

Training Services

Certified Remote Management



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 VIRTUAL SUPPORT LEADERS

The Bomgar Certified Remote Management Workshop is ideal for service and support leaders who manage a virtual support workforce. In this course, the leaders will learn essential management concepts to develop, deploy and maintain a successful virtual support center. This two day, innovative course includes these key topics: virtual support center return on investment (ROI) models, remote agent productivity model, remote agent best practices, virtual technology model and training. You will also learn how to develop and implement a benchmarking and performance model for your virtual employees. As a result, you become more effective managing your virtual team, and the remote team members are more satisfied, resulting in lower attrition and higher customer satisfaction.

VIRTUAL TRAINING OPTION

The two 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

Certified Remote Management Course

Day One
Core Concepts in At Home Work

Historical Perspective - Working From Home

Introduction
History of Remote Support
What Drives Organizations to Provide Remote Support?
Going Green with Remote Support
Tax Deductions for the Remote Support Center
Who is a Remote Support Manager?

The Business Case for At Home Workers

Introduction
Return On Investment: ROI Model Basics
Including Performance Enhancement as an Additional Component
Associating ROI Figures with Productivity Enhancement
Completing your Business Case
Filling in the Blanks of your Business Case
Marketing your Business Case

Best Practice Basics for At Home Agents

Introduction
Customer Interaction Basics
Remote Best Practice Library for Service and Support
The Remote Service Greeting
Knowledge Share
Conflict
Effective Communication

Workspace Requirements and Your Responsibility

Introduction
Physical Layout and your Workspace
Place of Work
Physical Workstation Design & Layout
Technology in the Remote Support Center
Privacy
Setting and Managing Expectations
Setting a Routine

Communication & Performance Management

Technology in the At Home Agent Model

Introduction
Telephony
ISP and your Network Connectivity
Computer/Desktop
Remote Access to Customers
Interaction Vehicles
Incident (Interaction) Management/Call Tracking Software
Communicating Technology Challenges
Emergency Procedures

Certified Remote Management Course

Day Two
Communication &
Performance Management

Communication
Best Practices

- Introduction
- Communicating with your Remote Team
- Communicating with your Customers when Remote
- Escalation of Requests and Follow up
- Establish Service Levels
- Remain Remote & Visible
- Organizational Compliance

Training At
Home Agents

- Introduction
- Asset Velocity
- Company Initiation and Assimilation
- Technology Training
- The Customer Effect
- Customer Specific Training
- Training Medium
- Framework for Customer Specific Training Material
- Testing
- Remote Access & Validation

Long Term Success

Performance
Management

- Introduction
- Developing a Performance Management Plan
- Reporting Metrics
- Frequency
- Performance Assessment
- Service Level Management
- Continuous Improvement
- Best Practice Benchmarking
- Continuous Improvement Schedule

Morale and At
Home Agent
Success

- Introduction
- The Remote Morale Program
- Establishing a Footprint for Success
- Increased Productivity
- Lower Turnover
- Remote Outlets for Stress Management
- Team Approach to Remote Success
- Equality in your Remote Morale Program
- Creating a Balanced Reward System

KEY LEARNING OBJECTIVES:

- Understand Remote Support Manager's role
- Develop a business case for the Virtual Support Center
- Design a Virtual Support Center strategy
- Learn best practices for remote agents
- Build effective training techniques for the virtual team
- Manage conflict across your virtual team
- Establish key performance indicators for remote agents
- Understand technology and its role in the Virtual Support Center
- Build performance management baseline for your remote agents
- Develop remote morale programs

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.