

BOMGAR™

API Programmer's Guide

Version 1.7.0 (Bomgar 12.1.x)

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At Bomgar, customer service is a top priority. Help us provide you with excellent service. If you have any feedback, including any manual errors or omissions, please send an email to feedback@bomgar.com.

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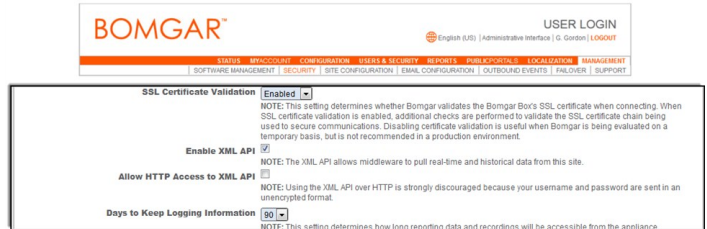
Front-end integration of the Bomgar API enables customers to correlate Bomgar support sessions with third-party or in-house developed applications to pull report data, issue commands, or configure the Bomgar appliance to automatically save a backup of its software configuration on a recurring basis.

One common example of API integration would be linking a help desk ticketing system to Bomgar sessions to track issue resolution.

You could also add a feature to an application to enable the representative to generate a session from directly within that program instead of the Bomgar representative console.

To use the Bomgar API, ensure that the **Enable XML API** option is checked on the **Security** page under the **Management** tab of the **/login** administrative interface.

For the examples in the following pages, a sample URL of **support.example.com** is used. Please replace this URL with your Bomgar appliance's public site URL.



About the Command API

The Bomgar command API is designed to enable you to send commands to your Bomgar appliance from an outside application. This can be used to start or transfer a Bomgar support session without using the standard representative console, to get a list of logged-in representatives, to obtain a list of support teams and issues, or to get information about your Bomgar API version.

Commands are executed by sending a simple HTTP request to the Bomgar appliance. The request can be sent using any HTTPS-capable socket library or scripting language module, a web browser, or a URL fetcher such as **cURL** or **wget**. Either **GET** or **POST** may be used as the request method.

Note: By default, access to the API is SSL-encrypted; however, you can choose to allow HTTP access by checking the **Allow HTTP Access to XML API** option on the **Security** page under the **Management** tab of the **/login** administrative interface. **It is highly recommended that HTTP remain disallowed as a security best practice.**

The command API URL is **https://support.example.com/api/command.ns**.

An XML schema which formally describes the format of the command API response is available at **https://support.example.com/api/command.xsd**.

Required Parameters for Command API

username=[string]	The username to use when issuing commands. For all commands, this user must have permission to use the command API. The user must have permission to perform remote support in order to issue generate_session_key and must be an administrator in order to issue transfer_session .
password=[string]	The password associated with this username.
action=[string]	The type of action to perform. Can be generate_session_key , transfer_session , get_logged_in_reps , get_support_teams , or get_api_info .

The generate_session_key Command

The generate_session_key command creates a new session key to be used in starting a support session. Note that if your Bomgar appliance has multiple public sites, the session key created may be associated with any of these sites, depending on the method used to download the customer client.

For example, Site A has a hostname of support.example.com, and Site B has a hostname of remote.example.com. When a **generate_session_key** request is made to support.example.com with a **url_hostname** of remote.example.com, both a session key code and a unique session key URL will be generated.

If the customer goes to the generated URL to download the customer client, then the session will be associated with Site B, because the session key URL points to the hostname designated by the **url_hostname** parameter.

However, the customer could also download the customer client by submitting the session key code on either site. Therefore, if the customer goes to Site A to submit the code, then the session will be associated with Site A, while if he or she goes to Site B, the session will be associated with Site B.

Required Parameters for generate_session_key

type=[string]	The type of session for which you would like to generate a session key. Currently, the only supported value is support .
queue_id=[string]	The queue in which the session should be placed. Can be one of general , rep:[id] , team:[id] , or embassy:[id] ¹ , where [id] is the numeric ID for the representative, team, or Embassy queue in which you wish to place this session. Can also be rep_username:[username] . This call will work only if a single user with the given username exists; otherwise, an error message will be returned.

Optional Parameters for generate_session_key

ttl=[integer]	Time in seconds for which this key should be valid. If omitted, the maximum session key timeout set in the administrative interface will be used. ²
external_key=[string]	An arbitrary string that can link this session to an identifier on an external system, such as a help desk ticket ID.
ur_hostname=[string]	Hostname to use in the URL generated for the session key. Defaults to the primary hostname for your Bomgar appliance.

¹Requires Enterprise licensing.

²Requires Enterprise licensing.

XML Response for generate_session_key Query

/session_key

<type>	The type of session for which this key was generated. Currently, the only supported value is support .
<ttl>	Time in seconds for which this key is valid. ¹
<expires>	The timestamp at which this session key expires.
<queue>	The queue in which this session will be placed. Will be general , rep , team or embassy .
<queue_id>	The numeric ID of the queue.
<external_key>	A string that links this session to an identifier on an external system, such as a help desk ticket ID.
<short_key>	The seven-character string that the customer can enter on your public site to start a session.
<key_url>	The session key url to which the customer can go to start a session.
<mail_subject>	The subject line of the session key email invitation.
<mail_body>	The body of the session key email invitation.

¹Requires Enterprise licensing.

Query Examples: generate_session_key

General queue	<code>https://support.example.com/api/command.ns?username=test&password=test&action=generate_session_key&type=support&queue_id=general</code>
Specific representative	<code>https://support.example.com/api/command.ns?username=test&password=test&action=generate_session_key&type=support&queue_id=rep:1</code>
Specific team	<code>https://support.example.com/api/command.ns?username=test&password=test&action=generate_session_key&type=support&queue_id=team:1</code>
Specific Embassy	<code>https://support.example.com/api/command.ns?username=test&password=test&action=generate_session_key&type=support&queue_id=embassy:1</code>
General queue, 1 hour time to live	<code>https://support.example.com/api/command.ns?username=test&password=test&action=generate_session_key&type=support&queue_id=general&ttl=3600</code>
General queue, external key	<code>https://support.example.com/api/command.ns?username=test&password=test&action=generate_session_key&type=support&queue_id=general&external_key=ABC1234</code>
General queue, specified Hostname	<code>https://support.example.com/api/command.ns?username=test&password=test&action=generate_session_key&type=support&queue_id=general&url_hostname=remote.example.com</code>

¹Requires Enterprise licensing.

The join_session Command

The join_session command adds a logged in representative to an existing support session.

Required Parameters for join_session

lsid=[string]	The ID of the session to which the representative will be added.
rep_id=[string]	Unique ID assigned to the representative.

XML Report for join_session Query

<success>	Returns a message of Representative successfully added if successful.
<error>	Returns an error message if not successful.

Query Examples: join_session

Add representative to session c69a8e10bea9428f816cfababe9815fe	https://support.example.com/api/command.ns?username=test&password=test &action=join_session&lsid=c69a8e10bea9428f816cfababe9815fe&rep_id=151
---	--

The transfer_session Command

The transfer_session command transfers an active session from one queue to another.

Required Parameters for transfer_session

lsid=[string]	The ID of the session you wish to transfer.
queue_id=[string]	The queue to which this session should be transferred. Can be one of general , rep:[id] , team:[id] , or embassy:[id] , where [id] is the numeric ID for the representative, team, or Embassy queue to which you wish to transfer this session.

XML Report for transfer_session Query

<success>	Returns a message of Successfully transferred if the transfer was successful.
<error>	Returns an error message if the transfer was not successful.

Query Examples: transfer_session

Session c69a8e10bea9428f816cfababe9815fe to general queue	https://support.example.com/api/command.ns?username=test&password=test &action=transfer_session&lsid=c69a8e10bea9428f816cfababe9815fe&queue_ id=general
Session c69a8e10bea9428f816cfababe9815fe to specific representative	https://support.example.com/api/command.ns?username=test&password=test &action=transfer_session&lsid=c69a8e10bea9428f816cfababe9815fe&queue_ id=rep:1
Session c69a8e10bea9428f816cfababe9815fe to specific team	https://support.example.com/api/command.ns?username=test&password=test &action=transfer_session&lsid=c69a8e10bea9428f816cfababe9815fe&queue_ id=team:1

The `get_logged_in_reps` Request

The `get_logged_in_reps` request returns XML data about all logged-in representatives. It requires no additional parameters.

XML Response for `get_logged_in_reps` Query

<code><logged_in_reps></code>	Returns a <code><rep></code> element for each logged-in representative. If no representatives are logged in, this element will contain no <code><rep></code> elements. If an error occurs, it will contain an <code><error></code> element describing the problem.
-------------------------------------	--

Element Names and Attributes

/logged_in_reps/rep

<code>id</code> (attribute)	Unique ID assigned to the representative.
<code><display_name></code>	The display name of the representative.
<code><type></code>	The type of representative logged in. Types include Normal , Embassy and Invited .
<code><direct_link></code>	An HTML anchor tag containing the URL that customers can use to download the customer client to connect directly to the representative.
<code><logged_in_since></code>	The date and time at which the representative logged in.
<code><presentation_count></code>	The number of active presentations the representative is currently running.
<code><support_session_count></code>	The number of active sessions the representative is currently running.
<code><showing_on_rep_list></code>	Integer value (1 or 0) indicating if the rep currently has permission to show on the public site and has their Showing On Representative List preference checked in the rep console.

Query Example: `get_logged_in_reps`

<code>get_logged_in_reps</code>	<code>https://support.example.com/api/command.ns?username=test&password=test&action=get_logged_in_reps</code>
---------------------------------	---

The get_support_teams Request

The get_support_teams request returns XML data containing all configured support teams and all the issues configured for each team.

Optional Parameter for get_support_teams

showmembers	Causes the output to also list all the representatives who are members of each team. Depending on team configuration, showing all members could add a significant amount of data to the output and should be used sparingly.
-------------	--

XML Response for get_support_teams Query

<support_teams>	Contains a <support_team> element for each support team. If no support teams have been created, this element will contain no <support_team> elements. If an error occurs, it will contain an <error> element describing the problem.
-----------------	--

Element Names and Attributes

/support_teams/support_team

id (attribute)	Unique ID assigned to the support team.
<name>	The name of the support team.
<embassy>	Integer value (1) present only if the team is an Embassy.
<issues>	Contains an <issue> element for each issue associated with this support team, as described below. If no issues have been configured for this team, the <issue> element will be blank.
<members>	Displayed only if the showmembers parameter has been included in the request. Contains a <representative> element for each member of this team. If no representatives have been assigned to this team, the <members> element will be blank.

