IT Service Management Made Easy

GoToAssist Service Desk is the easy-to-use, cloud-based tool for more effectively managing IT services. Provide exceptional customer support by managing incidents, problems, changes, releases, knowledge articles and configuration items.

ITSM and ITIL* industry best practices are incorporated into GoToAssist Service Desk by design, so your team can intuitively provide excellent service. Add clarity and structure to your service desk procedures without adding complexity.

Best of all, Service Desk is seamlessly integrated with the GoToAssist Remote Support module. Simplify IT support by providing easy, affordable access to essential tools – service desk management and remote support – all from one user interface. Combining both enables IT departments to be more effective while reducing costs.

With GoToAssist Service Desk, you can:
- Quickly manage and resolve incidents.
- Intelligently route incidents and assign support priorities.
- Customize self-service support portals to deliver knowledge where users need it.
- Implement IT infrastructure changes and releases to ensure seamless updates.
- Intuitively follow ITIL service management best practices.

Use Service Desk with GoToAssist Remote Support for seamless service – start sessions from incidents and view session details.

Key benefits
- Reduce IT firefighting, free up time and reduce IT support costs.
- Gain total visibility into all of your IT support services to accelerate issue resolution.
- Streamline support workload among support team members.
- Easily implement ITIL and ITSM best practices.
- Empower self-service – let end users submit and track support requests and view knowledge base articles.

Key features:

Incident management	Log, route and assign issues to appropriate IT staff. Detect recurring issues and provide easy ways for your staff to resolve them.
Problem management	Proactively manage your IT services by systematically addressing repeating issues. Document problems, monitor their statuses and identify root causes for timely resolutions.
Change management	Plan. Build. Test. Your team can plan changes and post updates as the new design is built. They can then review and test the change when it's installed.
Release management	Easily plan, track and test releases, schedule outages and avoid release mistakes. Backtrack and sleuth when things go wrong.
Configuration management	Manage your configuration items, define their relationships and instantly find out what affects what – that's impact assessment made easy.
Self-service	Build a branded portal to properly start your customers' support experience. Customers can create tickets or search for answers in the knowledge base.
Email integration	Create incidents via email and reply to email notifications of incident updates – perfect for your customers and for you when you are out.
Customized reporting	Use the powerful reporting tool to automatically run reports via email schedules, or customize it to meet your needs.

Dashboards	Stay in the know and in control with dashboards. The Recent Activity dashboard gives you a bird's-eye view of what's happening to your services and who's doing what.
Knowledge management	IT staff can share their insights and expertise with each other and communicate with customers – from technical how-to guides to customer FAQs.
Developer API	Use the comprehensive developer API to easily integrate Service Desk with your business systems. Produce customized reports or dashboards, enhancing efficiency.
Contacts management	Keep tabs on your two most important assets – customers and staff. Store everyone's contact details and give your service desk a customer-centric view of incidents.
Customer and user surveys	Survey customers and users to monitor satisfaction and identify areas for improvement.
Time tracking	Record time in an integrated timesheet within an incident, problem, change or release, or in separate time-entry forms. Record general time entries as well.
Messaging	Talk to your staff and customers with Service Desk messages. Mark messages as customer viewable, add tags and assign people to the watch list.
Integrated remote support (optional)	Resolve problems quickly by starting GoToAssist Remote Support sessions from within tickets. (Subscription required.)

* ITSM stands for IT service management and is a process-based practice designed to align the delivery of IT services with the needs of the enterprise, emphasizing benefits to customers. ITIL stands for Information Technology Infrastructure Library and is a set of widely adopted best practices for IT service management.

Contact us

To learn more about GoToAssist Service Desk,
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www.gotoassist.com.