



Delete Support Downtime with Reboot/Reconnect

Technical support often involves several minutes of downtime due to program installations, downloads for software updates and changes that require a rep to restart the computer they are servicing. This downtime can be frustrating for the customer because they have to wait for the completion of the reboot to log the rep back into the system.

With some remote support tools, rebooting a system ends the session. This is time-consuming for both the rep and the customer. Having to reboot, reenter credentials and reinitiate sessions can turn a simple fix into a long session. What if there was a better way to handle a reboot during remote support?

Bomgar's Reboot/Reconnect offers a simple solution to all of this wasted time.

Save Time with Reboot/Reconnect

Bomgar's Reboot/Reconnect feature lets the support rep pick up where the session left off after a reboot. By not having to initiate a new session, problems are fixed faster and the customer doesn't have to start the support process over again. Productivity increases because the support rep can place the user on hold and work on another session while the system reboots.

Request Automatic Logon Credentials at Reboot

Another timesaver associated with Reboot/Reconnect is "Request Automatic Logon Credentials." This feature prompts the user, requesting a valid username and password. After the reboot, the remote system will automatically sign back in with the provided credentials.

This ensures uninterrupted support after a reboot without requiring the customer to be present. Additionally, this process ensures that the rep never has access to the user's credentials. This feature increases customer satisfaction, freeing the user to continue their work elsewhere while their system is being serviced.

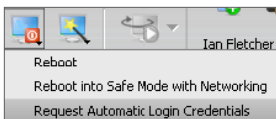


Fig. 2: Request Automatic Logon Credentials is a useful feature for when a user has to leave a remote support session.

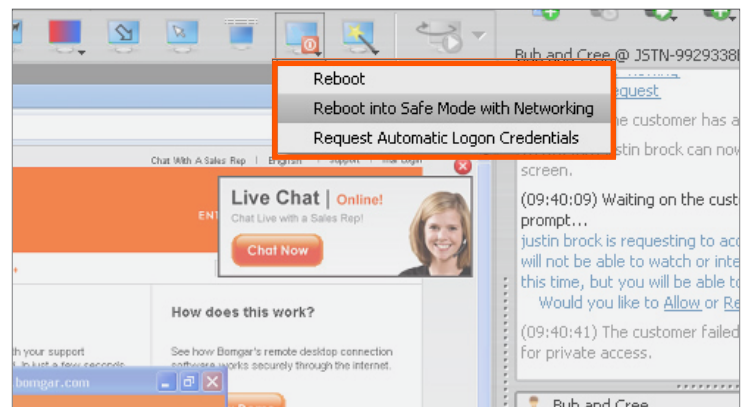


Fig. 1: Bomgar's Reboot/Reconnect feature lets the support rep pick up where the session left off after a reboot. Productivity increases because the rep can place one user on hold and work on another session while the system reboots.

Reboot in Safe Mode with Networking

Sometimes a support rep has to go into Safe Mode to remove a piece of spyware or to troubleshoot and diagnose networking problems among other tasks. Bomgar's Reboot/Reconnect gives the technician the option of rebooting right into Safe Mode. No more yelling at the user to "keep hitting F8."

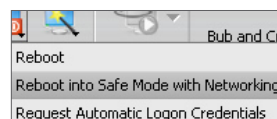


Fig. 3: Reboot into Safe Mode to troubleshoot and diagnose networking problems.



Agreements & Messages

With Bomgar, you can configure a number of messages for the customer you support. You also can choose to display a watermark on both the customer's and the representative's screen while the customer is in session.

Customer Agreement

Display a legal agreement, disclaimer or policy to end-users before they begin a support session.

Customer Greeting

The greeting welcomes your customer and requests him or her to wait for the next available support representative.

On Hold Message

Configure an on-hold message to display at specified intervals before the session begins.

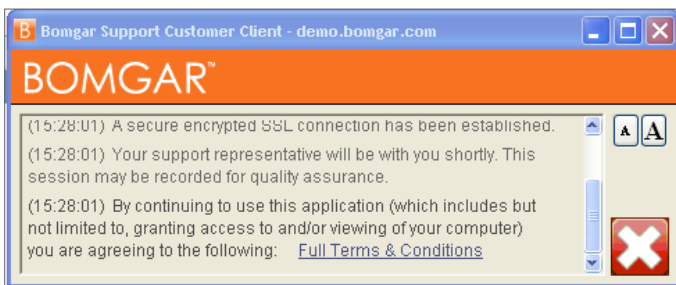


Fig. 3: Configure messages to display to customers you support. For instance, if your company requires you to present a legal agreement, you can display a link to it in your customer greeting.

Orphaned Session & URL

If no technicians are available to help the customer, the orphaned session message alerts the customer, and the URL option can then redirect the end-user to a designated site.

Multiple Languages

Messages can display in each language available on your appliance. Bomgar currently supports German, English, Latin American Spanish, EU Spanish, EU French, Italian, Dutch, Brazilian Portuguese, EU Portuguese, Japanese, and Simplified Chinese.

Customer Client

The full customer client is your end-users' interface once a support session has begun. During the session, customers can chat with technicians, select which applications to share and send files through the customer client. Customers can also change the font size of the chat display.

A prominent red X button immediately stops screen sharing and disables any permissions the representative might have had; the customer can also choose to close the session entirely, uninstalling the software from his or her computer.



Fig. 4: The customer can chat with the rep, select which applications to share and send files within the customer client interface.