/support_teams/support_team/issues/issue

id (attribute)	Unique ID assigned to this issue.
<title>	The title of the issue.

/support_teams/support_team/members/representative

id (attribute)	Unique ID assigned to the representative.
<username>	The username assigned to the representative.
<display_name>	The display name currently assigned to the representative.

Query Examples: get_support_teams

Show names and issues	https://support.example.com/api/command.ns?username=test&password=test&action=get_support_teams
Show names, issues, and members	https://support.example.com/api/command.ns?username=test&password=test&action=get_support_teams&showmembers

The `get_api_info` Request

The `get_api_info` request returns XML data containing the current API version information.

XML Response for `get_api_info` Query

/get_api_info

<code><api_version></code>	The software version of the current Bomgar API.
<code><timestamp></code>	The server's current timestamp at the time this report was pulled.
<code><permissions></code>	The permissions of the user account used to issue this command. The permissions shown are detailed below.
<code><user_id></code>	The numeric rep ID of the Bomgar user making this API call.

Element Names and Attributes

/get_api_info/permissions/permission

<code>perm_use_command_api</code>	Integer value (1 or 0) indicating if the user has permission to use the command API.
<code>perm_use_reporting_api</code>	Integer value (1 or 0) indicating if the user has permission to use the reporting API.
<code>perm_admin</code>	Integer value (1 or 0) indicating if the user is an administrator.
<code>perm_view_reports</code>	Indicates if the user has permission to view reports. Can be one of the following: <ul style="list-style-type: none"> none Cannot view any reports. user_sessions Can view reports in which he or she was the primary representative. team_sessions Can view reports in which one of the user's teammates was the primary representative or one of the user's teams was the primary team. all_sessions Can view all reports.
<code>perm_view_sd_recordings</code>	Integer value (1 or 0) indicating if the user has permission to view support session recordings.
<code>perm_sd_allowed</code>	Integer value (1 or 0) indicating if the user is allowed to provide remote support.

Query Example: `get_api_info`

<code>get_api_info</code>	<code>https://support.example.com/api/command.ns?username=test&password=test&action=get_api_info</code>
---------------------------	---

About the Client Scripting API

The client scripting API enables you to send commands to Bomgar clients from external applications. It is an unauthenticated web-based API, introduced in API version 1.6.0, that creates script files to be opened by the Bomgar representative console.

Customers can use the client scripting API to start a support session with a specific Jump Client, push and start a session with a Windows system within a local network, or prompt representatives to generate a session key.

The client scripting API URL is **http://support.example.com/api/client_script.ns**.

This API accepts a client type (**rep**), an operation to perform (**generate**), a command to put in the script file, and a set of parameters to pass to the command. Here is an example of a valid Client Scripting API request:

```
https://support.example.com/api/client_script.ns?type=rep&operation=generate&action=start_pinned_client_session&search_string=ABCDEFG02
```

The above request will prompt the user to download a Bomgar representative console script file. After downloading the script file, the user can run it using the representative console. In this case, the script file will contain commands to start a session with the Jump Client whose hostname, comments, public IP, or private IP matches the search string "ABCDEFG02".

Note: By default, access to the API is SSL-encrypted; however, you can choose to allow HTTP access by checking the **Allow HTTP Access to XML API** option on the **Security** page under the **Management** tab of the **/login** administrative interface. **It is highly recommended that HTTP remain disallowed as a security best practice.**

Required Parameters for Client Scripting API

type=rep	The Bomgar client to which the command applies. Currently the API only supports rep as the client type.
operation=generate	The operation to perform. Currently the API only supports generate as the operation. The generate operation expects the following parameters to specify the command to generate: start_pinned_client_session , generate_session_key or push_and_start_local .
action=<command> or action=<command>¶meter=[value]	The name of the command to run. Can be start_pinned_client_session , generate_session_key or push_and_start_local .

Parameters and Values Available for action=<command>

action=start_pinned_client_session&	search_string=[string] session.custom.external_key=[string]
-------------------------------------	--

action=**generate_session_key**&

session.custom.external_key=[string]
public_portal_hostname=[string]

Note: Parameters are optional for the **generate_session_key** command. Omitting them will simply cause the Representative Console to show the **Generate Session Key** dialog.

action=**push_and_start_local**&

hostname=[string]

The `start_pinned_client_session` Command

The `start_pinned_client_session` command attempts to start a support session with a Bomgar Jump Client. Representatives may run this command for all Jump Clients they are permitted to access via Jump Client management interface in the representative console.

Required Parameters for the `start_pinned_client_session` Command

`search_string`=[string]

The search criteria used to select a Jump Client. The private IP, public IP, hostname, and comments fields of the Jump Client will be matched against the search string. This field has a maximum length of 1024 characters.

Optional Parameters for the `start_pinned_client_session` Command

`session.custom.external_key`=[string]

The external key to associate with the support session spawned from the Jump Client. This field has a maximum length of 1024 characters.

Query Examples: `start_pinned_client_session`

Start a support session with the Jump Client whose hostname is "ABCDEFGH02"

`https://support.example.com/api/client_script.ns?type=rep&operation=generate&action=start_pinned_client_session&search_string=ABCDEFGH02`

Start a support session with the Jump Client whose comments field contains the string "Example Co"

`https://support.example.com/api/client_script.ns?type=rep&operation=generate&action=start_pinned_client_session&search_string=Example%20Co`

or

`https://support.example.com/api/client_script.ns?type=rep&operation=generate&action=start_pinned_client_session&search_string=Example+Co`

Start a support session with the Jump Client whose private IP address or public IP address is "192.168.9.14" and assign the external key "BMC0000001275" to the session:

`https://support.example.com/api/client_script.ns?type=rep&operation=generate&action=start_pinned_client_session&search_string=192.168.9.14&session.custom.external_key=BMC0000001275`

Note: If more than one Jump Client matches the search criteria then a dialog will open, giving the user the option to select the appropriate Jump Client.

The generate_session_key Command

In the context of the client scripting API, the **generate_session_key** command causes the Representative Console to show the Generate Session Key dialog. Parameters can be passed to the command to customize the behavior.

Optional Parameters for the generate_session_key Command

<code>session.custom.external_key=[string]</code>	The external key to associate with the support session started with the session key or URL shown on the Generate Session Key dialog. This field has a maximum length of 1024 characters.
<code>public_portal_hostname=[string]</code>	The hostname of the public portal that should be selected by default when the Generate Session Key dialog is shown. The representative will still have the option to change the public portal on the dialog. This field has a maximum length of 255 characters.

Query Examples: generate_session_key

Show the Generate Session Key dialog	<code>https://support.example.com/api/client_script.ns?type=rep&operation=generate&action=generate_session_key</code>
Show the Generate Session Key dialog with the public portal hostname "support.example.com" selected	<code>https://support.example.com/api/client_script.ns?type=rep&operation=generate&action=generate_session_key&public_portal_hostname=support.example.com</code>
Show the Generate Session Key dialog and associate the external key "BMC0000001275" with any support sessions started using the session key or URL shown on the dialog	<code>https://support.example.com/api/client_script.ns?type=rep&operation=generate&action=generate_session_key&session.custom.external_key=BMC0000001275</code>

The `push_and_start_local` Command

The `push_and_start_local` command attempts to push the customer client to a computer on the local network to start a support session. This can also be described as a local Jump.

Required Parameters for `push_and_start_local`

`hostname=[string]`

The hostname of the computer that is the target of the push and start operation. This field has a maximum length of 255 characters.

Query Examples: `push_and_start_local`

Jump to the local network computer called "ABCDEFGH02"

```
https://support.example.com/api/client_script.ns?type=rep&operation=generate&action=push_and_start_local&hostname=ABCDEFGH02
```

About the Session Generation API

The public site is a collection of forms and links which generates an HTTP request each time a session is requested, resulting in the customer client's being downloaded to the remote computer. The request generated depends on the configuration of the public site and the method used by the customer to request support:

1. By selecting a name from a list of logged-in representatives
2. By entering a unique session key
3. By submitting an issue

The session generation API URL is https://support.example.com/api/start_session.ns

The queue in which to place the customer after connecting can be specified in one of two ways:

Session Generation by Representative Name and ID

id=[integer]	The numeric ID for the representative with whom to start the session.
name=[string]	The display name for this same representative.
external_key=[string]	A key to an external help desk ticket system (maximum of 1024 characters).

Session Generation by Issue Submission Survey

issue_menu=[integer]	Must be set to 1 . This is the only field that is required.
customer_name=[string]	Customer's name (maximum of 100 characters).
customer_company=[string]	Customer's company name (maximum of 100 characters).
customer_company_code=[string]	Customer's company code (maximum of 100 characters).
customer_desc=[string]	Customer's problem description (maximum of 1024 characters).
id=[integer]	The numeric ID for the selected menu item. If Display Reps in Issues Menu is enabled from the Public Site Configuration page of the /login web interface, this will be the unique ID for a representative in the list. Otherwise, it will be the unique ID for an issue found in the issues list. If not specified, the session will go to the general queue if this queue is enabled. To obtain a list of valid issue IDs, issue a get_support_teams command as detailed in the Command API section of this guide.
external_key=[string]	A key to an external help desk ticket system (maximum of 1024 characters).

Note that if your Bomgar appliance has multiple public sites, the session created will be associated with the public site whose domain name matches the request's domain name. For example, if Site A has a hostname of support.example.com and Site B has a hostname of remote.example.com, a session generation request made to support.example.com will create a session associated with Site A.

Query Examples

Specific representative	https://support.example.com/api/start_session.ns?id=1&name=Admin
Issue submission survey	https://support.example.com/api/start_session.ns?issue_menu=1&customer_name=John%20Doe&customer_company=Company%20Name&customer_company_code=1234&customer_desc=I%20need%20support&id=1&external_key=1234
Platform	https://support.example.com/api/start_session.ns?id=1&name=Admin&platform=winNT-32

To programmatically download the customer client, an HTTP request must be made to https://support.example.com/api/start_session.ns with the correct parameters for the desired request type. It is possible to programmatically download the customer client with specified parameters for a specific Windows® platform such as Windows 32-bit or 64-bit. To do so an HTTP request must be made to https://support.example.com/api/start_session.ns?id=1&name=Admin&platform=winNT-32 using the correct parameters for the desired platform, **winNT-32** or **winNT-64**.

