

Bomgar™ API Programmer's Guide – Version 1.2.1

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Introduction

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 Box™ 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 Box's public site URL.

The screenshot shows the Bomgar administrative interface. At the top, there is a navigation bar with the Bomgar logo and a 'USER LOGIN' section. Below the navigation bar, there is a menu with tabs for 'SOFTWARE MANAGEMENT', 'SECURITY', 'SITE CONFIGURATION', 'EMAIL CONFIGURATION', 'OUTBOUND EVENTS', 'FAILOVER', and 'SUPPORT'. The 'SECURITY' tab is selected, and the 'Options' sub-tab is active. The main content area is titled 'Security :: Options' and contains various configuration settings. The 'Enable XML API Interface' checkbox is checked and highlighted with a red box. The note for this option states: 'NOTE: The XML API allows middle-ware to pull real-time and logging data from this site.'

Other visible settings include:

- Minimum Password Length: 8 Characters
- Require Complex Passwords:
- Password Expires After: 90 Days
- Enable Password Reset:
- Enable Saved Logins:
- Account Lockout After: 5 Failed Logins
- Terminate Session if Account is In Use:
- Log Out Idle Representative After: No Timeout
- Maximum Session Key Timeout: 1 Day
- Show Email Controls in the Bomgar Representative Console:
- Force Public Site to Use SSL (https):
- SSL Certificate Validation: Enabled

Session Generation

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 a front-end survey

To programmatically download the customer client, an HTTP request must be made to https://support.example.com/download_customer_connector.ns with the correct parameters for the desired request type. The queue in which to place the customer after connecting can be specified in one of two ways:

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.

By front-end 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 Box 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.

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>
```

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

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 Box and then tell the API which public site to use. Both of these elements are 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 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" /><br />  
<input type="submit" value="Submit"  
  onclick="BG.startChatWithSessionKey(document.getElementById('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="#" onclick="BG.startChatWithRepldName('1', 'Admin', true);">Start Session with Admin</a>
```

Begin a session referencing a support issue using **BG.startChatWithIssued(issued, fallbackToFullWindow)**, where **issued** 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.

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="#" onclick="BG.startChatWithIssued('1', true);" >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 field is the **id** field, specifying which representative or issue has been selected.

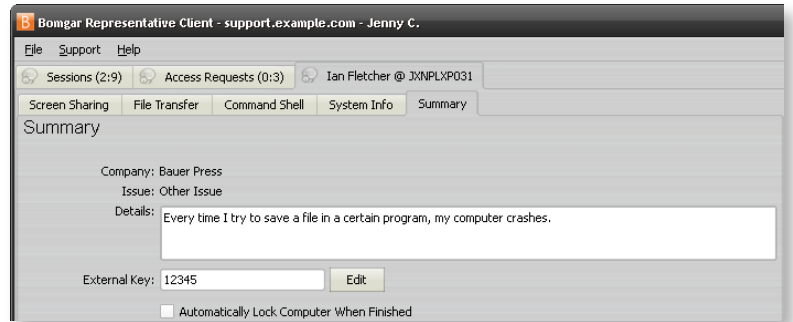
```
<form action="" method="GET">
  Your Issue:
    <select name="id">
      <option value="">Please choose an issue</option>
      <option value="1">I need help getting started</option>
      <option value="2">I am receiving an error</option>
    </select>
  <br />
  Your Name: <input type="text" name="customer_name"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

External Key (TicketID)

The external key is a text string sent to the Bomgar Box 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 Box by the customer client. The external key can be specified using the **generate_session_key** command detailed in the section below. The front-end survey also supports specifying an external key. The front-end survey generates an HTTP request similar in format to the following example:

```
https://support.example.com/download_customer_connector.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 request above. 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 Bomgar's reporting data and the correlating ticketing system's ticket numbers.

Command API

The Bomgar command API is designed to enable you to send commands to your Bomgar Box 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 Box. 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 from 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 page 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>.

