

# GoToAssist Corporate Remote Support Made Easy™

## 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

Citrix® 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 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. Technicians can be remotely connected to a customer's desktop within 30 seconds or less.

## 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.

• [www.gotoassist.com](http://www.gotoassist.com)

## Features

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| 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 clients' 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.   |
| Annotation Tools                          | Draw, highlight and point to items right on the screen.   |
| 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                         | Evaluate individual and team performance through real-time monitors and reports.  |
| Customer and Agent Surveys                | Get instant session feedback from both customers and support representatives.   |
| Manager Silent Monitoring                 | Managers can silently observe live remote sessions in progress.   |
| Session Recording                         | Archived sessions can be used for evaluation or training, and enable compliance with government and industry regulations.   |

## Contact Us

To request a free demonstration, please call at 1 800 372 6207 or +1 805 690 2340. Or, visit our website at [www.gotoassist.com](http://www.gotoassist.com). Individual support professionals should consider our GoToAssist Express product, which can be purchased online at [www.gotoassist.com](http://www.gotoassist.com).



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### About Citrix Online

Citrix Online solutions enable people to work from anywhere. Our products include GoToAssist® for remote support, GoToManage™ for IT management, GoToMeeting® for online meetings, GoToMyPC® for remote access, GoToTraining® for interactive online training and GoToWebinar® for larger Web events.

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