



BUYER'S GUIDE TO CHOOSING THE RIGHT REMOTE SUPPORT TOOL




How to choose a remote support solution

Today, providing customer support is complex. The demand for remote technical support has jumped since the pre-pandemic days, as have the number of agents working remotely, putting pressure on organizations to provide consistent, secure, and reliable support regardless of location.


Standardizing on a single remote support solution for customers and internal employees can reduce complexity and increase satisfaction.





This buyer's guide can help you select the remote support tool that will work best for your organization. With nearly 20 years of experience, GoTo delivers remote support solutions with key features and functionalities that make us the market leader in the flexible work space.

Based on experience working with tens of thousands of support professionals in organizations of all sizes worldwide, we have identified the five most important factors to consider when evaluating remote support solutions. We have designed the following guide to help you through the selection process.



1 Core functionality

Most remote support solutions provide remote control, remote screen sharing and file transfer, allowing agents to perform routine support tasks. But you should look for a solution that goes further and enables agents to perform more advanced support tasks via more sophisticated capabilities.

Quick diagnostics

Getting harried users to accurately describe what's happening on their computers, tablets or smartphones is a time-consuming and error-prone process. With quick diagnostic capabilities, agents can check essential technical data automatically, which speeds up troubleshooting and reduces frustration.

Multiple session handling

The days of providing support to only one user at a time are long gone. A modern remote support solution requires an interface that enables agents to interact with customers online via chat while having multiple sessions running simultaneously. Thus, agents can work more effectively and solve problems quickly, which lowers support costs.

Mobility

Your organization must support a growing array of devices, not just PCs and Macs but also mobile devices. The ability to support these devices can be a benefit for your users, and the ability to support from these devices can be a business benefit for you. Look for a remote support solution that will meet your mobility needs, both to and from mobile devices.

Integration with other systems

Most organizations use a multitude of tools to gather information and solve problems. The ability to integrate these tools will make it less time consuming and frustrating for agents and users. Your remote support tool should integrate with your ticketing and customer relationship management tool and other complementary systems.

Collaboration

Since technicians are working remotely, they are unable to pop by a colleague's desk to ask for advice or collaborate on a fix. Ensure your solution supports technician collaboration, wherever they are. Consulting another tech, escalating an issue to an expert and observing specialists as they resolve issues for real-time training opportunities should be effortlessly enabled.

Administration

Managers need certain administration capabilities to run their departments efficiently. Your remote support solution should allow them to assign issues based on agent expertise, create escalation levels, monitor agents and conduct customer satisfaction surveys.

2 Usability

Customers demand easy, efficient support and have no shortage of options when it comes to finding a new company to do business with if you don't meet their expectations. Here are the features you need to exceed them.

Less effort

Users who aren't tech-savvy often find it difficult to follow requests from agents over the phone. Your remote support tool should allow support sessions to start with minimal steps for the user and enable agents to conduct triage steps without additional user involvement. The solution should operate even when a device is unattended – after the appropriate authorization is given – so users can get on with other tasks.

Fast connection

Faster connections reduce incident handling time and user frustration. While no hard-and-fast rules apply, establishing a connection should be quick and efficient to increase your customer satisfaction on every call.

Communication channels

Today's users expect to communicate with organizations the way they choose. Your remote support solution should allow them to request support through multiple channels, whether it be a website, a desktop icon, a mobile app or a supported device that does not require previously installed software.

Camera sharing

Ensure your support can extend past online devices to hardware or even devices that can't be connected. By seeing your customer's equipment or space through a live video feed, you can guide them to a fast resolution on the first call without the need to have a device returned or send an agent onsite.



3 Security

With cyberthreats on the rise, security is a vital concern. Because remote support tools enable access to networked devices that often hold proprietary applications and confidential data, strong security is critical.

Communications and data transfer

Your remote support tool should use a TLS 1.2 transport security and AES-256-bit encryption, as well as two-step verification logins to ensure that messages are exchanged confidentially, that transferred files cannot be hacked and that data at rest is protected.

Agent management/roles and permissions

Your administrators should be able to manage agent access by defining the roles and permissions that agents will need to do their jobs. The solution should include capabilities that allow administrators to define permissions for different agent groups and get realtime usage reports.

Additional enterprise security layers

Look for a solution that goes beyond core security measures. You should be able to choose to host your own PIN webpage, block unwanted traffic, restrict access to only users in your company and control how PIN codes are generated and accepted – all as you see fit.





4 Dependability

When customers rely on you, you need to be able to rely on your technology. Ensure your tools can be trusted and that they can scale to handle more agents and users without eroding reliability, availability, or performance.

Reliable session loads

Support loads can vary widely based on many factors. A remote support solution must be able to handle a maximum load while maintaining high performance and response times and offer high availability and minimal downtime, even when you can't anticipate the load.

Reliable uptime

Your customers and end users rely on your support tools being available. Take a close look at uptime when considering a solution. Anything less than 99.9 percent availability is unacceptable.

Flexible licensing

Be ready to scale, grow, and flex with the changing demands of the support landscape. You should be able to continually optimize your remote support solution to meet evolving needs and use cases for the long term.



5

Deployment model

Make sure your solution provider is offering real cloud-based technology or ease of deployment and use. Some on-premise providers may attempt to host their solutions and sell them as cloud-based offerings in an effort to maintain market share. If it's not a truly cloud-based offering, your customers are sure to deal with slow software, additional hardware maintenance and many other headaches.

Your remote support checklist

Whether you are investigating remote support solutions for the first time or you're unhappy with your current remote support tool, this checklist will help you compare various solutions so you can more effectively weigh your options and choose the tool that best meets the unique requirements of your organization.



- Is this tool easy enough for not-so-tech-savvy customers?
- Can we rely on this tool to be available when we need it?
- Does it take 20 seconds or less to initiate a support session?
- Can our support team optimize their time while seamlessly managing multiple remote support sessions at once?
- Can we access information about a user's system without remote control to help resolve issues faster?
- Does the tool generate reports based on agent statistics and activity, as well as user satisfaction levels?
- Does the tool meet the rapidly expanding security standards of our organization, and those of our customers?
- Does the tool improve first-call resolution via agent collaboration, sharing of sessions or escalation when it's needed?
- Can we get users into sessions through multiple entry points, including email, direct links and browsers?
- Can we customize the support tool to show off our brand?
- Can we extend support beyond computers and mobile devices without being on-site?
- Does the support tool easily integrate with our existing business systems?

**Additional demands
will inevitably be placed on support
agents to solve more complex problems
with fewer resources.**

If your remote support solution is lacking in functionality, or if your tool isn't providing the best customer experience, it's time to look for more.

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