



The Problem of Escalation

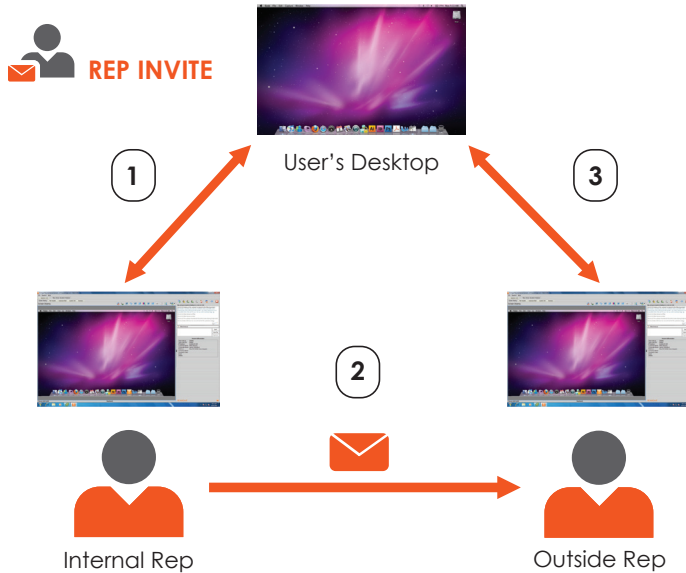
What does your support organization do when first tier reps need temporary assistance from internal resources or outside experts? Engaging a developer, or bringing an outside expert in to assist with a support session usually means disconnecting from the customer and calling back later.

If a clear escalation path does exist, elevating a support incident to the next tier may be feasible, but not without also driving up the cost of providing support. Bringing a developer, vendor or outside expert in for remote support usually means using their support tool. But this can compromise security.

In reality, many incidents are escalated needlessly. The first tier rep could resolve them if only he could have an expert look over his shoulder momentarily whenever a complication arose.

How can your support organization

- Reduce needless escalation and resolve more in first tier?
- Make internal experts, such as developers, accessible without creating a Bomgar account for them?
- Engage outside experts and vendors in support without compromising security or lengthening support calls?



Bomgar's Solution: Rep Invite

Rep Invite allows support reps to invite any expert into a support session, even if the invited rep has never used Bomgar. By letting lower tier reps collaborate ad hoc with any expert, Rep Invite helps you reduce escalation costs and resolve more in first tier on the first call.

How Rep Invite Works (Fig. 1)

1. An internal rep connected to a user's remote desktop with Bomgar realizes he needs assistance with the support session.
2. He uses Rep Invite to ask an outside rep (e.g., a developer) to collaborate with him in the remote support session.
3. The outside rep clicks the link in the invitation, which runs the Bomgar and joins him instantly to the support session.

Fig. 1: Send a one-time-only invite to any outside rep or expert, even if the invited rep does not have a Bomgar account or the Bomgar Representative Console installed.

Bring in Outside Reps Securely

Rep Invite lets you engage outside experts and vendors for assistance without compromising security. As an administrator you can limit which internal reps can use Rep Invite. You can also create multiple security profiles to define how invited reps can interact with end users.

Bomgar's comprehensive audit trail, including videos of support sessions, also applies to sessions involving invited reps. Rep Invite lets you bring in any expert securely, even if you don't have an LDAP profile created for him or her.

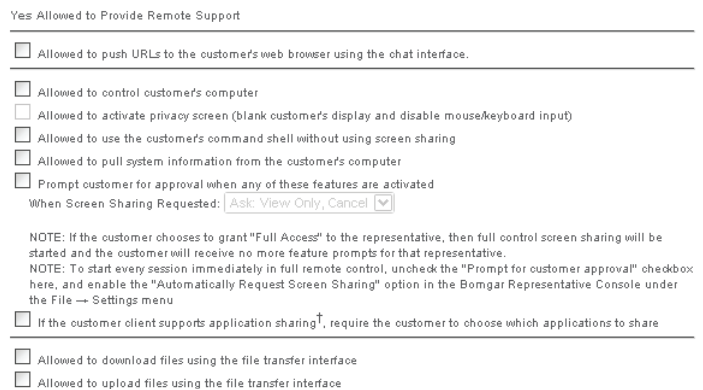


Fig. 2: Create security profiles for invited reps. Security profiles can range from view only to full access.



