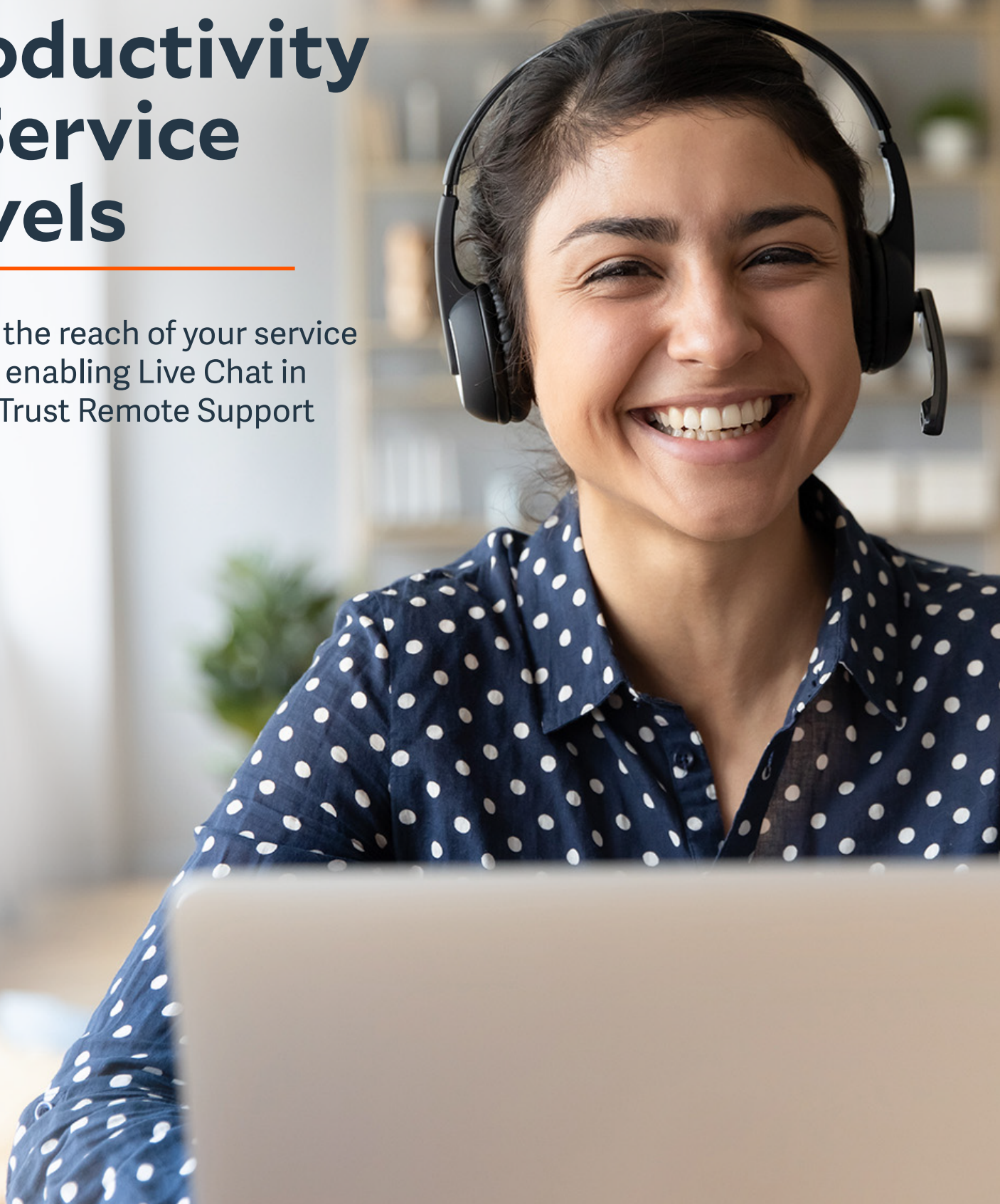


Let's Chat! Accelerate Productivity & Service Levels

Expand the reach of your service desk by enabling Live Chat in BeyondTrust Remote Support





With the exponential growth of connected devices, many organizations are offering chat to better serve their customers. Integrating live chat support with your service desk benefits your business in ways that phone or email support cannot match. These traditional support channels cannot scale beyond 1:1 interaction. Chat support increases capacity in your service desk, as technicians can work multiple support issues at one time.

What if complex issues arise? If chat is implemented as a standalone solution, customers may have to transfer to phone support when escalation is required - resulting in a disjointed customer experience. But if the chat transitions directly into a screen-sharing session, the support agent can instantly see and resolve the issue while maintaining a seamless conversation.

With BeyondTrust Remote Support, the integrated Live Chat capability enables you to securely chat through your website or mobile app and seamlessly elevate from chat to screen sharing or full remote control for a complete support experience.



Benefits of BeyondTrust Live Chat In The Service Desk



A Superior Support Experience

Many users prefer chat for support - increase end user satisfaction by providing support channel choice, including from Android and iOS mobile devices



Seamless Support

Service desk technicians can easily move from chat support to screen sharing and remote control, with no clumsy transfers for the user



Streamlined Workflows

After the support session, BeyondTrust can append the chat transcript and details from the remote support session to the customer's ticket



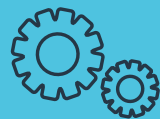
Reduced Headcount Costs

Service desk agents can work multiple issues simultaneously to resolve more incidents faster



Branded Chat

BeyondTrust includes a white label capability; brand the chat window with your logo and embed a chat link on your website



Integrations

From chatbots to ITSM solutions, BeyondTrust works with what you have using a variety of out-of-the-box integrations or API

Key Capabilities

BeyondTrust's unique approach to chat greatly increases your support team's capacity for problem solving. Using chat as a support channel can reduce incident handling times and improve customer satisfaction.



