



Simplify Support with Chat

Chat can be a powerful tool for offering noninvasive help from your website or facilitating staff communication. However, chat can create problems when it's deployed as a stand-alone application. Chat can create headaches for users if there is no clear escalation path from chat to remote support. In addition, using non-integrated chat produces separate data silos that can be difficult or impossible to report on.

Bomgar's secure, integrated chat solves these problems. With Bomgar's Click-to-Chat, support reps can help visitors to your website through a flash-based chat interface. If an end-user needs more help, Bomgar can escalate seamlessly from chat to screen sharing or remote control. Bomgar also makes it easy for support reps to chat with other reps or teams. Moreover, the Bomgar Box records all session data – including

chat transcripts. This means you can support users at any level without creating separate data silos.

Bomgar's Chat feature enables you to:

- **Provide Flash-based chat assistance via your website**
- **Chat during support and training sessions**
- **Push URLs within the chat interface**
- **Chat with all logged in team members**
- **Brand the chat window with your logo**

Click-to-Chat

With Bomgar's Click-to-Chat feature, the user can begin a conversation with the support rep instantly from the web, without any download. The flash-based customer chat client runs in a browser, enabling the rep to give the user directions or transfer the user to the appropriate queue before any software is installed. If the rep needs to escalate into a remote control session, the user can install the full customer client without ever losing contact with the support rep.

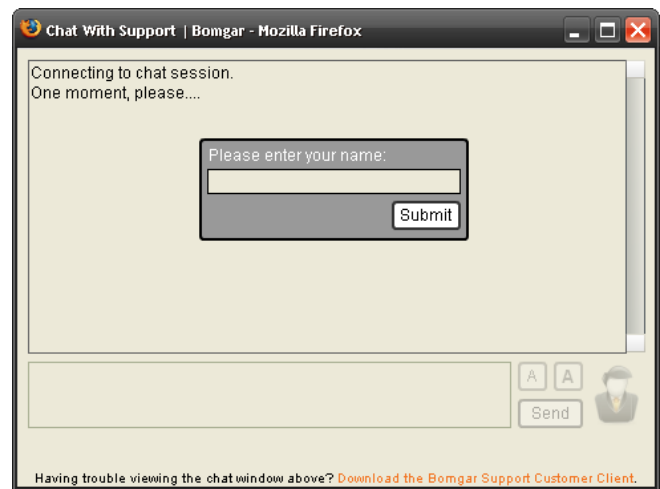


Fig. 1: Users can begin getting support without a download.

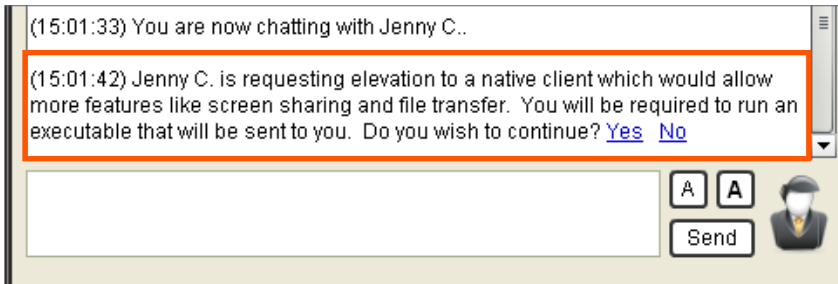
Chat Securely with Customers

Support reps can chat with remote customers throughout the support session, even before screen sharing begins. The chat window can be branded with your company logo. It records not only the messages and timestamps, but it also keeps a running log of events happening during the session, including files transferred and permissions granted.

At the end of the session, you can give customers the option of downloading the session recording and the chat transcript for their records.

Escalate from the Chat Window

Bomgar's Chat feature lets the rep start support immediately without initiating a separate session. Once the user accepts the session, they immediately appear in the rep's queue.



Time in Queue	Name	Computer	Platform
00:10:54	Stanley Livingstone	JXNPVXP-JC01	Windows XP Professional
00:03:38	Ian Fletcher	Computer	Windows@ (x86) Click-T

Fig. 2: Users automatically appear in the support rep's queue when they accept the session.

Canned Messages and URL/File Push

Make Chat even more efficient with Canned Messages for commonly used responses. Support reps can click on the arrow at the lower right of the chat input area to insert previously written messages into the chat.

Technicians can also push a file or URL through the chat interface. Pushing a URL through the chat interface will automatically open a browser on the remote computer and direct it to the designated site. In order to push a URL, the web address must be the only text in the field.

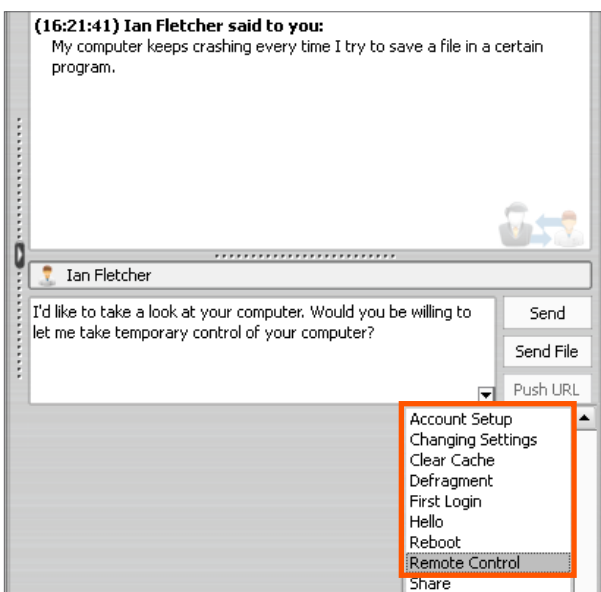


Fig. 3: Canned messages increase productivity because reps spend less time typing and more time supporting users.

