

# Bomgar Remote Support 15.1 Available Features

## Features for Support Representatives

Feature Name	Description	
<b>Multi-Platform Support</b>	Customer	Representative
<b>Windows</b>	Windows 2000 - Windows 8.1 Server 2000 - 2012 Windows POSReady 7	Windows 2000 - Windows 8.1 Server 2000 - 2012 Windows POSReady 7
<b>Mac OS X</b>	OS X 10.6 - 10.10	OS X 10.6 - 10.10
<b>Linux</b>	Fedora Core 8 - 20 RedHat Enterprise 4 - 7 CentOS 6.5 - 7 SLED 11 SLES 10 and 11 Ubuntu 8.04 - 14.04.1	Fedora Core 8 - 20 RedHat Enterprise 4 - 7 CentOS 6.5 - 7 SLED 11 SLES 10 and 11 Ubuntu 8.04 - 14.04.1
<b>Mobile Devices</b>	Apple iOS 6.0+ (iPhone, iPad, iPod Touch)	Apple iOS 6.0+ (iPhone, iPad, iPod Touch)
	Android 2.3+ (Phone) Android 3.0+ (Tablet) Android Samsung 2.3+ (Phone/Tablet)	Android 2.3+ (Phone) Android 3.0+ (Tablet) Android Samsung 2.3+ (Phone/Tablet)
	BlackBerry OS 5.0 - 7.x	N/A
<b>Attended Systems</b>	Laptops, Desktops, Mobile Devices	
<b>Unattended Systems</b>	Laptops, Desktops, Servers, ATMs, Kiosks, POS Systems, etc.	
<b>Network Devices</b>	Routers, Switches and Devices via SSH/Telnet	
<b>Multi-Language Support</b>	View Bomgar applications and interfaces in English, German, Latin American Spanish, EU Spanish, Finnish, EU French, Italian, Dutch, Brazilian Portuguese, EU Portuguese, Swedish, Turkish, Japanese, Simplified Chinese, and Traditional Chinese. Bomgar supports international character sets.	
<b>Support Toolset</b>	Use advanced troubleshooting tools to interact with remote systems.	
<b>Annotations</b>	While screen sharing, use annotation tools to draw on the remote user's screen. Drawing tools, including a free-form pen and scalable shapes, can aid in training remote users. The Annotations tool is also available during presentations.	
<b>Application Sharing</b>	Allow customers to restrict screen sharing to specific applications.	
<b>Automatic Elevation Service</b>	Pre-deploy the elevation service to automatically elevate the Bomgar customer client when ad-hoc sessions are started. This saves time in each session and enables reps to perform certain administrative tasks (via special actions and canned scripts) on end-user systems without giving full admin rights to each rep. It also allows you to leverage the Bomgar Smart Card driver in an ad-hoc session so that admin tasks can be performed using the rep's privileged account.	
<b>Bomgar Button</b>	Deploy a "Get support" button on remote computers and mobile devices. Centrally manage and report on all deployed Bomgar Buttons.	

Feature Name	Description
<b>Canned Scripts</b>	Use pre-written scripts from either the Command Shell interface or the Screen Sharing interface, increasing session effectiveness.
<b>Collaborative Browser Sharing</b>	Use real-time interaction with remote customers by co-browsing the web without using a full-support screen-sharing session.
<b>Command Shell</b>	Directly access the command shell for system diagnostics, network troubleshooting, or low-bandwidth support, without screen sharing.
<b>Custom Link</b>	From within a session, click a button to open your browser to an associated CRM record or help desk ticket.
<b>Custom Special Actions</b>	Create representative console special action shortcuts for tasks specific to your environment, streamlining the effort for your team to complete repetitive tasks.
<b>Customizable Rep Notifications</b>	Granularly configure which events trigger alerts in the representative console and upload custom audio files.
<b>Elevate Customer Client</b>	Elevate the customer client to have administrative rights. Special actions can be run in the current user context or in system context.
<b>Embedded Bomgar Button</b>	Embed a Bomgar Button within applications deployed throughout your enterprise, giving your customers direct, streamlined access to remote support sessions.
<b>File Transfer</b>	Transfer files to and from the remote file system.
<b>Intel® vPro</b>	Gain in-depth control of remote systems, using Intel® vPro features such as BIOS access, IDE-R, remote KVM, and remote power options.
<b>Multi-Monitor Support</b>	View multiple monitors on the remote desktop.
<b>Multi-Session Support</b>	Run multiple simultaneous support sessions.
<b>Reboot/Auto-Reconnect<sup>1</sup></b>	Reboot and automatically reconnect to the remote computer. The end-user can specify login credentials.
<b>Remote Registry Editor</b>	Access and edit the remote Windows registry without requiring screen sharing.
<b>Remote Screenshot</b>	Capture a screenshot of the remote system.
<b>Representative Console</b>	Support remote computers, systems, and mobile devices through an interface designed specifically for support professionals and equipped with troubleshooting tools.
<b>Restrict End-User Interaction<sup>2</sup></b>	Disable the end-user's mouse and keyboard input to avoid customer interference. Account permissions determine whether the customer can or cannot see the screen while you are working.
<b>Session Notes</b>	Enter notes about support interactions. Session notes are accessible to collaborating representatives and appear in session reports.
<b>Scripts</b>	Run custom command shell scripts to perform common processes.
<b>Smart Card Support</b>	In a support session, use authentication credentials contained on a smart card that physically resides on the representative's system. You must start the session using an elevated Jump Client, a Jumpoint, a local network Jump, or the Bomgar automatic elevation service.
<b>SMS Session Start</b>	Send a session key via SMS to begin a remote support session with a mobile device.
<b>Special Actions</b>	Access common actions such as Registry Editor, Event Viewer, System Restore, etc. Perform actions in User or System context.

