GoTo Resolve



Data Sheet

Remote Support Feature Spotlight

Advanced support, made easy

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

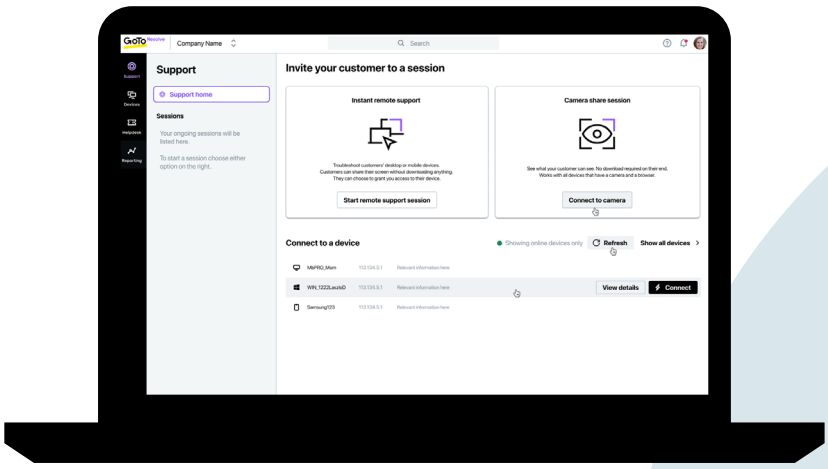
Support from any device, including Chromebooks, Linux, and tablets, on a browser or mobile app.

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.

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



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
- 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

* Not available in all tiers
** Available as an add-on

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