GoTo Resolve

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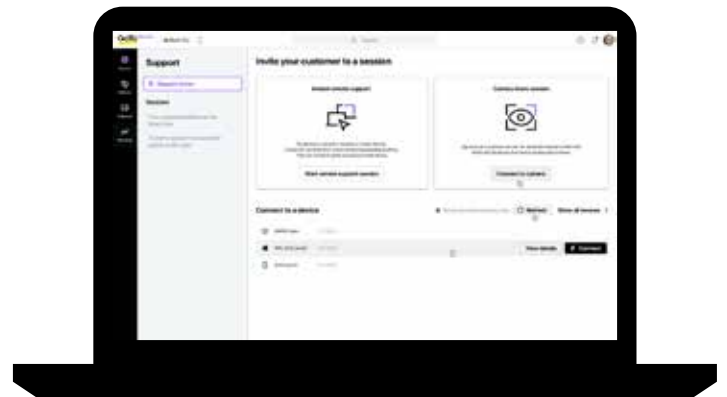
Consolidated console: The tools agents need most to do their day-to-day work are easily accessible in one view.

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.

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.

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.

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*

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

* Coming soon

Get GoTo Resolve for free.
Visit www.goto.com/it-management/resolve

Get Resolve Free

05.18.2022_GoTo0281