

This document describes the data export functionality and compliance approach of GoToAssist under the EU Data Act. The GoToAssist service (Corporate, Remote Support, and Service Desk) provides customers with options to export account and usage data for reporting and analysis, either via the API or the Admin/Management Console.

GoToAssist API

Can you export data from GoToAssist using an API?

Yes, GoTo provides the following APIs to support the export of data from GoToAssist:

- [GoToAssist Corporate REST API](#) & [GoToAssist Corporate SOAP API](#)
- [GoToAssist Remote Support API](#)
- [GoToAssist Service Desk API](#)

What Export Formats Are Available using the API?

The GoToAssist API provides data in the following formats:

- **JSON:** The primary response format for most API endpoints is JSON/SOAP. Some complex data (event logs, installed apps) require parsing of nested objects/arrays.
- **CSV/XLS:** The API does not natively provide formats such as CSV, XLS, or PDF. You must convert the JSON response into these formats yourself using external scripts or tools.
- **XML:** The Service Desk API natively supports XML in addition to JSON; JSON remains the standard for the Remote Support APIs.

What data can be exported via the API?

Common exportable data types include:

GoToAssist Corporate	
Data Category	Description
Session Information	Information about each remote support session. This information is essential for tracking support interactions, measuring responsiveness, and for billing or compliance audit trails, to include Session ID, Session Start/End Timestamps, Session Duration, Technician/User Details, Session Type, Status (completed, canceled, in-progress), Associated Devices
Session Reports	Information about each support session and may comprise Session Transcript, Notes (technician-entered remarks, resolutions, or troubleshooting details), Session Actions, Attachment Logs (files or

GoToAssist Corporate	
	artifacts transferred between parties), Session Metrics, Feedback/Rating (if enabled)
User Data	Information about authorized individuals that supports identity management, access control, and usage analytics, including User Profiles, Role/Privileges, Account Status, Permissions
Configuration and Settings	Information about customized and configuration data relevant to account administration and automation, including Account-Level Settings, Security Configurations, Session Preferences, Integration Settings <i>Note: Usually limited to account-level preferences exposed by the API; not all advanced configurations are available.</i>
Audit Logs	Information about events associated with system access and significant actions, including Login Audits, Session Lifecycle Events.

GoToAssist Remote Support	
Data Category	Description
Session Information	Information about each remote support session. This information is essential for tracking support interactions, measuring responsiveness, and for billing or compliance audit trails, to include Session ID, Session Start/End Timestamps, Session Duration, Technician/User Details, Session Type, Status (completed, canceled, in-progress), Associated Devices
Session Reports	Information about each support session and may comprise Session Transcript, Notes (technician-entered remarks, resolutions, or troubleshooting details), Session Actions, Session Metrics, Feedback/Rating (if enabled)
User Data	Information about authorized individuals that supports identity management, access control, and usage analytics, including User Profiles, Role/Privileges, Account Status, Permissions
Devices/Endpoints	Information about asset management, remote support targeting, and device health monitoring, including Device Inventory, Device Identifiers, Operating System and Version, Connection Status

GoToAssist Service Desk	
Data Category	Description
Incidents, Requests, and Problems	Each of the following can hold attachments, comments, SLA data, and custom fields, and can be managed via API or UI exports: Incidents – Individual support tickets created by users or technicians, contains attributes like ticket ID, description, status, priority, timestamps (creation, update, resolution), associated users/technicians, and categorization Requests – Tickets for routine service needs with similar metadata as Incidents, but distinguished by request type and workflow Problems – Records that track underlying issues affecting multiple incidents (e.g., root cause analysis for recurring outages). Includes links to related incidents, status, problem description, analysis notes, and resolution actions
Attachment Logs	Information about files linked to incidents, requests, or problems, including File Name and Type, Upload Timestamp, Uploader Identity, Context, Download Link/Reference
Comments and Notes	Every ticket (incident, request, problem) can be annotated with Comments (exchanges between technicians and requestors), Notes (Internal annotations for technician reference), Data captured for each entry includes author, timestamp, content, visibility level (public/internal)
User and Technician Information	Information that supports access management, workload distribution, and performance analysis. Includes User Profiles, Technician Profiles, Account Status
Service Items and SLAs	Information that supports ITSM workflows for catalog-based service management, including Service Items, SLA (Service Level Agreements)
Audit Trails (where supported)	Information about change and activity logs tracking critical events, information includes Audit Records and Metadata <i>Note: Audit trail accessibility and exportability may vary depending on account type and permissions.</i>
Knowledge Base	Information is available for reporting, analytics, and export, supporting operational learning and customer enablement. Includes Articles, Linked Assets, Revision History

