

## Product Overview

# All-in-one IT Management 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.



### 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.



### 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.

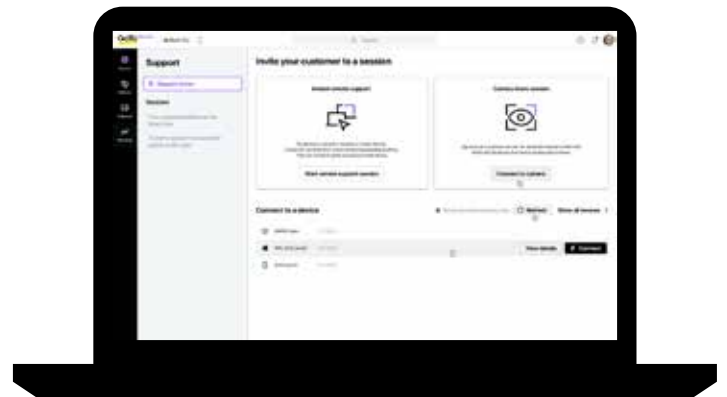


### Minimize employee downtime

Bring IT support to your employees in your messaging platform, and access computers to provide support when no one is there.

### GoTo Resolve unifies:

- Device access and support for PCs, Macs, Chromebooks, and mobile
- Lightweight remote monitoring and management (RMM) tools for background access
- Ticketing and incident management in MS Teams and Slack
- Live end user camera streaming for equipment and hardware



**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 and Slack messages.
- **Simultaneous support:** Agents can optimize their time with the ability to support multiple 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 collaboration:** Agents can join remote sessions simultaneously to resolve the issue together, or transfer sessions seamlessly.

## 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 Transport Layer Security (TLS).
- **Zero trust access:** The industry's first zero trust identity-based access control to protect managed devices from malicious actors.
- **Multifactor authentication:** Add a second level of security for your accounts to make credential attacks extremely difficult.

## 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 – PC, Mac, iOS, Android, and Chromebooks – and provide support from any device or platform (desktop, web, or mobile).
- **Helpdesk Options:** Make the solution your own with a choice of conversational and/or traditional ticketing, and a desktop agent console, web console, and/or mobile app. Plus expand the power of ticketing to other teams like HR and finance.
- **Free and paid versions:** Use the features that matter most to your business and change tiers as needed.

## Minimizes Employee Downtime and Disruptions

- **Background access:** Address problems when the time is right. Pull system diagnostics, complete administration tasks, and view and transfer files without interrupting the end user.
- **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.
- **Remote Execution:** Eliminate repetitive tasks, install software, and push files to multiple computers at once, no scripting knowledge required.

# Streamline the agent and employee experience.

## Remote Session

- Remote View
- Pin-Based Clientless Remote Support (Direct link, SMS, or email)
- Unattended Remote Access (Windows, Mac, & Android)
- Multi-Session Handling
- Session Transfer
- Multi-Agent Collaboration
- File Transfer
- Guided Agent Flow
- Multi-Monitor Support
- Screen Blanking
- Reboot & Reconnect
- Session Recording
- Agent Screen Sharing
- Agent Mobile App (iOS & Android)
- Camera Share Support Session

## Monitoring and Management

- Mass Deploy (MSI)
- Remote Execution
- Device Labels
- Remote Terminal Access
- Background File Manager
- Device Quick View
- Single Sign-On (SSO)
- Antivirus Management\*
- Alerts\*
- Patch Management\*

\* Coming soon

## Helpdesk

- Web Helpdesk Console
- Incident Management
- Conversational Ticketing (Slack/Microsoft Teams Integration)
- Email Ticket Submission
- Integrated Remote Support
- Remote Support Session History
- Unlimited Helpdesk Services (for IT, HR, Finance, and other teams)

## Account Administration

- Unified GoTo Admin Center
- Active Directory Connector (ADC)
- Session & Help Desk Reporting

## Architecture/Security

- Zero Trust Identity Based Access Controls
- TLS/AES Encryption
- Multi-Factor Authentication (MFA)
- GDPR Compliant

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Get Resolve Free