



Clear Escalation Paths Make for Efficient Support

Efficient support depends on matching incoming support requests with the right resources. However, putting seasoned staff in first tier – or sending them on site – can monopolize their time and eat up productivity.

Bomgar makes it possible for your support organization to define escalation paths to skilled resources in a cost-effective manner. With Bomgar, skilled staff can engage with critical support requests instantly and remotely. This allows you to respond to customers with the right resources on the first call.

With Bomgar, escalation paths are easy to define because you can:

- **Allow lower tier reps temporary rights escalation**
- **Escalate within teams or between teams**
- **Escalate to experts, back-end resources or vendors**
- **Escalate to users without a Bomgar account**
- **Force escalation from one rep to another**

Temporary Rights Escalation: Safely Allow 1st Tier Reps to Troubleshoot Deeper

Bomgar makes it possible for support reps to request temporary elevated rights on the remote desktop during a support session. If the end-user does not have administrative rights on the remote computer, the support rep can request elevated access to the system. If the support rep does not know the credentials, he or she can send an access request to an Access Sponsor. This temporary elevation of rights allows you to cut costs by resolving more in lower tiers.

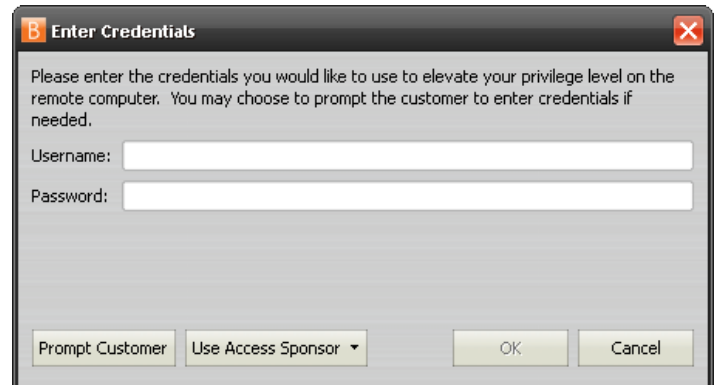
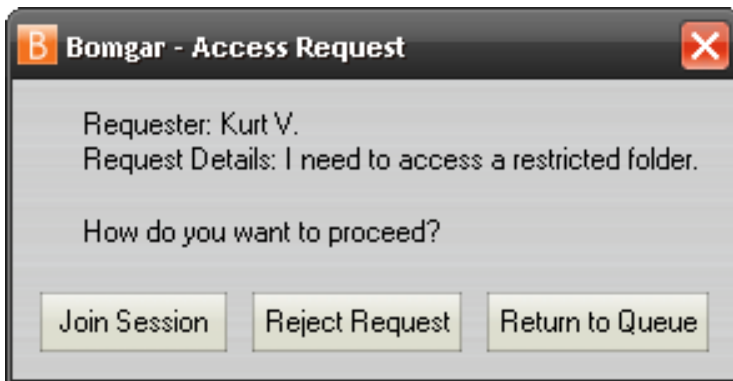


Fig. 1: Support reps can request elevated rights from an Access Sponsor.

Collaborate to Speed Resolution: Session Sharing and Transfer

With Bomgar, technicians can collaborate with other representatives by sharing a support session. This means that multiple members of your support organization can swarm around critical issues to resolve them quickly. Technicians can also transfer a support session to another representative or team. Bomgar makes your more highly skilled staff accessible without overburdening them. End-users are thus able to have their incident resolved on the first call. Session sharing can be invisible to your end-users.

Collaborate to Speed Resolution: Session Sharing and Transfer (Continued)

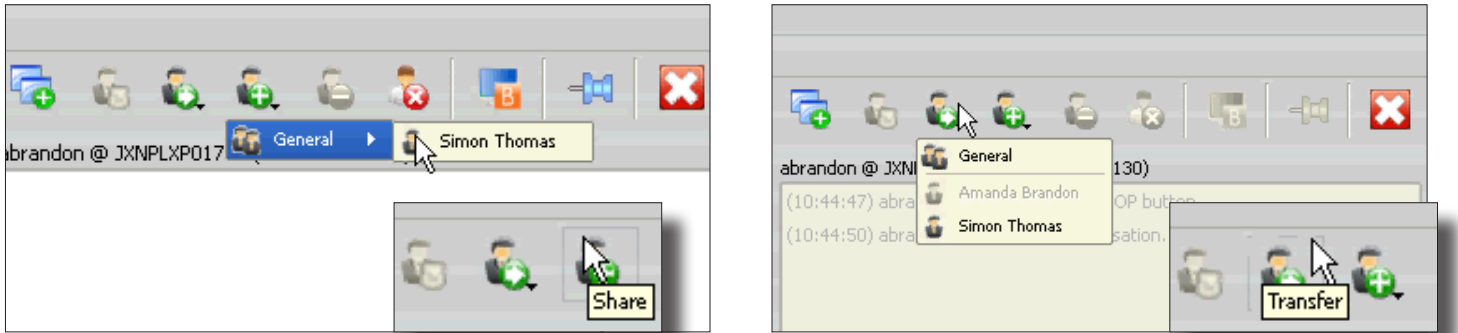


Fig. 2: Reps can share or transfer sessions within the same remote support session. This speeds resolution and increases customer satisfaction.

