

Bomgar 13.1 License Comparison

FEATURES FOR SUPPORT REPRESENTATIVES

Feature Name	Description		License Type	
Multi-Platform Support	Customer	Representative	Enterprise	Standard
Windows	Windows 2000 - Windows 8 Server 2000 - 2012	Windows 2000 - Windows 8 Server 2000 - 2012	•	•
Mac OS X	OS X 10.4 - 10.9	OS X 10.4 - 10.9	•	•
Linux	Fedora Core 8 - 18 RedHat Enterprise 4 - 6 CentOS 4 - 6 SLED 10 and 11 SLES 10 and 11 Ubuntu 7.10 - 13.04	Fedora Core 8 - 18 RedHat Enterprise 4 - 6 CentOS 4 - 6 SLED 10 and 11 SLES 10 and 11 Ubuntu 7.10 - 13.04	•	•
Mobile Devices	Apple iOS 5.0+ (iPhone, iPad, iPod Touch)	Apple iOS 5.0+ (iPhone, iPad, iPod Touch)	•	•
	Android 2.3+ (Phone) Android 3.0+ (Tablet) Android Samsung 2.3+ (Phone/Tablet)	Android 2.2+ (Phone) Android 3.0+ (Tablet) Android Samsung 2.3+ (Phone/Tablet)	•	•
	BlackBerry OS 4.3 - 7.x	N/A	•	•
	Windows Mobile 5.0 - 6.5	N/A	•	•
Attended Systems	Laptops, Desktops, Mobile Devices		•	•
Unattended Systems	Laptops, Desktops, Servers, Kiosks, POS Systems, etc.		•	•
Network Devices	Routers, Switches and Devices via SSH/Telnet		•	•
Multi-Language Support¹	View Bomgar applications and interfaces in English, German, Latin American Spanish, EU Spanish, EU French, Italian, Dutch, Brazilian Portuguese, EU Portuguese, Swedish, Turkish, Japanese, Simplified Chinese, and Traditional Chinese. Bomgar supports international character sets.		All available languages	English +1 additional language
Support Toolset	Use advanced troubleshooting tools to interact with remote systems.		Enterprise	Standard
Annotations	While screen sharing, use annotation tools to draw on the remote user's screen. Drawing tools, including a freeform pen and scalable shapes, can aid in training remote users. The Annotations tool is also available during presentations.		•	•
Application Sharing	Allow customers to restrict screen sharing to specific applications.		•	•

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Feature Name	Description	License Type	
Bomgar Button	Deploy a "Get support" button on remote computers and mobile devices. Centrally manage and report on all deployed Bomgar Buttons.	•	•
Collaborative Browser Sharing	Use real-time interaction with remote customers by co-browsing the web without using a full-support screen-sharing session.	•	•
Command Shell	Directly access the command shell for system diagnostics, network troubleshooting, or low-bandwidth support, without screen sharing.	•	•
Custom Link	From within a session, click a button to open your browser to an associated CRM record or help desk ticket.	•	•
Custom Special Actions	Create representative console special action shortcuts for tasks specific to your environment, streamlining the effort for your team to complete repetitive tasks.	•	•
Elevate Customer Client	Elevate the customer client to have administrative rights. Special actions can be run in the current user context or in system context.	•	•
Embedded Bomgar Button	Embed a Bomgar Button within applications deployed throughout your enterprise, giving your customers direct, streamlined access to remote support sessions.	•	•
File Transfer	Transfer files to and from the remote file system.	•	•
Intel® vPro	Gain in-depth control of remote systems, using Intel® vPro features such as BIOS access, IDE-R, remote KVM, and remote power options.	•	•
Multi-Monitor Support	View multiple monitors on the remote desktop.	•	•
Multi-Session Support	Run multiple simultaneous support sessions.	•	•
Reboot/Auto-Reconnect¹	Reboot and automatically reconnect to the remote computer. The end-user can specify login credentials.	•	•
Remote Screenshot	Capture a screenshot of the remote system.	•	•
Representative Console	Support remote computers, systems, and mobile devices through an interface designed specifically for support professionals and equipped with troubleshooting tools.	•	•
Restrict End-User Interaction²	Disable the end-user's mouse and keyboard input to avoid customer interference. Account permissions determine whether the customer can or cannot see the screen while you are working.	•	•
Session Notes	Enter notes about support interactions. Session notes are accessible to collaborating representatives and appear in session reports.	•	•

¹Reboot/Auto-reconnect is not supported on Mac computers.