Feature Name	Description
<b>System Generated Email Invites</b> <b>New</b>	Leverage the powerful Bomgar support session invitation email feature by sending email either through the representative's local email account or directly from a central email address. Even representatives without email access or representatives with enterprise email policy restrictions can send session emails.
<b>System Information</b>	View in-depth system information in an easily navigable interface. Interact with services and processes and uninstall software without requiring screen sharing.
<b>Training &amp; Presentation</b>	Give presentations to multiple attendees. In a support session, use Show My Screen to share your desktop with your customer.
<b>View or Control</b>	View or control remote computers, servers and mobile devices.
<b>Virtual Pointer</b>	Display a pointer on the customer's screen, even in view-only mode.
<b>Wake-on-LAN</b>	Remotely support computers, even when they are turned off. Send Wake-on-LAN packets to a Jump Client host to turn on that computer, if the capability is enabled on the computer and its network.
<b>Collaboration</b>	Work with other representatives and experts to resolve support cases.
<b>Access Sponsor</b>	Request a sponsor to elevate your permissions on the remote system by joining the session to enter credentials on your behalf.
<b>Embassy</b>	When supporting products or services provided by a third-party vendor, utilize the vendor's support resources.
<b>Equilibrium</b>	Receive support session assignments based on comparative idle time and session load. Prioritize session routing automatically based on the areas of expertise covered by your representatives. By matching an issue to a skill set, you can prioritize the routing of support sessions to the best equipped representatives instead of merely the next available representative.
<b>Extended Availability</b>	Representatives can be in notification mode. If invited to share a session, you will receive an email notification.
<b>Intelligent Collaboration</b>	Resolve issues more effectively by quickly engaging support collaboration with additional representatives based upon both their skill-sets and their availability.
<b>Queues</b>	Accept support requests from team queues or a general queue. Your personal queue contains both your active and pending sessions.
<b>Rep Invite</b>	Invite anyone – internal or external – into a shared session with one-time, limited access.
<b>Rep-to-Rep Screen Sharing</b>	Collaborate with other representatives by instantly sharing your screen with a team member.
<b>Session Sharing &amp; Transfer</b>	Collaborate with other representatives by sharing a session, or transfer a session to another representative or team.
<b>Support Teams</b>	Collaborate with other representatives who share similar skill sets or areas of expertise. Based on issue type or severity, a support request may be routed to a team specialized to handle such problems.
<b>Jump Technology</b>	Access unattended remote desktops, servers, and other systems.
<b>Jump Client</b>	Access any Windows, Mac, or Linux system. Add password-protection for security. Centrally manage and report on all deployed Jump Clients.
<b>Scripted Jump</b>	Automatically initiate a remote support session from an external program by launching a Jump Client on a remote computer.

