



## Reduce Call Volume and Improve Productivity

Your support organization does more than just fix problems. Sometimes you need to train end-users on correct usage. As a support function, training can help reduce call volume and improve end-user productivity. Unfortunately, most products focused on remote training are designed for online meetings and add maintenance costs to your already-limited budget. These products also offer no easy way to either alternate from support to training or escalate from training to support.

## Instruct Users from One Application

Bomgar understands that training can be a significant function for many support organizations. With Bomgar, technicians can instruct users on the use of technology without needing to open another application. Whether the situation calls for one-on-one training, one-to-few demonstrations, in-depth remote support or all three at once, Bomgar offers the needed functionality.

## One-on-One Training

### Show My Screen

In the middle of a remote support session, a Bomgar rep can share his or her own screen with the remote customer – instead of viewing the customer's screen. The rep can shift easily back and forth between screens without disconnecting from the user. Technicians can show their entire screen or selected applications to the remote customer.

Fig. 1: A rep can show his screen to the customer.

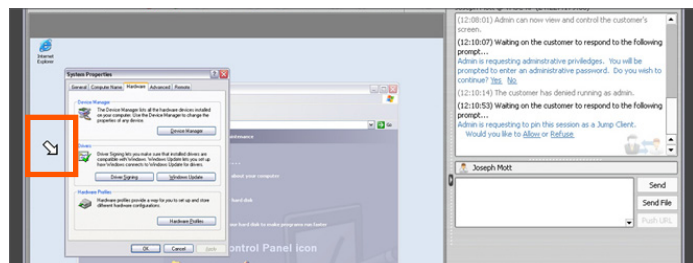
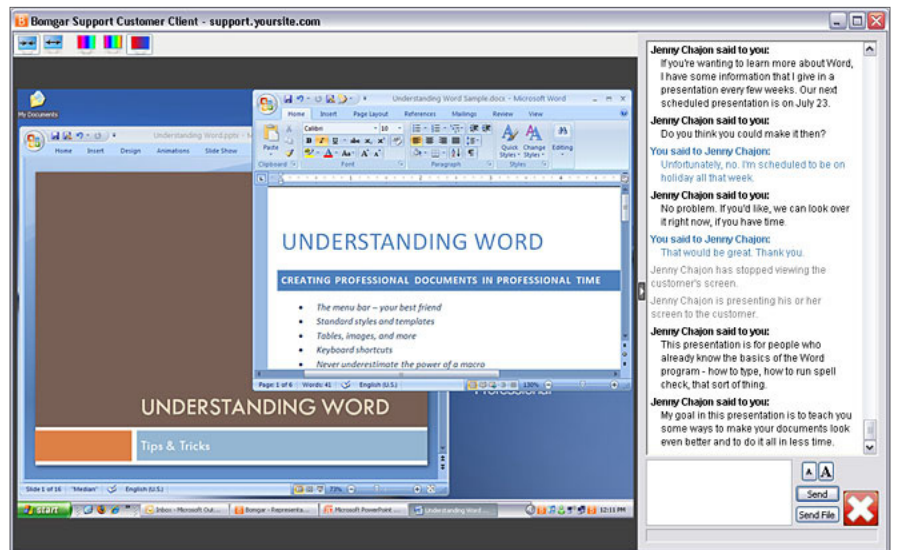
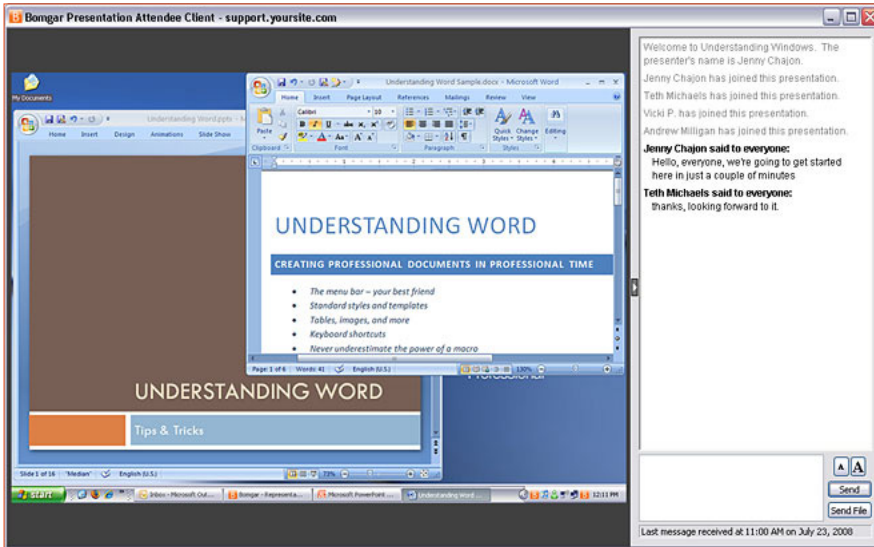


Fig. 2: Display a virtual pointer on the remote computer without requiring full remote control.

### Virtual Pointer

During a support session, technicians can display a virtual pointer on the remote computer screen or hide it from view. The virtual pointer is especially helpful in view-only mode because it lets technicians point out items on the remote screen without requiring full control.



## One-to-Few Training

### Presentation

Bomgar's presentation feature allows technicians to schedule tutorial sessions with up to 15 attendees. The Bomgar rep can share his or her screen for application demos or training sessions. These sessions can even be recorded in Flash format for playback later on.

**Fig. 3:** Provide training for up to 15 trainees

## Training and Support

Bomgar offers best-in-class remote support functionality and simple, intuitive training functionality. Combining these features gives your support team the ability to train multiple attendees, troubleshoot users' issues and demo functionality to a single user, all from the same console. This frees up your technicians and IT trainers by closing gaps in addressing the user's technical needs, decreasing downtime and eliminating unnecessary work for the support organization.