²Restrict End-User Interaction is limited to disabling the mouse and keyboard on Windows 8.

Feature Name	Description	License Type	
Scripts	Run custom command shell scripts to perform common processes.	•	•
Smart Card Support	By leveraging an elevated Jump Client or by Jumping through a Jumpoint, a representative can specify authentication credentials contained on a smart card that physically resides on the representative's system.	•	
SMS Session Start	Send a session key via SMS to begin a remote support session with a mobile device.	•	•
Special Actions	Access common actions such as Registry Editor, Event Viewer, System Restore, etc. Perform actions in User or System context.	•	•
System Information	View in-depth system information in an easily navigable interface.	•	•
Training & Presentation	Give presentations to multiple attendees, or share your screen with your customer during a support session.	•	•
View or Control	View or control remote computers, servers and mobile devices.	•	•
Virtual Pointer	Display a pointer on the customer's screen, even in view-only mode.	•	•
Collaboration	Work with other representatives and experts to resolve support cases.	Enterprise	Standard
Access Sponsor	Request a sponsor to elevate your permissions on the remote system by joining the session or entering credentials on your behalf.	•	
Embassy	When supporting products or services provided by a third-party vendor, utilize the vendor's support resources.	•	
Equilibrium	Receive support session assignments based on comparative idle time and session load. Prioritize session routing automatically based on the areas of expertise covered by your representatives. By matching an issue to a skill set, you can prioritize the routing of support sessions to the best equipped representatives instead of merely the next available representative.	•	
Extended Availability	Representatives can be in notification mode. If invited to share a session, you will receive an email notification.	•	
Queues	Accept support requests from team queues or a general queue. Your personal queue contains both your active and pending sessions.	•	•
Rep Invite	Invite anyone - internal or external - into a shared session with one-time, limited access.	•	•
Session Sharing & Transfer	Collaborate with other representatives by sharing a session, or transfer a session to another representative or team.	•	•

Feature Name	Description	License Type	
Support Teams	Collaborate with other representatives who share similar skill sets or areas of expertise. Based on issue type or severity, a support request may be routed to a team specialized to handle such problems.	•	•
Jump Technology	Access unattended remote desktops, servers, and other systems.	Enterprise	Standard
Jump Client	Access any Windows, Mac, or Linux system. Add password-protection for security. Centrally manage and report on all deployed Jump Clients.	•	•
Scripted Jump	Automatically initiate a remote support session from an external program by launching a Jump Client on a remote computer.	•	•
Jumpoint	Access unattended Windows systems on a network, with no pre-installed client. Connect through proxy servers by storing credentials.	•	•
Jump Zone Proxy	Use a Jumpoint as a proxy to access systems on a remote network that do not have a native internet connection.	•	
Shell Jump	Connect to SSH/telnet-enabled network devices through a deployed Jumpoint.	•	•
Chat and Messaging	Communicate easily with customers and other support personnel.	Enterprise	Standard
Click-to-Chat	Start support sessions with web-based chat, requiring no customer download. Sessions can be elevated if deeper support is needed.	•	•
Customer Client	Chat with customers during both support and training sessions.	•	•
Canned Messages	Access a library of chat responses to common questions.	•	•
Nudge Customer Client	Send audible and visual alerts through the customer client when end-user interaction is needed.	•	•
Spell Check	Catch misspellings and view suggested corrections.	•	•
URL/File Push	Push a URL through the chat interface to launch a browser on the remote computer. Pushing a file through the chat interface prompts the customer to accept the download.	•	•
Team Chat	Chat with all representatives on a team or with an individual.	•	•

