

Datasheet

Trusted Remote Support to Revolutionize Customer Support

Extend Enterprise-Grade Remote Support Beyond Internal IT



Customer support extends far beyond employees' computers and the factory floor. It's about ensuring that your complex machinery, high-tech electronics, and mission critical hardware operate flawlessly for your customers —anytime, anywhere.

LogMeIn Rescue is more than an internal IT tool—it is your competitive advantage for delivering world-class customer support. It enables your customer support teams to deliver fast, accurate, and proactive technical assistance, transforming your support operations into a loyalty pillar.

Improve CSAT Scores & Customer Satisfaction

Deliver fast, precise, and empathetic support that makes a lasting impression.

1 See What Your Customer Sees

Diagnose issues with real-time camera sharing and on-screen annotations to resolve both hardware and environmental challenges.

2 Practical AI

Accelerate troubleshooting with AI-powered analysis to identify errors and device health anomalies.

3 Proven Results

Companies using Rescue have boosted customer satisfaction scores by up to 28%—transforming service into a growth driver.



Optimize Budget Efficiency

Do more with less—without compromising support quality.

1 **Cut On-site Visits**

Solve most hardware and software issues remotely, reducing travel and dispatch costs.

2 **Prevent Costly Returns**

Validate warranty claims and troubleshoot remotely to avoid unnecessary shipping and processing fees.

3 **Automate Documentation**

AI-generated session summaries free technicians to handle more cases, while delivering wrap-up consistency.

Revolutionize Product Uptime

Ensure maximum product availability for critical-use environments.

1 **Minimize Downtime**

Rescue reduces ticket resolution times by 50%*.

2 **Proactive Support**

Use unattended access for maintenance, diagnostics, and off-hours support – limiting customer disruption.

3 **Collaborative Expertise**

Let field technicians bring in experts for multi-party sessions on complex issues.

*(Forrester Consulting Report, July 2023)

Boost Team Productivity

Enhance agent efficiency to improve metrics like first-call resolution (FCR) and average handle time (AHT).

1 Seamless Integration

Rescue works with your CRM and ticketing systems, like Salesforce and ServiceNow, to unify and improve workflow.

2 Streamlined Tools

Features like silent file transfer, remote diagnostics, and script execution reduce session time.

3 AI Assistance

AI analyzes errors and device data, offering real-time recommendations for faster resolutions.

Build Loyalty & Enhance Customer Experience

Turn every interaction into a trust-building opportunity with seamless support.

1 Effortless Communication

Real-time, AI-powered chat and translations enable smooth global support.

2 Personalized Guidance

Co-browsing helps customers navigate setups and configurations step-by-step.

3 Branded Experience

Customize the support interface for a professional, on-brand customer experience.

Powerful Integrations and APIs

Unlock the full potential of your customer support by connecting Rescue with your existing customer support ecosystem, offering unified support experiences that drives successful outcomes.

CRM Integrations

Launch sessions directly from cases and track all support history for better, faster service.

Ticketing & Service Desk

Start & manage sessions within tickets; capture all session details and notes directly in the support ticket.

Collaboration

No need to switch apps to start a remote session and monitor status of sessions

Custom Workflows & In App Support

Out-of-the-box APIs & SDKs – fully integrate Rescue into your ecosystem to offer direct support inside existing apps.



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