

Citrix GoToAssist Corporate Data Replicator

Key benefits

- Easily replicate and archive session data for permanent storage in local data warehouses.
- Archived data allows for greater flexibility in viewing and analyzing session recordings, including chat transcripts, remote diagnostics, customer survey results and timing information.
- Downloaded session data can be integrated into other applications, for example, CRM software.
- Storing and protecting data enables compliance with industry and government regulations.

The Citrix® GoToAssist® Corporate™ Data Replicator enables you to replicate all GoToAssist session data to your local database for permanent storage. GoToAssist Corporate conveniently stores your session data automatically for 90 days in a hosted, secure environment that only you can access. With the Data Replicator, a permanent archive is created for all your session information, one that you control at your local data center, enhancing both access and security for your critical data. Additionally, you can integrate session data into other applications, such as CRM software.

Local storage — maintain historical data to satisfy government requirements

With the Data Replicator, you can maintain GoToAssist Corporate session data locally in your own applications or data warehouses. Storing and protecting the data on your own site 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.

Straightforward installation for quick deployment

This installable application offers an easy, intuitive setup and a well-defined standard database schema for storing GoToAssist Corporate session data.

The GoToAssist Data Replicator downloads the GoToAssist session statistics, chat text, diagnostics information, and screen-sharing recordings using HTTP over SSL. It stores the information in a database at your site using ODBC and Microsoft® SQL Server®.

The Data Replicator provides a user-friendly interface for both its Session Viewer and Configuration Manager.

- Session Viewer: Review and replay the locally stored sessions.
- Configuration Manager: Set up and manage all setting and profiles.

Session Viewer

Review session recordings, chat transcripts and remote diagnostics on-demand from locally stored session files. The intuitive interface of the Session Viewer allows managers to search, find and replay the entire session recording for any GoToAssist session. Citrix Online's highly compressed session-replay file format minimizes your storage space requirements. Simply select the sessions you want to review based on Date/Time Range, Session ID, Session Status, Representative or Portal. The simplicity of the Session Viewer makes it easy to review sessions directly from your local database, CRM or ticket-tracking applications.

Configuration Manager

Set up and manage all setting and profiles. With the Configuration Manager, you can configure your GoToAssist integration, database connection settings, start/stop data replication and replication monitoring.

Conclusion

The Data Replicator provides a simple mechanism to secure all GoToAssist Corporate session data permanently in your local data storage warehouse. Maintaining GoToAssist Corporate session data locally provides greater flexibility for integration, long-term storage and security. Integrating session information into your environment with the Session API provides you with a single source for viewing support details, enabling you to easily analyze the complete support experience.



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