Starting Sessions with Session Key Acceptance

An alternative method of starting a session is to create a web form where your customers can enter short session key strings to start sessions with you.

To create a session key entry form, create a web form with the action of https://support.example.com/api/start_session.ns and a method of either **GET** or **POST**. You must also use a text box with the name of **short_key**, as shown in the example below.

```
<form action="https://support.example.com/api/start_session.ns" method="get">  
  Session Key: <input type="text" name="short_key" /><br />  
  <input type="submit" value="Submit" />  
</form>
```

You may also include an external key to start a session.

```
<form action="https://support.example.com/api/start_session.ns" method="get">  
  Session Key: <input type="text" name="short_key" /><br />  
  External Key: <input type="text" name="external_key" /><br />  
  <input type="submit" value="Submit" />  
</form>
```

Using this form, your customer can enter a generated seven-character session key and an optional external key to start a session with you.

Starting Sessions with Click-To-Chat

To start sessions using click-to-chat rather than the full customer client, you must first reference an external JavaScript file that is included on your Bomgar appliance and then tell the API which public site to use. Both of these elements should be included in the head of your web page, as shown in the example below.

```
<head>
  <script type="text/javascript" src="https://support.example.com/api/clicktochat.js"></script>
  <script type="text/javascript">
    BG.setSite("https://support.example.com");
  </script>
</head>
```

Then, within the body, you must include an **onclick** event attribute on the anchor or button elements you wish to use to start a session. You may use session key submission, representative selection, or issue submission to start the session by calling the following JavaScript functions:

- BG.startChatWithSessionKey(sessionKey, fallbackToFullWindow)
- BG.startChatWithRepldName(repld, repName, fallbackToFullWindow)
- BG.startChatWithIssueId(issueId, fallbackToFullWindow)
- BG.startChatWithIssueForm(formElement, fallbackToFullWindow)

Each function contains an optional **fallbackToFullWindow** parameter, which determines what action to take should the click-to-chat window be blocked by a high security policy in a user's web browser. If the new window is blocked and the **fallbackToFullWindow** parameter is set to true, then the original window will attempt to redirect to open click-to-chat in the full window.

To begin a session using a session key, set the **onclick** attribute to **BG.startChatWithSessionKey(sessionKey, fallbackToFullWindow)**, where **SessionKey** is the seven-character string used to generate a session. Below is an example of a common setup.

```
Session Key: <input type="text" id="key" name="key" /><br />
<input type="submit" value="Submit"
  onclick="BG.startChatWithSessionKey(document.getElementById('key').value, true); return false;" />
```

To begin a session using both a session key and external key, set the **onclick** attribute to **BG.startChatWithSessionKeyAndExternalKey(sessionKey, externalKey, fallbackToFullWindow)**, where **externalKey** is the key string used to generate a session. Below is an example of a common setup.

```
Session Key: <input type="text" id="short_key" name="short_key" /><br />
External Key: <input type="text" id="external_key" name="external_key" /><br />
<input type="submit" value="Chat!"
  onclick="BG.startChatWithSessionKeyAndExternalKey(document.getElementById('short_key').value,
  document.getElementById('external_key').value, true); return false;"/>
```

Begin a session with a specific representative using **BG.startChatWithRepldName(repld, repName, fallbackToFullWindow)**, where **repld** is the unique identifier for the selected representative and **repName** is the representative's display name. You can get a list of logged in representatives and their unique identifiers using the **get_logged_in_reps** command as detailed in the **Command API** section of this guide. The example below shows a link to begin a session with a specific representative.

```
<a href="https://support.example.com/api/start_session.ns?id=1&name=Admin"
onclick="BG.startChatWithRepIdName('1', 'Admin', true); return false;">Start Session with Admin</a>
```

Begin a session referencing a support issue using **BG.startChatWithIssueId(issueId, fallbackToFullWindow)**, where **issueId** is the unique identifier of the support issue. If **Display Reps in Issues Menu** is enabled from the **Public Site Configuration** page of the **/login** web interface, this will be the unique ID for a representative in the list. Otherwise, it will be the unique ID for an issue found in the issues list or **0** for the general queue (if enabled).

Get a list of logged in representatives and their unique identifiers using the **get_logged_in_reps** command as detailed in the **Command API** section of this guide. To obtain a list of valid issue IDs, issue a **get_support_teams** command as detailed in the **Command API** section of this guide. The example below demonstrates a link hard coded to begin a session with a specific issue, though you can modify the code to allow the customer to choose an issue.

```
<a href="https://support.example.com/api/start_session.ns?issue_menu=1&id=1"
onclick="BG.startChatWithIssueId('1', true); return false;">Start Session</a>
```

You also can begin a session by referencing an entire form using **BG.startChatWithIssueForm(formElement, fallbackToFullWindow)**, where **formElement** is the form to reference. This form can include any of the fields detailed in the **Session Generation** section above, with each field to be submitted having its appropriate name. The only required fields are the ID field, specifying which representative or issue has been selected, or **0** for the general queue (if enabled).

```
<form action="https://support.example.com/api/start_session.ns" method="get">

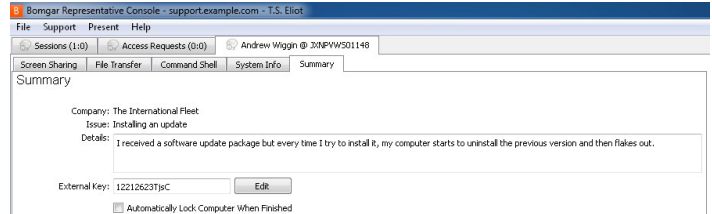
  Your Issue:
    <select name="id">
      <option value="">Please choose an issue</option>
      <option value="1">I need help getting started</option>
      <option value="2">I am receiving an error</option>
    </select>
  <br />
  Your Name: <input type="text" name="customer_name" /><br />
  Describe Your Issue: <textarea name="customer_desc"></textarea><br />
  <input type="hidden" name="issue_menu" value="1" />
  <input type="submit" value="Submit" onclick="BG.startChatWithIssueForm(this.form, true); return false;" />
</form>
```

Starting Sessions with External Keys (TicketID)

The external key is a text string sent to the Bomgar appliance to be logged as a property of a particular support session. This key typically originates from software separate from the Bomgar software. It does not need to be a unique value but usually is. The external key can be specified in one of two ways.

Manual Entry

The support representative who has ownership of a Bomgar session can manually assign a key value from within the representative console. If enabled, the **Summary** tab of a session displays that session's external key. Click the **Edit** button to modify this value.



Programmatic Assignment

The second, more useful way of designating an external key is from within the URL sent to the Bomgar appliance by the customer client. The external key can be specified using the **generate_session_key** command detailed in the section below. The issue submission survey also supports specifying an external key.

The issue submission survey generates an HTTP request similar in format to the following example:

```
https://support.example.com/api/start_session.ns?issue_menu=1&customer_name=John%20Doe&customer_
company=Company%20Name&customer_company_code=1234&customer_desc=I%20need%20support&id=1&external_key=1234
```

Note the **external_key** parameter specified in the sample request provided. If an external key is specified in this manner, the representative console will automatically populate its external key field with the given value.

The API allows creation of a custom web site or application that can be used instead of the public site to establish a support session. Code within this custom software must generate HTTP requests in the format displayed in the example above to initiate the session and pre-populate the external key within the representative console.

Using the External Key

Once a support session has an external key associated with it, you can use the reporting API to generate XML session data containing the external key. This provides the means for middleware to be developed to provide a relationship between the reporting data used by Bomgar and the correlating ticketing system's ticket numbers.

About the Reporting API

The Bomgar reporting API is designed to enable you to pull reporting data in XML format, suitable for importing into external databases and applications. The data presented is the same as in the session and exit survey reports of the `/login` administrative interface.

XML data is pulled by sending a simple HTTP request to the Bomgar appliance. The request can be sent using any HTTPS-capable socket library or scripting language module, a web browser, or a URL fetcher such as **cURL** or **wget**. Either **GET** or **POST** may be used as the request method. Note that even if your Bomgar appliance has multiple public sites, all reports return data associated with all public sites unless the request contains a specific parameter to limit the sites pulled.

Note: By default, access to the API is SSL-encrypted; however, you can choose to allow HTTP access by checking the **Allow HTTP Access to XML API** option on the **Security** page under the **Management** tab of the `/login` administrative interface. **It is highly recommended that HTTP remain disallowed as a security best practice.**

The reporting API URL is <https://support.example.com/api/reporting.ns>.

An XML schema which formally describes the format of the returned reporting data is available at <https://support.example.com/api/reporting.xsd>.

Required Parameters for Reporting API

username=[string]	The username to use when retrieving the reports. This user must have permission to use the reporting API. The users must also have permission to view reports. Reports returned will depend on the user's specific reporting permissions.										
password=[string]	The password associated with this username.										
generate_report=[string]	<p>The type of report to be generated. Report types can be any of the following:</p> <table style="width: 100%; border: none;"> <tbody> <tr> <td style="padding: 2px 10px 2px 0;">SupportSession</td> <td style="padding: 2px 10px 2px 0;">PresentationRecording</td> </tr> <tr> <td style="padding: 2px 10px 2px 0;">SupportSessionListing</td> <td style="padding: 2px 10px 2px 0;">SupportCustExitSurvey</td> </tr> <tr> <td style="padding: 2px 10px 2px 0;">SupportSessionSummary</td> <td style="padding: 2px 10px 2px 0;">SupportRepExitSurvey</td> </tr> <tr> <td style="padding: 2px 10px 2px 0;">SupportSessionRecording</td> <td style="padding: 2px 10px 2px 0;">SupportTeam¹</td> </tr> <tr> <td style="padding: 2px 10px 2px 0;">CommandShellRecording</td> <td></td> </tr> </tbody> </table>	SupportSession	PresentationRecording	SupportSessionListing	SupportCustExitSurvey	SupportSessionSummary	SupportRepExitSurvey	SupportSessionRecording	SupportTeam ¹	CommandShellRecording	
SupportSession	PresentationRecording										
SupportSessionListing	SupportCustExitSurvey										
SupportSessionSummary	SupportRepExitSurvey										
SupportSessionRecording	SupportTeam ¹										
CommandShellRecording											

¹Requires enterprise licensing.