Chat During Training Sessions with Individuals or Groups

Support reps can chat with end-users during training sessions. If a support rep selects Show My Screen during a support session, chat remains integrated. End-users can also with support reps and other attendees throughout group training sessions.

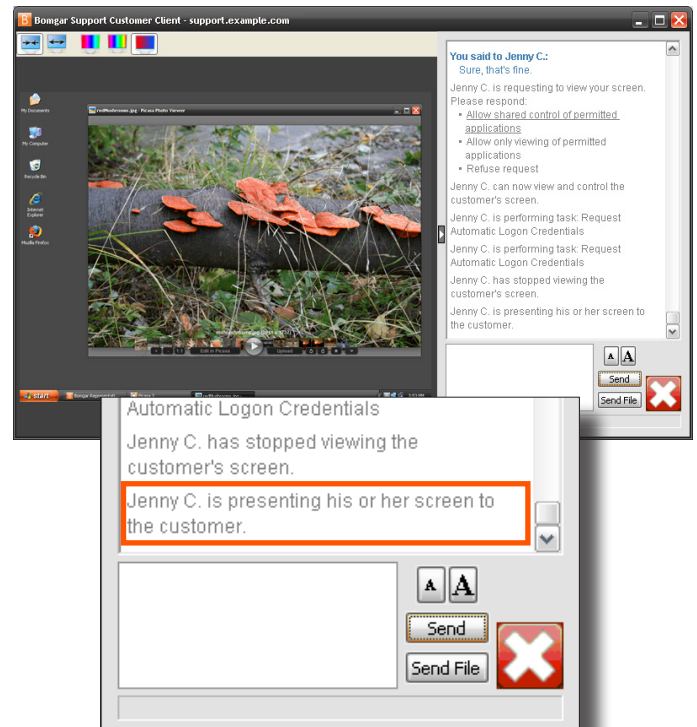


Fig. 4: When using Bomgar's presentation mode, you can chat with users in an adjacent window.

Collaborate with Other Support Reps or Teams

Bomgar chat also facilitates team communication. Support reps can chat with other logged-in representatives or teams. If multiple representatives are sharing a support session, reps can choose to chat with all participants or to select one name – customer or representative – for a private chat.

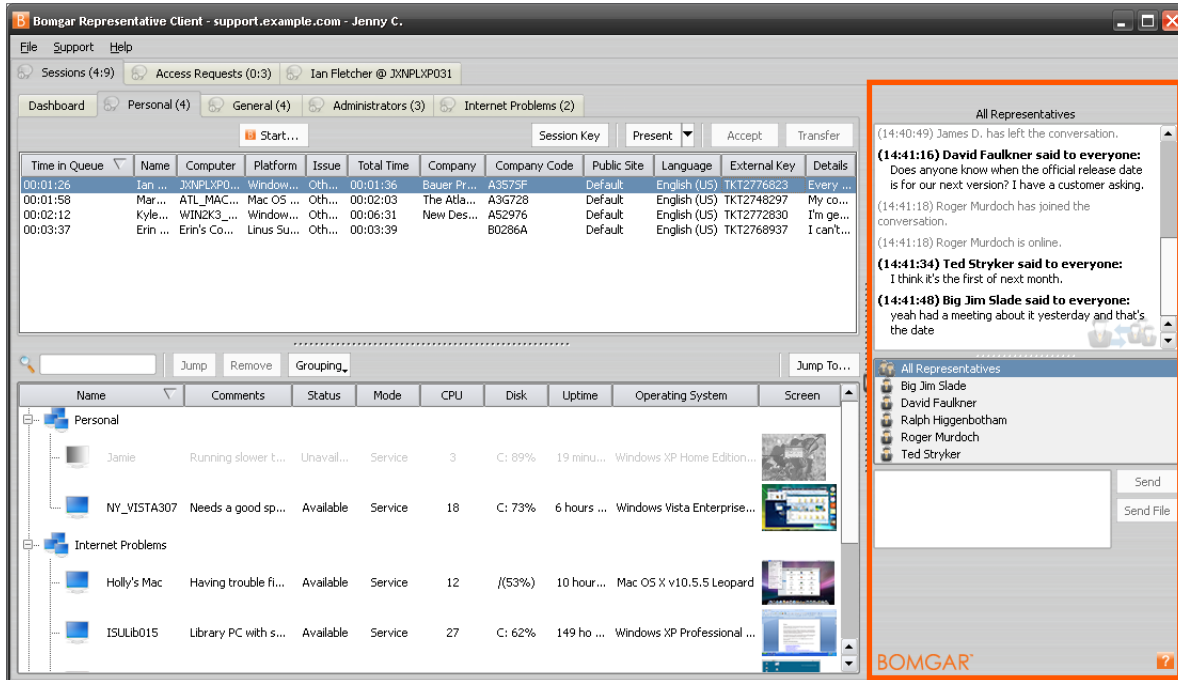


Fig. 5: Representatives can chat with individuals or an entire team behind the scenes when supporting users.

Messaging For Administrators

In addition to the chat functionality, Bomgar allows administrators to message all logged in technicians. Messages broadcasted in this way appear as pop-up windows in the Representative Console. This helps ensure technicians are aware of important announcements or critical updates.



Fig. 6: Administrators can send a message to all logged in reps from the status tab of the administrative interface.