

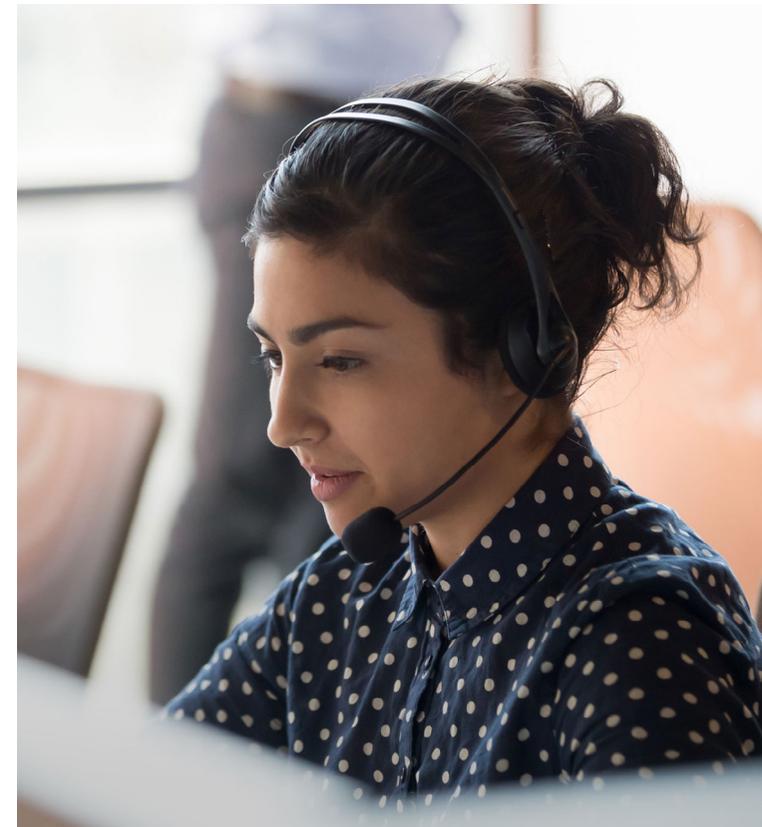
Help@Work: Help is a Tap Away

Ivanti products maximize choice for users and peace of mind for IT. In the Everywhere Workplace, users and helpdesk staff need better ways to communicate when problems arise on mobile devices. Trying to resolve iOS and Android device issues over the phone can be frustrating and time consuming. The standard helpdesk call leaves with both parties wishing they could just share what they're seeing on the screen. That wish has come true with Help@Work, where help is just a tap away.

With Help@Work, Ivanti revolutionizes the helpdesk experience for iOS and Android devices. Users can share their screen with helpdesk staff with a single tap. No more trying to describe (and decipher) the issue. It couldn't be clearer.

Help@Work for iOS

Help@Work is a fully customizable app for iOS. It's rich in experience and simple in implementation. Unlike other helpdesk tools, Help@Work enables screen sharing of the entire device. Screen sharing sessions can take place over the WAN, Wi-Fi and cellular, inside and outside the network. Choose your level of customization, from simple text and logo updates to changing the look and feel of the end-to-end customer experience. It's simple to customize via HTML with no specialized UI knowledge. IT administrators can distribute Help@Work in a few simple steps.



The challenge

Improve the helpdesk experience for iOS and Android phones and tablets.

Solution

Help@Work, a custom app that together with Ivanti UEM enables:

- Users to request help with a tap.
- Helpdesk staff to remotely view a user's iOS or Android device screen with permission.

Benefits

- Easy to set up and use.
- Works anywhere: over WAN, Wi-Fi, cellular, inside and outside of network.
- With the customized contact page for iOS, companies can customize the helpdesk Contact Page with their brand, logo and colors.
- Point and click remote control for Android.
- Administrators can fully control the Android device remotely from their desktops.

Using Help@Work for iOS in four simple steps

Step 1:

To get help with an iOS device issue, the user taps on the Help@Work icon on their device, which opens the helpdesk contact page.

Step 2:

This tap opens the helpdesk contact page with preloaded contact information, enabling the user to begin a conversation.

Step 3:

If need be, the helpdesk agent sends a request for a screen sharing session. The user can tap to accept.

Step 4:

The helpdesk agent and the user now see the same screen, allowing the helpdesk agent to see the problem and help deliver a clear, efficient resolution.

Help@Work for Android

Help@Work for Android with TeamViewer is an integration that enables administrators to get full remote control access to supported Android devices managed by Ivanti UEM. Remote control can happen over WAN, Wi-Fi or cellular, inside and outside the network.

If users want help with their device, they can contact their helpdesk and the helpdesk team can initiate a remote control session from the Admin Portal. The administrators can configure Android devices and

troubleshoot issues without having the devices in hand. The remote control session displays on the administrator's desktop, enabling point-and-click navigation of the device.

Using Help@Work for Android in four simple steps

Step 1:

To get help with an Android device issue, the user contacts the helpdesk team.

Step 2:

The administrator selects the user's device in the admin portal. Ivanti UEM will automatically contact the TeamViewer server to create a remote session and retrieve a session ID.

Step 3:

Ivanti UEM sends a command to the Ivanti Mobile@Work or Ivanti Go client on the user's device to start a remote session using the session ID. Ivanti UEM also launches the TeamViewer software on the administrator's desktop with the session ID. The Mobile@Work or Ivanti Go client sends a message (intent message object) containing the session ID to the TeamViewer app to start a remote session. User is asked to approve the remote control session.

Step 4:

TeamViewer app connects to the TeamViewer server, and the administrator takes remote control of the device.

Unlocking user and Helpdesk communication

Ivanti's vision is to unlock human potential in the enterprise. Help@Work optimizes communication and facilitates simple, efficient and effective resolution of iOS and Android device issues.

About Ivanti

Ivanti makes the Everywhere Workplace possible. In the Everywhere Workplace, employees use myriad devices to access IT networks, applications and data to stay productive as they work from anywhere. The Ivanti automation platform connects the company's industry-leading unified endpoint management, zero trust security and enterprise service management solutions, providing a single pane of glass for enterprises to self-heal and self-secure devices, and self-service end users. More than 40,000 customers, including 78 of the Fortune 100, have chosen Ivanti to discover, manage, secure and service their IT assets from cloud to edge, and deliver excellent end user experiences for employees, wherever and however they work. For more information, visit www.ivanti.com

The Ivanti logo consists of the word "ivanti" in a lowercase, sans-serif font. The letters "i", "v", and "a" are red, while "n", "t", and "i" are black. A small registered trademark symbol (®) is located at the top right of the final "i".A vertical decorative bar on the right side of the page, featuring a gradient from red at the top to orange at the bottom.

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