

ALL-IN-ONE IT MANAGEMENT SOLUTION PURPOSE-BUILT FOR TODAY'S SUPPORT CHALLENGES

GoTo Resolve brings together world-class reactive and proactive support with conversational ticketing to help you receive requests, triage problems, and fix issues quicker, wherever work happens. Provide fast, consistent IT support for in-office and remote workers and deliver refreshingly simple IT support experiences.

WHY GOTO RESOLVE?



Streamline your IT support.

No more jumping to different platforms, remembering portal URLs and support email addresses, or hunting through an inbox. GoTo Resolve includes your go-to tools.



Flexible for today's work systems.

GoTo Resolve is built to meet the needs of each organization and use case with support for all systems – PC, Mac, iOS, Android, and Chromebooks.



Security never compromised.

It's no secret that cybersecurity threats are growing along with flexible and remote work. GoTo Resolve is built with a security-first architecture.

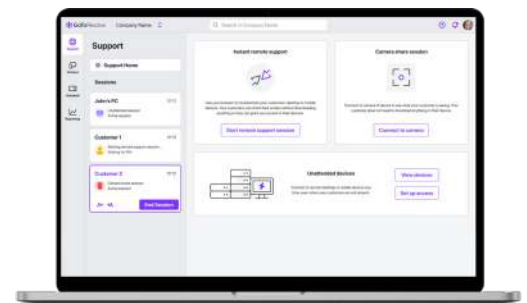


Minimize employee downtime.

Bring IT support to your employees in your messaging platform. Agents can also access computers to provide support when no one is there.

GoTo Resolve unifies:

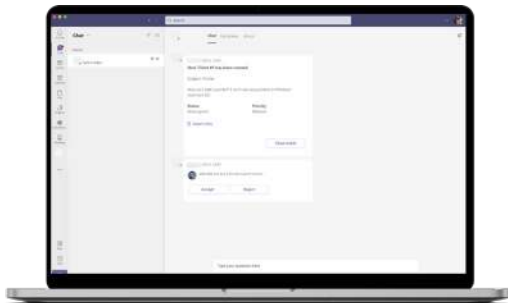
- Device access and control for PCs and Macs
- Remote support for Android, iOS, and Chromebooks
- Ticketing and incident management in MS Teams
- Live end user camera streaming for equipment and hardware
- Reporting to monitor and optimize support experiences



Consolidated console: The tools agents need most to do their day-to-day work are easily accessible in one view.

STREAMLINES SUPPORT FOR FASTER RESOLUTIONS

- **Consolidated toolkit:** With unified tools, agents no longer need to switch between app windows and logins to capture and solve problems.
- **Conversational ticketing:** Employees and agents can submit, manage, and solve problems within MS Teams messages.
- **Simultaneous support:** Agents can optimize their time with the ability to support up to 10 end users at a time.
- **Guided agent flow:** A seamless join flow with visual cues to guide the experience eliminates the friction of getting into a session.
- **Agent screen sharing:** Agents can speed up educational experiences by sharing their screen to provide visual guidance.



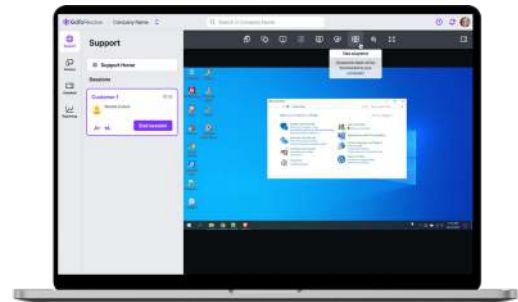
Conversational ticketing: Simplify and consolidate support for employees and agents by moving the end-to-end experience to your messaging platform.

SECURES YOUR BUSINESS

- **Secure architecture:** Permission-based support is backed by end-to-end data encryption using government-approved 256-bit Advanced Encryption Standard (AES) and Secure Sockets Layer (SSL).
- **Multifactor authentication:** Add a second level of security for your accounts to make credential attacks extremely difficult.
- **SSO:** Agents can securely log in with the same identity they use for other enterprise applications.

FLEXES TO FIT YOUR NEEDS

- **Right-fit support:** Agents can choose zero-download remote view for fast support or launch remote control when they need to dive deeper.
- **Support any device and platform:** Meet any user on any device with support for all systems – PC, Mac, iOS, Android, and Chromebooks.
- **Support from any device and platform:** Provide support from Linux, tablets, a browser, or the GoTo Resolve agent mobile app.
- **Desktop and web agent console:** Agents choose the interface that works best for them – a downloadable desktop console or web console.



Right-fit support: Powerful remote control gives agents options like shortcuts, system diagnostics, file transfer, and more.

MINIMIZES EMPLOYEE DOWNTIME AND DISRUPTIONS

- **Unattended access:** Address problems when the time is best for the employee and agent (available on PC, Mac, and Android).
- **Zero-download camera sharing:** Expand the range of what your team can support to include disconnected devices, home Wi-Fi, printers, and more.
- **System diagnostics:** See the current status of an end user's device to identify problems without interrupting their work.

Interested? Reach out to your Partner Manager.