

GoToAssist Corporate

Remote Support Made Easy

GoToAssist Corporate provides a comprehensive and secure remote support solution for your multi-agent support organization. When self-service doesn't do the job, providing customers with instant online access to a live representative enables faster resolution of complex issues and increased customer satisfaction.

Enable your support team to easily view and control remote desktops and mobile devices to resolve issues fast and deliver exceptional customer support. Improve first-time call resolution and maximize efficiency using intuitive screen-sharing, diagnostic and collaboration tools. Streamline internal operations with advanced administration, reporting and integration features.

Rapid ROI

GoToAssist Corporate enables organizations of all sizes to achieve a rapid return on investment (ROI), often within weeks. A dedicated Account Manager will help you set up a branded remote support website, customize reports to measure ROI and select integration options. In addition, our online Best Practices Resource Center offers practical tools to help optimize results.

Industry-leading quality of service

GoToAssist Corporate is consistently chosen by customers due to a faster time to connect with end users, faster time to resolve technical issues, higher security and overall ease of use. On average, technicians can connect to a customer's desktop within 13 to 20 seconds depending on location.

Best practices security

GoToAssist Corporate best practices security measures include 100 percent permission-based support, overriding customer control, one-time unique connection codes and end-to-end, 128-bit AES and SSL encryption.

Key benefits

- Instantly connect with customers to resolve technical issues.
- Reduce call times and escalations.
- Support both PC and Mac users.
- Easily manage, monitor and report on service levels.
- Maximize support team efficiency.
- Avoid the financial and environmental costs of travel.

Features

Multiple Connection Methods	Customers can connect to online support sessions by entering a unique code (received via email, phone or chat), filling out a form, selecting a representative from a menu or just clicking a button on your website.
Two-Way Screen Sharing and Remote Control	View or share control of the end user's PC or Mac desktop — or vice versa — even in multi-monitor desktop environments.
Multiple Sessions	Simultaneously support up to 8 customers at a time.
Remote Diagnostics	Obtain client's system information in a single mouse-click.
Chat	Chat with up to 8 customers simultaneously using full screen-sharing capabilities or instantly connect with customers using download-free web-based Chat.
File Transfer	Instantly exchange files and folders with your customers.
Mobile Device Support	Deliver support to mobile devices (BlackBerry smartphones and Android devices).
Annotation Tools	Draw, highlight and point to items right on the screen.
Fast Connection Times	Connect to customers in as little as 8 to 23 seconds (phone mode).
Team Collaboration	Invite additional experts to collaborate in a single support session. Invited reps can be visible or invisible to the end user.
Session Transfer	Seamlessly transfer a session directly to another representative or to an entire session team.
Reboot/Reconnect	Restart your customer's computer and automatically reconnect to the support in progress.
Log In as Administrator	Remotely log in to a customer's computer to perform system administrative tasks. (Includes Send-Ctrl-Alt-Del.)
True 24-bit Color	Get a true-to-life, full-color view of your customer's desktop.
Management Center	Robust administration controls, dashboards and reports let you take charge of your support operations to elevate productivity and customer satisfaction.
Customer and Agent Surveys	Get instant session feedback from both customers and support representatives.
Manager Silent Monitoring	Evaluate individual and team performance through real-time monitoring and reports.
Session Recording	Archived sessions can be used for evaluation or training, and enable compliance with government and industry regulations.
Integration Options	Brand and integrate the GoToAssist platform with your infrastructure and preferred applications, including Salesforce and other CRM services.

Contact Us

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