

BOMGAR™



USING BOMGAR TO TRAIN REMOTE USERS

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The Other Side of Remote Support

Remote support can help greatly in resolving technology problems. However, sometimes the problem is not with the technology, but with the user's understanding of it. Unless you train the user, the problem will continue to reoccur. Some training can happen on the user's screen, but for more in-depth instruction, it's helpful to show the user the rep's screen.

Web meeting products can serve for some types of training, and many specialized tools are designed for webinars and other mass communication. However, finding a solution that integrates user training within the context of support can be challenging.

One-on-One

Most web meeting products are designed for many attendees. This makes them difficult to scale down when the need is simply for the technician to spend five minutes walking the user through an application. Also, these products are not designed for remote support, leaving the technician without recourse if training escalates to troubleshooting.

On the other hand, most remote control tools don't allow the technician to share his or her screen. Thus, a technician may solve the technical problem, but leave the user confused.

One to Few

For a full-scale web meeting or online event, traditional web collaboration or webinar products abound. However, most of the features of these products are wasted if what you are trying to accomplish only requires screen sharing. The process for entering most web collaboration environments is also long and complex, lengthening the training process.

Conclusion

The needs for user training goes hand in hand with the need for user support. However, most tools are designed to do only one or the other. This creates gaps in effectively addressing the user's technical needs, increasing downtime and creating unnecessary work for the support organization.

Furthermore, remote support products, if they allow technician screen sharing at all, don't allow the technician to share his or her screen with multiple attendees, forcing the rep to repeat the training session over and over.

Training and Support

Most web collaboration products allow a technician to train users, but such products aren't designed for support. Most remote support products allow the technician to troubleshoot the user's system, but aren't designed for training and demonstration. Sometimes you need both, and sometimes this need arises in the same session.

An incident may start with what looks like a simple fix, and evolve into an instructional session as the technician realizes how the user's misunderstanding is causing problems with the technology. A training session may evolve into a troubleshooting session as the technician realizes that the user's system configuration is affecting their ability to learn a new application.

Using Bomgar to Train Remote Users

Bomgar's offers an effective means for technicians to instruct users on the use of technology. Whether the situation calls for one-on-one training, one-to-few demonstrations, in-depth remote troubleshooting, or all three at once, Bomgar offers functionality to suit the need.



One-on-One

In the middle of a remote support session, a Bomgar support rep can display a Virtual Pointer on the remote screen to instruct the end-user. The rep can also stop sharing the customer's screen and share his or her own screen with the customer. The rep can shift easily back and forth between screens without disconnecting from the user.



One to Few

Bomgar's training mode accommodates up to 15 attendees, enabling the Bomgar rep to share his or her screen for group training or application demos. These sessions can even be recorded in Flash format for playback later on.



Training and Support

Bomgar offers best-in-class remote support functionality and simple, intuitive training functionality. Combining these features gives your support team the ability to train multiple attendees, troubleshoot user's issues, and demo functionality to a single user, all from the same console. This frees up your technicians and IT trainers to focus on the user instead of the technology.

A Consolidated Solution

With a broad range of remote support solutions, the same solution you use to train your users on their technology can be used in other parts of your organization as well. Bomgar offers remote support solutions for:

- Customer Support
- Support for Kiosks and Point of Sale Systems
- Windows, Mac, Linux and Smartphone Support
- Support from the Service Desk
- Vendor Access Management