LogMeIn Rescue

Datasheet

In-App support:
Help your customers right where they are

More than half of all app users experience issues.

Mobile apps are everywhere: engaging consumers, generating revenue, and providing entertainment. Yet when it comes to support, mobile apps can be a black hole. Users may not be able to reach out for help — or even get a simple question answered — without abandoning the app to look for support. And customers don't have high tolerance for a problematic mobile app.

In-App Support provides customers with a quick and easy way access support within your mobile app experience. And it lets your team support them from the intuitive LogMeIn Rescue interface that technicians have come to depend on.

Support Is a Touch Away

With the In-App Support Software Development Kit (SDK), you can easily embed LogMeIn Rescue support directly into any iOS or Android mobile app.

☆ Benefits:

- **Be where your customers are.**
  Gain access to end-user app issues and enable quicker diagnosis and problem resolution.

- **Optimize the customer experience.**
  Provide seamless, intuitive customer support.

- **Reduce app abandonment.**
  End users can get help without ever leaving the app.

- **Maximize satisfaction and lifetime value.**
 Provide experiences that keep customers coming back.

Use Cases:

- Initial account/user profile setup
- Billing support
- Product and app setup for Internet of Things (IoT) devices
- Training on app usage

Capabilities:

- **Remote View**
  View the end user's screen in real time to assist them with your users to see the problem in real-time.

- **Remote Control (Android only)**
  For more hands on support, remotely navigate the end user's app directly.

- **Chat**
  Maintain conversations throughout the session within the app.

- **Annotate**
  Guide users through your app with whiteboarding and laser pointer functionality.

- **Access Diagnostics**
  Troubleshoot with access to mobile level system information.

- **Video & VoIP**
  See video stream from the end user's camera and use audio connection (depending on configuration).

- **Zero-download Support**
  Empower users to start support sessions directly in the app without downloading any other application.
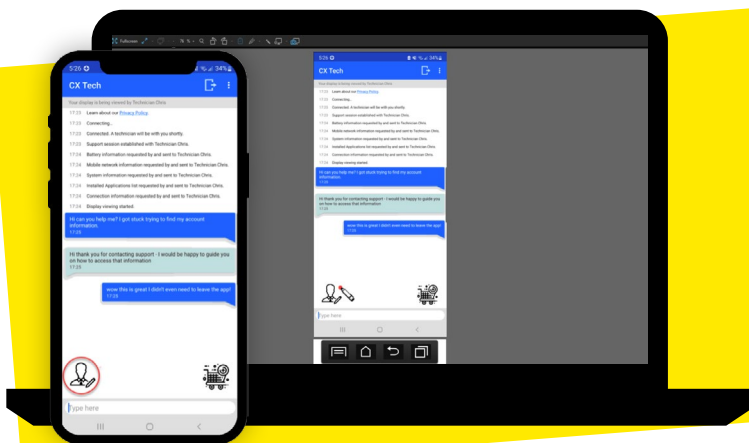
In a session, technicians have a similar experience to what they're used to with LogMeIn Rescue + Mobile as well as in-app remote view with annotation. Learn more about the LogMeIn Rescue In-App Support SDK for Mobile.

Try LogMeIn Rescue for free.
Remote support has never felt closer.

Try it free