The Easy & Secure Remote Support Solution

What is Remote Support?

A remote support solution allows you to solve clients' computer problems without actually seeing the computer in question. This is achieved via screen sharing technology which allows you to view the client's screen and control one's mouse/keyboard to troubleshoot IT problems live over the Web.

Online remote support via screen sharing software is efficient, effective and economic. It increases the first-call success rate and consequently customer satisfaction. The time and money spent on travel and phone bills are substantially reduced as remote support personnel can access the computer in question with just a few mouse clicks. Individuals and businesses of all sizes are benefiting from remote support solutions.

Features:

- **Screen Sharing & Remote Keyboard/Mouse Control**
  With real-time screen sharing and remote control, you can effectively diagnose and troubleshoot your clients' computer problems.

- **File Transfer**
  The integration of a file transfer function allows you to quickly transfer the necessary patches and applications to install on your client's computer.

- **Whiteboard**
  With the annotation tool, you can highlight and illustrate areas to achieve better understanding.

- **Recording & Playback**
  You can record the whole remote support sessions for documentation. The recordings are saved in proprietary format to provide users with 100% accuracy and security.

- **Speed/Quality Adjustment**
  Adjusting the color quality of the screen sharing is an important feature for remote support, as it allows you to increase the speed of data transfer and consequently troubleshoot the support issue faster.

- **Initial Viewing Direction and Remote Control Settings**
  This allows you to define who will have the screen presenting and remote keyboard/mouse control rights even before the session has started.

Advantages:

Feature Packed: powerful built-in features to facilitate your remote support sessions.

Cross-platform: supporting PC, Mac and Linux users.

Easy-to-use: suitable for clients at all IT levels.

Firewall-friendly: works behind NAT, routers, firewalls, and proxy servers.

No Registrations required.

Highly Secure: 256-Bit AES encryption and permission-based remote keyboard/mouse control.

How it Works?

Mikogo is quick and easy. Just start a session with two mouse clicks from your screen and receive the unique session ID. Using this ID, your clients can then join from http://go.mikogo.com.

Getting Started:

Start remote support sessions with Mikogo today by visiting our website: www.mikogo.com