

TECHNICIAN COLLABORATION:

Why Two (or Three or More!) Heads are Better Than One

Sometimes remote help desk technicians need a little help themselves. But now that technicians are working remotely, they can't just pop by a peer's desk to ask for help. Rescue remote support simulates that shoulder-to-shoulder collaboration in a virtual space.

ACT FAST

Get end users back up and running after one call.

SIMPLIFY

Solve complex issues with seamless collaboration.

SKILL UP

Junior techs learn how handle similar issues in the future.

SUPPORT ONE ANOTHER

Technicians don't feel all alone while working alone.



Invite another technician, whether inside or outside your organization, to join the remote support session.



Set permissions to allow the appropriate level of access for the tech to take control of the end user's computer.



Both techs stay on the line with the end user through resolution. No downloads for anyone.

TEAMWORK GETS THE JOB DONE

Technician Collaboration is a simple feature that's more valuable than ever before. Experience it for yourself with a free trial of Rescue remote support.

Try it Free

 **Rescue**



Rescue, built by GoTo.
Remote support made easy.