GoTo Resolve



Data Sheet

Mobile Support Feature Spotlight

Remote support for every device

Provide fast, frictionless remote support for virtually any iOS, Android, or Chrome device and keep your end users productive on the go.

iOS Device Support

Agents can remotely view any iPhone or iPad running iOS 11+ to see what the end user sees.

Android Device Support

Remotely view and control Android devices running Android 6+, as if you were there in person, with attended and unattended access.

Chromebook Device Support

Remotely view Chromebooks to troubleshoot tech issues on an increasingly popular platform.

Mobile Chat

End users can chat instantly with agents within the web browser or app at any time.

Session Invitation

Choose from multiple ways to join a session, including SMS, PIN, link, or email directly into the support session.

Session Transfer

Seamlessly hand a mobile support session over to another active agent within your organization for first-call resolutions.

Key Benefits:

- Support end users on all their devices – wherever they are
- Easy to use: Starting a mobile support session has never been easier
- Fast, frictionless support for iOS, Android, and Chromebook
- Instant chat between end users and agents to stay connected

Learn More

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