

SOTI Assist is the industry's first help desk solution optimized to fix mobile device problems. Best-in-class remote control makes it easy to analyze and resolve mobile device issues from anywhere, at any time.

SOTI Assist has the broadest device support

Remote control/view devices from 140 different manufacturers. Support the devices that best meet your cost, operating system, form factor and security requirements.

SOTI Assist fixes device problems faster

SOTI Assist automatically includes accurate user and device information related to every tech support contact.

SOTI Assist improves first-time fix rate

Give help desk technicians all the tools they need to fix mobile device and application problems, as if the device was in the palm of their hand.

SOTI Assist does more than just remote support

With the Integration of SOTI ONE platform, help desk technicians can quickly inspect device settings, policies and apps, as well as send scripts to the device to correct device or app issues.

SOTI Assist supports devices wherever they are located

Enable help desk technicians to remote support assigned devices, price scanners and customer-facing kiosks. They can remote view or remote control devices on any HTML5-based web browser, including browsers on smartphones and tablets.



Minimum System Requirements

- MobiControl 13.3 or greater
- **Google™** Chrome, **Microsoft™** Edge, **Mozilla™** Firefox or **Microsoft™** Internet Explorer browser
- Microsoft SQL Server 2012 (on-premise installations only)
- Windows 8 or Windows Server 2012 (onpremise installations only)
- Processor: 2 GHz or faster
- Memory (RAM): 2 GB or more
- Hard disk space: 50 MB

What SOTI Assist Can Do

	Multi-OS Support	Remote control and view device information and apps for Windows Mobile, Windows 10 and Android devices from a single solution, and remote view into iOS enterprise apps that use SOTI's iOS SDK.
	Ticket Management	Create, manage, tag, filter and search for incident tickets. Link tickets from related incidents to build a knowledge base for future similar incidents. Help desk technicians can also define service level agreements (SLAs) based on ticket severity, and can see the status of tickets in a dashboard view.
	Remote Control/View	Remote control/view devices on any HTML5-based web browser, including browsers on smartphones and tablets. SOTI's Blitfire 10x technology ensures remote controlling/viewing devices is possible even when internet/network connectivity is a challenge.
	Remote Control/View Integrated into Incident Tickets	Remote control/view devices from within a ticket. Easily capture device screenshots within the ticket itself, without having to flip between multiple applications.
	SOTI ONE Platform Integration	IT staff can create an incident ticket from within SOTI MobiControl and automatically link the device to the ticket in SOTI Assist, improving accuracy and speed of ticket creation. Include details of the incident investigation and resolution by adding notes and file attachments to a ticket.
	Email Integration	SOTI Assist integrates with an email inbox, allowing new incidents to be created via emails from customers. All customer emails, including attachments, are automatically added to the incident ticket.
	Enterprise Integration	Integration with enterprise LDAP servers makes it easy for help desk technicians to link an employee to a ticket using their company's directory services. Help desk technicians can see tickets assigned to them, and can use directory services to assign tickets to their colleagues or team leads.

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SOTI is a proven innovator and industry leader for simplifying business mobility and IoT solutions by making them smarter, faster and more reliable. SOTI helps businesses around the world take mobility to endless possibilities.

SOTI