

# GoToAssist Corporate

## Remote Support Made Easy

Citrix<sup>®</sup> GoToAssist<sup>®</sup> Corporate provides a comprehensive and secure remote-support solution for your multi-agent support organization. When self-service doesn't do the job, providing customers with instant online access to a live representative enables faster resolution of complex issues and increased customer satisfaction.

Enable your support team to improve first-time call resolution and maximize efficiency using intuitive screen-sharing, diagnostic and collaboration tools. Streamline internal operations with advanced administration, reporting and integration features.

### Key benefits

- Instantly connect with customers to resolve technical issues
- Reduce call times and escalations
- Support both PC and Mac users
- Easily manage, monitor and report on service levels
- Maximize support team efficiency
- Avoid the financial and environmental costs of travel
- Rapid ROI

GoToAssist Corporate enables organizations of all sizes to achieve a rapid return on investment (ROI), often within weeks. A dedicated Account Manager will help you set up a branded remote-support Web site, customize reports to measure ROI and select integration options. In addition, our online Best Practices Resource Center offers practical tools to help optimize results.

### Industry-leading quality of service

GoToAssist Corporate is consistently chosen by customers due to a faster time to connect with end users, faster time to resolve technical issues, higher security and overall ease of use. Technicians can be remotely connected to a customer's desktop within 30 seconds or less.

### Best practices security

GoToAssist Corporate best practices security measures include 100 percent permission-based support, overriding customer control, one-time unique connection codes and end-to-end, 128-bit AES and SSL encryption.

## Features

Multiple Connection Methods	Customers can connect to online support sessions by entering a unique code (received via phone or email), filling out a form, selecting a representative from a menu or just clicking a button on your Web site.
Two-Way Screen Sharing and Remote Control	View or share control of the end user's PC or Mac desktop — or vice versa — even in multi-monitor desktop environments.
Multiple Sessions	Simultaneously support up to eight customers at a time.
Remote Diagnostics	Obtain clients' system information in a single mouse-click.
Live Chat	Chat in real time with customers instead of staying on the phone. Push pre-scripted messages or URLs.
File Transfer	Instantly exchange files and folders with your customers.
Annotation Tools	Draw, highlight and point to items right on the screen.
Team Collaboration	Invite additional experts to collaborate in a single support session. Invited reps can be visible or invisible to the end user.
Session Transfer	Seamlessly transfer a session directly to another representative or to an entire support team.
Reboot/Reconnect	Restart your customer's computer and automatically reconnect to the support session in progress.
Log In as Administrator	Remotely log in to a customer's computer to perform system administrative tasks. (Includes Send-Ctrl-Alt-Del.)
True 24-bit Color	Get a true-to-life, full-color view of your customer's desktop.
Management Center	Evaluate individual and team performance through real-time monitors and reports.
Customer and Agent Surveys	Get instant session feedback from both customers and support representatives.
Manager Silent Monitoring	Managers can silently observe live remote sessions in progress.
Session Recording	Archived sessions can be used for evaluation or training, and enable compliance with government and industry regulations.

## Contact us

To learn more about GoToAssist Corporate and to request a free demonstration, please call us toll-free at 1-800-372-6207 or direct dial +1-805-690-2340. Or, visit our Web site at [www.gotoassist.com](http://www.gotoassist.com). Individual support professionals should consider our GoToAssist Express product, which can be purchased online at [www.gotoassist.com](http://www.gotoassist.com).

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**Product information:**  
[www.gotoassist.com](http://www.gotoassist.com)

**Sales inquiries:**  
[gotoassist@citrixonline.com](mailto: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](mailto:pr@citrixonline.com)  
Phone: +1-805-690-2961

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

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

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