

SOTI



SOTI ASSIST DATA SHEET

SOTI Assist is the industry's first diagnostic help desk solution optimized to fix mobile device problems. Integration with the SOTI ONE Platform and its proven, best-in-class remote control, makes it easy to resolve mobile device and app issues.

SOTI ASSIST HAS THE BROADEST DEVICE SUPPORT

Remote control/view devices from over 200 different hardware manufacturers. Deploy and support the devices that best meet your company's cost, operating system, form factor and security requirements.

SOTI ASSIST FIXES DEVICE PROBLEMS FASTER

SOTI Assist integration with the SOTI ONE Platform automatically delivers accurate user, device and app information related to every tech support contact.

SOTI ASSIST IMPROVES FIRST-TIME FIX RATE

Give help desk technicians all the tools they need to fix mobile device and app issues, as if the device was in the palm of their hand.

SOTI ASSIST MAKES IT EASY TO TRACK THE STATUS OF YOUR ISSUE










Email integration, watch lists and status change notifications means help desk technicians and end users have complete visibility over the status of their reported issues.



Minimum System Requirements

- SOTI MobiControl v13.3 or higher
- Google Chrome or Firefox browser
- Microsoft SQL Server 2012, 2014, 2016 or 2017 (on-premise installations only)
- Windows 8, Windows 10, Windows Server 2012 or Windows Server 2016 (on-premise installations only)
- Processor: 2 GHz or faster
- Memory (RAM): 2 GB or more
- Hard disk space: 200 MB

WHAT SOTI ASSIST CAN DO

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|  | Remote Control/View | <ul style="list-style-type: none"> • Open submitted tickets to remote control/view any device on any OS. • Capture screenshots or recordings from a single application. • View and resolve issues with in-app task manager. |
|  | Advanced Ticket Management | <ul style="list-style-type: none"> • Create, manage, tag, filter and search for tickets from a single dashboard. • Link tickets from related incidents to build an incident knowledge base. • Define service level agreements (SLAs) based on ticket severity. |
|  | SOTI ONE Platform Integration | <ul style="list-style-type: none"> • Use SOTI MobiControl to create and link tickets to devices. • Integrate with SOTI Snap for quick inclusion to SOTI Assist from any app built with SOTI Snap. |
|  | Email Integration | <ul style="list-style-type: none"> • Integrate with any email inbox to create and update tickets for customers or help desk technicians. • Track ticket progress, as all emails and attachments are automatically added to tickets. |
|  | Enterprise Integration | <ul style="list-style-type: none"> • Link help desk and other technicians to tickets through enterprise LDAP servers. • View your assigned tickets and assign tickets to other people through your organization's directory service. |
|  | Device Snapshot | <ul style="list-style-type: none"> • Pull in point-of-time device snapshots for all operating systems to view rich device information such as: battery life, memory usage, security compliance policies, deployed apps and storage capacity. • Device Snapshot is supported for all operating systems including: Google Android™, Apple® iOS, Linux® and Microsoft Windows® devices. • Provide help desk agents with access to rich device information to resolve tickets quickly. |
|  | Download and Preview Device Logs | <ul style="list-style-type: none"> • Download device logs to attach, preview or distribute through tickets. • Access device logs from within a SOTI Assist incident ticket or a standalone remote control session. |
|  | Annotations and Whiteboarding | <ul style="list-style-type: none"> • Draw directly on the device screen or use a virtual laser pointer to provide guided support to end users. |
|  | Screen Recording with Audio | <ul style="list-style-type: none"> • Record device screen and audio to better capture the end user's explanation of the issue. • Protect privacy by having the end user accept terms and conditions prior to recording. |

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SOTI is a proven innovator and industry leader for simplifying business mobility and IoT solutions by making them smarter, faster and more reliable. SOTI helps businesses around the world take mobility to endless possibilities.

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