

## The Problem of Load Balancing

The problem most support centers face is not with the capabilities of the support center, but with connecting the support incident with the appropriate support rep in an automated, efficient manner.

When peaks in demand occur, they rarely do so uniformly. This means some technicians are overburdened while others are underutilized. Skilled technicians may be available to handle the demand, but how do you access them?

Most current remote support solutions:

- Do not route support requests intelligently
- Do not prioritize incidents in queue
- Do not make it clear to administrators what can be done to impact support metrics.

## Bomgar's Solution: Equilibrium

Equilibrium is a feature for automatic load balancing of support requests. With Equilibrium, administrators and managers can automatically assign incoming support requests to the least busy technician.

By prioritizing support requests and intelligently routing incidents, Equilibrium helps your support organization reduce hold times in an automated manner.

Equilibrium helps you make better use of the support staff you already have and improves customer satisfaction by shortening incident resolution times.

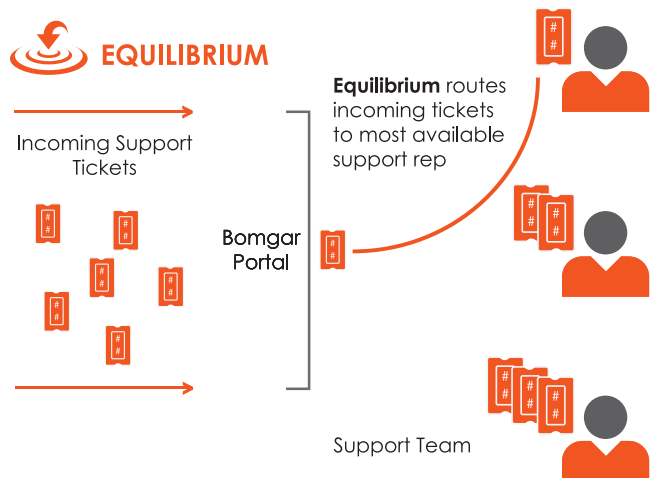


Fig. 1: Route incidents to the least busy support rep

## Prioritize Tickets Automatically

In addition to helping your support organization balance the load of support requests across technicians and teams, Equilibrium also helps prioritize these support requests.

Once support reps resolve one incident, they simply press the "Get Next" button above their queue. The ticket that has been in queue the longest will be assigned to them.

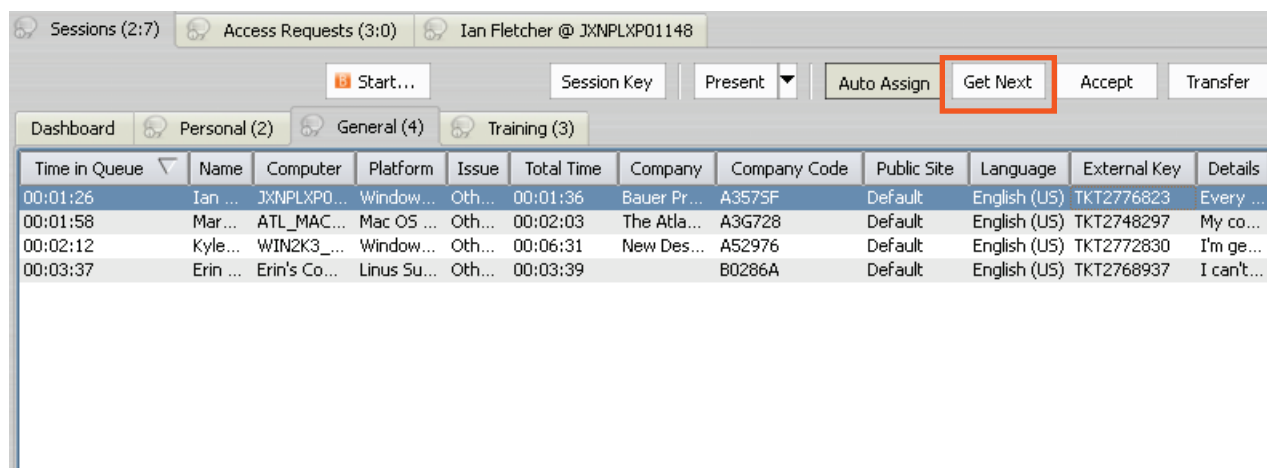


Fig. 2: Equilibrium's "Get Next" button brings the support rep the ticket that has been waiting longest in any of their queues.



### Impact Key Metrics Easily with Equilibrium

Bomgar's Team feature lets support managers create queues that route requests to the team most likely to resolve incoming incidents. Equilibrium enhances these queues by prioritizing the support requests within queues, then routing them to technicians based on availability.

A few simple controls within the Bomgar administrative interface allow managers to enable Equilibrium per queue -- whether the general queue, Team queues or Embassy queues. Managers can enable Equilibrium for any queue.

Once Equilibrium is enabled, technicians reduce hold times and incident handling times simply by pressing the "Get Next" button.

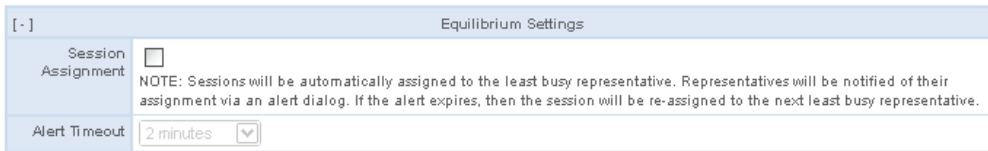


Fig. 4: Enable Equilibrium using simple controls in the administrative interface

### Centralized, Flexible Support Automation

With Equilibrium, managers and administrators can determine how long support representatives have to accept or reject the support requests assigned to them.

If a support rep is busy, Equilibrium reassigns rejected or timed-out sessions to the next least busy representative.

If a session cycles through all available representatives for the queue and is not accepted, it remains in queue until someone manually accepts or transfers it.

Equilibrium automatically knows if a support technician has locked her computer, has multiple sessions opened already, or has been idled of her computer. It will only assign support requests to the least busy available representative.

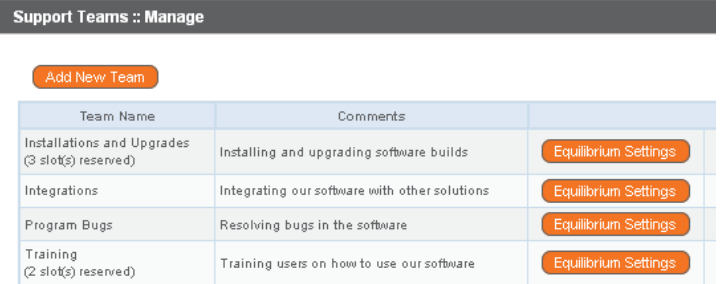


Fig. 3: Define Equilibrium settings for each support team

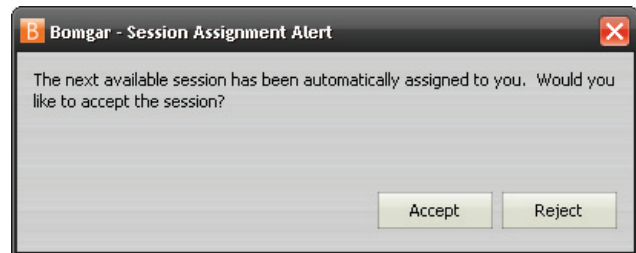


Fig. 5: Technicians can accept or reject Equilibrium assignments