

Remote support made easy

GoToAssist Remote Support is the essential support tool designed for IT professionals and managed service providers in a team environment. With GoToAssist Remote Support, you can resolve technical issues by instantly delivering web-based support to customers, end users, unattended computers and servers.

The numbers don't lie

- 70% increase in customer satisfaction
- 58% decrease in travel time and related costs
- 75% increase in first-contact resolution rates
- 52% decrease in support costs
- 67% increase in customer retention
- 70% increase in productivity and efficiency

*User survey averages

GoToAssist Remote Support is the choice of IT professionals demanding robust, easy-to-use remote support. Our award-winning technology allows both on-demand sessions and the ability to connect to unattended machines. Team-based functionality lets multiple support agents share access to unattended machines and group machines by company, operating system, location and customized categories.

Unattended access

One of the essential elements of great IT support is the ability to resolve issues on unattended servers and desktops. GoToAssist includes unattended remote access for up to 100 machines per agent seat. This means you can build a complete list of your computers for instant access and support, even when no one's at the keyboard.

Use cases

IT managers: Manage multiple support agents who assist end users and service computers and servers. Deliver technical assistance to remote staff and clients around the globe and around the clock.

IT consultants: Instantly solve customers' technical problems by providing live, on-demand support. Use multi-tenant, custom grouping and centralized administration to control access to unattended machines for multiple organizations.

Share access to unattended computers with team members to assist in resolving issues.

Security

GoToAssist Remote Support security includes Two-Factor Authentication, Single Sign-On, Active Directory Connection, 100% permission-based support with end-to-end data encryption using government-approved 128-bit Advanced Encryption Standard (AES) and Secure Sockets Layer (SSL).

Features

- **Two-way screen sharing:** See exactly what's happening on your customer's desktop or show your own screen as an example.
- **Remote control:** Remotely take control of your client's desktop and provide service, as if you were sitting at the client's computer.
- **Unattended support:** Work on your computers or servers after hours or when they are unattended.
- **Collaboration:** Seamlessly transfer sessions to another support agent (tier 1 to tier 2) or invite a support agent into an existing session.
- **Multiple sessions:** Simultaneously support up to eight customers at a time.

Key benefits

- Boost productivity and revenue by quickly resolving technical issues
- Share access to your unattended computers with team members
- 75% increase in first-contact resolution rates
- Go mobile with GoToAssist for iOS and Android devices

- **Two-Factor Authentication:** Add a second level of security for your accounts to make credential attacks extremely difficult.
- **Single Sign-On (SSO):** Your organization can easily manage thousands of users and their product access while delivering SSO.
- **Active Directory Connector (ADC):** The ADC receives Active Directory user updates and automatically makes the same changes in your GoToAssist Remote Support account, simplifying user management.
- **File transfer:** Instantly exchange files and folders with your customers.
- **Remote diagnostics:** Obtain client's system information in a single click.
- **Reboot/reconnect:** Restart your customer's computer and automatically reconnect to the support session in progress.
- **Profile switching:** Send a Ctrl-Alt-Del command to change profiles or run other administrative tasks.
- **Session recording:** Record active support sessions for auditing and training purposes.
- **Support mobile devices:** Deliver technical support to Android and iOS mobile device users through remote control, screen sharing, chat and screenshots.
- **Go mobile:** Deliver support from anywhere with your iOS or Android device.
- **Multiple support entry points:** Using a nine-digit support code, connect with your customers from various entry points (fastsupport.com, embedded HTML on your website or a customizable URL).
- **Live chat:** Chat in real time with clients instead of staying on the phone.
- **Wake-on-LAN:** Turn on powered-off computers to provide service, install updates, transfer files, etc.
- **PC and Mac support:** Support both PC and Mac users – from either a PC or a Mac computer.
- **Centralized admin center:** Run reports, create groups and manage team members, setting the functions they can perform and the resources and machines they can access.
- **Session reporting:** Run reports on all support activity for detailed information, including customer names, agent notes and session times.

Contact us

To learn more about GoToAssist Remote Support, call 1 855 263 2838 or visit www.gotoassist.com.