Features for Remote Support Representatives

FEATURES FOR SUPPORT MANAGERS

Feature	Description	License Type	
		Enterprise	Standard
Support Portal	Define and automate customer interaction.	Enterprise	Standard
Agreements/Messages	Customize messages for each portal. Options include: Customer Legal Agreement, Customer Greeting, On Hold Message, Orphaned Session Message, and Redirect URL.	Multiple Portals	One Portal
Bomgar Button	Customize Bomgar's single-click "Get support" icon.		
Click-to-Chat	Brand Bomgar's no-download, web-based chat option.		
Connection Options	Define how sessions begin for each portal: Representative List, Presentation List, Session Keys, Issue Submission, Click-to-Chat.		
Customer Client	Customize the branding and behavior of the Bomgar customer client, which is used by customers in remote sessions.		
Exit Surveys	Monitor customer satisfaction, and require representative comments on support sessions.		
HTML Template	Edit the HTML of the public site, uploading linked files to the file store.		
Apple iOS Configuration Profiles	Offer public or private, administrator-configured profiles to Apple iOS device users.	•	•
Customer Downloads	Provide links for the customer to download the chat transcript and a Flash video of the screen sharing session.	•	•
Customer Notices	Post important notifications to the top of your support portal, additionally pushing these messages to all active customer clients.	•	
Embedded Bomgar Button	Embed a Bomgar Button within applications deployed throughout your enterprise, giving your customers direct, streamlined access to remote support sessions.	•	
Feedback to Customers in Queue	Provide real-time status updates to waiting customers, informing them of their position in queue and the estimated wait time.	•	
Multi-Language Support¹	View Bomgar applications and interfaces in English, German, Latin American Spanish, EU Spanish, EU French, Italian, Dutch, Brazilian Portuguese, EU Portuguese, Swedish, Turkish, Japanese, Simplified Chinese, and Traditional Chinese. Bomgar supports international character sets.	All available languages	English +1 additional language
Post-Session Redirect	Define a URL to automatically open when a customer exits a session.	•	
User Management	Centrally manage users and groups.	Enterprise	Standard
Access Sponsor	Allow a lower tier representative to gain elevated privileges by requesting a sponsor to enter credentials on his or her behalf.	•	

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Feature	Description	License Type	
Administrative Dashboard	Oversee team support activity, monitor representatives' sessions or desktops, and take over or transfer sessions owned by someone else.	•	
Allocate/Reserve Licenses	Allocate and reserve licenses for each team.	•	
Embassy (Vendor Access)	Grant limited access to teams of vendors to receive support or utilize vendors' resources in support calls.	•	
Group Policies	Define Bomgar user account permissions for entire groups of users.	•	•
Group Policy Template	Copy an existing group policy to create a new policy with similar members and permissions. You also can export a group policy and import those permissions into a policy on another site.	•	•
Inactive Session Timeout	Remove an idle representative from a support session after a specified time of inactivity.	•	•
License Monitoring	Receive email alerts on license usage.	•	•
Message Broadcast	Send a pop-up message to all logged-in support representatives.	•	•
Post Session Lock	Set the customer client to automatically log the end-user out of the remote Windows computer when an elevated support session ends.	•	•
Rep Invite	Create profiles so that representatives can invite anyone - internal or external - into a shared session with one-time, limited access.	•	•
Rep Login Schedule	Exert control over access to the representative console, restricting when representatives can be logged into the representative console.	•	
Restrict Rep Access to Customer Client	To strengthen security, prevent representatives from interacting with the customer client while screen sharing.	•	•
Separate Display Names for Reps New	Protect representatives' privacy by allowing them to set two display names - one for internal use and one for external use.	•	•
Support Teams	Create support teams based on skill set or experience level.	•	•
Team Collaboration	Define how multiple teams may interact.	•	
User Accounts	Create an unlimited number of named rep accounts.	•	•
User Collaboration	Define support session sharing and transfer options.	•	•
Routing Automation	Automate routing of support requests, and balance support load.	Enterprise	Standard
Automatic Session Distribution	Quickly and effectively route support sessions to the most appropriately skilled representative.	•	
Equilibrium	Receive support session assignments based on comparative idle time and session load. Prioritize session routing automatically based on the areas of expertise covered by your representatives.	•	

Feature	Description	License Type	
Issue Submission	Implement issue submission on your public site to direct support requests to the team designated to handle the selected issue.	•	•
Persistent Queue New	Allow queues to be available for customer sessions to start even when no representatives are available. This provides additional flexibility for custom session routing management.	•	
Queues	Assign issues to support teams so that customers facing a particular type of problem will be routed to the correct team queue.	•	•
Support Toolset	Equip your support representatives on a user, team, or site basis.	Enterprise	Standard
Representative Permissions	Restrict or enable toolset components (ex., View or Control, File Transfer, System Information, Reboot, etc.)	•	•
Jump Technology	Define rules for remote access to unattended systems.	•	•
	Set expiration dates for Jumpoints.	•	
Canned Messages	Store responses to common questions to help representatives be more efficient and consistent while chatting with customers.	•	•
Scripts	Create command shell scripts for representatives to use during sessions, increasing efficiency by automating common processes.	•	•
Reports	Report on all session activity; customize, filter and export reports.	Enterprise	Standard
Reporting Permissions	Manage each user's reporting privileges.	•	•
Support Session Reports	View details of each support session, including a complete chat transcript, permissions requested, and files transferred.	•	•
Session Recording Videos	Record annotated videos of support sessions, show my screen sessions, command shell sessions, and presentations.	•	•
Support Summary Reports	See an overview of support activity over time, categorized by representative, team, or public site.	•	•
Exit Survey Reports	Monitor customer and representative surveys.	•	•
Team and Embassy Reports	View details of activity within a team or Embassy, including login and logout times, team chats, and files shared.	•	•