Downloading Reports with SupportSession

The SupportSession query returns full information for all sessions which match given search parameters. You may use any one of the following sets of parameters to generate reports:

- **start_date** and **duration**
- **start_time** and **duration**
- **end_date** and **duration**
- **end_time** and **duration**
- **lsid**
- **lsids**

Parameters for SupportSession

start_date=[YYYY-MM-DD]	Specifies that the report should return all sessions, even those still in progress, that began on or after this date and that are within the duration specified below.
start_time=[timestamp]	Specifies that the report should return all sessions, even those still in progress, that began at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
end_date=[YYYY-MM-DD]	Specifies that the report should return only closed sessions that ended on or after this date and that are within the duration specified below.
end_time=[timestamp]	Specifies that the report should return only closed sessions that ended at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
duration=[integer]	Length of time from the specified date or time for which you wish to pull reports, or 0 to pull from the specified date to present. If start_date or end_date is specified, duration will represent days; if start_time or end_time is specified, duration will represent seconds.
lsid=[string]	The ID of the session for which you wish to see details.
lsids=[comma-separated strings]	A comma-delimited list of the IDs of sessions for which you wish to see details.

Optional Parameter for SupportSession

limit=[string]	The category by which to filter results. Can be one of the following:	
	all	Returns all results.
	rep:[id]	Returns sessions owned by a representative, specified by user ID.
	team:[all]	Returns sessions owned by any team or Embassy.
	team:[id]	Returns sessions owned by a team or Embassy specified by team ID.
	members:[id]	Returns sessions owned by members of a team or Embassy specified by team ID.
	site:[id]	Returns sessions run through a public site specified by site ID. The default public site always has an ID of 1 .
Note: The limit parameter cannot be used in conjunction with either lsid or lsids . If it is used with either of these parameters, the limit parameter will be ignored.		

XML Response for SupportSession Query

<session_list>	Contains a <session> element for each session that matches the given criteria. If no sessions are returned, this element will contain no <session> elements. If an error occurs during the search, it will contain an <error> element describing the problem.
----------------	--

Element Names and Attributes

/session_list/session

lsid (attribute)	A string which uniquely identifies this session.
<session_type>	Indicates the type of session for which the report was run. The value will always be support in the current Bomgar API version.
<seq>	An incrementing number used to represent support sessions in a non-string format. Note: The LSEQ element is not guaranteed to be unique or strictly sequential.
<start_time>	The date and time the session was begun either by the customer's running the customer client or by the representative's initiating a Jump session. Data is returned in ISO 8601 format. Also contains a timestamp attribute which displays the start time as a UNIX timestamp (UTC).
<end_time>	The date and time the session was ended either by the customer's closing the customer client or by the representative's closing the session. Data is returned in ISO 8601 format. Also contains a timestamp attribute which displays the end time in UNIX timestamp (UTC). This element will be empty for sessions which are still in progress when the report was run or which closed abnormally.
<duration>	Session length in HH:MM:SS format.
<public_site>	The name of the public site associated with the session. Also contains an id attribute, which displays the unique ID assigned to the public site. ¹
<jumpoint>	The name of the Jumpoint through which this session was initiated, if any. Also contains an id attribute, which displays the unique ID assigned to the Jumpoint.
<external_key>	An arbitrary string that can link this session to an identifier on an external system, such as a help desk ticket ID. This can be input from within the representative console or defined programmatically.
<session_chat_view_url>	The URL at which this session's chat transcript can be viewed in a web browser. This element is displayed only for sessions that have successfully ended.
<session_chat_download_url>	The URL at which this session's chat transcript can be downloaded. This element is displayed only for sessions that have successfully ended.
<session_recording_view_url>	The URL at which the Flash (.flv) video of the session may be viewed in a web browser. This element is displayed only if screen sharing recording was enabled at the time of the session. It is available only for sessions that have successfully ended and only if the requesting user has permission to view session recordings.

¹Requires Enterprise licensing.

<session_recording_download_url>	The URL at which the Flash (.flv) video of the session may be downloaded. This element is displayed only if screen sharing recording was enabled at the time of the session and only if the rep initiated screen sharing during the session. It is available only for sessions that have successfully ended and only if the requesting user has permission to view session recordings.
<command_shell_recordings>	Contains a <command_shell_recording> element for each command shell that was initiated during the session. This element is displayed only if the representative opened a remote command shell during the session, if command shell recording was enabled at the time of the session, and only if the requesting user has permission to view session recordings. This element contains several child elements, <download_url>, <view_url> as described below.
<file_transfer_count>	The number of file transfers which occurred during the session.
<primary_customer>	Lists the gsnumber as an attribute and as an element the name of the customer who initiated the session or, for a Jump session, the computer name of the remote system accessed by the representative.
<primary_rep>	Lists the gsnumber and id as attributes, and as an element the name of the final representative to own the session. If the session closed before it was transferred to a representative, this element will not be displayed.
<primary_team>	Lists the team ID and name of the final team to which this session was transferred. If the session was never transferred to a team, this element will not be displayed.
<customer_list>	A list of all customers who participated in the session. There should always be exactly one customer per session in the current Bomgar API version. The format of each <customer> element is described below.
<rep_list>	A list of all representatives who participated in the session, whether as session owners or conference members. The format of each <representative> element is described below. If the customer closed the session before it was transferred to a representative, this element will be empty.
<team_list>	A list of all teams to which the session belonged, whether by the session being initiated in a team queue, by a representative's explicitly transferring the session to a team, or by a session falling back into a team queue after a lost connection. This element may be empty, or it may contain one or more <team> elements as described below.
<cust_survey_list>	Contains a <cust_exit_survey> element if a customer exit survey was completed. This element is displayed only for sessions that have successfully ended and only if the customer submitted the survey. This element contains several child elements.
<rep_survey_list>	Contains a <rep_exit_survey> element if a representative exit survey was completed. This element is displayed only for sessions that have successfully ended and only if the representative submitted the survey. This element contains several child elements.

<session_details>	Contains a chronological list of all events which occurred during the session. This element contains one or more child <event> elements as described below. Events that can occur include the following:	
	Chat Message	Pinned Session Moved away from Queue
	Command Shell Session Started	Pinned Session Moved to Queue
	Callback Button Deployed	Pinned Session Password Modified
	Callback Button Removed	Representative Exit Survey
	Conference Member Added	Service Access Allowed
	Conference Member Departed	Session Assigned
	Conference Member State Changed	Session Assignment Response
	Conference Owner Changed	Session End
	Customer Exit Survey	Session Note Added
	External Key	Session Pinned to Queue
	File Download	Session Start
	File Download Failed	Session Transferred away from Queue
	File Upload	Session Transferred to Queue
	File Upload Failed	Session Unpinned from Queue
	Files Shared	System Information Retrieved
	Legal Agreement Response	Service Access Allowed

/session_list/session/command_shell_recordings/command_shell_recording

instance (attribute)	The instance of the command shell session, starting with 0 .
<download_url>	The URL at which the Flash (.flv) video of the command shell session may be downloaded.
<view_url>	The URL at which the Flash (.flv) video of the command shell session may be viewed in a web browser.

/session_list/session/customer_list/customer

gsnumber (attribute)	Uniquely identifies the customer in regards to his or her current connection to the Bomgar Appliance. A gsnumber may be recycled, so while two people connected at the same time will never have the same gsnumber, one person may have a gsnumber that was assigned to another person in the past. Can be used to correlate a <customer> element with a <primary_cust> or with an event's <performed_by> or <destination> element.
<username>	The username with which the customer is logged into his or her computer.

<public_ip>	The customer's public IP address.
<private_ip>	The customer's private IP address.
<hostname>	The hostname of the customer's computer.
<os>	The operating system of the customer's computer.
<primary_cust>	Integer value (1 or 0) indicating if this customer was the first customer of the session. In the current version of the Bomgar API, this value is always 1 .
<info>	Contains detailed information about the customer as either entered in the front-end survey or designated programmatically. This field contains several child elements as described below.

/session_list/session/customer_list/customer/info

<name>	The name which the customer entered in the Your Name field of the front-end survey or which was assigned programmatically.
<company>	The company name which the customer entered in the Company field on the front-end survey or which was assigned programmatically.
<company_code>	The code which the customer entered in the Company Code field on the front-end survey or which was assigned programmatically.
<issue>	The numeric ID of the issue or the representative which the customer selected from the drop down of the front-end survey or which was designated programmatically.
<details>	The description of the problem as entered by the customer in the Describe Your Issue text area field of the front-end survey or as programmatically assigned.

/session_list/session/rep_list/representative

gsnumber (attribute)	<p>Uniquely identifies the representative in regards to his or her current connection to the Bomgar appliance. A gsnumber is assigned on a per-connection basis, so if a representative leaves a session and then rejoins without logging out of the Bomgar appliance, his or her gsnumber will remain the same.</p> <p>However, if the representative's connection is terminated for any reason, when that representative logs back into the Bomgar appliance, he or she will be assigned a new gsnumber and will also appear multiple times in the <rep_list> element.</p> <p>A gsnumber may be recycled, so while two people connected at the same time will never have the same gsnumber, one person may have a gsnumber that was assigned to another person in the past. Can be used to correlate a <representative> element with a <primary_rep> or with an event's <performed_by> or <destination> element.</p>
id (attribute)	Unique ID assigned to the representative.

<username>	The username assigned to the representative.
<display_name>	The display name assigned to the representative. Note that this field contains the display name's value at the time of the session, which may not match the current value if the display_name has subsequently been changed by the representative or an administrator.
<display_number>	The display number assigned to the representative. Like < display_name >, this is the display number at the time of the session and may not match the current value.
<public_ip>	The representative's public IP address.
<private_ip>	The representative's private IP address.
<hostname>	The hostname of the representative's computer.
<os>	The operating system of the representative's computer.
<session_owner>	Integer value (1 or 0) indicating whether the representative was an actual owner of the session or was merely a conference member.
<primary_rep>	Integer value (1 or 0) indicating if the representative was the final representative to own the session.
<seconds_involved>	Integer value indicating the number of seconds the representative was involved in this session.
<embassy>	Integer value (1) present only if the representative is an Embassy user. ¹
<invited>	Integer value (1) present only if the representative is an invited user.

/session_list/session/team_list/team

[value]	The display name of the support team. Note that this field contains the team name as it currently appears, which may not match the value at the time of the session if the team name has been subsequently changed.
id (attribute)	Integer value representing the team's unique ID.
primary_team (attribute)	Integer value (1 or 0) indicating if this team was the last team to which the session was transferred.

