



# See the Screen. Fix the Issue.

## 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.

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 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

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 into the quality of service provided by both internal employees and external outsourcers. Managers can also review past session data through session recording. These tools enhance the capabilities of managers to evaluate the performance of individual representatives and teams.

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 without delay. Technicians can connect to end users typically in 20 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

The Citrix 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 to customers with GoToAssist Corporate. Customers can request technical support by calling a contact center or by visiting a company's website.

- **Phone:** Representatives can invite customers to join a support session by entering a connection code at a website or by selecting a representative from a list.
- **Web:** Customers request support from a website 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 FastChat chat-only support session. Chat support sessions can be transferred to another rep with screen-sharing capabilities.
- **Online queue:** Intelligent routing technology automatically sends customer inquiries to the appropriate support department and creates a queue for the next available representative.

**Language availability**

Select from the following 15 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

**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** — A representative can 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.)

**Mobile device support** — Deliver fast, secure support to Android devices.

**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.

**In-session chat** — Each rep can chat with up to 8 customers at a time.

**Web chat** — Reps can instantly support customers in a download-free chat interface. The chat session can be escalated to full screen-sharing remote support.

**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.

**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 the Sarbanes-Oxley Act.

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

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

**Stephen P. Blythe**  
 President  
 Blytheco

**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 website, as well as leading service-desk applications, such as CRM, knowledge base, ACD, Salesforce or other applications.

### 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. We partner 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 Remote Support and Service Desk products at [www.gotoassist.com](http://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 website at [www.gotoassist.com](http://www.gotoassist.com).



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#### About Citrix

Citrix (NASDAQ:CTXS) is a leader in virtualization, networking and cloud services to enable new ways for people to work better. Citrix solutions help IT and service providers to build, manage and secure, virtual and mobile workspaces that seamlessly deliver apps, desktops, data and services to anyone, on any device, over any network or cloud. This year Citrix is celebrating 25 years of innovation, making IT simpler and people more productive with mobile workstyles. With annual revenue in 2013 of \$2.9 billion, Citrix solutions are in use at more than 330,000 organizations and by over 100 million people globally. Learn more at [www.citrix.com](http://www.citrix.com).

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