

5.3 Remote Assistance Integration

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LogMeIn Integration Quick Start

This article will help administrators enable and configure integration with LogMeIn Rescue for their contact center. After completing the following steps, agents who are also LogMeIn Rescue technicians will be able to support customers with remote assistance during call and chat interactions.

Procedure

1. Make sure that...
 1. You have access to a valid LogMeIn Remote Support On-Demand account and the Rescue Technician Console application.
 2. You know the credentials that the master administrator of LogMeIn Rescue uses to log in to the Rescue Technician Console application.
 3. The master administrator of LogMeIn Rescue is **not** also a technician.
2. Confirm with your service provider that the LogMeIn Rescue Integration feature is enabled for your contact center.
3. In the Contact Center Administrator application, add a Remote Assistance integration account of type LogMeIn. See the *Contact Center Administrator Guide*, section *Integration Accounts* > [Remote Assistance](#).
4. In Agent Desktop, an agent can [accept a voice call and start a remote assistance session](#). The agent must be a LogMeIn Rescue technician, have the LogMeIn Rescue Technician Console application installed on their computer, and be logged in to that application.
5. In Agent Desktop, an agent can [accept a chat and start a remote assistance session](#). The agent must be a LogMeIn Rescue technician, have the LogMeIn Rescue Technician Console application installed on their computer, and be logged in to that application.

Learn More

- [Overview: Remote Assistance in Chats](#)
- [How to Start Remote Assistance During a Chat/SMS/Messaging Session](#)
- [How to Transfer a Remote Assistance Session to a Different Agent During a Chat Session](#)
- [Overview: Using Remote Assistance During Calls](#)
- [How to Start Remote Assistance During a Phone Call](#)

- [How to Transfer a Call with an Active Remote Assistance Session](#)