/session_list/session/session_details/event

timestamp (attribute)	The system time at which the event occurred.
-----------------------	--

¹Requires Enterprise licensing.

<p>event_type (attribute)</p>	<p>The type of event which occurred. Event types include the following:</p> <table border="0"> <tr> <td>Chat Message</td> <td>Pinned Session Moved away from Queue</td> </tr> <tr> <td>Command Shell Session Started</td> <td>Pinned Session Moved to Queue</td> </tr> <tr> <td>Callback Button Deployed</td> <td>Pinned Session Password Modified</td> </tr> <tr> <td>Callback Button Removed</td> <td>Representative Exit Survey</td> </tr> <tr> <td>Conference Member Added</td> <td>Service Access Allowed</td> </tr> <tr> <td>Conference Member Departed</td> <td>Session Assigned</td> </tr> <tr> <td>Conference Member State Changed</td> <td>Session Assignment Response</td> </tr> <tr> <td>Conference Owner Changed</td> <td>Session End</td> </tr> <tr> <td>Customer Exit Survey</td> <td>Session Note Added</td> </tr> <tr> <td>External Key</td> <td>Session Pinned to Queue</td> </tr> <tr> <td>File Download</td> <td>Session Start</td> </tr> <tr> <td>File Download Failed</td> <td>Session Transferred away from Queue</td> </tr> <tr> <td>File Upload</td> <td>Session Transferred to Queue</td> </tr> <tr> <td>File Upload Failed</td> <td>Session Unpinned from Queue</td> </tr> <tr> <td>Files Shared</td> <td>System Information Retrieved</td> </tr> <tr> <td>Legal Agreement Response</td> <td>Service Access Allowed</td> </tr> </table>	Chat Message	Pinned Session Moved away from Queue	Command Shell Session Started	Pinned Session Moved to Queue	Callback Button Deployed	Pinned Session Password Modified	Callback Button Removed	Representative Exit Survey	Conference Member Added	Service Access Allowed	Conference Member Departed	Session Assigned	Conference Member State Changed	Session Assignment Response	Conference Owner Changed	Session End	Customer Exit Survey	Session Note Added	External Key	Session Pinned to Queue	File Download	Session Start	File Download Failed	Session Transferred away from Queue	File Upload	Session Transferred to Queue	File Upload Failed	Session Unpinned from Queue	Files Shared	System Information Retrieved	Legal Agreement Response	Service Access Allowed
Chat Message	Pinned Session Moved away from Queue																																
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File Download Failed	Session Transferred away from Queue																																
File Upload	Session Transferred to Queue																																
File Upload Failed	Session Unpinned from Queue																																
Files Shared	System Information Retrieved																																
Legal Agreement Response	Service Access Allowed																																
<p><performed_by></p>	<p>The entity that performed the action. Indicates the entity's gsnumber and also its type, indicating whether this action was performed by the system, a customer, or a representative.</p>																																
<p><destination></p>	<p>The entity to which the event was directed. Indicates the entity's gsnumber and also its type, indicating whether this action was directed to the system, a customer, or a representative.</p>																																
<p><body></p>	<p>The text of the message as displayed in the chat log area.</p>																																
<p><encoded_body></p>	<p>Can be shown in place of the <body> element above. Contains the base64 (RFC 2045 section 6.8) encoded value of what would have been shown in the <body> element, and is shown ONLY if the <body> text contains characters that are invalid according to XML specification. These characters are typically the result of binary data being sent through chat messages.</p>																																
<p><filename></p>	<p>The name of the transferred file.</p>																																
<p><filesize></p>	<p>An integer indicating the size of the transferred file.</p>																																

<system_information>	<p>Applies only to System Information Retrieved events wherein the system information is pulled automatically upon session start. This element contains multiple <category> child elements as described below.</p> <div style="border: 1px solid orange; padding: 5px; margin-top: 10px;"> <p>Note: System information is logged only when pulled automatically at the beginning of the session and not when specifically requested by the representative. This is to prevent overload with the large amount of dynamic data that can be retrieved from the remote system.</p> </div>
<files>	<p>If this event involved the transferring of files, then this element will contain a <file> element for every file transferred.</p>
<data>	<p>Contains an arbitrary number of <value name="_" value="_" /> elements. The name and number of these elements varies based on event_type. For example, when a representative joins the session, a Conference Member Added event would contain <value> elements for the representative's name, username, private_ip, public_ip, embassies, hostname, os, support_teams, and user_id.</p>

/session_list/session/session_details/event/system_information/category

<description>	<p>Contains multiple <field> elements, each of which contains a descriptor for the specific data field. For example, the Drives category would have <field> elements Drive, Type, Percent Used, etc. These <field> elements can be compared to table header cells.</p>
<data>	<p>Contains multiple <row> elements, each of which contains multiple <field> elements that correspond to the <field> elements above. For example, the Drives category would have a separate <row> for each drive on the remote computer. An example <row> might contain <field> elements C:\, Local Disk, 60%, etc. These <row> elements can be compared to table rows, with each <field> element a table cell.</p>

Query Examples for SupportSession

Sessions started April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2011-04-01&duration=0</code>
Sessions started the month of April 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2011-04-01&duration=30</code>
Sessions started 8.00 AM April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_time=1301644800&duration=0</code>
Sessions started 8.00 AM April 1 2011 to 6.00 PM April 1 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_time=1301644800&duration=36000</code>
Sessions ended April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&end_date=2011-04-01&duration=0</code>
Sessions ended the month of April 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&end_date=2011-04-01&duration=30</code>
Sessions ended 8.00 AM April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&end_time=1301644800&duration=0</code>
Sessions ended 8.00 AM April 1 2011 to 6.00 PM April 1 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&end_time=1301644800&duration=36000</code>
Session c69a8e10bea9428f816cfababe9815fe	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&sid=c69a8e10bea9428f816cfababe9815fe</code>
Sessions c69a8e10bea9428f816cfababe9815fe, a5eeaa58591047b88556f944804227b0, 5bf07601298b495b87310da9ce571e22	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&ids=c69a8e10bea9428f816cfababe9815fe,a5eeaa58591047b88556f944804227b0,5bf07601298b495b87310da9ce571e22</code>
Sessions started April 1 2011 to present for all sessions	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2011-04-01&duration=0&limit=all</code>
Sessions started April 1 2011 to present for a specific rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2011-04-01&duration=0&limit=rep:1</code>
Sessions started April 1 2011 to present for all teams	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2011-04-01&duration=0&limit=team:all</code>
Sessions started April 1 2011 to present for a specific team	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2011-04-01&duration=0&limit=team:1</code>
Sessions started April 1 2011 to present for members of a specific team	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2011-04-01&duration=0&limit=members:1</code>
Sessions started April 1 2011 to present for a specific public site	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2011-04-01&duration=0&limit=site:1</code>

Downloading Reports with SupportSessionListing

The SupportSessionListing query returns a list of session IDs, external keys, and availability of a recording for sessions which match given search parameters. You may use any of the following sets of parameters to generate reports:

- **date** and **duration**
- **start_time** and **duration**
- **end_date** and **duration**
- **end_time** and **duration**

Parameters for SupportSessionListing

start_date=[YYYY-MM-DD]	Specifies that the report should return all sessions, even those still in progress, that began on or after this date and that are within the duration specified below.
start_time=[timestamp]	Specifies that the report should return all sessions, even those still in progress, that began at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
end_date=[YYYY-MM-DD]	Specifies that the report should return only closed sessions that ended on or after this date and that are within the duration specified below.
end_time=[timestamp]	Specifies that the report should return only closed sessions that ended at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
duration=[integer]	Length of time from the specified date or time for which you wish to pull reports, or 0 to pull from the specified date to present. If start_date or end_date is specified, duration will represent days; if start_time or end_time is specified, duration will represent seconds.

XML Response for SupportSessionListing Query

<session_summary_list>	Contains a <session_summary> element for each session that matches the given criteria. If no sessions are returned, this element will contain no <session_summary> elements. If an error occurs during the search, it will contain an <error> element describing the problem.
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Element Names and Attributes

/session_summary_list/session_summary

Isid (attribute)	The session ID for the given support session.
<lseq>	An incrementing number used to represent support sessions in a non-string format. Note: <i>The LSEQ element is not guaranteed to be unique or strictly sequential.</i>
has_recording (attribute)	Integer (1 or 0) indicating if the given session has a session recording.
external_key (attribute)	An arbitrary string that can link this session to an identifier on an external system, such as a help desk ticket ID. This can be input from within the representative console or defined programmatically. This element will be displayed only if an external key has been defined.

Query Examples for SupportSessionListing

Sessions started April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionListing&start_date=2011-04-01&duration=0</code>
Sessions started the month of April 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionListing&start_date=2011-04-01&duration=30</code>
Sessions started 8.00 AM April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionListing&start_time=1301644800&duration=0</code>
Sessions started 8.00 AM April 1 2011 to 6.00 PM April 1 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionListing&start_time=1301644800&duration=36000</code>
Sessions ended April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionListing&end_date=2011-04-01&duration=0</code>
Sessions ended the month of April 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionListing&end_date=2011-04-01&duration=30</code>
Sessions ended 8.00 AM April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionListing&end_time=1301644800&duration=0</code>
Sessions ended 8.00 AM April 1 2011 to 6.00 PM April 1 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionListing&end_time=1301644800&duration=36000</code>

Downloading Reports with SupportSessionSummary

The SupportSessionSummary returns an overview of support session statistics for representatives, teams or sites. You may use any one of the following sets of parameters to generate reports:

- **start_date**, **duration** and **report_type**
- **start_time**, **duration** and **report_type**
- **end_date**, **duration** and **report_type**
- **end_time**, **duration** and **report_type**

Parameters for SupportSessionSummary

start_date=[YYYY-MM-DD]	Specifies that the report should return all sessions, even those still in progress, that began on or after this date and that are within the duration specified below.
start_time=[timestamp]	Specifies that the report should return all sessions, even those still in progress, that began at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
end_date=[YYYY-MM-DD]	Specifies that the report should return only closed sessions that ended on or after this date and that are within the duration specified below.
end_time=[timestamp]	Specifies that the report should return only closed sessions that ended at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
duration=[integer]	Length of time from the specified date or time for which you wish to pull reports, or 0 to pull from the specified date to present. If start_date or end_date is specified, duration will represent days; if start_time or end_time is specified, duration will represent seconds.
report_type=[string]	Accepted values are rep (to show representative summary statistics), team (to show team and Embassy summary statistics), or site (to show public site summary statistics).

