



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.

• www.gotoassist.com

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, Citrix® GoToAssist® Corporate™ makes it easy for service representatives to deliver a memorable customer experience every time. Frontline 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.



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

Stephen P. Blythe
President,
Blythco

In the Management Center, managers can easily access built-in tools to strengthen their team's performance and improve the customer experience. Manager Silent Monitoring allows team managers to view live sessions in progress to gain valuable insight of the quality of service provided by both internal employees and external outsourcers. Managers can also review past session data through Session Recording. These tools simplify the way managers measure the success of individual representatives and teams.

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.

Key features

Multiple Connection Methods — It only takes a few seconds for your representative to connect customers with GoToAssist Corporate. Customers can request technical support by calling a contact center or by visiting a company's Web site.

- **Phone:** representatives can invite customers to join a support session by entering a Connection Code at a Web site or by selecting a representative from a list.
- **Web:** customers request support from a Web site form or button. Intelligent routing technology offers customizable methods for assigning requests to reps. Customers are then invited to join a full Screen Sharing support session or a Web-based Chat-only support session. There is no download required for Web-based Chat.

Screen Sharing and Remote Control — The representative can view and control the end user's desktop even in multi-monitor desktop environments. Representatives can also display their screen to customers.

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.

Mac & PC Support — PC-based representatives can view or control Mac® or PC users' desktops. (Some features are not available on the Mac platform.)

Multi-Sessions — Your representative can support up to 8 customers at a time. Customer sessions can be viewed side-by-side in separate on-screen windows or in tabs.

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. Private password storage lets you reboot when the end user is away.

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.

Chat — Chat in real time with up to 8 customers simultaneously using full screen-sharing capabilities or instantly connect with customers using download free Web-based Chat.

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.

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.

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 — Post-session surveys address the need for reliable customer satisfaction statistics by capturing end-user feedback 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.

Data Replicator — Permanently replicate and archive session recordings in your own database, easily creating an audit trail and complying with government regulations.

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.

Support Smarter™ with GoToAssist

Our commitment to improving your customers' experience while helping you manage your support team is why companies all over the world prefer GoToAssist Corporate. GoToAssist client services partners with you to implement industry best practices focused on increasing customer satisfaction, maximizing first-contact resolution and quickly delivering a return on your investment. Multi-agent support teams benefit from customizable plans and multiple payment options. Individual support professionals should consider our GoToAssist® Express™ product at 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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