Bring Anyone, Even the Vendor, into the Support Session without Compromising Security

With Bomgar, anyone can be brought in to collaborate on a remote support session. Bomgar's patent-pending Rep Invite feature makes it possible to invite a third-party representative to have one-time, limited access to a shared session. The invited rep is given a link to install the Bomgar Representative Console and join the session.

Bomgar even makes it easy to bring vendors in for support requests. Embassy, a patent-pending feature for secure vendor access, allows administrators to create an Embassy for each and every vendor relationship then control granularly what each vendor can or cannot access.

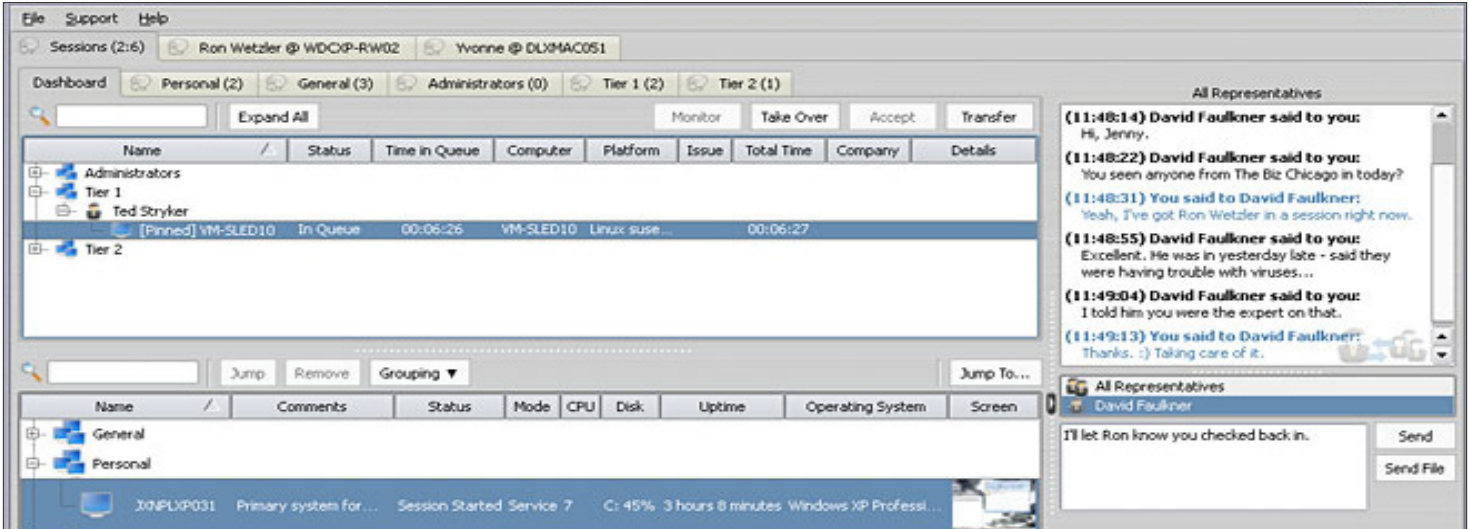
Reports and Session Recording give your support organization complete visibility into these collaborative sessions.

| Embassy Users | | | | | |
|--------------------------------------|----------------|--------------|--|----------|---|
| Add New Embassy User | | | Show Embassy Users for: Leaderboard | | |
| Last Authenticated As: | Display Number | Display Name | Consecutive Failed Logins | Comments | |
| efrome | 7 | Ethan Frome | 0 | | Edit Delete |
| otwist | 10 | Oliver Twist | 0 | | Edit Delete |
| smarner | 9 | Silas Marner | 0 | | Edit Delete |

Fig. 3: Administrators can create Embassies for vendor support. Each Embassy receives specific privileges and all sessions are recorded and logged.

Force Escalation from One Rep or Team to Another

Bomgar's Administrative Dashboard not only lets team managers and leads oversee the support activities within their teams, it also enables them monitor the current sessions of managed team members and take over or transfer sessions when necessary. The dashboard increases support session management and accountability.



The screenshot displays the Bomgar Administrative Dashboard interface. At the top, there are tabs for 'Sessions (2:6)', 'Ron Wetzler @ WDCXP-RW02', and 'Yvonne @ DLXMAC051'. Below this is a navigation bar with tabs for 'Dashboard', 'Personal (2)', 'General (3)', 'Administrators (0)', 'Tier 1 (2)', and 'Tier 2 (1)'. A search bar and 'Expand All' button are present. The main area features a table with columns: Name, Status, Time in Queue, Computer, Platform, Issue, Total Time, Company, and Details. The table shows a session for 'Ted Stryker' in 'Tier 1' with status 'In Queue' and a time in queue of '00:06:26'. Below the table are buttons for 'Jump', 'Remove', and 'Grouping'. A second table below shows system details with columns: Name, Comments, Status, Mode, CPU, Disk, Uptime, Operating System, and Screen. On the right side, there is a chat window titled 'All Representatives' showing a conversation between David Faulkner and another user. The chat messages include timestamps and content like 'Hi, Jenny.', 'You seen anyone from The Biz Chicago in today?', and 'Yeah, I've got Ron Wetzler in a session right now.' Below the chat is a 'Send' button and a 'Send File' button.

Fig. 4: The Administrative Dashboard gives team leaders or managers the ability to see what is happening within groups and on an individual basis. You can take over or transfer sessions when necessary.