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At Bomgar, customer service is a top priority. Help us provide you with excellent service. If you have any feedback, including any manual errors or omissions, please send an email to feedback@bomgar.com.
# Bomgar Integration Scenarios

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Bomgar Integration Scenarios

Possibilities for Bomgar Integrations

The Bomgar Application Programming Interface (API) makes it possible for customers to integrate Bomgar with any database, service desk solution, or other application. The Bomgar API is included in both enterprise and standard licenses of Bomgar.

Enterprise licenses also come with the Bomgar Integration Client, which includes a Windows file system plugin, a Microsoft SQL server plugin and an SDK for custom integrations. Because the Bomgar API and Integration Client conform to industry protocols, it is possible for customers to integrate Bomgar with various systems and applications.

Bomgar has also partnered with HP and BMC to offer integrations for the following service desk applications:

- BMC Service Desk Express -- Included free for BMC Service Desk Express 9.0 and above
- BMC Remedy ARS 7.01 and up
- HP Service Manager 7.00 and up
- HP Service Center 6.2 and up

Integration Scenarios

These integration scenarios are provided to demonstrate potential ways to integrate Bomgar with other systems and applications. While they are provided for illustrative purposes, the workflows detailed here should be helpful to you as you consider how to integrate Bomgar. Your environment may require elements not documented here.

“Complete Web Self-Help with Integrated Remote Support” on page 10

“Phone Support from a Bomgar-Integrated Service Desk” on page 5
Phone Support from a Bomgar-Integrated Service Desk

This Bomgar integration scenario involves a Bomgar-integrated service desk and a customer who calls the service desk for support. Because the service desk application has been integrated with Bomgar,

- the Bomgar remote support session is automatically linked to the incident, and
- the service desk application is automatically updated with details from the remote support session.

This integration scenario will walk you through what happens behind the scenes in the workflow diagramed here.

Phone-Initiated Remote Support with Bomgar

1. Customer calls the service desk for assistance
2. Support Rep automatically links the Bomgar session to the incident by generating a Bomgar session key
3. Support Rep logs a new incident in the service desk application
4. Customer connects to Rep via Bomgar and the Support Rep resolves the incident
5. The service desk application is automatically updated with Bomgar session details

Note: For purposes of illustration, this integration scenario is demonstrated with a specific service desk application - BMC Remedy ARS. However, the Bomgar API makes it possible to establish similar workflows with other service desk applications.

Video: Bomgar with HP Service Manager

Before the Remote Support Session

Before the Bomgar remote support session begins, it is automatically associated with the service desk ticket by means of a session key.
**Integrated Element: The Bomgar Session Key**

When the customer calls the service desk, the support representative creates a new incident in the service desk application, or opens an existing one. A remote support session is needed, so the rep clicks the **Generate Session Key** button to invite the customer into a Bomgar support session.

The **Generate Session Key** button opens a dialog with a session key or url that can be communicated to the customer to begin a remote support session. The session key associates the remote support session to the current incident.

Once the customer enters the or opens the url, he or she will be prompted to enter a remote support session with the rep.

**Integration Procedure: Using the Bomgar Session Key**

The **Generate Session Key** button calls the Bomgar API action `generate_session_key`. This passes information such as the `external_key` and the target Bomgar queue `id`. The target queue can be an individual rep, a team, or the general queue.

The query string will look similar to this:
Integration Scenarios

https://support.yoursite.com/api/command.ns?username=apiuser&password=testtest&action=generate_session_key&type=support&queue_id=general&external_key=ticketid

The Bomgar Appliance returns the session key, download url and sample email link in the XML response. This information can be formatted and displayed to the rep in your service desk application.

![Session Key and URL](https://example.com/session_key.png)

**Hint:** To direct a remote support session to a specific support rep rather than to the general queue, an association should be made between the rep’s ticketing system identity and his or her Bomgar identity.

### During the Remote Support Session

During the remote support session, the support rep may perform a number of actions, all of which are tracked by Bomgar:

- chat with the customer
- transfer files
- access the command shell
- view system information
- enter notes about the support session

At the close of the session, the customer can complete an exit survey, offering feedback on his or her experience.

![Exit Survey](https://example.com/survey.png)
Since the session key was generated via the Bomgar API, the resulting support session External Key is pre-linked to the incident number in the ticketing system.

At the end of the support session, relevant details from the support session are automatically pushed back into the service desk application and appended to the ticket using Outbound Events.

**After the Support Session**

After the remote support session completes, the service desk application is automatically updated with select information from the Bomgar support session.
Technicians and administrators can then drill down into a specific record to see details such as the system information, chat transcript, session notes and survey results.
Complete Web Self-Help with Integrated Remote Support

Customers start the support process on a web portal where they can search a knowledge base, open new service requests, or check the status of existing requests.

When they decide they need to contact support, they are presented with options such as “Chat with Support”, “Email Support”, or “Request a CallBack.”

Bomgar integration via Click-to-Chat is introduced into the process when the customer selects the option to “Get Support Now…”

Details of the existing incident are passed to Bomgar and a support session is initiated. The External Key field is used to link the Bomgar support session to the existing service request in the ticketing system.

At the end of the Bomgar session, the original service request is updated with summary information about the remote support session.