

Training Services

# Certified Remote Agent



### 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 support representative training options will demonstrate how remote support best practices can be leveraged from Bomgar capabilities. You can select from a variety of modular training options 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 REPRESENTATIVES

The Bomgar Certified Remote Agent Workshop is ideal for help desk analysts and support professionals who work remotely, as an integral member of a virtual support team. This one day, innovative course reviews these key areas for the virtual support resource: communication channels, technology, team dynamics and training. The virtual support member will also learn how to effectively manage their workspace and their workday, while remaining motivated and professional. As a result, virtual representatives are more effective, productive and confident in their day-to-day work, resulting in more satisfied customers and an overall stronger support team.

### VIRTUAL TRAINING OPTION

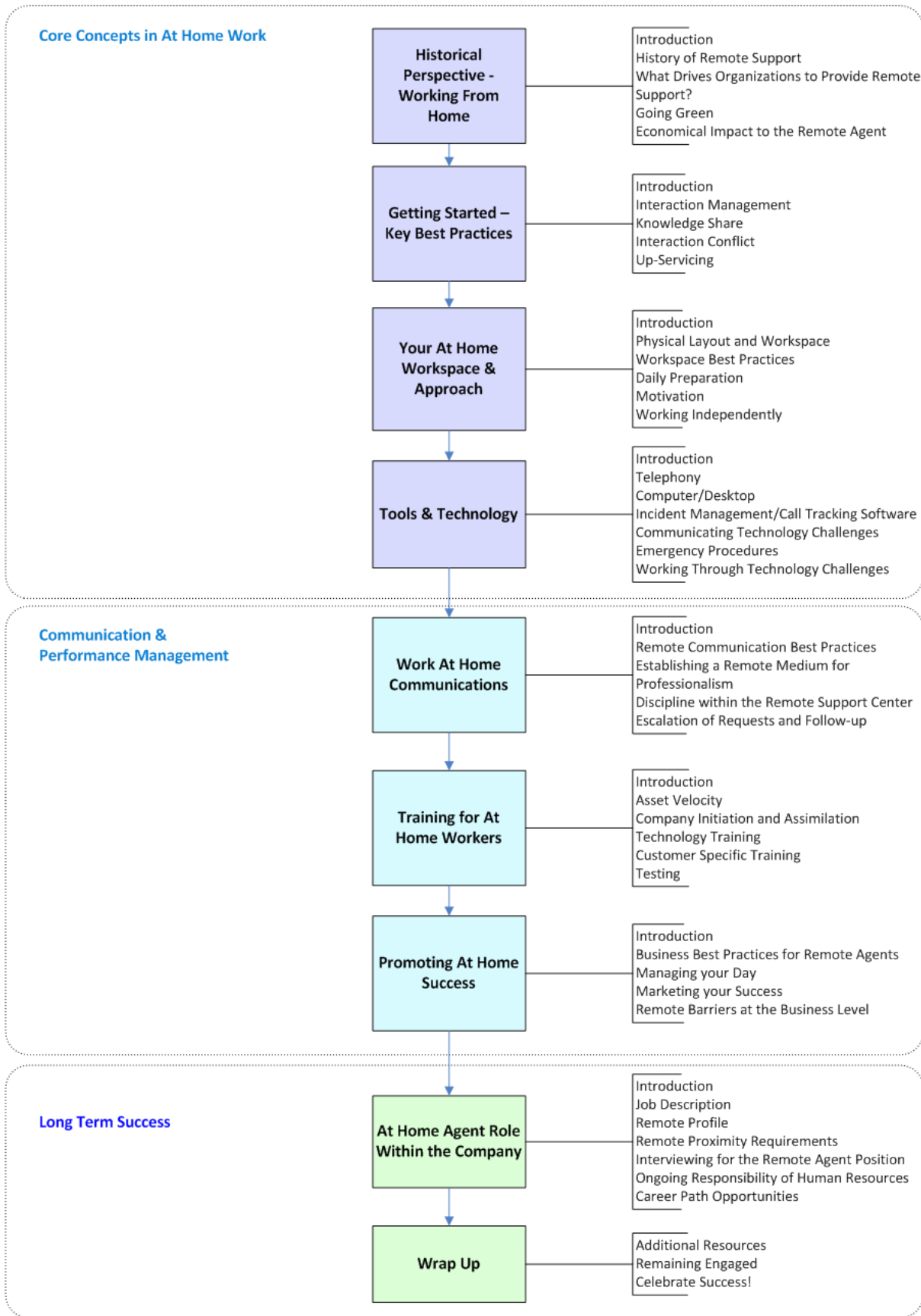
The full day virtual workshop allows your team to engage in Bomgar learning from any location. The course is led by an ITIL-certified instructor.



*"The Bomgar training helped us uncover new ways to securely deliver remote IT support to internal and external clients."*

Director of Desktop & Messaging Services  
Fidelity National Services

### Bomgar Certified Remote Agent Course



## KEY LEARNING OBJECTIVES:

- History of remote support agent
- Roles and responsibilities of the remote agent
- Best practice remote communication skills
- Customer interaction management
- Remote office workspace layout
- Self-Management and motivation
- Remote agent performance metrics
- Conflict management
- Remote team dynamics
- Remote agent technology

Schedule your virtual course within 60 days of purchase.

## 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.