

Transcript: What's New in Bomgar 14.1

RDP INTEGRATION

Bomgar provides a centralized, cross-network, secure RDP tool, with no configuration of endpoints required. Because RDP sessions are proxied through a Jumpoint and converted to Bomgar sessions, representatives can share or transfer sessions, and sessions can be automatically audited and recorded. Available features include screen sharing, text clipboard, multi-monitor support, and remote screen capture.

CLICK-TO-CHAT MOBILE

Using Bomgar's web-based chat, easily chat with customers on their mobile devices. Click-to-chat uses HTML 5 technology, allowing you to chat with customers on iOS, Android, and BlackBerry devices without requiring that they download an app. Click-to-chat for mobile reduces the support time for mobile customers and offers a streamlined and simple experience.

HTML 5 CHAT

With Bomgar's enhanced click-to-chat functionality, easily chat with remote customers who do not have Flash enabled. Bomgar's web-based chat has been improved to use HTML 5 technology, allowing you to chat with customers without requiring that they have Flash installed.

ENHANCED CUSTOMER PROMPTS

Set the Bomgar Support Customer Client prompts to appear as pop-ups instead of text links. Pop-up prompts are easier to see, helping customers interact with support representatives more quickly and driving down overall time to resolution. Pop-up prompts do not apply to mobile clients or click-to-chat sessions.

ENHANCED REP NOTIFICATION

Customizable audio alerts and louder default alerts help representatives maintain optimal efficiency. Representatives can select which events trigger alerts, and can upload and apply custom audio files.

STREAMLINED SESSION START

Connect to customers more quickly and easily. Sessions started in Internet Explorer now use ClickOnce to download and run the customer client with only one click. Other browsers use Java to reduce the number of clicks needed to start a support session. Sessions fall back to the traditional method of download if neither ClickOnce nor Java is available.

SESSION PERMISSION POLICIES

Customize support session security permissions to fit specific support scenarios, not just specific representatives. You can change the permissions allowed in a support session based on the support portal the customer came through, or even the specific endpoint being supported. Session permission policies provide much more flexibility in building the security model for each specific support scenario.

PORT TEST UTILITY

Using a new Bomgar support utility, verify that the appliance can access a specific port on an endpoint. Validate outbound connectivity to clients and systems such as LDAP servers, event handlers, and passive Jump Clients.

LICENSE USAGE REPORTS

Run reports to view peak usage of Bomgar licenses, grouped by hour, day, or month. Additionally, configure the Bomgar Appliance to send an email alert to the license alert contact whenever a user is denied login due to a license shortage or a reserved slot shortage. License usage reports and alerts can help you determine the number of licenses you need for your support team.

MULTIPLE /APPLIANCE USER ACCOUNTS

Create multiple user accounts for the /appliance interface. In environments where multiple administrators need to access the /appliance interface, each user can be assigned a unique user ID instead of sharing the credentials for a single admin account. Set rules regarding account lockouts and password requirements. Using multiple /appliance administrator accounts enables organizations to comply with more restrictive security policies and strengthens the ability to audit.

CONFIGURABLE LOGIN BANNER

Configure a banner to display before users can log into either the /login interface or the /appliance interface. You can enable or disable the banner, and define its title and text. If the banner is enabled, users attempting to access either /login or /appliance must agree to the rules and restrictions you have set before being allowed to log in.