



FACT SHEET

## Citrix GoToAssist Integration Services Database

The Citrix® GoToAssist™ Integration Services Database Package enables you to receive the maximum benefit from your GoToAssist deployment as you seamlessly integrate the GoToAssist solution with your existing infrastructure.

With the GoToAssist Integration Services Database Package, store all of the GoToAssist session information on your site for easy access from within your own applications or through the interfaces of the provided clients.

### LOCAL STORAGE — MAINTAIN HISTORICAL DATA TO SATISFY GOVERNMENT REQUIREMENTS

Download and maintain GoToAssist session data locally in your own applications or data warehouses. This capability helps you satisfy the requirements of such government acts as the Gramm-Leach-Bliley Act, USA Patriot Act Customer Identification Program and the Sarbanes Oxley Act when storing and protecting the data on your own site.

### HOLISTIC VIEW OF THE ENTIRE SUPPORT PROCESS

Managers can analyze the complete support process and eliminate the manual integration of disparate data by having access to centralized information.

### SEAMLESS INTEGRATION WITH YOUR EXISTING INFRASTRUCTURE

Your CRM (Customer Relationship Management), ERP (Enterprise Resource Planning), business intelligence and database administrators can integrate GoToAssist data directly into your support applications using familiar database tools or standard SQL calls. Report and analyze the session data using your preferred reporting and business-intelligence applications.

The database supports the powerful ability to have the unique identifier of your help desk incident tracking/CRM system or other application such as a ticket number optionally passed into an open field of the database schema so that you can easily associate GoToAssist sessions with your support-system sessions.

The ability to review such session information as chat transcripts, remote diagnostics and session recordings can easily be integrated into your support applications using simple command line calls. For example, create a button or drop-down list to instantly display this session detail directly from your trouble ticketing application.

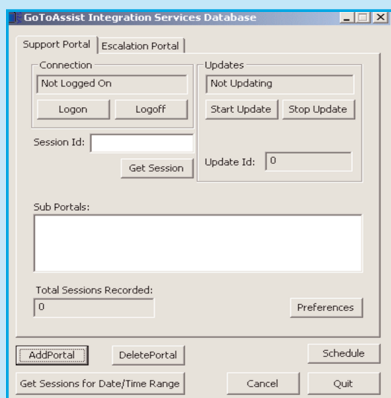
### STRAIGHTFORWARD INSTALLATION FOR QUICK DEPLOYMENT

This installable application presents you with an easy, intuitive setup and provides you with a well-defined standard database schema for storing the GoToAssist session data.

A user-friendly interface is provided for all three clients, including: Database, Reporting and Session Review.

- Database Client: Retrieves the hosted GoToAssist session data.
- Reporting Client: Provides quickly generated reports of the session data from your local databases.
- Session Review Client: Provides the ability to review and replay the locally stored sessions.

**DATABASE CLIENT**

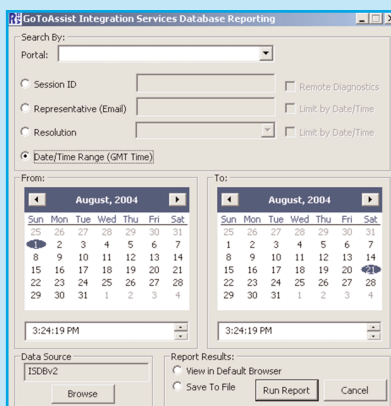


**DATABASE CLIENT**

The Database Client captures the GoToAssist session statistics, chat text, SmartBox™ and ratings data (using HTTP over SSL) and stores the information in a standardized database schema of your own local databases that support ODBC, such as Microsoft SQL Server and Oracle. The Database Client is maintained as a Microsoft service.

You can choose to run the Database Client in real time, on-demand or a specified time interval for the scheduled polling of session data to facilitate the "bulk" (batch mode) population of databases during periods when database and network traffic is less busy.

**REPORTING CLIENT**

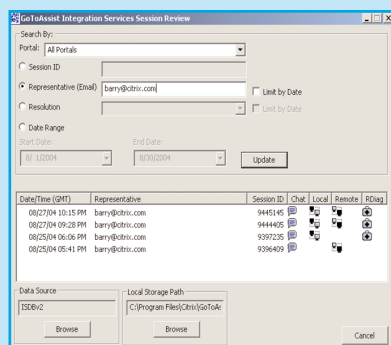


**REPORTING CLIENT**

View on-demand quick verification reports of the successful capture of GoToAssist session data and improve your deployment time through the easy-to-use, intuitive interface of the reporting client. Reports are displayed in standard HTML either in your default Web browser or saved locally.

View reports instantly based on your most important criteria. You can choose your reports based on Date/Time Range, Session ID, Representative or Resolution.

**SESSION REVIEW CLIENT**



**SESSION REVIEW CLIENT**

Review local and remote session recordings, chat transcripts and remote diagnostics on-demand from locally stored session files. The intuitive interface allows managers to replay the entire session and store the information for future review. The simplicity of session storage makes it easy to review sessions directly from your CRM or ticket-tracking applications without using the client interface.

Citrix Online's highly compressed format of the session-replay files minimizes your storage space requirements. The session recordings can be replayed with the provided Java player or converted to AVI files.

Select the sessions you want to review based on Date/Time Range, Session ID, Representative or Resolution.

**CONCLUSION**

Integrating GoToAssist session information into your environment provides you with a single source for viewing support details, enabling you to easily analyze the complete support experience.

This integrated solution provides a simple mechanism to continuously measure and improve your support offering — expanding the value of GoToAssist within your organization.

For more information on GoToAssist, please visit [www.gotoassist.com](http://www.gotoassist.com).

**Citrix Online**

A Division of Citrix Systems, Inc.

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