



GoToAssist Corporate

Remote support made easy

Citrix[®] GoToAssist[®] Corporate is a comprehensive and secure remote-support solution that helps businesses increase revenue and reduce costs while improving customer satisfaction and problem resolution times.

The cost of poor technical support is high, taking its toll in lost productivity and (worse) lost customers. Often it takes just one negative support experience for a company to lose a customer for good. Using a proven remote-support tool like GoToAssist Corporate can make a critical difference, as it enables service professionals to provide an ideal support experience — fast, easy and secure.

Instantly connect with customers to resolve technical issues

In an era in which customer satisfaction differentiates businesses from competitors across town or across the globe, GoToAssist Corporate's suite of integrated service-delivery tools makes it easy for service representatives to deliver a memorable customer experience every time. Front-line reps can quickly and efficiently install applications, troubleshoot technical difficulties and even receive expert advice from team members in a secure online connection with the customer or end user.

Service managers can monitor the quality of support delivered through GoToAssist Corporate with the ability to view live remote-support sessions as they are in progress. In addition, managers can easily access session recordings, chat logs, diagnostic data and customer feedback through the online Management Center, equipping managers to measure the success of individual representatives and teams and make better business decisions.



“GoToAssist lets us solve very difficult problems faster. And our clients just love it. I would highly recommend GoToAssist.”

Stephen P. Blythe
President,
Blythco

GoToAssist Corporate customers consistently report:

- Increased first-call resolution rates by as much as 70 percent
- Reduced overall incident-handling times by up to 95 percent for more complex cases
- Lower total call volumes due to fewer repeat calls
- Thousands of dollars saved in travel costs
- Customer satisfaction consistently in the 90 percent or higher range

Industry-leading quality of service

Simply put, GoToAssist Corporate provides the best overall customer experience delivered on demand. No hardware or software is required, so your organization can be up and running in days. Technicians can connect to end users typically in 30 seconds or less with no complications or firewall hassles. Once in session, GoToAssist Corporate provides real-time screen refresh using highly effective data-compression algorithms and patented session-brokering and session-maintenance technology.

Strong security standards

Citrix Online's reputation is built on ensuring secure remote connections. GoToAssist Corporate is 100 percent permission-based; so at all times the customer can see what is being done to his/her system and can easily pause or stop the session at any time. Data is fully encrypted end-to-end, using Secure Socket Layer (SSL) point-to-point and government-approved Advanced Encryption Standard (AES) encryption.

Multiple connection methods

Connection Code — Your representative can invite a customer to join a Web-based remote-support session by going to the GoToAssist Corporate support site or your own Web site and entering a unique connection code.

Online Queue — Intelligent routing technology automatically sends customer inquiries to the appropriate support department and creates a queue for the next available representative.

Select a Representative — Your customers can request help from a specific representative listed on your Web portal.

Broadcast to All — Your customers can either click a button or type in a question and the request is sent to all representatives currently logged in to the system.

Key features

Live Chat — A tabbed representative interface makes it easy to locate and toggle between up to 8 simultaneous chat sessions. Add pre-scripted messages or URLs to reduce response time for commonly used phrases or frequently asked questions.

Two-Way Screen Sharing or Remote Control — The representative can view or share control of the end user's desktop — or vice versa — even in multi-monitor desktop environments.

Remote Diagnostics — Collect system information, including operating system details; total and available memory; applications and services currently running; and more — with just one click.

File Transfer — Instantly exchange files and folders to apply patches, 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 — Your representative and end user can draw, highlight or type on each other's screens to show exactly where the problem is or explain how to resolve the issue.

Session Transfer — A representative can seamlessly transfer a session directly to another representative or to an entire support team for faster resolution and to reduce the need to schedule callbacks.

Team Collaboration — Enables a representative to invite additional experts to collaborate in a single GoToAssist Corporate session. Invited representatives can be visible or invisible to the end user.

Log-In as Administrator — IT help desk representatives with administrative privileges can remotely log in to an end user's computer to perform system administrative tasks.

True 24-bit Color — A true-to-life, full-color view of the end user's desktop is perfect for supporting high-graphic software or design applications.

Language Availability

Select from the following fifteen languages on your customer and/or representative interfaces.

- Chinese Simplified
- Chinese Traditional
- Danish
- Dutch
- English
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Portuguese (Brazil)
- Spanish
- Swedish

Administrative tools

Management Center — Manage, measure and evaluate team, sub-team and individual representative metrics, chat session logs and real-time reports.

Manager's Dashboard — Monitor incoming queries and teams, sub-teams or representatives at a glance in real time through your personalized dashboard to ensure team performance goals are being met.

Session Recording — Session recordings can be used for evaluation, training and archival purposes, enabling compliance with government and industry regulations such as the Gramm-Leach-Bliley (GLB) Act, the Health Insurance Portability and Accountability Act (HIPAA) and Sarbanes-Oxley.

Manager Silent Monitoring — Managers can silently observe a live remote session in progress, ensuring that representatives are properly following prescribed support procedures.

Surveys and Reporting — GoToAssist Corporate addresses the need for reliable customer-satisfaction statistics by capturing end-user feedback through post-session surveys and incorporating business-driven reporting.

Integration Options — GoToAssist Corporate enables easy integration with your support Web site, as well as leading service-desk applications, such as CRM, knowledge base, ACD or other applications.

Subscription model

GoToAssist Corporate is sold per named user, with customizable plans and multiple payment options geared to meet the needs of multi-agent support teams. Individual support professionals should consider our GoToAssist Express product, which can be reviewed online at www.gotoassist.com.

Contact us

To learn more about GoToAssist Corporate and to request a free demonstration, please call us toll-free at 1-800-549-8541 or direct dial +1-805-690-5729. Or, visit our Web site at www.gotoassist.com.

Citrix Online

[Citrix Online division](#)

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