

# GoToAssist Remote Support of Android Smartphones and Tablets

## Key benefits

- Troubleshoot issues on Android devices and quickly resolve them with GoToAssist.
- Ensure the productivity of mobile workers and customers on the go.
- Deliver secure, dependable support to anyone, anywhere.
- Easy to set up with fast connection times.
- Minimize the costs and irritations of travel.

Citrix GoToAssist remote support of Android™ smartphones and tablets enables customer service centers and help desks to deliver fast, easy support to mobile devices. Expand your service offering by providing instant support to mobile users, perform system diagnostics and chat with end users to troubleshoot and resolve phone issues fast. Ensure that one of the most critical and indispensable business tools — mobile devices — are up-and-running 24/7. Keep customers and employees connected, productive and satisfied every time and everywhere with GoToAssist.

## How it works

Using the GoToAssist HelpAlert application, support representatives generate and send a Connection Code to the customer. The customer enters this code into the GoToAssist client application and is immediately connected to the support session. The support rep can then conduct system diagnostics and chat to troubleshoot and solve technical issues. All the logs and screen activity will be stored in the same fashion as standard computer support sessions.



## Features

System Diagnostics	One-click retrieval of key system diagnostics. Instantly view device information such as OS, memory stats, applications, SIM card, etc.
Live Chat	Chat in real time with clients instead of staying on the phone.
Multiple Sessions	Simultaneously support up to 8 devices at a time.
Team Collaboration	Invite additional experts to collaborate in a single support session. Invited reps can be visible or invisible to the end user.
Management Center	Evaluate individual and team performance through real-time monitors and reports.
Manager Silent Monitoring	Managers can silently observe live remote sessions in progress.
Session Recording	Archived sessions can be used for evaluation or training, and enable compliance with government and industry regulations.

### Android models supported

Devices running Android operating system 2.2 and higher, including:

- Motorola® Droid® 3
- Motorola Atrix®
- Samsung® Galaxy® S
- Samsung Nexus® S
- Samsung Nexus S 4G
- HTC® Thunderbolt®
- HTC EVO® 4G

## Contact us

To learn more about GoToAssist remote support of Android devices and to request a free demonstration, please contact us toll-free at 1 800 549 8541 or direct dial +1 805 690 2340. Or, visit our website at [www.gotoassist.com](http://www.gotoassist.com). Individual support professionals should consider our GoToManage remote support product, which can be purchased online at [www.gotomanage.com](http://www.gotomanage.com).



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#### About Citrix Online

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