

ScreenMeet Remote Support



ScreenMeet Remote Support improves the customer and agent experience in the contact center and IT Help Desk with better remote takeover. Browser-based, there is NO download required for the Agent.

Designed for IT analysts and support agents to have complete remote support capabilities.

Features

- MAC, Windows, Android, iOS
- Remote Keyboard / Mouse
- UAC Escalation
- File Transfer
- Recordings
- Reboot/Reconnect
- Unattended
- Session Transfer and Session Collaboration for Swarming

Data Security

- Certified ISV for Salesforce, ServiceNow and Microsoft
- Multi-vendor SSO/SAML
- BYO AWS S3 and Azure Blob for Recordings

MSI/PGK

- Pre-install via IT
- 1 click to Launch

Integrated Workflows

Launch and capture interactions directly with within your CRM/ITSM platform. Reduce friction, increase agent productivity, and ensure the integrity of your customer data.

Cloud Native

Cloud-based and deployed in a global network of enterprise-grade data centers, ScreenMeet is designed to meet local and global scalability, performance, and security requirements.

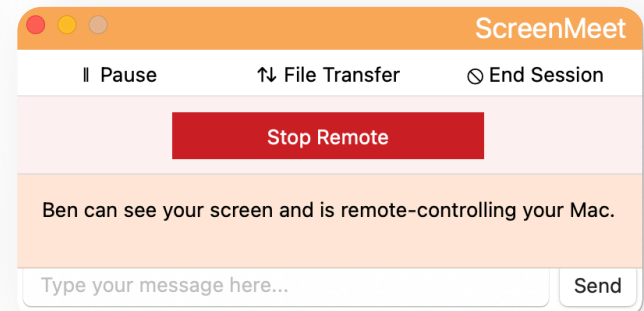
ScreenMeet's prebuilt integrations with Salesforce, ServiceNow, Microsoft Dynamics, and others means it is simple to install, deploy and manage.

Our Zero Trust Security Architecture means authentication and data storage is handled by the 3rd party platform.

ScreenMeet delivers 35% increase in First Contact Resolution for the world's largest tech companies.

NEW UI

- ✓ Easy to use
- ✓ Available in 10+ languages



Why ScreenMeet

ScreenMeet delivers better real-time online experiences, with easy, secure, and reliable voice and video calls, chat, cobrowsing, and remote support. ScreenMeet customers around the world use it to drive best-in-class customer, employee, remote work, and remote support experiences. ScreenMeet delivers these customer, employee, and remote support experiences for hundreds of customers worldwide.

If you're ready to collaborate in-platform, the way your customers want to work, contact us for a [customized demo](#).