



FACT SHEET

Citrix GoToAssist Redefining the Support Experience

With millions of remote-support sessions hosted annually, Citrix® GoToAssist™ redefines the total support experience—the vendor’s experience, and more importantly, the customer’s experience. When self-service doesn’t do the job, providing customers with instant access to a live representative through chat or remote control enables faster resolution of complex issues.

Technicians can be remotely connected to the customer’s desktop within 30 seconds or less, to gain a more comprehensive understanding of the issue—a powerful competitive advantage. Integrated incident-resolution, diagnostic and team-collaboration tools allow for deeper analysis. Plus, with built-in surveys, monitoring and reporting, your company can gain valuable insights to improve customer satisfaction.

RAPID ROI

GoToAssist 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 Web site, 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

Simply put, GoToAssist enables you to provide the best overall customer experience, delivered on demand through our secure network of six data centers worldwide. GoToAssist 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.

MEASURE-YOUR-SUCCESS REPORTING AND SURVEYS

GoToAssist addresses the need for reliable customer-satisfaction metrics by instantly capturing end-user feedback through post-session surveys and reporting on the aggregate data. Archives can serve as important records for legal, compliance or other business matters.

“For issues that we were previously handling over the phone, we have cut the resolution time by as much as 75 percent.”

STEVE KLEINWORT

IT MANAGER,
RSM MCGLADREY

Key Benefits

- Keep up with growing call volume and complexity
- Efficiently resolve issues for nontechnical end users
- Reduce talk time and escalations
- Improve end-user uptime and productivity
- Leverage expertise by enabling collaboration
- Avoid the financial and environmental costs of travel
- Support business and mission-critical applications and infrastructure
- Exceed customer expectations to gain competitive edge

KEY FEATURES

BEST PRACTICES SECURITY

GoToAssist provides a highly secure connection with end-to-end, 128-bit AES and SSL encryption. In addition, GoToAssist best practices security measures include 100% permission-based support, overriding customer control, one-time unique connection codes, and encrypted, password-protected storage of remote-support sessions, system diagnostic data and chat logs.

MULTIPLE CONNECTION METHODS

Invite a customer already on the phone to join an instant remote-support session using a unique, computer-generated code, or allow customers to request support through a strategically integrated GoToAssist form on your Web site.

INTELLIGENT INCIDENT ROUTING

Rapidly route queries to the appropriate support department or representative through programmable intelligent routing. Routing options include: broadcast, next-available or name-matching.

LIVE CHAT

Facilitate a fast, easy transition from Web self-service to assisted service by providing a chat connection to live representatives from your Web site. Add pre-scripted messages or URLs to reduce response time for commonly used phrases or frequently asked questions.

MULTI-SESSION

Engage in up to eight simultaneous sessions with end users or other representatives. A tabbed representative interface makes it easy to locate and toggle between customers.

TWO-WAY DESKTOP VIEW OR CONTROL

View or share control of the end user's desktop—or vice versa—even in multi-monitor desktop environments.

REMOTE DIAGNOSTICS

Collect system information in a single click, including operating system details; total and available memory; applications and services currently running; and more.

FILE TRANSFER

Instantly exchange files, folders or a combination of files and folders to apply patches or send URLs and updates, or receive log files from the end user.

REBOOT/RECONNECT

Restart the end user's system and automatically reconnect to the support session in progress.

ANNOTATION TOOLS

Representatives and end users can draw, highlight or type on each other's screens to show exactly where the problem is or explain how to resolve the issue.

TEAM COLLABORATION

Invite additional experts to collaborate in a single GoToAssist session. Invited representatives can be visible or invisible to the end user.

SESSION TRANSFER

Seamlessly transfer a session directly to another representative or to an entire support team to increase first-call resolution rates.

MANAGEMENT CENTER

Evaluate team, sub-team and representative performance through real-time monitors and reports, as well as survey and archival data.

Citrix Online

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Your personalized Managers Dashboard provides at-a-glance data to ensure team performance goals are being met.

SYSTEM ADMINISTRATOR ACCESS

IT help desk representatives with administrative privileges can remotely log in to an end user's computer to perform system administrative tasks without interrupting the session in progress.

MANAGER SILENT MONITORING

Managers have the option to silently observe a live remote session in progress, ensuring that representatives are properly following prescribed support procedures at all times.

SESSION RECORDING

Archived sessions can be used for evaluation or training, and enable compliance with governmental and industry regulations such as the Gramm-Leach-Bliley (GLB) Act, the Health Insurance Portability and Accountability Act (HIPAA) and Sarbanes-Oxley.

Citrix Online, a division of Citrix Systems, Inc. (Nasdaq: CTXS), is a leading provider of easy-to-use, on-demand applications for remote desktop access, Web conferencing and collaboration. Its "Simpler Is Better" approach to empowering business productivity online offers small and mid-sized businesses, consumers and professionals an easier, more cost-effective and secure way to access and interact with information, customers, partners and employees in real time. Citrix Online's award-winning services, which are used by more than 20,000 businesses and hundreds of thousands of individual subscribers, include: Citrix® GoToMyPC® for easy, secure remote PC access from anywhere; Citrix® GoToAssist™ for live, easy remote support; Citrix® GoToMeeting® for online meetings made easy; and Citrix® GoToWebinar™, the industry's first do-it-yourself solution for Web events. Based in Santa Barbara, California, Citrix Online has satellite offices and data centers distributed around the world. For more information, please visit www.citrixonline.com.