XML Response for SupportSessionSummary Query

<summary_list>	Contains a <summary> element for each record that matches the given criteria. If no sessions are returned, this element will contain no <summary> elements. If an error occurs during the search, it will contain an <error> element describing the problem.
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Element Names and Attributes

/summary_list/summary

id (attribute)	Returns the representative's, team's, or site's unique ID.
type (attribute)	Specifies the report type being generated: rep , team , or site .
<display_name>	The display name of the representative, team, or site. Note that since summary reports represent an aggregation of sessions over a period of time, the display name used is the current value for the representative, team, or site, which may have been edited since the time of the first returned session.
<total_sessions>	The total number of sessions run by the representative, team, or site in the time specified.
<avg_sessions_per_weekday>	The average number of sessions conducted on Monday through Friday by the representative, team, or site, expressed as a decimal rounded to the nearest point.
<avg_duration>	The average length of each session, expressed as HH:II:SS.

Query Examples

Sessions started April 1 2011 to present, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_date=2011-04-01&duration=0&report_type=rep
Sessions started April 1 2011 to present, by team	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_date=2011-04-01&duration=0&report_type=team
Sessions started April 1 2011 to present, by site	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_date=2011-04-01&duration=0&report_type=site
Sessions started the month of April 2011, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_date=2011-04-01&duration=30&report_type=rep
Sessions started 8.00 AM April 1 2011 to present, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_time=1301644800&duration=0&report_type=rep
Sessions started 8.00 AM April 1 2011 to 6.00 PM April 1 2010, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_time=1301644800&duration=36000&report_type=rep
Sessions ended April 1 2011 to present, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&end_date=2011-04-01&duration=0&report_type=rep
Sessions ended the month of April 2011, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&end_date=2011-04-01&duration=30&report_type=rep
Sessions ended 8.00 AM April 1 2011 to present, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&end_time=1301644800&duration=0&report_type=rep
Sessions ended 8.00 AM April 1 2011 to 6.00 PM April 1 2011, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&end_time=1301644800&duration=36000&report_type=rep

Downloading Reports with SupportSessionRecording

The SupportSessionRecording query returns the requested support session recording file. Depending on your browser, this query will either immediately begin download or prompt you to open or save the file. Note that the requesting user must have permission to view support session recordings.

Parameter for SupportSessionRecording

Isid=[string]

The session ID for which you wish to download the Flash (.flv) video recording of the support session.

Query Example for SupportSessionRecording

SupportSessionRecording:Session
c69a8e10bea9428f816cfababe9815fe

https://support.example.com/api/reporting.ns?
username=test&password=test&generate_report=
SupportSessionRecording&Isid=c69a8e10bea9428f816cfababe9815fe

Downloading Reports with CommandShellRecording

The CommandShellRecording query returns the requested command shell recording. Depending on your browser, this query will either immediately begin download or prompt you to open or save the file. Note that the requesting user must have permission to view support session recordings.

Parameters for CommandShellRecording

lsid=[string]	The session ID for which you wish to download the Flash (.flv) video recording of the command shell.
instance=[integer]	The instance number of the command shell recording you wish to download. Instances are enumerated starting with 0 . The instance number can be obtained from the SupportSession report.

Query Examples for CommandShellRecording

CommandShellRecording: First shell instance of session c69a8e10bea9428f816cfababe9815fe	https://support.example.com/api/reporting.ns? username=test&password=test&generate_report= CommandShellRecording &lsid=c69a8e10bea9428f816cfababe9815fe&instance=0
CommandShellRecording: Third shell instance of session c69a8e10bea9428f816cfababe9815fe	https://support.example.com/api/reporting.ns? username=test&password=test&generate_report= CommandShellRecording &lsid=c69a8e10bea9428f816cfababe9815fe&instance=2

Downloading Reports with PresentationRecording

The PresentationRecording query returns the requested presentation recording. Depending on your browser, this query will either immediately begin download or prompt you to open or save the file.

Parameter for PresentationRecording

lsid=[string]

The session ID for which you wish to download the Flash (.flv) video recording of the presentation session.

Query Example for PresentationRecording

PresentationRecording: Session
c69a8e10bea9428f816cfababe9815fe

https://support.example.com/api/reporting.ns?
username=test&password=test&generate_
report=PresentationRecording&lsid=c69a8e10bea9428f816cfababe9815fe

Downloading Exit Survey Reports with SupportCustExitSurvey and SupportRepExitSurvey

The SupportCustExitSurvey and SupportRepExitSurvey queries return the questions and answers to the customer or representative exit survey. You may use any of the following sets of parameters to generate reports:

- **start_date**, **duration**, **report_type**, and **id**
- **start_time**, **duration**, **report_type**, and **id**
- **end_date**, **duration**, **report_type**, and **id**
- **end_time**, **duration**, **report_type**, and **id**

Parameters for SupportCustExitSurvey and SupportRepExitSurvey

start_date=[YYYY-MM-DD]	Specifies that the report should return all sessions, even those still in progress, that began on or after this date and that are within the duration specified below.
start_time=[timestamp]	Specifies that the report should return all sessions, even those still in progress, that began at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
end_date=[YYYY-MM-DD]	Specifies that the report should return only closed sessions that ended on or after this date and that are within the duration specified below.
end_time=[timestamp]	Specifies that the report should return only closed sessions that ended at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
duration=[integer]	Length of time from the specified date or time for which you wish to pull reports, or 0 to pull from the specified date to present. If start_date or end_date is specified, duration will represent days; if start_time or end_time is specified, duration will represent seconds.
report_type=[string]	Enter rep to filter results according to the representative who last owned the session or team to filter according to team and Embassy.
id=[integer]	May be the numeric ID of the representative or team that you wish to view or "all" to display data for all representatives or teams.

Optional Parameter

site_id=[integer]	The numeric ID of the public site by which to filter results. Only exit surveys whose support sessions are associated with the given public site will be returned. If this parameter is not specified, results from only the default public site will be returned. The default public site always has an ID of 1 .
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XML Response for SupportCustExitSurvey and SupportRepExitSurvey Queries

<exit_survey_list>	Contains an <exit_survey> element for each session that matches the given criteria. If no sessions are returned, this element will contain no <exit_survey> elements. If an error occurs during the search, it will contain an <error> element describing the problem.
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Element Names and Attributes

/exit_survey_list/exit_survey

lsid (attribute)	The unique ID of the session for which this survey was submitted.
ts (attribute)	The start time of the session for which this exit survey was submitted.
<session_type>	Indicates the type of session for which the report was submitted. This value will always be support in the current Bomgar API version.
<public_site>	The name of the public site associated with the session. Also contains an id attribute, which displays the unique ID assigned to the public site..
<submitted_by>	The display name of the customer or representative who submitted the survey. This element also has a type attribute with the value of cust or rep , indicating whether this survey was submitted by a customer or a representative.
<primary_customer>	The display name of the customer who initiated the session. This element also has an id attribute, the value of which is always 0 .
<primary_rep>	The display name of the final representative to own the session, as it appeared at the time of the session. This element also has an id attribute, which is the representative's unique ID. This element will be absent if the customer closed the session before it was accepted by a representative.
<primary_team>	The display name of the last team to which the session was transferred. This element also has an id attribute, which is the team's unique ID. This element will be absent if the session was never transferred to a team.
<customer_list>	Listing of all customers who participated in this session. For full details, see the descriptions of the <customer_list> and <customer> elements in the SupportSession section.
<rep_list>	Listing of all representatives who participated in this session. For full details, see the descriptions of the <rep_list> and <representative> elements in the SupportSession section.
<team_list>	Listing of all teams to which the session was transferred. For full details, see the descriptions of the <team_list> and <team> elements in the SupportSession section.
<rep_resolved>	This element is present for backwards compatibility. In the Bomgar API versions 1.0.0 and above, this value will always be 0 .
<question_list>	Contains a <question> element for each question in this survey. This element contains several child elements as described below. Note that the <question> elements and their child <answer> elements are displayed as they are currently configured in the administrative interface. If a question was edited since the time of the first returned survey, the answers may not appear exactly as they were submitted.

/exit_survey_list/exit_survey/question_list/question

id (attribute)	The unique ID of this question.
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<name>	The name of the question as used to identify it within the web interface.
<type>	The type of question, which can be radio , checkbox , select , text or textarea .
<label>	The question text as displayed to the user taking the survey.
<report_header>	The value used to identify this question in the report.
<answer_list>	Listing of <answer> elements entered by the user. Radio , text , and textarea questions have a maximum of one <answer>. Checkbox and select questions may have more than one <answer> if multiple selection is enabled.

/exit_survey_list/exit_survey/question_list/question/answer_list

<answer>	The answer entered by the user. For radio , checkbox and select questions, this is the logged value for the selected options. For text and textarea types, it is the text typed by the user. If the question is unanswered, it will be blank.
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Query Examples for SupportCustExitSurvey and SupportRepExitSurvey

Customer surveys for sessions started April 1 2011 to present for all reps, by rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2011-04-01&duration=0&report_type=rep&id=all</code>
Customer surveys for sessions started April 1 2011 to present for all teams, by team	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2011-04-01&duration=0&report_type=team&id=all</code>
Customer surveys for sessions started April 1 2011 to present for a specific rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2011-04-01&duration=0&report_type=rep&id=1</code>
Customer surveys for sessions started April 1 2011 to present for a specific team	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2011-04-01&duration=0&report_type=team&id=1</code>
Customer surveys for session started the month of April 2011 for all reps, by rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2011-04-01&duration=30&report_type=rep&id=all</code>
Customer surveys for sessions started 8.00 AM April 1 2011 to present for all reps, by rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_time=1301644800&duration=0&report_type=rep&id=all</code>
Customer surveys for session started 8.00 AM April 1 2011 to 6.00 PM April 1 2011 for all reps, by rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_time=1301644800&duration=36000&report_type=rep&id=all</code>
Customer surveys for sessions ended April 1 2011 to present for all reps, by rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&end_date=2011-04-01&duration=0&report_type=rep&id=all</code>
Customer surveys for session ended the month of April 2011 for all reps, by rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&end_date=2011-04-01&duration=30&report_type=rep&id=all</code>
Customer surveys for sessions ended 8.00 AM April 1 2011 to present for all reps, by rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&end_time=1301644800&duration=0&report_type=rep&id=all</code>
Customer surveys for session ended 8.00 AM April 1 2011 to 6.00 PM April 1 2011 for all reps, by rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&end_time=1301644800&duration=36000&report_type=rep&id=all</code>

