

SOTI



SOTI ASSIST DATASHEET

SOTI Assist is the industry's first help desk solution optimized to fix mobile device problems. Integration with the SOTI ONE platform and its proven, best-in-class remote control makes it easy to resolve mobile device and app issues.

SOTI Assist has the broadest device support

Remote control/view devices from over 170 different hardware manufacturers. Deploy and support the devices that best meet your company's cost, operating system, form factor and security requirements.

SOTI Assist fixes device problems faster

SOTI Assist integration with SOTI ONE automatically delivers accurate user, device and app 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 makes it easy to track the status of your issue






Email integration, watch lists and status change notifications means help desk technicians and end users have complete visibility over the status of their reported issues.



Minimum System Requirements

- MobiControl 13.3 or greater (14.x preferred)
- Chrome, Edge, Firefox or IE 11 browser
- Microsoft SQL Server 2012 (on-premise installations only)
- Windows 8 or Windows Server 2012 (for on-premise installations only)
- Processor: 2 GHz or faster
- Memory (RAM): 2 GB or more
- Hard disk space: 50 MB

What SOTI Assist Can Do

	Remote Control/View	<p>Remote control/view any device on any OS – Android, iOS, Linux, macOS, and Windows – from within tickets. Easily capture device screenshots or screen recordings without having to flip between multiple applications. SOTI Assist includes a task manager that help desk technicians can use to view, and even kill, problematic apps or processes.</p>
	Advanced Ticket Management	<p>Create, manage, tag, filter and search for tickets. Link tickets from related incidents to build a knowledgebase 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. Help desk technicians can add themselves as Watchers to tickets to be automatically notified of changes to their priority issues.</p>
	SOTI ONE Platform Integration	<p>SOTI ONE integration makes mobile support easier.</p> <ul style="list-style-type: none">• Integration with SOTI MobiControl enables help desk technicians to create a ticket, link to the device in question and automatically add details regarding the device, its configuration and its apps.• Integration with SOTI Snap enables app developers to include a direct SOTI Assist connection from within any SOTI Snap app.
	Email Integration	<p>SOTI Assist integrates with any email inbox, allowing tickets to be created and updated via emails from customers or help desk technicians. All customer emails, including attachments and text formatting, get added to the ticket. Anyone carbon-copied on emails are automatically added as Watchers to the tickets.</p>
	Enterprise Integration	<p>Integration with enterprise LDAP servers makes it easy for help desk technicians to link other technicians 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.</p>

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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.

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