

# Distance diagnosis

You're a call center agent providing IT support. But with most customers only able to describe their issue in non-technical language, troubleshooting can be tough. How can you get a clearer picture?

## Be more hands-on with remote support

Take control of your customer's computer remotely so you can quickly identify and resolve their issue – leaving them to get on with their day.



## Get started in seconds

Your customer can join you in the support session simply by clicking the link in the invitation email.

[Find out more >](#)

## See it all for yourself

Assess the problem and then ask the customer for their permission to take over their computer, so you can work directly on their desktop and fix things faster.

[Find out more >](#)

## Record and review

The administrator can set up Remote Support to record all sessions automatically, either to train new staff or confirm that an agent followed correct procedures.

[Find out more >](#)

- ✓ Start a support session quickly.  
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- ✓ Troubleshoot easily.  
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- ✓ Cover your back with session recordings.