Feature Name	Description
<b>Jumpoint</b>	Access unattended Windows systems on a network, with no pre-installed client. Connect through proxy servers by storing credentials.
<b>Jump Zone Proxy</b>	Use a Jumpoint as a proxy to access systems on a remote network that do not have a native internet connection.
<b>Microsoft Remote Desktop Protocol (RDP) Integration</b>	Conduct remote desktop protocol (RDP) sessions through Bomgar, with no configuration of endpoints required. Representatives can collaborate in sessions, and sessions can be automatically audited and recorded.
<b>Shell Jump</b>	Connect to SSH/telnet-enabled network devices through a deployed Jumpoint.
<b>Chat and Messaging</b>	Communicate easily with customers and other support personnel.
<b>Click-to-Chat</b>	Start support sessions with web-based chat, requiring no customer download. Sessions can be elevated if deeper support is needed.
<b>Customer Client</b>	Chat with customers during both support and training sessions.
<b>Canned Messages</b>	Access a library of chat responses to common questions.
<b>Nudge Customer Client</b>	Send audible and visual alerts through the customer client when end-user interaction is needed.
<b>Spell Check</b>	Catch misspellings and view suggested corrections.
<b>URL/File Push</b>	Push a URL through the chat interface to launch a browser on the remote computer. Pushing a file through the chat interface prompts the customer to accept the download.
<b>Team Chat</b>	Chat with all representatives on a team or with an individual.

***Features for Remote Support Representatives***

## Features for Support Managers

Feature	Description
<b>Support Portal</b>	Define and automate customer interaction.
<b>Agreements/Messages</b>	Customize messages for each portal. Options include: Customer Legal Agreement, Customer Greeting, On Hold Message, Orphaned Session Message, and Redirect URL.
<b>Bomgar Button</b>	Customize Bomgar's single-click "Get support" icon.
<b>Click-to-Chat</b>	Brand Bomgar's no-download, web-based chat option.
<b>Connection Options</b>	Define how sessions begin for each portal: Representative List, Presentation List, Session Keys, Issue Submission, Click-to-Chat.
<b>Customer Client</b>	Customize the branding and behavior of the Bomgar customer client, which is used by customers in remote sessions.
<b>Exit Surveys</b>	Monitor customer satisfaction, and require representative comments on support sessions.
<b>HTML Template</b>	Edit the HTML of the public site, uploading linked files to the file store.
<b>Apple iOS Configuration Profiles</b>	Offer public or private, administrator-configured profiles to Apple iOS device users.
<b>Customer Downloads</b>	Provide links for the customer to download the chat transcript and a video of the screen sharing session.
<b>Customer Notices</b>	Post important notifications to the top of your support portal, additionally pushing these messages to all active customer clients.
<b>Embedded Bomgar Button</b>	Embed a Bomgar Button within applications deployed throughout your enterprise, giving your customers direct, streamlined access to remote support sessions.
<b>Feedback to Customers in Queue</b>	Provide real-time status updates to waiting customers, informing them of their position in queue and the estimated wait time.
<b>Multi-Language Support</b>	View Bomgar applications and interfaces in English, German, Latin American Spanish, EU Spanish, Finnish, EU French, Italian, Dutch, Brazilian Portuguese, EU Portuguese, Swedish, Turkish, Japanese, Simplified Chinese, and Traditional Chinese. Bomgar supports international character sets.
<b>Post-Session Redirect</b>	Define a URL to automatically open when a customer exits a session.
<b>Support Workflow <span style="color: orange;">New</span></b>	Use the representative survey to create detailed workflows, allowing representatives to complete the survey and follow up on steps provided by the administrator while the session is live.
<b>User Management</b>	Centrally manage users and groups.
<b>Access Sponsor</b>	Allow a lower tier representative to gain elevated privileges by requesting a sponsor to join the session to enter credentials on his or her behalf.
<b>Administrative Dashboard</b>	Oversee team support activity, monitor representatives' sessions or desktops, and take over or transfer sessions owned by someone else. See which team members are available to take sessions, are idle, are busy, or have session assignment disabled.
<b>Configurable Login Banner</b>	Configure a banner to display before users can log into either the /login interface or the /appliance interface. If the banner is enabled, then users attempting to access either /login or /appliance must agree to the rules and restrictions you specify before being allowed to log in.

