



## 5.3 Overview: Using Remote Assistance During Calls

### Bright Pattern Documentation

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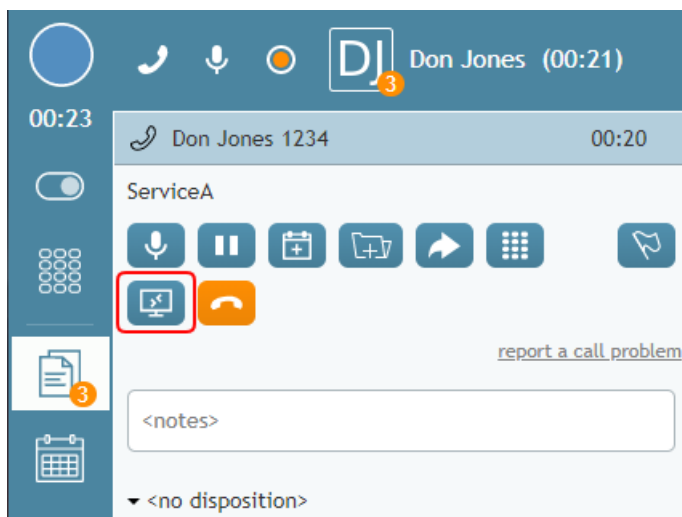
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# How to Start Remote Assistance During a Phone Call

During a phone call with a customer, you can provide immediate hands-on help with the click of a button. The following procedure describes what you and the customer will do to start a remote assistance session via LogMeIn Rescue on either a desktop or mobile device.

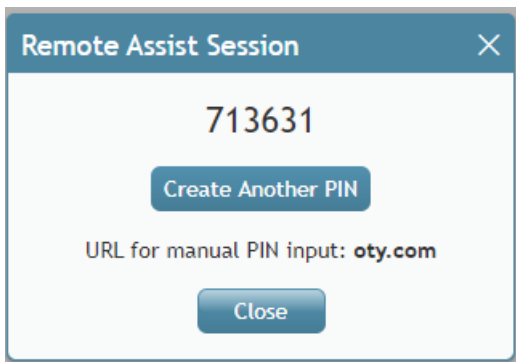
## Procedure

1. Make sure you are logged in to the LogMeIn Rescue Technician Console.
2. While on a service call, click the **Start remote assistance**  button.



During an active service call, click "Start remote assistance"

3. The *Remote Assist Session* dialog will be popped to Agent Desktop. This window displays the following:
  1. **The Numeric PIN code** (e.g., "123456") - The PIN is needed for starting the remote assistance session.
  2. **Create Another PIN** - Clicking this button will generate a new PIN number.
  3. **URL for manual PIN input: oty.com** - This is the URL that the customer will use for entering the PIN code.
  4. **Close** - Clicking this button will close the Remote Assist Session dialog, removing it from your Agent Desktop screen.



Example of the Remote Assist Session dialog

4. Instruct the customer to type the URL into the address bar of their web browser and enter the PIN number.
5. Once the customer has successfully entered the PIN number on that page, then the LogMeIn application for either desktop devices (Mac/Win) or mobile devices (Android/iOS) will either be downloaded or will be opened in the App Store or Google Play for downloading.

## What Happens Next

### If the Customer Is on a Desktop Device

1. The page will open for the customer and will begin downloading the *Support-LogMeInRescue* application (Mac/Win). The customer will then open the app and give the required permission.
2. At the same time, you, the agent who is logged in to the LogMeIn Rescue Technician Console, will receive a sound notification in the console, and you will see that there is a new remote desktop session with status "Waiting."
3. Select the session in the application and click **Start Session**.
4. Then select either **Remote control session** to control and make changes to the customer's desktop, or **viewing session** to observe the customer's desktop only.
5. The remote assistance session is established.
6. During the remote assistance session, you and the customer can continue talking on the phone.

### If the Customer Is on a Mobile Device

1. The LogMeIn *Rescue + Mobile* app will be shown in the App Store or Google Play. The customer should download and launch the app. Then, the customer will enter the PIN manually.
2. At the same time, you, the agent who is logged in to the LogMeIn Rescue Technician Console, will receive a sound notification in the console, and you will see that there is a new remote desktop session with status "Waiting."
3. Select the session in the application and click **Start Session**.
4. The remote assistance session is established, and you can then observe the customer's mobile device screen

only. For mobile devices, you cannot control or make changes.

5. During the remote assistance session, you and the customer can continue talking on the phone.

## How to Transfer a Call with an Active Remote Assistance Session

You can transfer a phone call to another user without interrupting an active remote assistance session. To use this capability, the user you are transferring the call to also must be an authorized LogMeIn Rescue technician and that user's email address must match the LogMeIn Rescue email address on the account.

1. While on a phone call and a remote assistance session is already established, [transfer the call](#) as you normally would.
2. When the other user accepts the call, [complete the call](#).
3. Upon completion of the call, the remote control session will continue and will be transferred to the other agent.