REP INVITE

Bomgar Feature Profile

A Clear Process for Ad Hoc Collaboration

Rep Invite creates a clear, ad hoc process for collaborating with experts, vendors and developers. Support reps who need help simply send an invite to an outside rep and decide which security profile that specific rep's privileges should conform to when he or she joins the session.

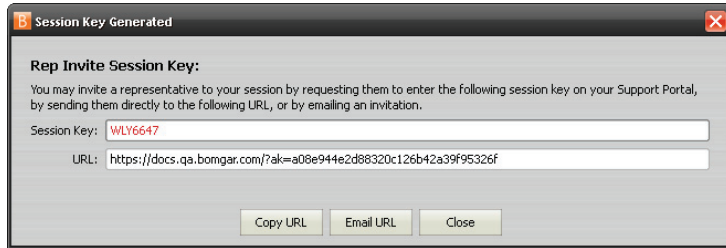


Fig. 3: Internal reps can send a Rep Invite to any outside rep, vendor or field expert.

Rep Invite then walks the invited rep through running the Bomgar Representative Console, which opens to the screen of the support session that needs his or her expertise.



Fig. 5: Invited reps can install the Bomgar Representative Console for one-time access to the remote support session

At the end of the session, the invited rep can uninstall the Bomgar Representative Console, or leave it installed in case another support session requires his or her attention.

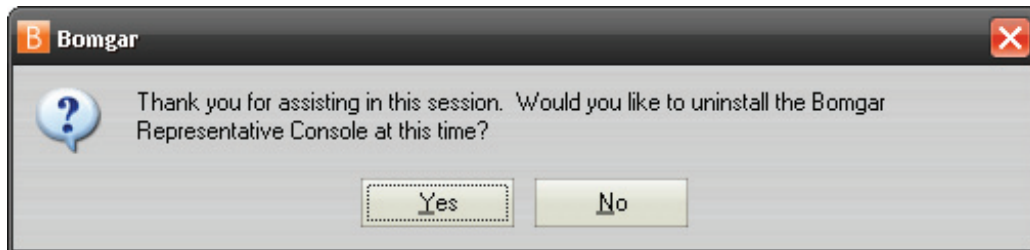


Fig. 6: Invited reps can uninstall the Bomgar Representative Console once a session is resolved, or leave it installed in case they are invited into another remote support session.

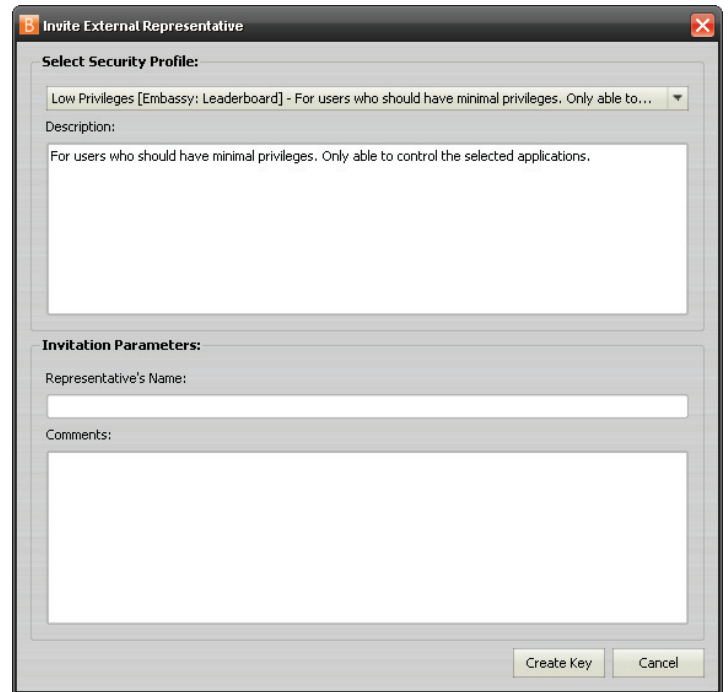


Fig. 4: Invited reps' privileges conform to security profiles defined by administrators beforehand.