Customer surveys for sessions started April 1 2011 to present for all reps, by rep, for a specific site	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2011-04-01&duration=0&report_type=rep&id=all&site_id=1
Representative surveys for sessions started April 1 2011 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2011-04-01&duration=0&report_type=rep&id=all
Representative surveys for sessions started April 1 2011 to present for all teams, by team	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2011-04-01&duration=0&report_type=team&id=all
Representative surveys for sessions started April 1 2011 to present for a specific rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2011-04-01&duration=0&report_type=rep&id=1
Representative surveys for sessions started April 1 2011 to present for a specific team	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2011-04-01&duration=0&report_type=team&id=1
Representative surveys for session started the month of April 2011 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2011-04-01&duration=30&report_type=rep&id=all
Representative surveys for sessions started 8.00 AM April 1 2011 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_time=1301644800&duration=0&report_type=rep&id=all
Representative surveys for session started 8.00 AM April 1 2011 to 6.00 PM April 1 2011 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_time=1301644800&duration=36000&report_type=rep&id=all
Representative surveys for sessions ended April 1 2011 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&end_date=2011-04-01&duration=0&report_type=rep&id=all
Representative surveys for session ended the month of April 2011 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&end_date=2011-04-01&duration=30&report_type=rep&id=all
Representative surveys for sessions ended 8.00 AM April 1 2011 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&end_time=1301644800&duration=0&report_type=rep&id=all
Representative surveys for session ended 8.00 AM April 1 2011 to 6.00 PM April 1 2011 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&end_time=1301644800&duration=36000&report_type=rep&id=all

Representative surveys for sessions started April 1 2011 to present for all reps, by rep, for a specific site

```
https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2011-04-01&duration=0&report_type=rep&id=all&site_id=1
```

Downloading Reports with SupportTeam

The SupportTeam query returns information about activity within a support team. You must have enterprise licenses to generate reports with the SupportTeams query. You may use any of the following sets of parameters to generate reports:

- **start_date** and **duration**
- **start_time** and **duration**
- **end_date** and **duration**
- **end_time** and **duration**

Required Parameters for SupportTeam

start_date=[YYYY-MM-DD]	Specifies that the report should return all sessions, even those still in progress, that began on or after this date and that are within the duration specified below.
start_time=[timestamp]	Specifies that the report should return all sessions, even those still in progress, that began at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
end_date=[YYYY-MM-DD]	Specifies that the report should return only closed sessions that ended on or after this date and that are within the duration specified below.
end_time=[timestamp]	Specifies that the report should return only closed sessions that ended at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
duration=[integer]	Length of time from the specified date or time for which you wish to pull reports, or 0 to pull from the specified date to present. If start_date or end_date is specified, duration will represent days; if start_time or end_time is specified, duration will represent seconds.

Optional Parameter for SupportTeam

team_id=[integer]	The numeric ID of the team or Embassy by which to filter results. Only the activity within the specified team or Embassy will be returned. If this parameter is not specified, results from all teams and embassies will be returned.
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XML Response for SupportTeam Query

<team_activity_list>	<p>Contains a <team_activity> element for each team with any activity within the given parameters. If no teams are returned, this element will contain no <team_activity> elements. If an error occurs during the search, it will contain an <error> element describing the problem.</p> <p>Also contains <start_time> and <end_time> elements displaying the time parameters in the system time and with a timestamp attribute in UTC.</p>
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Element Names and Attributes

/team_activity_list/team_activity

id (attribute)	Integer representing the team's unique ID.																																
name (attribute)	The display name of the support team. Note that this field contains the team name as it currently appears, which may not match the value at the time of the conference if the team name has been subsequently changed.																																
<logged_in_representatives>	Contains a <representative> element for each representative in that team who was logged into the representative console before the first event in the report occurred. If no representatives were logged in at the start time, this element will be empty.																																
<events>	<p>Contains an <event> element for each event that occurred within this team. Events that can occur include the following:</p> <table border="0"> <tr> <td>Chat Message</td> <td>Pinned Session Moved away from Queue</td> </tr> <tr> <td>Command Shell Session Started</td> <td>Pinned Session Moved to Queue</td> </tr> <tr> <td>Callback Button Deployed</td> <td>Pinned Session Password Modified</td> </tr> <tr> <td>Callback Button Removed</td> <td>Representative Exit Survey</td> </tr> <tr> <td>Conference Member Added</td> <td>Service Access Allowed</td> </tr> <tr> <td>Conference Member Departed</td> <td>Session Assigned</td> </tr> <tr> <td>Conference Member State Changed</td> <td>Session Assignment Response</td> </tr> <tr> <td>Conference Owner Changed</td> <td>Session End</td> </tr> <tr> <td>Customer Exit Survey</td> <td>Session Note Added</td> </tr> <tr> <td>External Key</td> <td>Session Pinned to Queue</td> </tr> <tr> <td>File Download</td> <td>Session Start</td> </tr> <tr> <td>File Download Failed</td> <td>Session Transferred away from Queue</td> </tr> <tr> <td>File Upload</td> <td>Session Transferred to Queue</td> </tr> <tr> <td>File Upload Failed</td> <td>Session Unpinned from Queue</td> </tr> <tr> <td>Files Shared</td> <td>System Information Retrieved</td> </tr> <tr> <td>Legal Agreement Response</td> <td>Service Access Allowed</td> </tr> </table>	Chat Message	Pinned Session Moved away from Queue	Command Shell Session Started	Pinned Session Moved to Queue	Callback Button Deployed	Pinned Session Password Modified	Callback Button Removed	Representative Exit Survey	Conference Member Added	Service Access Allowed	Conference Member Departed	Session Assigned	Conference Member State Changed	Session Assignment Response	Conference Owner Changed	Session End	Customer Exit Survey	Session Note Added	External Key	Session Pinned to Queue	File Download	Session Start	File Download Failed	Session Transferred away from Queue	File Upload	Session Transferred to Queue	File Upload Failed	Session Unpinned from Queue	Files Shared	System Information Retrieved	Legal Agreement Response	Service Access Allowed
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/team_activity_list/team_activity/logged_in_representatives/representative

gsnumber (attribute)	<p>Uniquely identifies the representative in regards to his or her current connection to the Bomgar appliance. A gsnumber is assigned on a per-connection basis, so if a representative leaves a session and then rejoins without logging out of the Bomgar appliance, his or her gsnumber will remain the same.</p> <p>However, if the representative's connection is terminated for any reason, when that representative logs back into the Bomgar appliance, he or she will be assigned a new gsnumber.</p> <p>A gsnumber may be recycled, so while two people connected at the same time will never have the same gsnumber, one person may have a gsnumber that was assigned to another person in the past. Can be used to correlate a <representative> element with an event's <performed_by> or <destination> element.</p>
id (attribute)	Unique ID assigned to the representative.
<display_name>	The display name assigned to the representative. Note that this field contains the display name's value at the time of the conference, which may not match the current value if the display_name has subsequently been changed.
<public_ip>	The representative's public IP address.
<private_ip>	The representative's private IP address.

/team_activity_list/team_activity/events/event

timestamp (attribute)	The system time at which the event occurred.																								
event_type (attribute)	<p>The type of event which occurred. Event types include the following:</p> <table border="0"> <tr> <td>Chat Message</td> <td>Pinned Session Moved away from Queue</td> </tr> <tr> <td>Command Shell Session Started</td> <td>Pinned Session Moved to Queue</td> </tr> <tr> <td>Callback Button Deployed</td> <td>Pinned Session Password Modified</td> </tr> <tr> <td>Callback Button Removed</td> <td>Representative Exit Survey</td> </tr> <tr> <td>Conference Member Added</td> <td>Service Access Allowed</td> </tr> <tr> <td>Conference Member Departed</td> <td>Session Assigned</td> </tr> <tr> <td>Conference Member State Changed</td> <td>Session Assignment Response</td> </tr> <tr> <td>Conference Owner Changed</td> <td>Session End</td> </tr> <tr> <td>Customer Exit Survey</td> <td>Session Note Added</td> </tr> <tr> <td>External Key</td> <td>Session Pinned to Queue</td> </tr> <tr> <td>File Download</td> <td>Session Start</td> </tr> <tr> <td>File Download Failed</td> <td>Session Transferred away from Queue</td> </tr> </table>	Chat Message	Pinned Session Moved away from Queue	Command Shell Session Started	Pinned Session Moved to Queue	Callback Button Deployed	Pinned Session Password Modified	Callback Button Removed	Representative Exit Survey	Conference Member Added	Service Access Allowed	Conference Member Departed	Session Assigned	Conference Member State Changed	Session Assignment Response	Conference Owner Changed	Session End	Customer Exit Survey	Session Note Added	External Key	Session Pinned to Queue	File Download	Session Start	File Download Failed	Session Transferred away from Queue
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	File Upload	Session Transferred to Queue
	File Upload Failed	Session Unpinned from Queue
	Files Shared	System Information Retrieved
	Legal Agreement Response	Service Access Allowed
<performed_by>	The entity that performed the action. Indicates the entity's gsnumber and also its type , indicating whether this entity was the system or a representative.	
<destinations>	If this event was targeted to one or more specific representatives, it will contain one or more <destination> elements as described below.	
<files>	If this event involved the transferring of files, then this element will contain a <file> element for every file transferred.	
<data>	Contains an arbitrary number of <value name="_" value="_" /> elements. The name and number of these elements varies based on the event_type . For example, when a representative logs into the representative console, a Conference Member Added event would contain <value> elements for the hostname, name, os, private_ip, public_ip, support_teams and user_id .	
<body>	The text of the chat message as displayed in the chat log area.	
<encoded_body>	Can be shown in place of the <body> element above. Contains the base64 (RFC 2045 section 6.8) encoded value of what would have been shown in the <body> element, and is shown ONLY if the <body> text contains characters that are invalid according to XML specification. These characters are typically the result of binary data being sent through chat messages.	

/team_activity_list/team_activity/events/event/destinations/destination

gsnumber (attribute)	Indicates the gsnumber of the entity to which the event was destined.
[value]	The name of the entity to which the event was destined.