Feature	Description
<b>Delegated Password Administration</b>	Delegate the task of resetting local users' passwords to privileged users, without also granting full administrator permissions.
<b>Embassy (External Support Teams)</b>	Grant limited access to teams of vendors to receive support or utilize vendors' resources in support calls.
<b>Extractable Rep Console</b>	Download a mass-deployable representative console to distribute to representatives prior to or in parallel with upgrading the Bomgar Appliance.
<b>Group Policies</b>	Define Bomgar user account permissions for entire groups of users.
<b>Group Policy Template</b>	Copy an existing group policy to create a new policy with similar members and permissions. You also can export a group policy and import those permissions into a policy on another site.
<b>Inactive Session Timeout</b>	Remove an idle representative from a support session after a specified time of inactivity.
<b>License Monitoring</b>	Receive email alerts on license usage.
<b>License Pools <span style="color: orange;">New</span></b>	License pools provide expanded flexibility to license management. Configure pools to reflect the structure of your support organization and ensure that each pool has the exact licenses to which it is entitled.
<b>Message Broadcast</b>	Send a pop-up message to all logged-in support representatives.
<b>Multiple /appliance User Accounts</b>	Create multiple user accounts for the /appliance interface. Set rules regarding account lockouts and password requirements.
<b>Post Session Lock</b>	Set the customer client to automatically log the end-user out of the remote Windows computer when an elevated support session ends.
<b>Rep Console Device Verification</b>	Enforce the networks on which your representative consoles may be used, or require multi-factor authentication to log into the representative console.
<b>Rep Invite</b>	Create profiles so that representatives can invite anyone – internal or external – into a shared session with one-time, limited access.
<b>Rep Login Schedule</b>	Exert control over access to the representative console, restricting when representatives can be logged into the representative console.
<b>Restrict Rep Access to Customer Client</b>	To strengthen security, prevent representatives from interacting with the customer client while screen sharing.
<b>Separate Display Names for Reps</b>	Protect representatives' privacy by allowing them to set two display names – one for internal use and one for external use.
<b>Session Permission Policies</b>	Customize support session security permissions to fit specific support scenarios, not just specific representatives. You can change the permissions allowed in a support session based on the support portal the customer came through or even the specific endpoint being supported. Session permission policies provide flexibility in building the security model for each specific support scenario.
<b>Support Teams</b>	Create support teams based on skill set or experience level.
<b>Team Collaboration</b>	Define how multiple teams may interact.
<b>User Accounts</b>	Create an unlimited number of named rep accounts.
<b>User Account Details Reporting</b>	Export account information about your representatives for auditing purposes.
<b>User Collaboration</b>	Define support session sharing and transfer options.

Feature	Description
<b>Routing Automation</b>	Automate routing of support requests, and balance support load.
<b>Automatic Session Distribution</b>	Quickly and effectively route support sessions to the most appropriately skilled representative.
<b>Equilibrium</b>	Receive support session assignments based on comparative idle time and session load. Prioritize session routing automatically based on the areas of expertise covered by your representatives. Alert representatives of sessions with high wait times or route overdue sessions to overflow queues.
<b>Intelligent Collaboration</b>	Resolve issues more effectively by quickly engaging support collaboration with additional representatives based upon both their skill-sets and their availability.
<b>Issue Submission</b>	Implement issue submission on your public site to direct support requests to the team designated to handle the selected issue.
<b>Persistent Queue</b>	Allow queues to be available for customer sessions to start even when no representatives are available. This provides additional flexibility for custom session routing management.
<b>Queues</b>	Assign issues to support teams so that customers facing a particular type of problem will be routed to the correct team queue.
<b>Support Toolset</b>	Equip your support representatives on a user, team, or site basis.
<b>Representative Permissions</b>	Restrict or enable toolset components (ex., View or Control, File Transfer, System Information, Reboot, etc.)
<b>Centralized Rep Console Settings</b>	Define the representative console settings for your entire help desk. Enforce settings to ensure a consistent support experience.
<b>Jump Technology</b>	Define rules for remote access to unattended systems. Set expiration dates for Jumpoints.
<b>Canned Messages</b>	Store responses to common questions to help representatives be more efficient and consistent while chatting with customers.
<b>Scripts</b>	Create command shell scripts for representatives to use during sessions, increasing efficiency by automating common processes.
<b>Reports</b>	Report on all session activity; customize, filter and export reports.
<b>Reporting Permissions</b>	Manage each user's reporting privileges.
<b>Support Session Reports</b>	View details of each support session, including a complete chat transcript, permissions requested, and files transferred.
<b>Session Recording Videos</b>	Record annotated videos of support sessions, show my screen sessions, command shell sessions, and presentations.
<b>Support Summary Reports</b>	See an overview of support activity over time, categorized by representative, team, or public site.
<b>Exit Survey Reports</b>	Monitor customer and representative surveys.
<b>Team and Embassy Reports</b>	View details of activity within a team or embassy, including login and logout times, team chats, and files shared.
<b>License Usage Reports</b>	Run reports to view peak usage of Bomgar licenses.

