

Datasheet

Unlock a New Era of Efficiency and Success



Revolutionize your support operations with LogMeIn Rescue's AI package — a sophisticated suite of AI tools designed to maximize your IT helpdesk and customer service efficiency. By automating routine tasks and receiving guided troubleshooting, your team can spend more time on what truly matters — resolving complex issues and delivering exceptional customer service.

The Power of Rescue's AI Package



Increase Efficiency

Minimize manual effort with smart tools that reduce Average Handle Time (AHT) and streamline knowledge management.



Smarter Processes

Leverage AI to summarize sessions, automate knowledge creation, maintain audit compliance, and eliminate repetitive tasks.



Enhance Support Quality

Provide technicians with real-time insights and contextual recommendations to resolve issues faster and improve First Call Resolution (FCR) rates.



Empower Teams of All Skill Levels

From L1 to seasoned technicians, equip your team with intuitive tools that provide actionable guidance for faster, more accurate resolutions.



Enable Better Resource Allocation

Leverage ticket deflection, automation, and smart integrations to free up your team and optimize workflows.



What Is Included?

1 AI Session Summary

Generate a detailed session recap that includes chat logs, device information, and agent actions. Summaries are stored along with the session notes and will be kept accessible throughout the session history.

- Saves hours of post-session documentation.
- Supports thorough, consistent knowledge management.

3 AI Screen Analysis

Analyze screenshots to interpret error codes or messages, even in foreign languages. Technicians can take a screenshot of what they see and ask the AI to interpret it.

- Gain actionable solutions within the session to resolve issues faster.
- Reduces troubleshooting time by avoiding unnecessary web searches and context-switching.

5 Advanced Integration with ServiceNow

Seamlessly sync data between Rescue and your ServiceNow instance. Sync incident details, access knowledge base articles, and automatically log session summaries into incident records.

- Simplifies workflows and reduces administrative burdens.
- Provides technicians with contextual knowledge during sessions.

2 AI Device Analysis

Automate device analysis to identify system issues and irregularities, such as high resource consumption or application crashes. Trigger analysis on demand or set it to run automatically at the start of the session.

- Speeds up issue identification for less experienced technicians.
- Allows veterans to eliminate potential root causes quickly.

4 AI In-Session Recommendations

Receive real-time guidance on resolving issues customized to your unique session data and ticket history. Technicians can ask for a recommendation at any point during the session, and the AI will propose a potential remediation for the issue at hand.

- Reduces time taken to identify a likely root cause.
- Boosts resolution accuracy and reduces time spent identifying root causes by providing tailored solutions.



How Does It Work?

A Unified AI Solution for Maximum Productivity

The AI features are designed to work seamlessly together for an optimized support experience:

1

Launch a Session:

Start with on-demand tools like Device and Screen Analysis to quickly identify key issues.

2

Request Contextual Help:

Get real-time recommendations tailored to the session data and knowledge base.

3

Resolve Issues Faster:

Use AI insights for precise troubleshooting and swift issue resolution.

4

Automated Summary:

Save time by generating comprehensive post-session documentation that's automatically added to ticketing systems like ServiceNow.



Empower your IT support team to achieve faster resolutions, enhanced productivity, and effortless knowledge sharing.