/team_activity_list/team_activity/events/event/files/file

name (attribute)	The name of the transferred file.
size (attribute)	An integer indicating the size of the transferred file.

Query Examples for SupportTeam

Activity started April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&start_date=2011-04-01&duration=0</code>
Activity started the month of April 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&start_date=2011-04-01&duration=30</code>
Activity started 8.00 AM April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&start_time=1301644800&duration=0</code>
Activity started 8.00 AM April 1 2011 to 6.00 PM April 1 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&start_time=1301644800&duration=36000</code>
Activity started April 1 2011 to present for a specific team	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&start_date=2011-04-01&duration=0&team_id=1</code>
Activity ended April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&end_date=2011-04-01&duration=0</code>
Activity ended the month of April 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&end_date=2011-04-01&duration=30</code>
Activity ended 8.00 AM April 1 2011 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&end_time=1301644800&duration=0</code>
Activity ended 8.00 AM April 1 2011 to 6.00 PM April 1 2011	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&end_time=1301644800&duration=36000</code>
Activity ended April 1 2011 to present for a specific team	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&end_date=2011-04-01&duration=0&team_id=1</code>

The Backup API

The Bomgar backup API is designed to enable you to automatically back up your Bomgar software configuration on a recurring basis. The backup file will include all your configuration settings and logged data except for recordings and some large files from the file store. The backup will only include files from the file store less than 200 KB in size and no more than 50 files total. In the event of a hardware failure, having a backup file will help to speed the disaster recovery process.

Commands are executed by sending a simple HTTP request to the Bomgar appliance. The request can be sent using any HTTPS-capable socket library or scripting language module, a web browser, or a URL fetcher such as **cURL** or **wget**. Either **GET** or **POST** may be used as the request method.

Note: By default, access to the API is SSL-encrypted; however, you can choose to allow HTTP access by checking the **Allow HTTP Access to XML API** option on the **Security** page under the **Management** tab of the **/login** administrative interface. **It is highly recommended that HTTP remain disallowed as a security best practice.**

The backup API URL is <https://support.example.com/api/backup.ns>.

Required Parameters for Backup API

username=[string]	The username to use when backing up the support site. Must be an administrator.
password=[string]	The password associated with this username.

Query Example

backup	https://support.example.com/api/backup.ns?username=test&password=test
--------	---

Test Scenario

To get started with this basic API integration, follow the steps below.

1. Log into your Bomgar administrative interface and go to the **Security** page under the **Management** tab. Check the box to enable the XML API. If you do not have a valid SSL certificate, you may need to enable the option to **Allow HTTP Access to XML API** while you are testing.
2. Create a special Bomgar user account to be used for API commands. Give this user a password that does not need to be reset, and enable all necessary permissions such as the ability to view reports, generate session keys, and participate in the general queue. For simplicity, you can make this user an administrator with all permissions enabled, though this is not required.
3. After saving the user account, edit the account and check the box so that the password does not expire.
4. Create a normal representative user account for yourself. Download the Bomgar representative console and log in.
5. You now can begin testing API commands using your browser. Create the appropriate URLs by copying the samples into a text editor. Modify the parameters as needed for your environment, replacing the hostname, username, password, external key, and so forth.
6. Paste the customized URLs into your browser to test the API commands. The appropriate XML should be returned in the browser.
7. If you receive any errors such as **Document Not Found**, check that the API user has the necessary permissions. Also, make sure that a representative is logged into the site while you are testing.
8. Conduct a support session using the programmatically generated, seven-character session key or corresponding direct download URL. Examine the external key, which is displayed in the representative console on the **Summary** tab of the support session. The key is also visible from the session queue.
9. After the session completes, view the session report from the Bomgar administrative interface. You will notice that if assigned, the external key is displayed for each session.

Supplement: Before Upgrading from Previous Bomgar Versions

Note: Review this information before upgrading from versions before Bomgar 10.6.

In order to support upcoming releases and to accomplish some of the features related to this release, Bomgar has made some significant changes to the Bomgar API. If you use the Bomgar API, you need to be aware of these changes and how they impact your support environment.

This type of potentially breaking change is not something Bomgar takes lightly. However, the change is necessary to enable features in current and future versions of Bomgar.

Affected Users

If you use the Bomgar API or Integration Client, you will need to take some preparatory steps before upgrading from versions before Bomgar 10.6.

- ["LSID and LSEQ: For Users of the Bomgar API" on page 62](#)
- ["LSID & LSEQ: For Users of the Bomgar Integration Client" on page 63](#)
- ["Namespaces and Parsing XML Responses" on page 64](#)

LSID and LSEQ: For Users of the Bomgar API

In Bomgar 10.6, the data type used by the LSID field has changed to guarantee uniqueness in complex environments. Before upgrading to Bomgar 10.6, customers who use the Bomgar API need to verify the data type used by the LSID field within custom code or databases. Also, a new element, LSEQ, has been added.

If you use the API, you need to verify the data type used for the extracted LSID session details field.

- In previous versions of Bomgar, the LSID field was an *integer* data type.
- **In Bomgar 10.6 and later, the LSID field is a *string* data type.**

Prior to Bomgar 10.6, the LSID field was defined as an *integer* data type. The integers within the LSID field were sequential.

Example Code in Previous Versions

```
<session lsid="1">
<session_type>support</session_type>
  <start_time timestamp="1286566039">2010-10-08T19:27:19+00:00</start_time>
  <end_time timestamp="1286566962">2010-10-08T19:42:42+00:00</end_time>
```

Starting with Bomgar 10.6, the LSID field has become a [GUID](#), and is now defined as a *string* data type. Also, a new element (LSEQ) has been added. The LSEQ element is an incrementing number that can be used if your application needs to represent support sessions in a non-string format.

Note: The LSEQ element is not guaranteed to be unique or strictly sequential.

Example Code in Bomgar 10.6

```
<session lsid="c69a8e10bea9428f816cfababe9815fe">
<session_type>support</session_type>
<lseq>1</lseq>
  <start_time timestamp="1286463371">2010-10-07T09:56:11-05:00</start_time>
  <end_time timestamp="1286464987">2010-10-07T10:23:07-05:00</end_time>
```

Steps to Updating Your Integration for LSID and LSEQ

Prior to installing Bomgar 10.6, take the following steps:

1. Determine if your support organization uses the Bomgar API.
2. If your support organization uses the Bomgar API, verify the defined data type for LSID within custom code or databases. If the LSID field's type is defined as *integer*, you will need to change its type to *string*. Failing to define the LSID field as a *string* data type will likely break your integration.
3. If necessary, change the defined data type for the LSID field to *string*.

LSID & LSEQ: For Users of the Bomgar Integration Client

In Bomgar 10.6, the data type used by the LSID field has changed. Because the Bomgar Integration Client¹ makes use of the Bomgar API, customers who use the Bomgar Integration Client need to be aware that any reports, queries or software that rely on data generated by the Integration Client may be affected.

When you upgrade the Bomgar Integration Client, it will make the necessary database changes automatically. However, any reports, queries or software that expect the LSID field to be an *integer* data type will need to be modified to accept the LSID field as a *string* data type.

SQL Table Schema

Prior to Bomgar 10.6

session	
id	Integer
lsid	
type	
start_time	
end_time	
duration	
file_transfers	
host_name	
external_key	
public_site_id	
public_site_name	

Prior to Bomgar 10.6, `session.lsid` is defined as `int`.

Starting with Bomgar 10.6

session	
id	
lsid	String
type	
start_time	
end_time	
duration	
file_transfers	
host_name	
external_key	
public_site_id	
public_site_name	
lseq	Integer

Starting with Bomgar 10.6, `session.lsid` is defined as `varchar(32)`.

Also, the `lseq` element has been added. the `lseq` element is an incrementing number that can be used if your application needs to represent support sessions in a non-string format.

Steps to Updating Your Integration for LSID and LSEQ

Prior to installing Bomgar 10.6, take the following steps:

1. Identify all reports, queries or software that uses a database created by the Bomgar Integration Client.
2. If necessary, change any reports, queries or software using a database created by the Integration Client to use the new `varchar` data type.
3. Upgrade the Bomgar Integration Client.²
4. Upgrade your Bomgar software.

¹The Bomgar Integration Client requires Enterprise licenses.

²The new version of the Bomgar Integration Client is backwards compatible with previous versions of Bomgar.

Namespaces and Parsing XML Responses

XML responses sent by the Bomgar appliance will now contain an explicit namespace. Check the xsd file to see the namespace that should be returned.

- Reporting API xsd file: <https://support.example.com/api/reporting.xsd>
- Command API xsd file: <https://support.example.com/api/command.xsd>

For example, `<session_summary_list>` in API versions prior to 1.5.0 has become `<session_summary_list xmlns="http://www.networkstreaming.com/namespaces/API">`.

Steps to Updating Your Integration to Handle Namespaces [API]

Prior to installing Bomgar 10.6, take the following steps:

1. Determine if your support organization uses the Bomgar API.
2. If your support organization uses the Bomgar API, determine if your integration is aware of XML namespaces.
3. If necessary, modify your XML parsing code to handle the appropriate namespaces in XML responses.

Steps to Updating Your Integration to Handle Namespaces [Integration Client]

Prior to installing Bomgar 10.6, upgrade the Bomgar Integration Client.¹

¹The new version of the Bomgar Integration Client is backwards compatible with previous versions of Bomgar.

Disclaimers, Licensing Restrictions and Tech Support

Disclaimers

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Licensing Restrictions

One Bomgar license enables one support representative at a time to troubleshoot an unlimited number of remote computers, whether attended or unattended.* Although multiple accounts may exist on the same license, two or more licenses (one per concurrent support representative) are required to enable multiple support representatives to troubleshoot simultaneously.

*Starter Service accounts are limited to 25 Jumpoints and/or Jump Clients per site. Starter Service accounts do not provide screen or command prompt recordings.

Tech Support

At Bomgar, we are committed to offering the highest quality service by ensuring that our customers have everything they need to operate with maximum productivity. If you ever need help with a Bomgar solution, please contact Bomgar technical support:

- Toll-Free: 866.205.3650 ext. 2
- Direct/International: +01.601.519.0123 ext. 2
- UK: +44.20.8123.2000
- France: +33.9.77.19.86.00
- General Email: support@bomgar.com
- EMEA Region: emea.support@bomgar.com
- APAC Region: apac.support@bomgar.com

Technical support is provided with annual purchase of our maintenance plan.