

Training Services

Representative 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 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 Representative Essentials training course is **ideal for help desk analysts, support professionals and managers** who want a solid understanding of the Bomgar Representative Console, and what your customer sees during a support session. During the half-day course your support representatives will become knowledgeable in session initiation, troubleshooting tools, session management and other support features. As a result, representatives gain confidence and greater efficiency when working with remote support sessions and resolving customer issues.

FLEXIBLE TRAINING OPTIONS

The virtual and on-site training focuses on applying best practices to your organization's Bomgar solution. Both the virtual and on-site courses are led by an instructor that is both Bomgar and ITIL certified. We also package all of the on-site training material for on-demand consumption, so your reps can engage in Bomgar "e-learning" at their own pace. This format works well for periodic training refreshers and for individual new hires that need to get up-to-speed quickly.



"The Bomgar Representative Essentials 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

Representative Essentials 11.1 Agenda

 For Help Desk Analysts, Support Professionals and Support Managers

Laying the Foundation

Total: 60 minutes

Bomgar Introduction	<ul style="list-style-type: none"> • Who We Are • What We Do • Course Introduction and Transition Context • Student Introduction and Icebreaker Exercise
Course Overview	<ul style="list-style-type: none"> • Purpose • What Will Be Covered During the Course • Objectives • What's in it for You? • Intended Audience
Setup and Installation	<ul style="list-style-type: none"> • 8 Steps to Installation • Demo • Logging In
Representative Console Overview	<ul style="list-style-type: none"> • How to Use the Representative Console • Main Section Navigation • Discussion

Becoming Proficient

Total: 90 minutes

How Does It All Start?	<ul style="list-style-type: none"> • Public Site and Representative List • Click-to-Chat • Session Key • Issue Submission • Bomgar Button
Representative Console Basics	<ul style="list-style-type: none"> • Queues and Session Start Options • Equilibrium • Chat Functions • Push URL and Canned Messages • Dashboard
Session Management Tools	<ul style="list-style-type: none"> • Screen Sharing Tools and Options • Simulations and Demonstration • File Transfer • Command Shell and Canned Scripts • System Info
Representative Console Details	<ul style="list-style-type: none"> • Bomgar Button Deployment • Supporting BlackBerry & Android • Supporting Apple iOS Configuration Profiles • Rep Invite, Access Sponsor & Embassy • Jump Technology • Reporting
Other Elements	<ul style="list-style-type: none"> • Settings and Configuration • Presentation Options • Customer Presentation Options • Surveys

Putting It All Together

Total: 60-90 minutes

iPad Representative Console	<ul style="list-style-type: none"> • Setup and Installation • Options and Features • Navigation and Hand Gestures • Screen Sharing Tools & Options • Optional Module
Summary/Conclusion	<ul style="list-style-type: none"> • Top 10 Items Reviewed • Licensing Features • Bomgar Reference Sites • Testing Options

KEY LEARNING OBJECTIVES:

- **Set-up and Installation** – eight easy steps, plus a demo, and how to log in
- **Initiating a Session** – using click-to-chat, session keys, and mastering the Bomgar Button
- **Representative Console Basics** – using queues, chat functions, push URL's, canned messages and the Bomgar Dashboard
- **Session Management Know-how** – screen sharing, simulations, file transfers, using command shell and canned scripts
- **Mastering the Representative Console**– using the Rep Invite feature, Jump technology and Bomgar reporting; supporting mobile devices and platforms (Android™, Apple™ and BlackBerry™)
- **Presentations & Surveys** – learning how to set-up and deliver them right from Bomgar
- **Bomgar iPad Rep Console** – setup and installation, key features, navigation and screen sharing options, and hand gestures

Schedule your virtual or on-site course within 60 days of purchase. For your on-demand course you have a 30 day access subscription, from the time of registration.

GET CERTIFIED BY BOMGAR

Graduates of Representative Essentials are eligible to take the Bomgar Representative 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.