WVDAssist provides End User help desk functions for Windows Virtual Desktop Admins

Microsoft Azure

About WVDAssist:

WVDAssist is a tool for admins to be able to support Windows Virtual Desktop users by giving the capability to easily shadow users, sending messages to one or many, and remotely logoff bugged sessions at the click of a button.

WHAT WE OFFER

WVDAssist provides shadowing, messaging, terminating bugged sessions. Status checking of servers at a glance, enabling or disabling logins as well as adding and removing users to application groups easily.

WVDAssist adds features not native to the Azure WVD platform.
Providing an easy to use interface for all admins that integrates with Azure security for Role based access.

Supporting end users is a snap, simply lookup their name in the 'User Interaction' screen and click 'Shadow'. User can accept, let you watch, or you can interact with the user's desktop on their behalf.

Help desk and end user productivity is improved as users can get immediate support when they are having issues, instead of waiting for callbacks. See the issue, identify the solution and solve it.

WHAT OUR CUSTOMERS ARE SAYING

"Connecting with the end ser has never been easier. There is no longer a need to request IP addresses or Device Names. Just search by username and you can connect. Previously I had to send meeting invites and instruct users on how to download and join meetings; with WVDAssist, that is a thing of the past"

– Multi-Location Distributed Healthcare Client

LEARN MORE

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