

GoToAssist Corporate Chat

Support organizations now have an even faster way to connect with customers. GoToAssist® Corporate™ Chat allows companies to immediately start supporting customers without downloading any software. In addition to faster response times, Chat gives organizations greater flexibility to expand and customize their support methods, including Chat-only support.

Key benefits

- Faster time into session and faster problem resolution.
- No download for customer.
- Manage all types of support licenses in one tool.
- Serve customers through multiple channels.
- Reduce inbound call volume.
- Easy-to-use interface.

What is GoToAssist Corporate Chat?

GoToAssist Corporate Chat is an online connection method allowing the customer and representative to immediately communicate in a Web-based chat interface without any software download. Once a support request is made, technicians can instantly engage with customers and start solving their problem, resulting in faster time to session and faster problem resolution. If the problem cannot be solved in the Chat interface, technicians can escalate the session to Screen Sharing or transfer the session to another representative with screen-sharing capabilities.

The new Chat feature is included with Screen Sharing and other remote assistance capabilities in a full GoToAssist Corporate subscription. Chat can also be purchased without Screen Sharing for specialized Chat-only teams such as customer service.

Why use GoToAssist Chat?

Quick connection times combined with an easy-to-use interface means simple problems can be resolved faster, lowering the inbound call volume and increasing team productivity.

Customers

Many customers today prefer online channels over phone support. Hold times are reduced or eliminated altogether, and a direct Chat connection is more convenient for customers who are already online.

Agents

Support representatives can provide Chat support or remote support from one tool. Support requests can begin online with Chat. If more advanced support is needed, reps can transfer sessions or escalate to Screen Sharing (download required). Reps can utilize the Team Collaboration functionality built into GoToAssist Corporate in both Chat and remote support sessions.

• www.gotoassist.com

Organizations

Contact centers and Help Desks reduce costs and administrative time by managing Chat and remote support licenses together. All dashboard metrics, session logs and performance metrics are accessed in the GoToAssist Management Center.

Connection methods

GoToAssist Corporate offers multiple connection methods. Customers can request technical support by calling a contact center or by visiting a company's Web site.

Phone – technicians invite customers to join a support session by entering a connection code on a Web site or by sending an email.

Web – customers request support from a Web site form or button. Includes broadcast or intelligent routing technology.

Feature and Functionality	GoToAssist Corporate Chat	GoToAssist Corporate Remote Support
Chat with Customer	Yes	Yes
Applet Download	No	Yes
Screen Sharing	No	Yes
Branding Capabilities	Yes	Yes
In-Session Features		
Multi-Session	Yes	Yes
Session Transfer	Yes	Yes
Canned Messages	Yes	Yes
Web Page Push	Yes	Yes
Team Collaboration	Yes	Yes
File Transfer	No	Yes
Diagnostics	No	Yes
Reboot/Reconnect	No	Yes
Annotation Tools	No	Yes
Run as a Service	No	Yes
Management Tools		
Management Center	Yes	Yes
Easy Administration	Yes	Yes
Record Session Data & Logs	Yes	Yes
Centralized Reporting	Yes	Yes
Customer/Rep. Surveys	Yes	Yes
Manager Silent Monitoring	No	Yes
Real-time Monitoring	Yes	Yes



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