

With work happening anywhere, IT needs to be everywhere. Support any device – PCs, Macs, iOS, Android, and Chromebooks – whether employees are around the cubicle or across the country. GoTo Resolve makes everyone's work a little easier.



## Support seamlessly

Provide consistent support to employees in the office, at remote workstations, and everywhere in between.



# Stay flexible

Support from any device, including Chromebooks, Linux, and tablets, on a browser or mobile app.



# Secure, start to finish

Don't sacrifice security for simplicity. Behind an easy-to-use interface is security-first architecture.

#### One. The exact number of IT tools you need.

Resolve brings together world-class remote support, remote access, camera sharing, and conversational ticketing – and ties it all up with 99.9% uptime for reliability you can count on.

۵	Support	Invite your customer to a session	
6	Support home		
Devices	(	Instant remote support	Camera share session
E3 Helpotek X	Sessions Your ongoing sessions will be listed here. To start a session choose either	Ę.	0
	option on the right.	Troubleshoot customen' desistop ar mobile devices. Customers can share there screen without devertiseding anything. They can choose to grant you access to their device.	See what your customer can see. No download required on their end. Works with all devices that have a camera and a browser.
		Start remote support session	Connect to camera
		Connect to a device	Showing online devices only C Refresh Show all devices >
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## Streamline the agent and employee experience.

# **Remote Session Types**

- Pin-based/Clientless Session
- Unattended Session
- Remote Control
- Remote View
- Desktop Support (PC, Mac, Chromebook)
- Mobile Support (iOS and Android)
- Camera Share Support Session

# In Session Functionality

- Guided Agent Flow
- In-session Chat
- Reboot and Reconnect
- Ctrl-alt-delete Shortcut
- File Transfer
- Zoom/Resize Customer Screen
- Multi-session Handling
- Remote System Diagnostics
- In-session Clipboard Synchronization
- Session Transfer
- Multi-agent Collaboration (Coming Soon)
- Session History and Notes
- Session Recording

## **Agent Console**

- Web Agent Console
- Desktop Agent Console
- Tablet Support for Agent Console
- Mobile Agent App (iOS and Android

#### Security

- Remote Connections Using TLS and AES Encryption
- Audit Reports
- Data Confidentiality
- Data Center Residency (EU, US)
- Report Abuse

#### **Mobile Support Android**

- Connect via SMS, Link, or Email
- Remote Control
- Remote View
- Chat
- Session Recording
- System Information (OS, Device Model, Device Screen)
- Memory, Network, and Battery Consumption Info
- Transfer Session
- Screenshot

#### **Mobile Support iOS**

- Connect via SMS, Link, or Email
- Remote View
- Chat
- Session Recording
- System Information (OS, Device Model, Device Screen)
- Memory, Network, and Battery Consumption Info
- Transfer Session
- Screenshot

Resolve's all-in-one IT platform is all you need to support your flexible workforce.