

# Rescue Live Lens

Seamless, secure camera sharing with zero downloads.

## Endless opportunities to guide your customers and field teams.

Supporting a physical device or environment requires seeing what's going on. But most camera sharing solutions require a download, and that's a barrier for customers, especially for one-time fixes. Rescue Live Lens is entirely browser-based, so customers and field teams can get into a session with just one click. Now there's no limit to what you can see, support, and solve – seamlessly.

## How can your business benefit from Live Lens?

**Provide a better customer experience.** Take out the guessing game to remove friction, tighten up call times, and empower customers to handle similar issues in the future. Help troubleshoot, fix, or install any piece of equipment – a router, printer, conference hardware, smart device, refrigerator, HVAC – you name it.

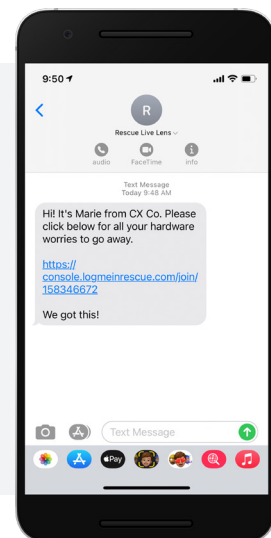
**Reduce unnecessary truck rolls.** Save a trip by fixing simple issues remotely. Still need someone to go? Use Live Lens to set up your field service teams for success. Visually assess the situation and inspect the device to determine the right tools, parts, and technicians to send to resolve the issue on the first visit.

**Leverage your senior team's expertise.** Give field service teams and third parties, like facilities managers, access to a lifeline. Senior support teams and product experts can remotely see what's happening for themselves and share their expertise on the spot. Issues are solved faster, and less experienced techs have the opportunity to learn more.

Zero downloads.  
Zero confusion.

With an entirely browser-based solution, one click is all it takes for end users to start streaming video from their mobile device's camera.

Admins can customize the session invitation and landing page for a truly personalized experience.



## Simple

Easy for customers to use,  
easy for agents to guide fixes.

**Camera Sharing:** Customers simply use their iPhone, Android, or Windows camera to show the issue.

**Browser-based:** Live Lens is entirely browser-based for end users and agents. Customers simply click to join a session, no download needed. Ensures your agents are always on the most recent version.

**Annotations:** Agents can draw or place various annotations such as numbered arrows, text and auto shapes on the paused video or snapshot to help explain the solution.

**VoIP Audio:** Built-in audio makes it easy to communicate while seamlessly resolving the problem.

**Flashlight:** Shine a light on the problem in dark environments to see details.

## Flexible

Supports the experience  
you want to provide.

**Session Transfer:** Transfer an active session to another agent without requiring the customer to start over.

**Agent Notes:** Conveniently take notes during a session for later reference.

**Snapshots:** Capture a still image for record keeping.

**Microsoft Dynamics CRM Integration:** Start and run a session from the Dynamics interface and store session data.

## Secure

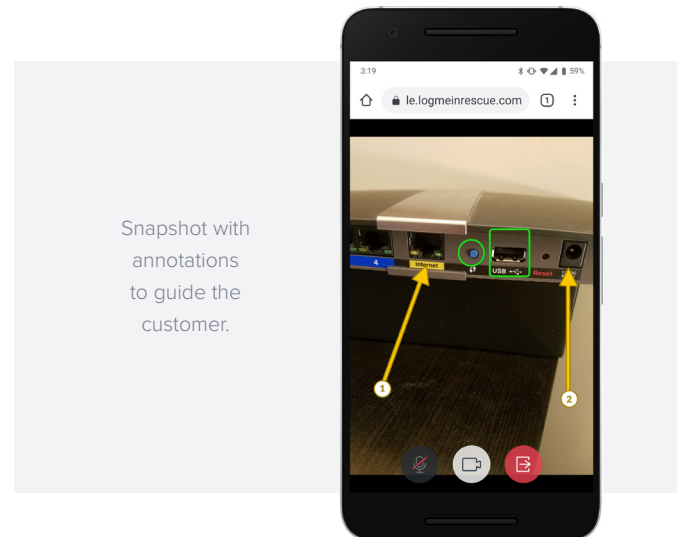
Safeguards your customers  
and your business.

**Admin Center:** Take granular control over the features and functions available to your agents.

**Session Recording:** Save the camera sharing session for quality assurance or audit purposes.

**Session Reporting:** See historical data to analyze usage and calculate metrics for the team.

**Security Protocols:** Count on LogMeIn's TLS 1.2 transport security with AES-256-bit encryption.



# See for yourself.

Schedule a demo at  
[www.logmeinrescue.com/live-lens-demo](https://www.logmeinrescue.com/live-lens-demo).

**Rescue**  
by LogMeIn