The exact data types that customers can retrieve will depend on the endpoints exposed in your specific GoToAssist subscription and version.

- Consult the **GoToAssist Corporate API** documentation, located [here](#) & [here](#), for details.
- Consult the **GoToAssist Remote Support API** documentation, located [here](#), for details.
- Consult the **GoToAssist Service Desk API** documentation, located [here](#), for details.

Limitations / Caveats:

- **Scope of Data:** Only the data defined by the API schema is available. Some backend data (e.g., internal metadata, system-level logs) may not be exposed.
- **Historical Data:** There may be limitations on the time window for which data can be queried (e.g., past 90 days). Larger historical exports may require batching requests.
- **Rate Limits:** API usage is subject to throttling or rate limits (typically a few hundred requests per hour).
- **Data Volume:** You must use pagination mechanisms to retrieve large data sets.
- **Granularity:** Some per-device or session-level details may not include all information available internally, depending on privacy/configuration.
- **Data Ownership:** Only data associated with the customer's tenant/account can be exported.
- **API Authentication:** Requires a valid API key and permissions scoped at the account level.

GoToAssist Reports

Can you export data in GoToAssist Services using Reports?

Yes. The GoToAssist Admin Console provides reporting and export features enabling administrators to download session history, representative activity, and usage reports. Limits apply on data access, included fields, and retention. As a result, for automated or bulk access, use the GoToAssist Services API.

What Export Formats Are Available using Reports?

Typically, GoToAssist & GoToAssist Corporate support exporting reports via the Admin/Management Console as:

- **XLS:** Most common; works for spreadsheet import.
- **PDF:** Some summary reports can be exported as PDFs, but this is less common for raw data exports.
- **No Native JSON/XML UI Export:** JSON and XML exports are generally not available directly from the Admin/Management Console—they are typically reserved for API usage.

Exported reports are subject to data retention limits, export size restrictions, and permissions (typically only summary and session-level data are available). Advanced or real-time data exports, or access to raw session transcripts, generally require use of the product's REST API.

What data can Customers export?

GoToAssist Services provides a wide variety of reporting from the Admin Console.

- Refer to the **GoToAssist Corporate** support page, located [here](#) for details.
- Refer to the **GoToAssist Remote Support** help page, located [here](#) for details.

- Refer to the **GoToAssist Service Desk** help page, located [here](#) for more details.

Limitations / Caveats:

- **Historical Data:** Not all historical data may be available through the Admin Console; exportable date ranges may be limited (e.g., only past 90 days or customizable time windows based on account policies).
- **Granularity:** Exports are typically summary-level or session-level data—full raw logs/transcripts or granular event data are usually only available via the API, not the web UI.
- **Export Size:** Large exports (high session volume, multi-year data) may require multiple exports or be subject to row limits per download.
- **Data Filtering:** Admins can typically filter by date range, technician, group, or session type before export, but advanced/custom filtering may be limited.
- **Permissions:** Only admin users, or those with specific report privileges, have access to export these reports.
- **Real-Time Access:** Data may not be real-time; it can be delayed by processing intervals (e.g., data may be available hours after session end).

What Data is Not Exportable

GoTo does not release information that is specific to the internal functioning of GoTo's data processing service, or data where the release would pose a risk of breach of trade secrets or may jeopardize the security of the Service. For example, GoTo does not release passwords or tokens.