The following HTTP request parameters are required for all commands:

username=[string]	The username to use when issuing commands. Must have permission to perform report support in order to issue generate_session_key ; must have admin rights in order to issue transfer_session . No special permissions are required to issue get_api_info , get_logged_in_reps , or get_support_teams .
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 .

generate_session_key

Creates a new session key to be used in starting a support session. Note that if your Bomgar Box 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

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] , where [id] is the numeric ID for the representative, team, or embassy queue in which you wish to place this session.

Optional Parameters

ttl=[integer]	Time in seconds for which this key should be valid. If omitted, the default session key timeout set in the administrative interface will be used.
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.
url_hostname=[string]	Hostname to use in the URL generated for the session key. Defaults to the primary hostname for your Bomgar Box.

*generate_session_key***XML Report for generate_session_key Query**

<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.
<expires>	The timestamp at which this session key expires.
<queue>	The queue in which this session will be placed.
<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.

Query Examples

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

transfer_session

Transfers an active session from one queue to another.

Parameters

lsid=[integer]	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

Session #100 to general queue	https://support.example.com/api/command.ns?username=test&password=test&action=transfer_session&lsid=100&queue_id=general
Session #100 to specific representative	https://support.example.com/api/command.ns?username=test&password=test&action=transfer_session&lsid=100&queue_id=rep:1
Session #100 to specific team	https://support.example.com/api/command.ns?username=test&password=test&action=transfer_session&lsid=100&queue_id=team:1

get_logged_in_reps

Returns XML data about all logged-in representatives. Requires no additional parameters.

XML Report for get_logged_in_reps Query

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

<logged_in_reps> > <rep>

id (attribute)	Unique ID assigned to the representative.
<display_name>	The display name of the representative.
<direct_link>	An HTML anchor tag containing the URL that customers can use to download the customer client to connect directly to the representative.
<logged_in_since>	The date and time at which the representative logged in.
<presentation_count>	The number of active presentations the representative is currently running.
<support_session_count>	The number of active sessions the representative is currently running.

Query Example

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

get_support_teams

Returns an XML report of all configured support teams and all the issues configured for each team.

Optional Parameter

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 Report for get_support_teams Query

<support_teams>	Returns 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 during the search, it will contain an <error> element describing the problem.
-----------------	---

<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 <issues> element for each issue associated with this support team, as described below. If no issues have been configured for this team, the <issues> element will be blank.
<members>	Displayed only if the showmembers parameter has been called. 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.

<issues> > <issue>

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

get_support_teams

<members> > <representative>

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 at the time of the session, which may not match the current value of the display_name has subsequently been changed.

Query Examples

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

get_api_info

Returns an XML report of the current API version information.

XML Report for get_api_info Query

<api_version>	The software version of the current Bomgar API.
<timestamp>	The server's current timestamp at the time this report was pulled.
<permissions>	The permissions of the user account used to issue this command. Only the perm_view_reports permission is shown in this version of the API.

Query Example

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

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 Box. 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 Box 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 from 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 reports page 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>.

The following HTTP request parameters are required for all reports:

username=[string]	The username to use when retrieving the reports. Must have administrative rights and permission to view reports.
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> <ul style="list-style-type: none"> • SupportSession • SupportSessionListing • SupportSessionSummary • SupportSessionRecording • CommandShellRecording • PresentationRecording • SupportCustExitSurvey • SupportRepExitSurvey • SupportTeam

SupportSession

Returns full information for all sessions which match given search parameters.

Required Parameters

You may use any one of the following sets of parameters:

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

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=[integer]	The ID of the session for which you wish to see details.
lsids=[comma-separated integers]	A comma-delimited list of the IDs of sessions for which you wish to see details.

