

GoToAssist product comparison

	GoToAssist® Express	GoToAssist® Corporate
Type of user		
• Individual support provider	•	
• Software consultant	•	
• IT support for small business or consumers	•	
• Accounting technology consultant	•	
• Multi-agent support team		•
• Call center		•
• IT help desk		•
• Professional services manager		•
Feature needs		
• Screen sharing	•	•
• Remote control	•	•
• File transfer	•	•
• Chat	•	•
• Multiple sessions	•	•
• Remote diagnostics	•	•
• Reboot / Reconnect	•	•
• Log in as administrator	•	•
• Mac support	•	•
• Unattended support (work while customers are away from their computers)	•	
• Team collaboration		•
• Session transfer		•
• Customer surveys		•
• Session recording		•
Company needs		
• Basic, single-user reporting	•	
• Advanced, multi-agent reporting		•
• Centralized administration		•
• Log in and start sessions from any Web browser	•	
• Log in and start sessions from locally installed software		•
• Monitoring tools		•
• Online support queue		•
• Branded Web site		•
• Integration and customization		•
• Multi-language localization		•
Purchasing needs		
• Self-service online setup	•	
• 24/7 call center and email support	•	•
• Many payment options, including purchase order		•
• Dedicated sales executive and account manager		•

Which product is right for me?

Instantly view and control customer computers with secure, easy-to-use GoToAssist® remote-support technology. While both are based on the same award-winning remote-support technology, our original GoToAssist Corporate and our new GoToAssist Express were each built with different business needs in mind.

GoToAssist Express

GoToAssist Express enables individual support professionals and small businesses to reduce travel time, lower support costs and amaze their clients by delivering fast, secure online service.

With GoToAssist Express you can:

- Sign up online and set up in minutes
- Choose between annual, monthly or Day Pass plans
- Provide service even when customers are away from their computers

GoToAssist Corporate

GoToAssist Corporate is a comprehensive remote-support solution with advanced features that enable multi-agent support centers to provide a superior customer experience while maximizing employee productivity.

With GoToAssist Corporate you can:

- Customize GoToAssist to fit your unique support environment
- Enable team collaboration and escalation
- Get advanced management, monitoring and reporting tools

Subscription model

Each GoToAssist subscription provides unlimited product use per named user. Individual GoToAssist Express annual, monthly and Day Pass plans may be purchased online. Multiple user plans are available for GoToAssist Corporate customers.

Find out more

For more information about how using a GoToAssist real-time support solution can benefit you and your customers, call 1-800-549-8541 or visit www.gotoassist.com to sign up for a free trial, live demo or informative Webinar.

About Citrix Online

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Citrix Online

Citrix Online division

Product information:

www.gotoassist.com

Sales inquiries:

gotoassist@citrixonline.com

Phone: 1-800-549-8541 (in the U.S.)

+1-805-690-5729 (outside the U.S.)

Media inquiries:

pr@citrixonline.com

Phone: +1-805-690-2961

www.citrixonline.com

For more information on Citrix

GoToAssist, please visit

www.gotoassist.com

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