

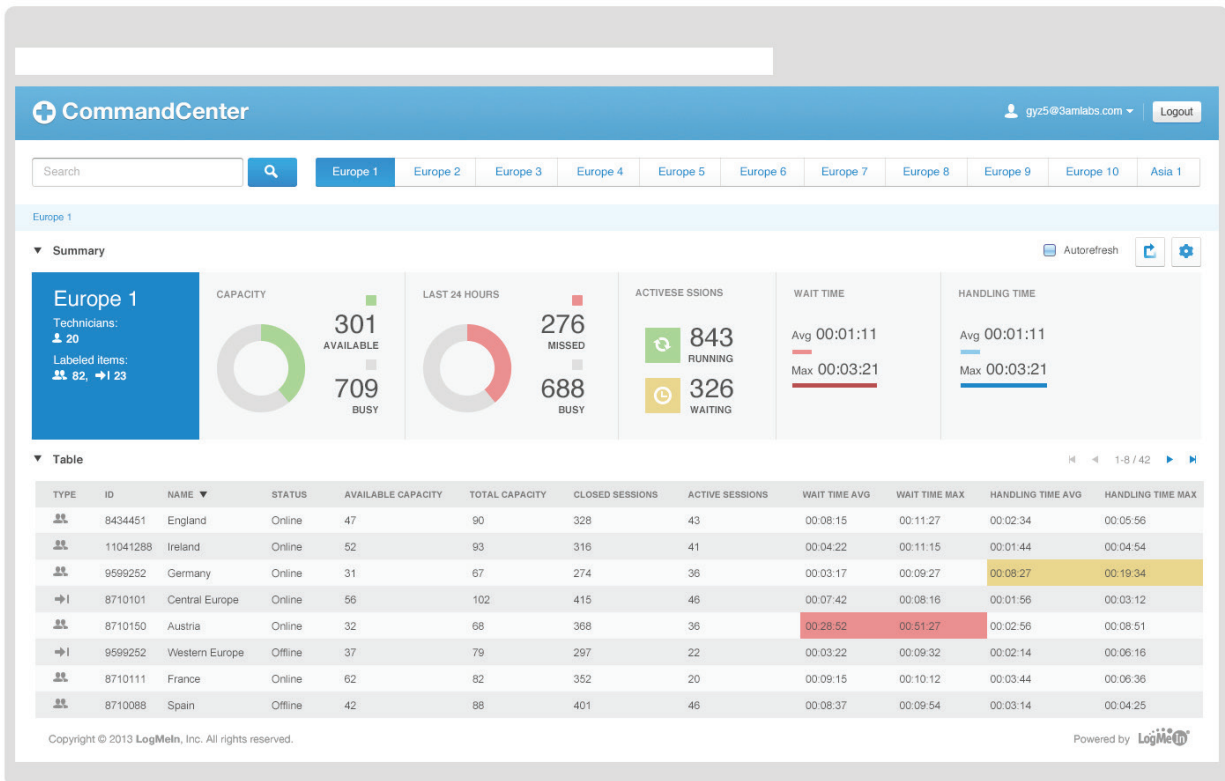
Feature Sheet

Command Center

**Balance the effectiveness and efficiency
of your support from a single interface.**

Easily evaluate the health of your helpdesk.

As customers increasingly demand more immediate problem resolutions via multiple channels, **LogMeIn Rescue's Command Center** feature helps you monitor your helpdesk and evaluate technician performance. Keep track of key performance indicators, monitor technicians, identify productivity issues and resolve problems in real-time.



Real-time snapshot

- Better analyze and improve your helpdesk with this easy-to-understand dashboard
- View your team's current capacity, average handle and wait times, the number of active and missed sessions, the percentage of abandoned sessions and more
- Access real-time data from your desktop, smartphone or tablet, so you stay up-to-date on your helpdesk no matter where you are
- Receive notifications when your helpdesk hits customized thresholds, so you know when problems occur and can resolve them quickly

Detailed breakdown

- Identify where issues exist by breaking down metrics by technician group or channel
- View group data including their longest wait time, longest handle time, sessions handled and more
- Drill down to see specific detail about each technician, including the number of sessions closed and channel specific data



To learn more, contact +1.781.897.5580 or sales@rescue.com