

BIGGEST TECH SUPPORT TIME-WASTERS

When it comes to IT support, time is money. When you take into account loss of employee productivity, a company of 10 employees could lose as much as \$183/hour of downtime plus the cost of support.¹ When downtime occurs, every minute counts, and communication is key—especially if the issues are actually easy to fix. **This infographic highlights some of the biggest communication barriers to resolving tickets.**




3 ROADBLOCKS TO SUPPORT SUCCESS


In a Spiceworks Community post, IT pros shared some of their least-descriptive help desk tickets:²

1


Users can't accurately describe problems



"Someone just told me something is on the WHY drive. What the heck is a WHY drive and what does it do?" (Referring to the Y:\ drive)




"HELP!!! I am unable to send or receive any emails. Please advise!!!" (Note: ticket was received via email)




"Printer gave error that Toner is Low, but I can't find how to turn it up."

2


Inability to efficiently relay information to other technicians or level 2 support



Ramping up a new tech; bringing him/her up to speed on what you know




Putting together screenshots and writing descriptions of potential problems




Transferring logs and other analytics files to the new technician

3


Minor issues that nonetheless require a technical eye



Unplugged or mismanaged cables



Simple configuration changes

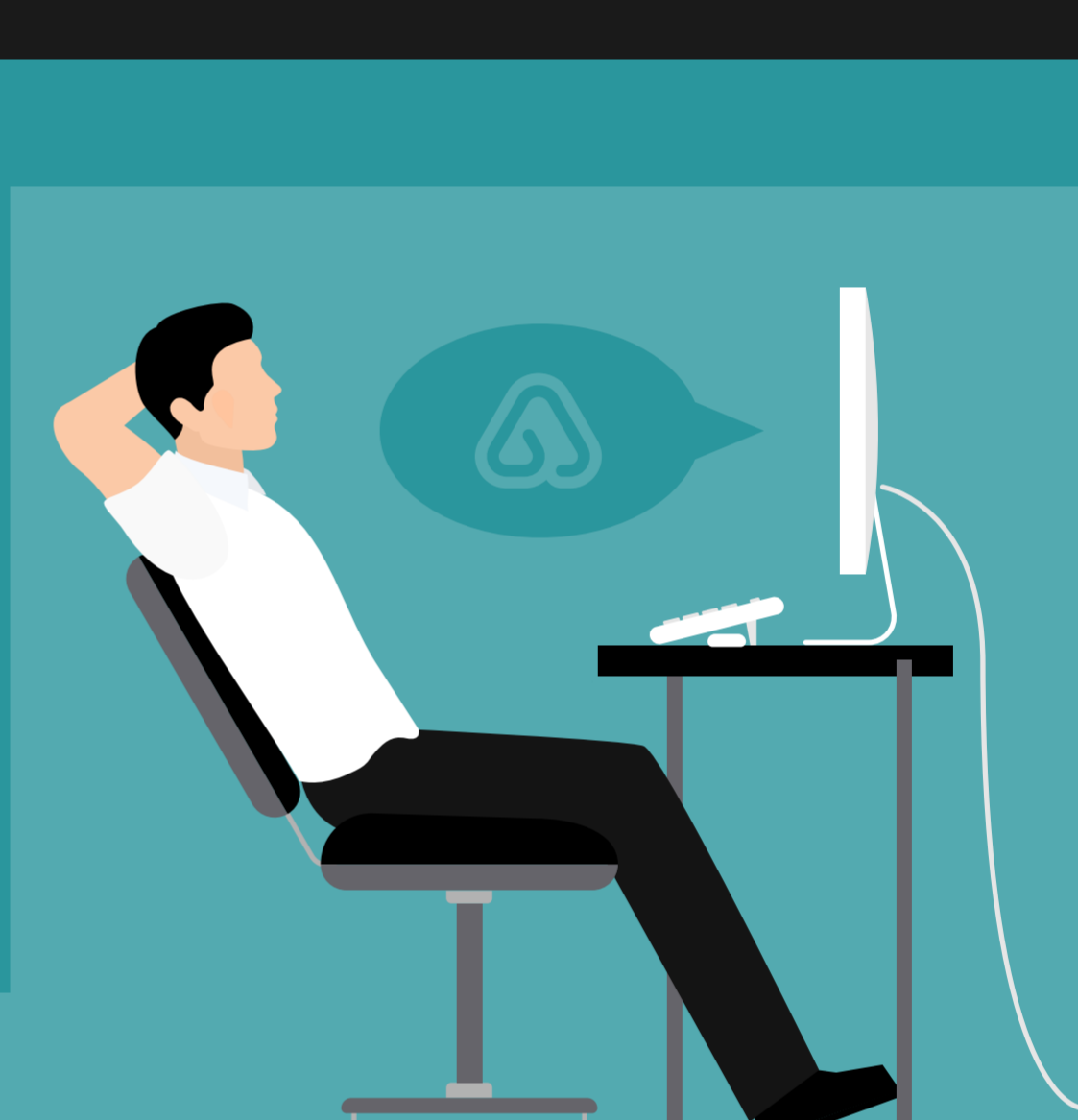


Patch or application installation


HOW CAN YOU AVOID THESE COMMON IT SUPPORT ROADBLOCKS?

THE RIGHT TOOLS CAN SAVE THE DAY

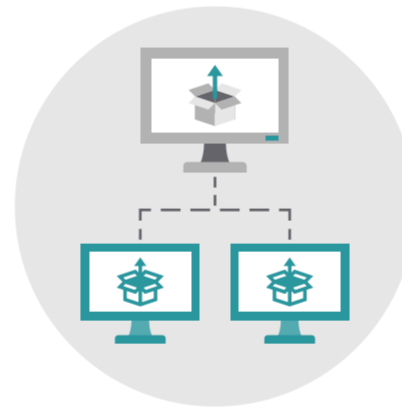
Easy-to-use and quick-to-deploy cloud-based GoToAssist tools can alleviate IT pro stress—while saving precious time and money.




GoToAssist Remote Support



Screen sharing, remote control and file transfer
make it simple to identify, diagnose and solve issues fast




Connect and control unattended machines for installs, maintenance and upgrades with no downtime




Go mobile with apps for iOS and Android devices

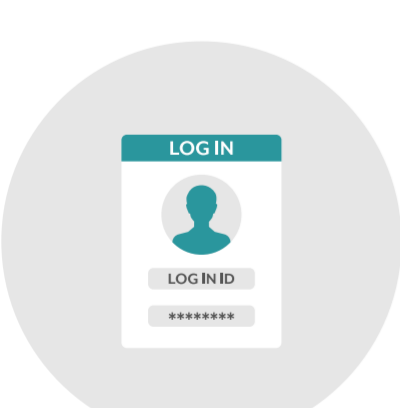
GoToAssist SeeIt




Camera streaming
View through your users' iPhone or Android cameras to see issues clearly and directly



Session recording
Capture the audio, video and snapshots from your sessions in a simple click




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



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

Surveyed GoToAssist customers saw big improvements in their tech support:³



75%
Increased first-contact resolution rates



70%
Increased customer satisfaction



70%
Increased productivity & efficiency



58%
Decreased support-related travel costs

GoToAssist will be there for you—so you can be there for your users.

REMOTE SUPPORT YOU CAN COUNT ON

Resolve more problems in less time, with fewer resources. GoToAssist helps thousands of support teams make a difference. Day in, day out.

Ready to see for yourself?

Download a Free Trial