

Automating Issue Resolution

Almost any routine support task can be executed with a script. For technicians performing routine remote support, only having access to the GUI can be a time-waster. Your support organization has likely accumulated a library of scripts for solving routine support issues; however, ensuring technicians have access to these files when they need them during a support session can be challenging.

With Bomgar, you can create, organize, and catalogue any number of pre-built scripts. This enables your support center to automate routine diagnostics, troubleshooting, and remediation. Scripts can also reference a file for more robust tasks such as installing software. This functionality works on Windows, Mac and Linux, and can be shared across teams to ensure that every rep is using best practices.

Save Thousands of Support Hours

Bomgar's Scripts feature enables technicians to send commands with one click or run patches or apps on remote computers and servers. They do this simply by selecting the appropriate script from a list and running it through Bomgar's command line interface.

This means that common troubleshooting tasks like checking IP configuration as well as repetitive tasks like installing a software upgrade are as simple as the click of a button. Scripts can save the support center thousands of hours, which would have been spent doing manual diagnosis and repair.

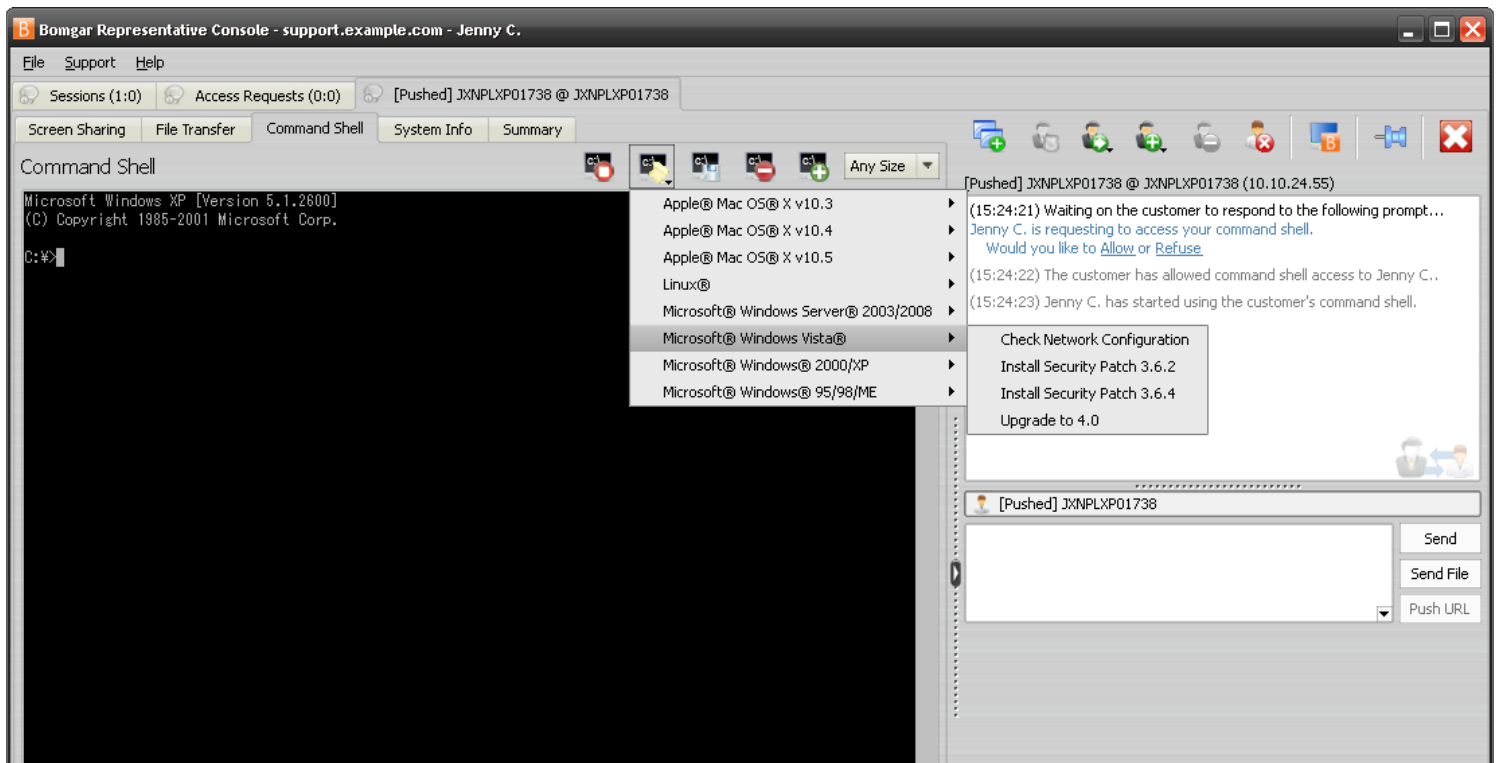


Fig. 1: Reps can send commands in one click or run patches or apps on remote computers or servers with Bomgar's Canned Scripts feature. Save thousands of support hours with this simple tool.