

Rescue In-App Support Android SDK



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Overview

The Rescue In-App Support Android SDK allows your customers to establish a Rescue support session within your app.

Take advantage of In-App Support:

- Gain access to end-user app issues and enable quicker diagnosis and problem resolution without the end-user ever leaving the app.
- Optimize the customer experience with a seamless, intuitive customer support solution.
- Reduce app abandonment levels.
- Maximize customer satisfaction.



Tip: Developing for iOS? Take a look at our *In-App Support SDK for iOS* documentation at <http://developer.goto.com>.

Capabilities

The SDK enables your technician to use the following features with LogMeIn Rescue Technician Console:

- Retrieve device information.
- Chat with the end-user.
- Send a URL.
- See the app's screen.
- See a video stream from the user's camera (depending on configuration).
- Annotate the app's screen.
- Use VoIP audio connection (depending on configuration).



Restriction: The Rescue Technician Console does not currently support VoIP audio connection.



Note: When using the In-App Support SDK with your app, memory and CPU utilization, power consumption as well as network data usage may increase.



Note: The iOS and Android SDK are not compatible with EU hosted Rescue accounts or endpoints.

Introduction



Tip: If you are not familiar with Rescue, get started with our [quickstart guide](#). For advanced configuration options, see the [Administration Center User Guide](#).

Developer Documentation

For detailed information, see the [Rescue In-App Android SDK](#) codelab.



Note: The iOS and Android SDK are not compatible with EU hosted Rescue accounts or endpoints.