Optional Parameter

limit=[string]	<p>The category by which to filter results. Can be one of the following:</p> <ul style="list-style-type: none"> • 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. <p>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.</p>
----------------	--

SupportSession

XML Report for SupportSession Query

<p><session_list></p>	<p>Returns 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.</p>
-----------------------------	--

<session_list> > <session>

<p>Isid (attribute)</p>	<p>A number which uniquely identifies this session.</p>
<p><session_type></p>	<p>Indicates the type of session for which the report was run. The value will always be support in the current Bomgar API version.</p>
<p><start_time></p>	<p>When 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).</p>
<p><end_time></p>	<p>When 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.</p>
<p><duration></p>	<p>Session length in HH:II:SS format.</p>
<p><public_site></p>	<p>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..</p>
<p><external_key></p>	<p>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.</p>
<p><session_chat_view_url></p>	<p>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 and only if the administrator has enabled customers to download the chat transcript.</p>
<p><session_chat_download_url></p>	<p>The URL at which this session's chat transcript can be downloaded. This element is displayed only for sessions that have successfully ended and only if the administrator has enabled customers to download the chat transcript.</p>
<p><session_recording_view_url></p>	<p>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 administrator has enabled customers to download the session recording.</p>

SupportSession

<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. It is available only for sessions that have successfully ended and only if the administrator has enabled customers to download the session recording.
<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 and if command shell recording was enabled at the time of the session. This element contains several child elements as described below.
<file_transfer_count>	The number of file transfers which occurred during the session.
<primary_customer>	Lists the gsnumber , id , and 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 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 as described below.
<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 as described below.

SupportSession

<p><session_details></p>	<p>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:</p> <ul style="list-style-type: none"> • Chat Message • Command Shell Session Started • Conference Member Added • Conference Member Departed • Conference Member State Changed • Conference Owner Changed • Customer Exit Survey • External Key • File Download • File Download Failed • File Upload • File Upload Failed • Files Shared • Legal Agreement Response • Representative Exit Survey • Service Access Allowed • Session End • Session Note Added • Session Start • System Information Retrieved
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<session_list> > <session> > <customer_list> > <customer>

<p>gsnumber (attribute)</p>	<p>Uniquely identifies the customer in regards to his or her current connection to the Bomgar Box. 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.</p>
<p>id (attribute)</p>	<p>This will always be 0 for all customers.</p>
<p><username></p>	<p>The username with which the customer is logged into his or her computer.</p>
<p><public_ip></p>	<p>The customer's public IP address.</p>
<p><private_ip></p>	<p>The customer's private IP address.</p>
<p><hostname></p>	<p>The hostname of the customer's computer.</p>
<p><os></p>	<p>The operating system of the customer's computer.</p>
<p><primary_cust></p>	<p>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.</p>
<p><info></p>	<p>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.</p>

SupportSession

<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)	Uniquely identifies the representative in regards to his or her current connection to the Bomgar Box. 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 Box, his or her gsnumber will remain the same. However, if the representative's connection is terminated for any reason, when that representative logs back into the Bomgar Box, he or she will be assigned a new gsnumber and will also appear multiple times in the <rep_list> element. 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.
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.

SupportSession

<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.

<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.
event_type (attribute)	<p>The type of event which occurred. Event types include the following:</p> <ul style="list-style-type: none"> • Chat Message • Command Shell Session Started • Conference Member Added • Conference Member Departed • Conference Member State Changed • Conference Owner Changed • Customer Exit Survey • External Key • File Download • File Download Failed • File Upload • File Upload Failed • Files Shared • Legal Agreement Response • Representative Exit Survey • Service Access Allowed • Session End • Session Note Added • Session Start • System Information Retrieved
<performed_by>	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 .

SupportSession

<destination>	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 .
<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> <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>
<body>	The text of the 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.
<filename>	The name of the transferred file.
<filesize>	An integer indicating the size of the transferred file.
<data>	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 .

<session_list> > <session> > <session_details> > <event> > <system_information> > <category>

<description>	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.
<data>	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.