BYOC (Bring Your Own Chatbot)

Chatbots have been growing in popularity as more companies are looking for new ways to manage support volumes. Chatbot solutions are used as the first contact to help resolve more common issues to eliminate the need for live agents when possible, and have the following benefits:

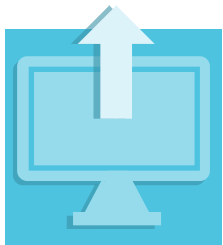
- Additional, lower-cost "team members" who never sleep - thus providing 24x7 support
- End users receive the immediacy of response they expect
- IT support representatives are freed from addressing common, easily addressed queries to focus on more complex issues

BeyondTrust Remote Support seamlessly integrates with your chatbot, so you don't have to make any additional investments.



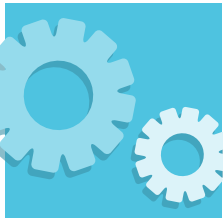
Integrated Live "Click To Chat" Support

Add live chat to your website, knowledge base, or support portal so users can begin an instant conversation with your service desk; BeyondTrust's no-download, HTML5-based customer chat client runs in a browser.



Seamless Elevation to Remote Control

Most of the chat support software available lets you offer help from your website— and stops there. If a website visitor needs more extensive support, you have to open a separate remote-control application. With BeyondTrust, technicians can easily move from chat support to screen sharing and remote control. After the support session, the chat transcript and details from the remote support session are automatically appended to the customer's ticket.



Integrations

Out-of-the-box and custom integrations enable Remote Support to easily work with solutions you already have to create a seamless remote support experience. Technicians can launch a remote support session from an open ticket in an ITSM system, and chat transcripts and notes are appended to the ticket when the remote support session ends, creating a complete record.

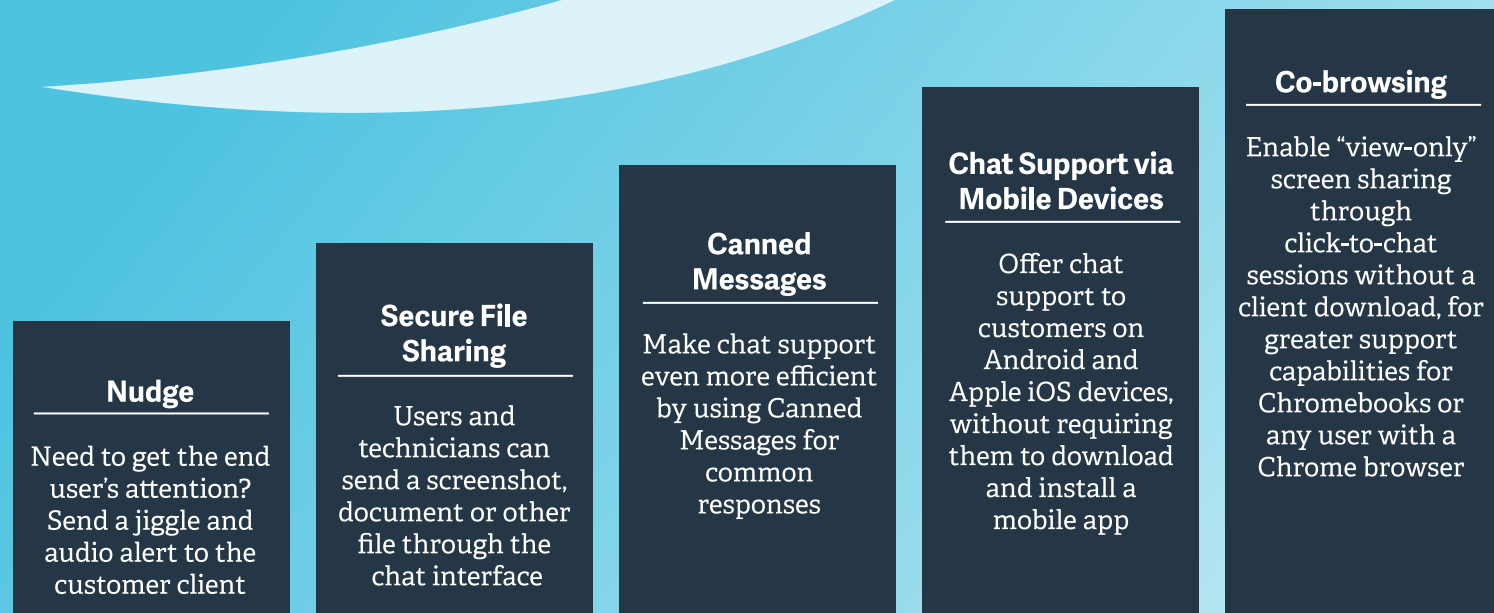


Audit Trail For Compliance

BeyondTrust records timestamped messages and a running log of all activity throughout the session, including files transferred and permissions granted.

Operational Efficiency

A number of features enhance the productivity of agents in the service desk, including:



BeyondTrust is the worldwide leader in Privileged Access Management (PAM), empowering organizations to secure and manage their entire universe of privileges. Our integrated products and platform offer the industry's most advanced PAM solution, enabling organizations to quickly shrink their attack surface across traditional, cloud and hybrid environments.

The BeyondTrust Universal Privilege Management approach secures and protects privileges across passwords, endpoints, and access, giving organizations the visibility and control they need to reduce risk, achieve compliance, and boost operational performance. Our products enable the right level of privileges for just the time needed, creating a frictionless experience for users that enhances productivity.

With a heritage of innovation and a staunch commitment to customers, BeyondTrust solutions are easy to deploy, manage, and scale as businesses evolve. We are trusted by 20,000 customers, including 78 of the Fortune 500, and a global partner network. Learn more at www.beyondtrust.com.