

Handling Different Support Groups Effectively

Different customers or employee groups often need to access support differently. Unfortunately, most remote support products have a one-size-fits-all approach to session initiation. Not only can this be confusing for end-users, it can also leave huge opportunities for improved efficiency on the table as end-users wade through phone trees to get to the right support team.

Bomgar lets your support center create custom Portals for each customer, group or product you support. With Portals, you can eliminate phone support and drive support requests to the web altogether. Portals contain multiple customizable elements: public sites, agreements and messages, customer client, exit surveys and customer downloads. With Bomgar, even IT outsourcers with multiple business customers can create a custom user experience for each customer.

Public Sites

The public site is the primary component of your support portal. This is where customers can request support or join a training session. You can configure multiple public sites for your Bomgar appliance. Each public site contains multiple customizable elements.

HTML Templates

Customize your public site's HTML and CSS to be consistent with the rest of your web site.

File Store

Store files you need to reference from your HTML template, such as image files and style sheets.

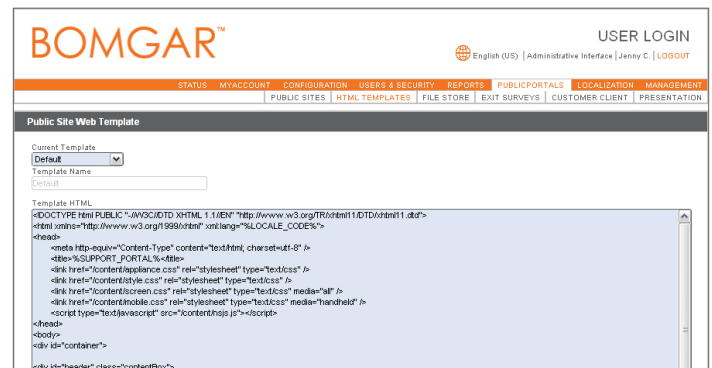


Fig. 1: Customizing your public web portals to match your existing website is easy with Bomgar's HTML template.



Fig. 2: Customize how users initiate a remote support session on your public portal.

Connection Options

Determine what options end-users have for beginning a support session.

- **Session Keys:** Customers connect to specific technicians by submitting a unique, secure session key.
- **Representative List:** Customers connect to specific technicians by clicking a representative's name
- **Front-end Survey:** Customers connect to specific technicians or teams after entering their name, company and a description of the problem.
- **Presentations:** Customers can also join a presentation by clicking on a presentation link or submitting a session key.
- **Click-to-Chat:** Customers can begin a conversation with a support rep without any download by initiating a Flash-enabled chat session.

Agreements & Messages

With Bomgar, you can configure a number of messages for the customer you support. You also can choose to display a watermark on both the customer's and the representative's screen while the customer is in session.

Customer Agreement

Display a legal agreement, disclaimer or policy to end-users before they begin a support session.

Customer Greeting

The greeting welcomes your customer and requests him or her to wait for the next available support representative.

On Hold Message

Configure an on-hold message to display at specified intervals before the session begins.

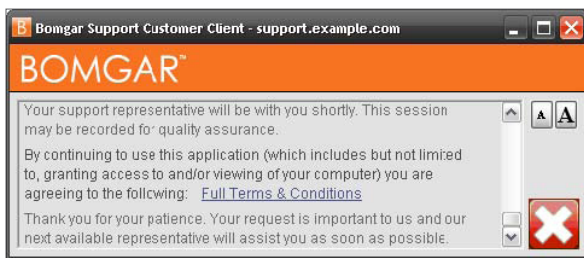


Fig. 3: Configure messages to display to customers you support. For instance, if your company requires you to present a legal agreement, you can display a link to it in your customer greeting.

Orphaned Session & URL

If no technicians are available to help the customer, the orphaned session message alerts the customer, and the URL option can then redirect the end-user to a designated site.

Multiple Languages

Messages can display in each language available on your appliance. Bomgar currently supports German, English, Latin American Spanish, EU Spanish, EU French, Italian, Dutch, Brazilian Portuguese, EU Portuguese, Japanese, and Simplified Chinese.

Customer Client

The full customer client is your end-users' interface once a support session has begun. During the session, customers can chat with technicians, select which applications to share and send files through the customer client. Customers can also change the font size of the chat display.

A prominent red X button immediately stops screen sharing and disables any permissions the representative might have had; the customer can also choose to close the session entirely, uninstalling the software from his or her computer.



Fig. 4: The customer can chat with the rep, select which applications to share and send files within the customer client interface.

Exit Surveys

You can choose to present customers and technicians with an exit survey after the each support session is complete. Surveys can be customized for each public site. Administrators can later review the answers to survey questions from the session reports.

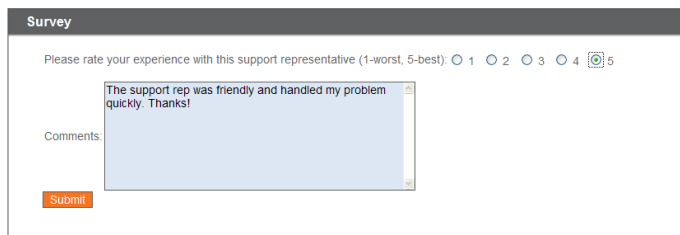


Fig. 4: Get immediate customer feedback with customizable end-user surveys.

Customer Downloads

You can also choose to let customers view or download a copy of their chat transcript and a video of their support session.



Fig. 5: Customers can view or download the session recording and/or chat transcript from the remote support session.