



## One-Click Access to Support



The Bomgar Button is a customizable icon you can place on customers' desktops or smartphones. Bomgar Buttons simplify support, allowing customers to initiate a support session with a single click. You can even direct them to the support technician who helped them the last time.

Once installed the Bomgar Button requires no download in order to initiate a session. When the user clicks the Bomgar Button, the customer client automatically opens and initiates a session with the queue specified by the Bomgar Button's profile. The Bomgar Button does not maintain a connection to the Bomgar appliance. Instead, it provides a customer-initiated method for joining the queue of a previously defined representative or team.

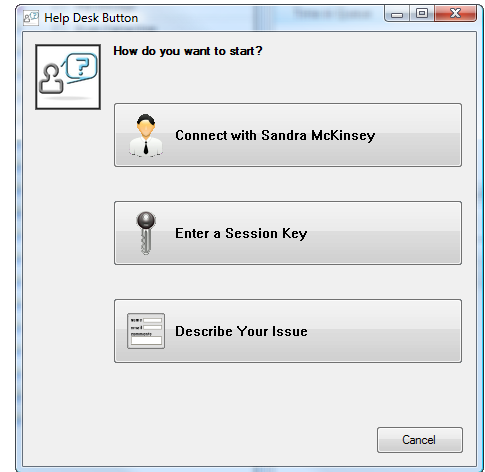
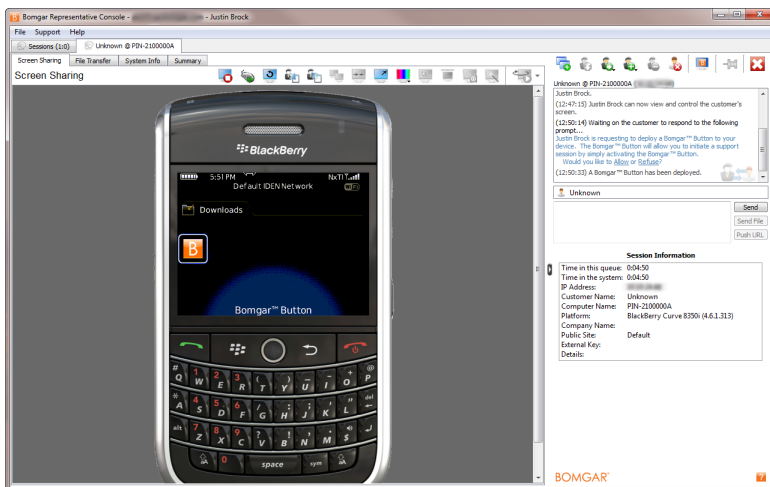


Fig. 1: Give end-users one-click access to support.

## Automatically Route Incoming Support Requests

Each Bomgar Button you create has an associated profile that determines how customers access your support team. You can use Bomgar Buttons to route customers to a special support queue or the technician who last helped them. Or you can have customers click the button and enter a session key, so the rep they're on the phone with can start supporting them instantly. Once the user's system has been configured with a Bomgar Button, starting a support session takes only seconds.

Bomgar Buttons may be mass deployed on Windows, Mac and Linux computers. You can even use BlackBerry® Enterprise Server to deploy Bomgar Buttons on all the BlackBerry smartphones in your enterprise. You can also installed them on Windows systems with Bomgar's MSI Installer.



## BlackBerry® Bomgar Button

BlackBerry® Bomgar Buttons make it easier for smartphone users to request support. Simply deploy a Bomgar Button during a support session, or mass deploy them via BlackBerry® Enterprise Server.

When customers click to request support, you can direct them to the queue or technician best able to assist them.