

Transcript: What's New in Bomgar Remote Support 18.1

Customer Agreement Enhancements

The customer agreement currently available for customer-initiated sessions can now also be used for unattended sessions, such as Jump Client and Local and Remote Jump sessions. This enables the customer agreement to be displayed and accepted regardless of how the session is started.

GDPR Pseudonymization Support

Allow your organization to meet its GDPR initiatives with pseudonymization support in Bomgar. Bomgar administrators can respond to Right to Erasure requests by searching for specific criteria supplied by the requester. Once reviewed, the results can be anonymized with an automatically generated term or a custom replacement.

More Scalable Jump Client Upgrades

Jump Clients now upgrade faster than ever. Once a new Bomgar version is installed, technicians can see which Jump Clients are already upgraded and can begin accessing them right away. When a Jump Client is waiting for its upgrade, technicians can modify properties without having to wait for the upgrade to complete.

Credential Injection Enhancements

When integrating Bomgar with a credential manager, such as Bomgar Vault, the endpoint credential manager (ECM) now returns up to 100 matched credentials. This is especially helpful when similar credentials (such as local and domain accounts with the same name) are both stored in the manager.

Customer Client UI Refresh

Your customers will appreciate the updated look and feel of the customer client. The modern chat interface feels more familiar, with a minimal layout and easy to use controls. Customers see the technician's profile picture (or their initials) beside their chat message, and system messages are less prominent, focusing attention on the conversation.