



FACT SHEET

## Citrix® GoToAssist™ Management Center

### MEASURE YOUR SUCCESS

The GoToAssist Management Center provides you with advanced management and reporting tools, enabling you to effectively refine the quality of your support. Harness the power of a customized Manager's Dashboard to monitor and measure your team's performance to ensure that service-level agreements and company objectives are being met and customer satisfaction remains strong.

With the click of a mouse, instantly access detailed reports, review chat transcripts and session logs, replay remote-support sessions and monitor live activity. Managers can silently observe sessions in progress, review usage statistics and evaluate customer feedback in real time. The Management Center provides you up-to-the-minute information for:

- Monitoring service-level goal achievement
- Ensuring that customer satisfaction is being met
- Measuring the performance of representatives

### MONITOR YOUR TEAM'S PERFORMANCE IN REAL TIME

The Management Center's **Monitors** enable managers to monitor the activities of individual representatives, teams or the entire support center from the convenience of their own desktops, reducing the complexity of reporting and dramatically improving customer satisfaction.

**Query Monitor:** Quickly survey the status of all incoming customer queries to ensure that your representatives are responding within established service goals.

**Representative Monitor:** Verify that scheduled representatives are logged in and that appropriate resources are available to handle incoming customer queries.

**Silent Monitor:** Silently observe a live remote session while in progress, ensuring that representatives are properly following prescribed support procedures at all times.

### INCREASE EFFICIENCY AND RESPONSE QUALITY

Managers and representatives can take advantage of the Management Center's suite of productivity-enhancing tools to improve efficiency and quality. An automated process for **resetting forgotten passwords** is just a click away for both managers and representatives, saving time and eliminating frustration.

**Pre-scripted text messages** ensure the quality of information being shared with end users. Plus, providing representatives with pre-scripted messages reduces time-to-resolution rates because representatives no longer have to re-type commonly used phrases and tediously long URLs.

### QUICKLY AUDIT ACTIVITY AND ANALYZE FEEDBACK

Use **Session Review** to audit representative performance by reviewing chat transcripts and playing back recorded sessions. Measure customer-satisfaction ratings, resolution rates and comments related to specific representatives. Leverage this information for training and improving customer-satisfaction efforts.

End users always have an opportunity to provide **feedback** after a GoToAssist remote-support session. Managers can easily access this valuable customer feedback from the Management Center. This information can help identify ways to improve the support experience, refine support techniques or train junior-level employees. Highlight positive ratings and feedback by rewarding hard-working representatives.

The **Representative Snapshot Report** provides a statistical summary of a representative's GoToAssist activity and important feedback from customers regarding individual representative performance, including:

- Amount of time each representative was available to assist customers
- Number of incidents handled by each representative
- Average incident-handling time
- Ratings and feedback from all assisted customers

### ASSESS EFFICIENCY AND MANAGE STAFFING

The **Company Reports** tool enables managers and executives to easily review the performance of your entire support organization's use of the GoToAssist remote-support technology.

The **Question Arrival Statistics Report** shows the number of incoming customer queries by the half-hour. This report is ideal for assisting with the scheduling of representatives to properly handle the volume of customer inquiries.

The **Snapshot Report** provides a record of your entire organization's usage of GoToAssist and includes a summary of customer queries, details on all representative activity and details on all sessions run by your entire support group. Use the Snapshot Report to keep up to date on customer-inquiry trends and representative behavior.

### MANAGE GOTOASSIST TO BEST MEET YOUR NEEDS

The Management Center allows you to easily perform administrative tasks such as creating team managers, assigning representatives to teams, controlling representative access to specific GoToAssist features and changing passwords and screen names.

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

## Citrix Online

A Division of Citrix Systems, Inc.

#### Product Information:

[www.gotoassist.com](http://www.gotoassist.com)  
Phone: (800) 549-8541

#### Sales Inquiries:

[gotoassist@citrixonline.com](mailto:gotoassist@citrixonline.com)  
Phone: (800) 549-8541 (in the U.S.)  
+1 (805) 690-5729 (outside the U.S.)

#### Media Inquiries:

[pr@citrixonline.com](mailto:pr@citrixonline.com)  
Phone: (805) 690-2961

[www.citrixonline.com](http://www.citrixonline.com)



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