Rescue by LogMeIn

In-App Support: Rescue Your Customers Right Where They Are

In-App Support is designed to be used across the full range of available apps. Areas where in-app support will come in especially handy include:

- Initial account and user profile set up
- Billing support
- Product and app setup for Internet of Things (IoT) devices
- Training/pointers on app usage

Your customers are using mobile apps, so you'll want to be Rescuing them right where they are. With in-app support, you're now able to.

Mobile apps are everywhere: engaging consumers, generating revenue, and providing entertainment. Yet when it comes to support, mobile apps can be a black hole. Users may not be able to reach out for help—or even get a simple question answered - without abandoning the app to look for support. And your customers don't have high tolerance for a problematic mobile app. They'll try it once, maybe twice, but that's it. So much for engaging customers, generating revenue, and providing entertainment.

But if you're able to support your customers right where they are, you'll see usage increase, customer frustration decrease, and the lifetime value of your customers grow.

LogMeIn Rescue has long been the remote support solution of choice for some of the world's leading businesses. Its mobile support capabilities—more device types supported than any other remote support solution—is unsurpassed.

So LogMeIn Rescue knows support. And LogMeIn Rescue knows mobile. Which is why we decided to put the power of Rescue in your mobile app.

With our new In-App Support Software Development Kit (SDK), you'll be able to easily embed Rescue chat, remote view and other key features directly into any iOS or Android mobile app.

With In-App Support, you'll:

- Be where your customers are, gaining access to end-user app issues and enabling quicker diagnosis and problem resolution without your end user ever leaving the app
- Optimize the customer experience with a seamless, intuitive customer support solution
- Reduce app abandonment levels
- Maximize customer satisfaction and the life time value of each customer

More than half of all app users experience issues. In-App Support provides quick and easy access to the end user's app, all within the intuitive Rescue interface that support technicians have come to depend on.

Version 2 | 版一
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