

## Data Sheet

# Remote Support Feature Spotlight

Advanced support, made easy

With work happening anywhere, IT needs to be everywhere. Support any device – PCs, Macs, iOS, Android, and Chromebooks – whether employees are around the cubicle or across the country. LogMeIn Resolve makes everyone's work a little easier.



## Support seamlessly

Provide consistent support to employees in the office, at remote workstations, and everywhere in between.



## Stay flexible

Support from any device, including Chromebooks, Linux, and tablets, on a browser or mobile app.

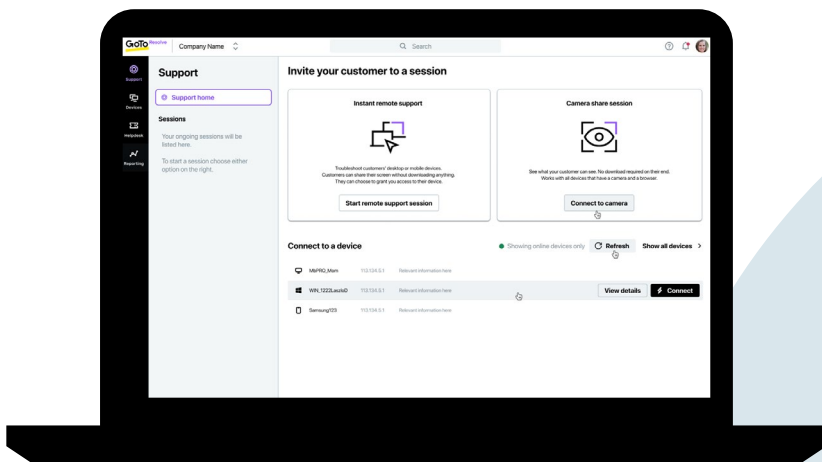


## Secure, start to finish

Don't sacrifice security for simplicity. Behind an easy-to-use interface is security-first architecture.

## One. The exact number of IT tools you need.

LogMeIn Resolve brings together world-class remote support, remote access, camera sharing, and conversational ticketing – and ties it all up with 99.9% uptime for reliability you can count on.



# Streamline the agent and employee experience.

## Remote Session Types

- Pin-based/Clientless Session
- Unattended Session\*
- Remote Control
- Remote View
- Desktop Support (PC, Mac, Chromebook)
- Mobile Support (iOS and Android)\*\*
- Camera Share Support Session\*\*

## In Session Functionality

- Guided Agent Flow
- In-session Chat
- Reboot and Reconnect
- Ctrl-alt-delete Shortcut
- File Transfer
- Zoom/Resize Customer Screen
- Multi-session Handling
- Remote System Diagnostics
- In-session Clipboard Synchronization
- Session Transfer
- Multi-agent Collaboration
- Session History and Notes
- Session Recording

## Agent Console

- Web Agent Console
- Desktop Agent Console
- Tablet Support for Agent Console
- Mobile Agent App (iOS and Android)

## Security

- Remote Connections Using TLS and AES Encryption
- Audit Reports
- Data Confidentiality
- Data Center Residency (EU, US)
- Report Abuse

## Mobile Support Android\*\*

- Connect via SMS, Link, or Email
- Remote Control
- Remote View
- Chat
- Session Recording
- System Information (OS, Device Model, Device Screen)
- Memory, Network, and Battery Consumption Info
- Transfer Session
- Screenshot

## Mobile Support iOS\*\*

- Connect via SMS, Link, or Email
- Remote View
- Chat
- Session Recording
- System Information (OS, Device Model, Device Screen)
- Memory, Network, and Battery Consumption Info
- Transfer Session
- Screenshot

\* Not available in all tiers

\*\* Available as an add-on

**Remote support is just the beginning.** LogMeIn Resolve's all-in-one IT platform is all you need to support your flexible workforce.

**Get LogMeIn Resolve Free**