



Solve More Incidents in First Tier

Sometimes your support organization must choose between productivity and security. For instance, first tier reps are often technically capable of troubleshooting deeper than they're allowed to, but giving them administrative passwords would increase risk and weaken security. What if you could choose productivity and security?

Bomgar's patent-pending Access Sponsor feature lets your first tier reps perform deeper troubleshooting without knowing administrative credentials. This enables you to resolve more incidents in tier-1 where the cost of support is lower.

Access Sponsor helps your support organization:

- Increase first call resolution
- Safely enable escalated access in lower tiers
- Maximize productivity of experienced staff

Secure Rights Escalation in Lower Tiers

Access Sponsor lets lower-tier reps ask higher-tier reps – designated as Access Sponsors – to enter the necessary credentials for temporarily escalated privileges. This enables the rep to perform more extensive troubleshooting without knowing the administrative credentials. The rep has the use of the administrative credentials only for the duration of the session.

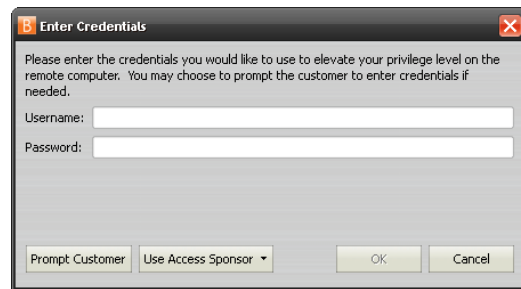


Fig. 1: Lower-tiered support reps can request temporary elevated access privileges with Access Sponsor.

Cost-Effectively Engage Higher-Tier Resources

Higher-tier reps – designated as Access Sponsors – have a special queue used to monitor requests for sponsored access. Also, the rep can request help from an Access Sponsor. If the Access Sponsor accepts the request for help, they can share the session with the lower-tier rep and assist in the session. Access Sponsor connects lower-tier reps with upper-tier reps, giving lower support tiers the help they need to resolve more incidents more cost-effectively.

Access Sponsor Group	Requester	Customer	Computer Name	Details	Total Time	Language
Standard	Kurt V.	Steve Tripp	STripp0857	I need to access a restricted folder.	00:01:06	English (US)
Standard	Roald D.	Caire Winter	CW_MAC	Missing credentials to log into a protected site	00:00:35	English (US)
Standard	John S.	Andre Arthaud	FR-LIB16792	Please elevate credentials so I can install a patch	00:00:18	English (US)

Fig. 2: Access Sponsors have a special queue where requests from lower-tier reps appear.



How Access Sponsor Works

Administrators create groups of Access Sponsors. Technicians with restricted permissions can ask more highly privileged reps to elevate their rights or enter credentials for a remote system.

Access Sponsors see an Access Requests tab in the representative console. When a technician makes a request, all sponsors will see a new Access Request in their queue.

Once an Access Sponsor accepts the request, a prompt appears with options to:

- **Enter credentials**
- **Elevate the customer client**
- **Join the session**

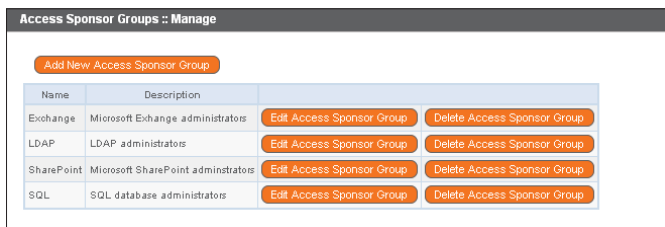


Fig. 3: Set up Access Sponsor groups and assign privileges individually.

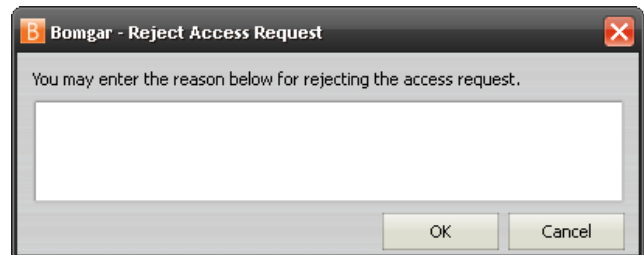
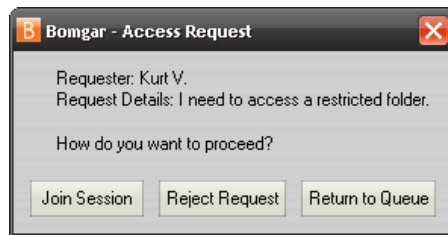


Fig. 4: Access Sponsors can enter credentials or reject the request and specify a reason for the rejection.