues that would've been hard to explain over the phone can be easily identified and addressed.

Features

Camera streaming: View through your customer's iPhone or Android camera to see the issue clearly.

Audio: Communicate with customers through built-in audio to guide the inspection or repair.

Snapshots: Take high-resolution photos during the support session for a record of the issue.

Photo management: See a thumbnail gallery of photos taken, share them in the session and download the whole set afterward.

Annotation: Illustrate your point by placing arrows on the paused video or on snapshots.

Recording: Capture the audio, video and snapshots from your sessions in a single click.

Secure web portal: Log in from any device and launch a live video support session in seconds.

Agent mobile app: Start a session from anywhere with the agent mobile app for your iPhone or iPad.

Customer mobile app: Let your customers quickly connect with the free GoToAssist Seeit app for iPhone and Android.

Text invites: Send customers a text message with an invitation link so they can join your sessions faster.

API availability: Integrate GoToAssist Seeit seamlessly into your existing tools to quickly launch support sessions.

Contact us

To learn more, call us at 1 855 263 2838 or visit our website at get.gotoassist.com/seeit.