Features for Support Managers

FEATURES FOR SYSTEM ADMINISTRATORS

Feature	Description	License Type	
		Enterprise	Standard
Mass Deployment	Install Bomgar applications on multiple systems simultaneously	Enterprise	Standard
BES-Deployable Bomgar Buttons	Mass deploy Bomgar Buttons on BlackBerry® Smartphones via the BlackBerry® Enterprise Server (BES).	•	•
MSI Installer	Create MSI installer packages for Representative Consoles, Jump Clients, Session Recording Viewers, and Bomgar Buttons (Windows only).	•	•
Identity Management	Define Bomgar accounts using existing data on directory servers.	Enterprise	Standard
LDAP/Active Directory	Use LDAP/Active Directory to manage Bomgar users.	•	•
RADIUS [Multi-factor]	Use RADIUS for multi-factor authentication.	•	
Kerberos [Single Sign-on]	Use Kerberos for single sign-on.	•	
Backup and Redundancy	Monitor and back up the Bomgar Appliance.	Enterprise	Standard
Backup Integration Client	Schedule automatic retrieval and storage of software backups.	•	•
Bomgar Atlas Cluster Technology	Use one Bomgar site across multiple Bomgar Appliances to enhance responsiveness across wide geographic deployments.	•	
Appliance Failover	Define and automate redundancy and failover options.	•	
Integration	Integrate Bomgar with external systems.	Enterprise	Standard
Custom Link	Configure a custom link to include a variable for a session's external key, pointing the URL to an associated CRM record or help desk ticket. A representative can access this link from within a session.	•	•
API	Integrate with external systems and set API permissions.	•	•
SNMP Monitoring	Monitor the Bomgar Appliance using Simple Network Management Protocol (SNMP).	•	
Syslog Integration	Send log messages to an external syslog server.	•	
Enterprise Integration Client	Transfer session logs, session recordings, and software backups from the Bomgar Appliance to an external system. Supported systems are Windows-based file systems and Microsoft SQL server. Schedule data transfers to take place automatically.	•	
Software Development Kit [SDK]	Create custom integrations for Bomgar's Integration Client.	•	
Embedded Remote App Support for Android and iOS New	Embed Bomgar remote support technology in your iOS and Android applications to support your mobile applications remotely.	•	•

Features for System Administrators

ADDITIONAL INTEGRATION OPTIONS

Additional integration options are available to Bomgar customers, as well.¹

Integration Option	Requirements
Service Desk/Systems Management Integrations Automate your integration of Bomgar with various service desk and systems management tools by requesting pre-packaged integration adapters, drastically reducing integration time.	Bomgar-Maintained Integrations
	Autotask
	BMC Footprints
	BMC Remedy 7.x+
	BMC Remedyforce
	Dell KACE
	HP Service Manager 7.0+
	ServiceNow
	Salesforce.com
	3rd Party Integrations
	BMC ServiceDesk Express
Hornbill	
iSupport	
CRM/Ticketing Integration Use the Bomgar API to create a simple integration between your CRM or ticketing system and Bomgar, allowing support reps to access a CRM record or Helpdesk ticket directly from the Bomgar Representative Console.	Bomgar API 1.7.0+
3rd Party Professional Integration Services Because Bomgar’s API, SDK and Integration Client conform to industry protocols, it is possible for customers to contract with a third-party professional services provider to outsource integration needs.	Contact Bomgar Sales for References.
Bomgar Professional Services Contract with Bomgar for custom integration needs.	Contact Bomgar Sales.

Additional Integration Options for Bomgar

¹Some integrations require Enterprise licensing. Contact Bomgar Sales for details.