*SupportSession***Query Examples**

Sessions started April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2009-04-01&duration=0</code>
Sessions started the month of April 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2009-04-01&duration=30</code>
Sessions started 8.00 AM April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_time=1238572800&duration=0</code>
Sessions started 8.00 AM April 1 2009 to 6.00 PM April 1 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_time=1238572800&duration=36000</code>
Sessions ended April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&end_date=2009-04-01&duration=0</code>
Sessions ended the month of April 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&end_date=2009-04-01&duration=30</code>
Sessions ended 8.00 AM April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&end_time=1238572800&duration=0</code>
Sessions ended 8.00 AM April 1 2009 to 6.00 PM April 1 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&end_time=1238572800&duration=36000</code>
Session #100	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&lsid=100</code>
Sessions #100, #110, and #125	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&lsids=100,110,125</code>
Sessions started April 1 2009 to present for all sessions	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2009-04-01&duration=0&limit=all</code>
Sessions started April 1 2009 to present for a specific rep	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2009-04-01&duration=0&limit=rep:1</code>
Sessions started April 1 2009 to present for all teams	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2009-04-01&duration=0&limit=team:all</code>
Sessions started April 1 2009 to present for a specific team	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2009-04-01&duration=0&limit=team:1</code>
Sessions started April 1 2009 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=2009-04-01&duration=0&limit=members:1</code>
Sessions started April 1 2009 to present for a specific public site	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSession&start_date=2009-04-01&duration=0&limit=site:1</code>

SupportSessionListing

Returns a list of session IDs, external keys, and availability of a recording for sessions which match given search parameters.

Parameters

You may use any one of the following sets of parameters:

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

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 Report for SupportSessionListing Query

<session_summary_list>	Returns 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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<session_summary_list> > <session_summary>

Isid (attribute)	The session ID for the given support session.
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.

*SupportSessionListing***Query Examples**

Sessions started April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test &generate_report=SupportSessionListing&start_date=2009-04-01&duration=0</code>
Sessions started the month of April 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test &generate_report=SupportSessionListing&start_date=2009-04-01&duration=30</code>
Sessions started 8.00 AM April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test &generate_report=SupportSessionListing&start_time=1238572800&duration=0</code>
Sessions started 8.00 AM April 1 2009 to 6.00 PM April 1 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test &generate_report=SupportSessionListing&start_time=1238572800&duration=36000</code>
Sessions ended April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test &generate_report=SupportSessionListing&end_date=2009-04-01&duration=0</code>
Sessions ended the month of April 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test &generate_report=SupportSessionListing&end_date=2009-04-01&duration=30</code>
Sessions ended 8.00 AM April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test &generate_report=SupportSessionListing&end_time=1238572800&duration=0</code>
Sessions ended 8.00 AM April 1 2009 to 6.00 PM April 1 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test &generate_report=SupportSessionListing&end_time=1238572800&duration=36000</code>

SupportSessionSummary

Returns an overview of support session statistics for representatives or teams.

Parameters

You may use any one of the following sets of parameters:

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

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 Report for SupportSessionSummary Query

<summary_list>	Returns 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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<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 .

SupportSessionSummary

<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_session_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 2009 to present, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_date=2009-04-01&duration=0&report_type=rep
Sessions started April 1 2009 to present, by team	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_date=2009-04-01&duration=0&report_type=team
Sessions started April 1 2009 to present, by site	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_date=2009-04-01&duration=0&report_type=site
Sessions started the month of April 2009, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_date=2009-04-01&duration=30&report_type=rep
Sessions started 8.00 AM April 1 2009 to present, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_time=1238572800&duration=0&report_type=rep
Sessions started 8.00 AM April 1 2009 to 6.00 PM April 1 2009, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&start_time=1238572800&duration=36000&report_type=rep
Sessions ended April 1 2009 to present, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&end_date=2009-04-01&duration=0&report_type=rep
Sessions ended the month of April 2009, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&end_date=2009-04-01&duration=30&report_type=rep
Sessions ended 8.00 AM April 1 2009 to present, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&end_time=1238572800&duration=0&report_type=rep
Sessions ended 8.00 AM April 1 2009 to 6.00 PM April 1 2009, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionSummary&end_time=1238572800&duration=36000&report_type=rep

SupportSessionRecording

Returns the requested support session recording. Depending on your browser, this query will either immediately begin download or prompt you to open or save the file.

Parameter

Isid=[integer]	The session ID for which you wish to download the Flash (.flv) video recording of the support session.
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Query Example

SupportSessionRecording: Session #100	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportSessionRecording&Isid=100
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CommandShellRecording

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.

