

Training Services

# Administrator Essentials



## MAXIMIZE ROI WITH BOMGAR UNIVERSITY TRAINING SERVICES

Bomgar Professional Services help drive efficiency, productivity, security, and a higher return on investment from the Bomgar remote IT solution. Our Bomgar University Training Services are designed to elevate your support organization performance, and maximize your return on investment in Bomgar. Superior training is part of our commitment to helping you obtain the maximum benefit possible from the entire Bomgar enterprise support platform. Our administrator training options will give your team the foundational knowledge needed to install, configure and manage the Bomgar solution for optimum performance. You can select from a variety of modular training courses to ensure your team receives relevant education.

When it comes to remote IT support, Bomgar is an industry leader with the solutions, and expertise you need to make enterprise remote IT support a differentiator for your organization. Our focus on innovation and service excellence will help take your support operation to the next level.

## BOMGAR TRAINING FOR YOUR ADMINISTRATORS

The Bomgar Administrator Essentials training course is **ideal for system/network administrators and service desk managers** who want to learn how to configure and extend Bomgar for your environment using remote support best practices. During the one day course your administrators and managers will also learn how to utilize Bomgar's foundational features to reduce administrative time, increase first-contact resolution, and increase representative efficiency.

## FLEXIBLE TRAINING OPTIONS: ON-SITE OR VIRTUAL

The virtual or on-site Bomgar Administrator Essentials training will teach your administrators everything they need to know about network deployment options for your Bomgar appliance and Bomgar software to support the optimum customer experience. We also package all of the on-site training material for virtual consumption, so your team can engage in Bomgar learning from any location. Both training options are led by a Bomgar and ITIL-certified instructor.



*"Attending Bomgar University enabled us to increase the already high level of service we're delivering to our remote customers."*

Director of Technical Support  
Carestream Dental

# Administrator Essentials Agenda

 For System/Network Administrators and Service Desk Managers

## Laying the Foundation

Total: 60 minutes

### Welcome & Bomgar Overview

- How Bomgar works
- Representative Console interface
- Administrator interfaces
- What Bomgar Supports
- Version Options & Features

## Installation & Setup

Total: 60 minutes

### Appliance Setup

- Configuring Bomgar in the Network
- Using Certificate Management
- Installing & Upgrading the Software
- Defining Email Alerts
- Saving Site Backups

## Core Concepts

Total: 180 minutes

### User & Group Setup

- Enforcing Security & Setting Site Options
- Defining Local Users
- Defining Support Teams & Embassies
- Defining Group Policies

### Support Options

- Deploying the Bomgar Button
- Supporting BlackBerry & Apple iOS
- Defining Rep Invite
- Deploying Jump Clients & Jumpoints

## Customer Experience

Total: 90 minutes

### Customer Facing Options

- Creating Canned Messages
- Creating Canned Scripts
- Defining Customer Client & Presentation Client
- Creating Exit Surveys

### Optimization Options

- Understanding HTML Templates
- Modifying the Style Sheet
- Creating Public Sites
- Running Reports
- Language Options

## References & Support

Total: 15 minutes

### Supplemental Material

- Permissions
- Bomgar Glossary
- LDAP Questionnaire
- Bomgar Course Evaluation

### Recap & Next Steps

- All key points recapped (Learning objectives)
- Next steps
- Bomgar University Courses
- Bomgar Reference Sites
- Feature Requests

## KEY LEARNING OBJECTIVES:

- **How Bomgar Works** – describes how Bomgar fits into your unique service desk environment, along with understanding the representative console and administrator interfaces
- **Setting up Bomgar for Success** – how to configure Bomgar in the network, certificate management, software installation, defined email alerts and saved site backups
- **Establishing User and Group Policies** – teaches administrators how to define local users and support teams, as well as how Bomgar permissions and site settings affect your support teams
- **Mastering Support Options** – clarifies optimum use of popular Bomgar features such as Rep Invite, unattended Jump Clients and Jumpoints, plus initiating Bomgar support for mobile platforms
- **Customizing the Support Experience** – explains how to create and customize multiple support portals and how to match custom-branded Bomgar clients, editable click-throughs and prompts, running reports and branded exit surveys with each portal

## GET CERTIFIED BY BOMGAR

Participants who successfully complete the Bomgar Administrator Essentials and the Administrator Advanced training are eligible to take the Bomgar Administrator Certification exam.

## GET STARTED

**Bomgar University** – Elevate your support organization performance and maximize your return on investment in Bomgar.

**TO LEARN MORE: Please contact your Sales Account Manager today at 866.205.3650**

## BOMGAR PROFESSIONAL SERVICES

Bomgar is committed to providing customers with the most secure, effective and efficient collaborative remote support solution available. Our Professional Services help customers gain the most value from their Bomgar deployment.

## ABOUT BOMGAR

Bomgar offers the only enterprise-class remote IT support platform available today. With software, hardware and professional services, our platform is the only solution you will ever need for remote support. Bomgar's end-to-end capabilities enable you to consolidate, streamline and secure your support operations, while boosting customer satisfaction and reducing costs. We lead the market in innovation—from expanding support to new mobile platforms, to delivering advanced performance analytics—Bomgar will keep your support capabilities secure and in step with changing technology and evolving market requirements.