

GoToAssist for Salesforce

Key benefits

- Streamline support operations – launch a screen-sharing session with your customer's PC or Mac directly from a Salesforce case.
- Deliver quick, seamless support – with one click, generate a GoToAssist connection code and email the session link directly to customer or provide it over the phone.
- Eliminate duplicate data entry – remote-support session log and survey results are automatically saved in Case Activity History.

GoToAssist®, the market leader in remote support, integrates with top CRM service Salesforce.com, uniting two essential customer service tools. In our newest app, GoToAssist for Salesforce, remote support and case management are seamlessly joined. Customers can now launch GoToAssist remote support sessions directly from Salesforce. This much-needed app for contact centers and support professionals enhances the customer support experience while increasing agent productivity, further reducing costs and improving customer service levels.

How it works

GoToAssist for Salesforce smoothly integrates with your organization's Salesforce account. Once installed, click the GoToAssist button from your Salesforce case record and begin viewing and controlling your customer's computer (PC, Mac® or smartphone). It's that easy. All session details are automatically captured as Activity History in Salesforce, decreasing duplicate data entry. Support representatives only need to keep one application open to perform their day-to-day support activities.

The screenshot displays the Salesforce 'Case Edit' page for Case ID 02818913. The 'Case Information' section shows details for 'Joe Customer' at 'Acme, Inc.'. A red circle highlights the 'GoToAssist' button in the top right corner of the page. An orange callout box points to this button with the text: 'Start a remote support session directly from a customer case record.'

Below the case information, the 'Open Activities' section shows 'No records to display'. The 'Activity History' section is expanded, showing a table of activities. A red box highlights the first row, which represents the GoToAssist session. The table has columns for Action, Subject, Name, Task, Due Date, Assigned To, and Last Modified Date/Time.

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit Del	GoToAssist Session	Joe Customer	✓	3/10/2011	Barry Dacus	3/10/2011 1:33 PM

Below the Activity History table, the 'Attachments' section shows 'No records to display'. An orange callout box at the bottom right states: 'Remote support session details are automatically stored in Activity History.'

GoToAssist[®] for Salesforce

GoToAssist is the market leader in remote support and provides a comprehensive and secure solution that helps businesses increase revenue and reduce costs while improving customer satisfaction and problem resolution times. GoToAssist integrates with salesforce.com's Sales, Service and Call Center Cloud Services.



Salesforce.com is the world leader in on-demand customer relationship management (CRM) services. Visit the AppExchange On-Demand Marketplace to download the free GoToAssist app today!

GoToAssist features

The world leader in remote support, GoToAssist, offers a robust feature set to ensure fast, dependable resolution of issues.

- **Remote control and troubleshooting** features ensure your agents can quickly diagnose and resolve tech problems, from the most routine issues to the most difficult.
- **Collaboration** tools facilitate teamwork and seamless escalation of support sessions, ensuring first-contact resolution.
- **Productivity-enhancing** features, like hosting multiple sessions simultaneously and in-session chat, increase support representatives' efficiency.
- **Multiple connection methods** ensures your company can quickly and efficiently reach your customers in their preferred channel.
- **Customization and integration** – brand and integrate the GoToAssist platform with your infrastructure and preferred applications.

GoToAssist 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



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