Parameters

Isid=[integer]	The session ID for which you wish to download the Flash (.flv) video recording of the command prompt.
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

CommandShellRecording: First shell instance of session #100	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=CommandShellRecording&Isid=100&instance=0
CommandShellRecording: Third shell instance of session #100	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=CommandShellRecording&Isid=100&instance=2

PresentationRecording

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

Isid=[integer]

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

Query Example

PresentationRecording: Session #100

https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=PresentationRecording&Isid=100

SupportCustExitSurvey and SupportRepExitSurvey

Returns the questions and answers to the customer or representative exit survey.

Required Parameters

You may use any one of the following sets of parameters:

- **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**

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 group results according to the representative who last owned the session or team to group 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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SupportCustExitSurvey & SupportRepExitSurvey

XML Report for SupportCustExitSurvey & SupportRepExitSurvey Queries

<code><exit_survey_list></code>	Returns an <code><exit_survey></code> element for each session that matches the given criteria. If no sessions are returned, this element will contain no <code><exit_survey></code> elements. If an error occurs during the search, it will contain an <code><error></code> element describing the problem.
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`<exit_survey_list > <exit_survey>`

<code>Isid (attribute)</code>	The unique ID of the session for which this survey was submitted.
<code>ts (attribute)</code>	The start time of the session for which this exit survey was submitted.
<code><session_type></code>	Indicates the type of session for which the report was submitted. This value will always be support in the current Bomgar API version.
<code><submitted_by></code>	The display name of the customer 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.
<code><primary_customer></code>	The display name of the customer who initiated the session. This element also has an id attribute, the value of which is always 0 .
<code><primary_rep></code>	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.
<code><primary_team></code>	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.
<code><customer_list></code>	Listing of all customers who participated in this session. For full details, see the descriptions of the <code><customer_list></code> and <code><customer></code> elements in the SupportSession section above.
<code><rep_list></code>	Listing of all representatives who participated in this session. For full details, see the descriptions of the <code><rep_list></code> and <code><representative></code> elements in the SupportSession section above.
<code><team_list></code>	Listing of all teams to which the session was transferred. For full details, see the descriptions of the <code><team_list></code> and <code><team></code> elements in the SupportSession section above.
<code><rep_resolved></code>	This element is present for backwards compatibility. In the Bomgar API versions 1.0.0 and above, this value will always be 0 .
<code><question_list></code>	Contains a <code><question></code> element for each question in this survey. This element contains several child elements as described below. Note that the <code><question></code> elements and their child <code><answer></code> 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.

SupportCustExitSurvey & SupportRepExitSurvey

<exit_survey_list> > <exit_survey> > <question_list> > <question>

id (attribute)	The unique ID of this question.
<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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SupportCustExitSurvey & SupportRepExitSurvey

Query Examples

Customer surveys for sessions started April 1 2009 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2009-04-01&duration=0&report_type=rep&id=all
Customer surveys for sessions started April 1 2009 to present for all teams, by team	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2009-04-01&duration=0&report_type=team&id=all
Customer surveys for sessions started April 1 2009 to present for a specific rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2009-04-01&duration=0&report_type=rep&id=1
Customer surveys for sessions started April 1 2009 to present for a specific team	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2009-04-01&duration=0&report_type=team&id=1
Customer surveys for session started the month of April 2009 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_date=2009-04-01&duration=30&report_type=rep&id=all
Customer surveys for sessions started 8.00 AM April 1 2009 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_time=1238572800&duration=0&report_type=rep&id=all
Customer surveys for session started 8.00 AM April 1 2009 to 6.00 PM April 1 2009 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&start_time=1238572800&duration=36000&report_type=rep&id=all
Customer surveys for sessions ended April 1 2009 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&end_date=2009-04-01&duration=0&report_type=rep&id=all
Customer surveys for session ended the month of April 2009 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&end_date=2009-04-01&duration=30&report_type=rep&id=all
Customer surveys for sessions ended 8.00 AM April 1 2009 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&end_time=1238572800&duration=0&report_type=rep&id=all
Customer surveys for session ended 8.00 AM April 1 2009 to 6.00 PM April 1 2009 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportCustExitSurvey&end_time=1238572800&duration=36000&report_type=rep&id=all
Customer surveys for sessions started April 1 2009 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=2009-04-01&duration=0&report_type=rep&id=all&site&id=1

