

Bomgar 12.1 Features Compatibility

	Windows	Mac	Linux	Windows Mobile	BlackBerry	Apple iOS	Android
Representative Features							
Representative Console	✓	✓	✓	✗	✗	✓	✓
Access Sponsor	✓	✓	✓	N/A	N/A	✗	✗
Administrative Dashboard	✓	✓	✓	N/A	N/A	iPad	✗
Application Sharing	✓	✓	✓	N/A	N/A	✓	✓
Canned Messages	✓	✓	✓	N/A	N/A	✗	✗
Canned Scripts	✓	✓	✓	N/A	N/A	✗	✗
Command Shell	✓	✓	✓	N/A	N/A	✗	✗
Custom Link	✓	✓	✓	N/A	N/A	✗	✗
Equilibrium	✓	✓	✓	N/A	N/A	✓	✓
Extended Availability	✓	✓	✓	N/A	N/A	✗	✗
File Transfer	✓	✓	✓	N/A	N/A	✗	✗
Intel® vPro	✓	✓	✓	N/A	N/A	✗	✗
Jump via Jumpoint	✓	✓	✓	N/A	N/A	✗	✗
Login via LDAP, RADIUS, or Kerberos	✓	✓	✓	N/A	N/A	LDAP	LDAP
Multi-Monitor Support	✓	✓	✓	N/A	N/A	✓	✓
Nudge Customer Client	✓	✓	✓	N/A	N/A	✗	✗
Presentation	✓	✓	✓	N/A	N/A	✗	✗
Queues	✓	✓	✓	N/A	N/A	✓	✓
Reboot/Reconnect	✓	✓	✓	N/A	N/A	✓	✓
Remote Screenshot	✓	✓	✓	N/A	N/A	✗	✗
Remote System Control	✓	✓	✓	N/A	N/A	✓	✓
Rep Invite	✓	✓	✓	N/A	N/A	✓	✗
Representative Exit Survey	✓	✓	✓	N/A	N/A	✗	✗
Restrict End-User Interaction	✓	✓	✓	N/A	N/A	✗	✗
Screen Sharing	✓	✓	✓	N/A	N/A	✓	✓
Session Notes	✓	✓	✓	N/A	N/A	✓	✓
Session Recording	✓	✓	✓	N/A	N/A	✓	✓
Session Sharing & Transfer	✓	✓	✓	N/A	N/A	✓	✓
Shell Jump	✓	✓	✓	N/A	N/A	✗	✗
Show My Screen	✓	✓	✓	N/A	N/A	✗	✗
SMS Session Start	✓	✓	✓	N/A	N/A	✗	✗
Special Actions	✓	✓	✓	N/A	N/A	✓	✓

	Windows	Mac	Linux	Windows Mobile	BlackBerry	Apple iOS	Android
Spell Check for Chat	✓	✓	✓	N/A	N/A	✓	✓
System Information	✓	✓	✓	N/A	N/A	✓	✓
Team Chat	✓	✓	✓	N/A	N/A	✓	✓
URL/File Push	✓	✓	✓	N/A	N/A	✗	✗
Virtual Pointer	✓	✓	✓	N/A	N/A	✗	✗
Customer Features							
Customer Client	✓	✓	✓	✓	✓	✓	✓
Presentation Client	✓	✓	✗	✗	✗	✗	✗
Apple iOS Configuration Profiles	✗	✗	✗	✗	✗	✓	✗
Application Sharing	✓	✓	✓	✗	✗	✗	✗
Bomgar Button	✓	✓	✓	✗	✓	✗	✗
Chat/Session Recording Downloads	✓	✓	✓	✓	✓	✗	✓
Click-to-Chat	✓	✓	✓	✗	✗	✗	✗
Command Shell	✓	✓	✓	✗	✗	✗	✗
Customer Exit Survey	✓	✓	✓	✓	✓	✓	✓
Elevation to Administrative Rights	✓	✓	✓	✗	✗	✗	✗
File Push	✓	✓	✓	✗	✗	✗	✗
File Transfer	✓	✓	✓	✗	✗	✗	✗
Intel® vPro	✓	N/A	✓	N/A	N/A	N/A	N/A
Issue Submission	✓	✓	✓	✓	✓	✗	✗
Jump Client	✓	✓	✓	✗	✗	✗	✗
Nudge Customer Client	✓	✓	✓	✗	✗	✗	✗
Post-Session Redirect	✓	✓	✓	✓	✓	✓	✓
Reboot/Reconnect	✓	✓	✓	✗	✗	✗	✗
Remote Screenshot	✓	✓	✓	✓	✓	✓	✓
Remote System Control	✓	✓	✓	✗	✗	✗	✗
Restrict End-User Interaction	✓	✗	✗	✗	✗	✗	✗
Screen Sharing	✓	✓	✓	✗	✗	✗	✗
Session Recording	✓	✓	✓	✓	✓	✓	✓
SMS Session Start	✗	✗	✗	✓	✓	✓	✓
Special Actions	✓	✓	✓	✗	✗	✗	✗
System Information	✓	✓	✓	✓	✓	✓	✓
Virtual Pointer	✓	✓	✓	✗	✗	✗	✗