#### *Features for Support Managers*

## Features for System Administrators

Feature	Description
<b>Mass Deployment</b>	Install Bomgar applications on multiple systems simultaneously
<b>BES-Deployable Bomgar Buttons</b>	Mass deploy Bomgar Buttons on BlackBerry® Smartphones via the BlackBerry® Enterprise Server (BES).
<b>Mass Deployment Installers</b>	Create mass deployable installer packages for Representative Consoles and Jump Clients (Windows and Mac). Also create MSI packages for Session Recording Viewers and Bomgar Buttons (Windows only).
<b>Identity Management</b>	Define Bomgar accounts using existing data on directory servers.
<b>LDAP/Active Directory</b>	Use LDAP/Active Directory to manage Bomgar users.
<b>RADIUS [Multi-factor]</b>	Use RADIUS for multi-factor authentication.
<b>Kerberos [Single Sign-on]</b>	Use Kerberos for single sign-on.
<b>Backup and Redundancy</b>	Monitor and back up the Bomgar Appliance.
<b>Backup Integration Client</b>	Schedule automatic retrieval and storage of software backups.
<b>Bomgar Atlas Cluster Technology</b>	Use one Bomgar site across multiple Bomgar Appliances to enhance responsiveness across wide geographic deployments.
<b>Appliance Failover</b>	Define and automate redundancy and failover options.
<b>NIC Teaming <span style="color: orange;">New</span></b>	Combine your system's physical network interface controllers (NICs) into a single logical interface, adding an additional layer of fault tolerance for your Bomgar Appliance.
<b>Integration</b>	Integrate Bomgar with external systems.
<b>Custom Links</b>	Configure custom links to include a variable for a session's external key, pointing the URL to an associated CRM record or help desk ticket. A representative can access this link from within a session.
<b>API</b>	Integrate with external systems and set API permissions.
<b>Custom Fields</b>	Create custom API fields to gather information about your customer, enabling you to more deeply integrate Bomgar into your support center. You can also make fields and their values visible in the representative console.
<b>Reporting API Enhancements <span style="color: orange;">New</span></b>	Gain more efficient, comprehensive reporting through Real-time Dashboard and Representative Activity Reporting. Develop deep, real-time reporting to quickly analyze support center activity in your organization. Report on support representative activity regardless of whether they are in a support session or not, with metrics such as time available, busy, in concurrent sessions, etc.
<b>SNMP Monitoring</b>	Monitor the Bomgar Appliance using Simple Network Management Protocol (SNMP).
<b>Syslog Integration</b>	Send log messages to an external syslog server.
<b>Integration Client</b>	Transfer session logs, session recordings, and software backups from the Bomgar Appliance to an external system. Supported systems are Windows-based file systems and Microsoft SQL server. Schedule data transfers to take place automatically.
<b>Embedded Remote App Support for Android and iOS</b>	Embed Bomgar remote support technology in your iOS and Android applications to support your mobile applications remotely.

### Features for System Administrators



## Additional Integration Options

Additional integration options are available to Bomgar customers, as well. Some integrations must be purchased separately from the Bomgar software. Contact Bomgar Sales for details.

Integration Option	Requirements
<b>Service Desk/Systems Management Integrations</b>  Automate your integration of Bomgar with various service desk and systems management tools by requesting pre-packaged integration adapters, drastically reducing integration time.	<b>Bomgar-Maintained Integrations</b>
	Autotask
	BMC Footprints
	BMC Remedy 7.6.04 SP2+
	BMC Remedyforce
	Dell KACE
	HP Service Manager 7.0+
	Microsoft Dynamics CRM 2011
	Salesforce.com
	ServiceNow
	<b>3rd Party Integrations</b>
	BMC ServiceDesk Express
	Cherwell
	Hornbill
iSupport	
TOPdesk	
SunView ChangeGear	
<b>CRM/Ticketing Integration</b>  Use the Bomgar API to create a simple integration between your CRM or ticketing system and Bomgar, allowing support reps to access a CRM record or help desk ticket directly from the Bomgar Representative Console.	Bomgar API 1.7.0+  For a list of which API versions correspond with which Bomgar software versions, see <a href="http://www.bomgar.com/docs/content/integrations/api/api-version-reference.htm">www.bomgar.com/docs/content/integrations/api/api-version-reference.htm</a>
<b>3rd Party Professional Integration Services</b>  Because Bomgar’s API and Integration Client conform to industry protocols, it is possible for customers to contract with a third-party professional services provider to outsource integration needs.	Contact Bomgar Sales for References.
<b>Bomgar Professional Services</b>  Contract with Bomgar for custom integration needs.	Contact Bomgar Sales.

### Additional Integration Options for Bomgar

<sup>1</sup>Reboot/Auto-reconnect is not supported on Mac computers.

<sup>2</sup>Restrict End-User Interaction is limited to disabling the mouse and keyboard on Windows 8. From a mobile rep console, Restrict End-User Interaction is limited to fully disabling the mouse, keyboard, and screen display.