

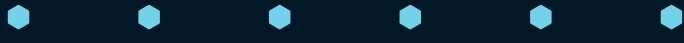
SECURELY ACHIEVING CX GOALS: WHERE TO AIM AND HOW TO GET THERE

In today's digital-first world, more tech support requests are handled remotely and more customer care agents and technicians are working in flexible, hybrid environments. How is this new dynamic impacting customer care/support goals?



UP AND TO THE RIGHT

According to an IDG study conducted on behalf of Rescue, customer care and support leaders are prioritizing the quality and speed of interactions to keep customers happy and move their businesses in the right direction.



TOP CUSTOMER CARE/SUPPORT GOALS

63%

IMPROVE CUSTOMER EXPERIENCE (CX) AND EASE OF SERVICE

Making tech support easy makes it easy to do business with your company, especially in today's competitive market where easy wins.

55%

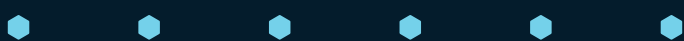
IMPROVE SPEED OF PROBLEM RESOLUTION

A faster support experience is a better customer experience, and ticket velocity keeps technicians from getting bogged down.



HOW TO GET THERE

To help organizations meet these customer care/support goals, three main objectives are rising to the top, and they go hand in hand: Security, simplicity, and reliability.



TOP OBJECTIVES TO HELP MEET CUSTOMER CARE/SUPPORT GOALS

■ Critical ■ Very important ■ Somewhat important ■ Not very important ■ Not at all important

SECURELY CONNECTING TO OUR CUSTOMERS

Security is – and will always be – a top concern when doing business remotely, especially when it comes to sensitive tasks like remoting into a customer's device.



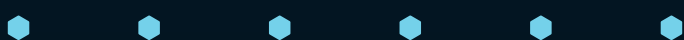
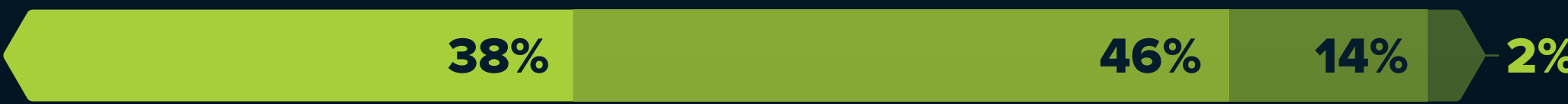
SIMPLIFYING THE SUPPORT EXPERIENCE FOR OUR CUSTOMERS

Simplicity is close behind security as a top objective but achieving one shouldn't sacrifice the other. Teams will need tools that allow them to do both.



PROVIDING SUPPORT AGENTS WITH RELIABLE AND SECURE SUPPORT TOOLS

Reliability is another non-negotiable. If your tools are down, you'll let your customers down.



THE TOOLS YOU USE TO SUPPORT YOUR CUSTOMERS CAN MAKE OR BREAK YOUR CX GOALS.

Rely on Rescue for the most secure connections, 99.99% uptime, and a frictionless experience.

Try Rescue Free



Rescue, built by GoTo.
Remote support made easy.