SupportCustExitSurvey & SupportRepExitSurvey

Representative surveys for sessions started April 1 2009 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2009-04-01&duration=0&report_type=rep&id=all
Representative surveys for sessions started April 1 2009 to present for all teams, by team	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2009-04-01&duration=0&report_type=team&id=all
Representative surveys for sessions started April 1 2009 to present for a specific rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2009-04-01&duration=0&report_type=rep&id=1
Representative surveys for sessions started April 1 2009 to present for a specific team	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2009-04-01&duration=0&report_type=team&id=1
Representative surveys for session started the month of April 2009 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_date=2009-04-01&duration=30&report_type=rep&id=all
Representative surveys for sessions started 8.00 AM April 1 2009 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_time=1238572800&duration=0&report_type=rep&id=all
Representative surveys for session started 8.00 AM April 1 2009 to 6.00 PM April 1 2009 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&start_time=1238572800&duration=36000&report_type=rep&id=all
Representative surveys for sessions ended April 1 2009 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&end_date=2009-04-01&duration=0&report_type=rep&id=all
Representative surveys for session ended the month of April 2009 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&end_date=2009-04-01&duration=30&report_type=rep&id=all
Representative surveys for sessions ended 8.00 AM April 1 2009 to present for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&end_time=1238572800&duration=0&report_type=rep&id=all
Representative surveys for session ended 8.00 AM April 1 2009 to 6.00 PM April 1 2009 for all reps, by rep	https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportRepExitSurvey&end_time=1238572800&duration=36000&report_type=rep&id=all
Representative surveys for sessions started April 1 2009 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=2009-04-01&duration=0&report_type=rep&id=all&site&id=1

SupportTeam

Returns information about activity within a support team.

Required Parameters

You may use any one of the following sets of parameters:

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

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

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 Report for SupportTeam Query

<team_activity_list>	<p>Returns 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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SupportTeam

<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>	Contains an <event> element for each event that occurred within this team.

<team_activity_list> > <team_activity> > <logged_in_representatives> > <representative>

gsnumber (attribute)	Uniquely identifies the representative in regards to his or her current connection to the Bomgar Box. 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 Box, his or her gsnumber will remain the same. However, if the representative's connection is terminated for any reason, when that representative logs back into the Bomgar Box, he or she will be assigned a new gsnumber. 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.
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.

SupportTeam

<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> <ul style="list-style-type: none"> • Chat Message • Conference Member Added • Conference Member Departed • Conference Member State Changed • File Download • File Download Failed • File Upload • File Upload Failed • Files Shared • Pinned Session Moved Away from Queue • Pinned Session Moved to Queue • Session Pinned to Queue • Session Transferred to Queue • Session Transferred Away from Queue • Session Unpinned from Queue
<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.

SupportTeam

<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

Activity started April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&start_date=2009-04-01&duration=0</code>
Activity started the month of April 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&start_date=2009-04-01&duration=30</code>
Activity started 8.00 AM April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&start_time=1238572800&duration=0</code>
Activity started 8.00 AM April 1 2009 to 6.00 PM April 1 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&start_time=1238572800&duration=36000</code>
Activity started April 1 2009 to present for a specific team	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&start_date=2009-04-01&duration=0&team&id=1</code>
Activity ended April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&end_date=2009-04-01&duration=0</code>
Activity ended the month of April 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&end_date=2009-04-01&duration=30</code>
Activity ended 8.00 AM April 1 2009 to present	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&end_time=1238572800&duration=0</code>
Activity ended 8.00 AM April 1 2009 to 6.00 PM April 1 2009	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&end_time=1238572800&duration=36000</code>
Activity ended April 1 2009 to present for a specific team	<code>https://support.example.com/api/reporting.ns?username=test&password=test&generate_report=SupportTeam&end_date=2009-04-01&duration=0&team&id=1</code>

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 Box. 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 from 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 page URL is <https://support.example.com/api/backup.ns>.

The following HTTP parameters are required for all commands:

username=[string]	The username to use when backing up the support site. Must have admin rights.
password=[string]	The password associated with this username.

Query Example

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