

Transcript: Integrating Bomgar with BMC Remedy

Introduction

Hi, I'm Boatner Blankenstein, director of solutions engineering here at Bomgar. Today I'm going to show you Bomgar's brand-new integration with BMC Remedy, which makes it easier for service desk representatives to use Bomgar's remote support solution in conjunction with BMC Remedy.

I'm going to show you two scenarios, first from the view of the representative providing support, and then from the view of the customer or end user.

Starting a Session with a Session Key

Here we have a representative's view of BMC Remedy. The representative can create a new ticket for the customer or open an existing one like this. To invite the customer into a screen-sharing session, they can simply click the **Generate Session Key** button and read the session key to the customer. Or they could email an invitation to the customer, as well.

The customer would then enter the session key into the Bomgar customer support portal, confirm the session with the representative, and then download and run the small Bomgar customer client executable.

The representative will then accept the incoming connection from the customer by clicking **Yes**. This will open a new tab in the Bomgar representative console for this particular session. On the **Screen Sharing** tab, the representative can request screen sharing by clicking the green play button. The customer will then allow the full access to their computer. Now the technician can go about the business of fixing this person's problem. They'll have full mouse and keyboard control, as well as access to the **Special Actions** menu, where they can drill down through the control panel or access other commonly used functions such as the registry editor.

The **File Transfer** tab allows for a graphical, bi-directional transfer of files between the representative and the customer.

The **Command Shell** window is useful for troubleshooting things behind the scenes, without interfering with the screen-sharing session.

System Information provides the representative with a very quick overview of the system they're supporting, such as the computer name, the default browser, the platform.

The **Summary** tab is a great place to enter notes about what you've done during this support session to fix the customer's problem. You can also enter resolution information on this screen.

When the problem is fixed, the technician can close the session, and the customer will be notified that Bomgar has been removed from their computer. They will then be prompted with an optional customer exit survey, where they can rate the experience for this particular support session.

Now, back in Remedy, this incident can be opened and viewed, and there's a new **Bomgar Sessions** tab. Every support session that was done for this particular incident would be reflected in the **Bomgar Sessions** window. You click on the latest session; the support session details would be revealed below. This includes information that Bomgar collected, such as the computer name, the IP address, system information that was retrieved, session notes that were entered by the representative, as well as the entire chat dialog throughout the support session. If a customer exit survey was submitted, this information would also be available.

Starting a Session from the BMC Remedy Requester Console

Now, let's quickly look at what happens when a customer's having a problem and wants to request a remote support session. The customer logs into the BMC Remedy Requester Console and creates a new request or opens an existing one. While viewing the details of their request, they can click **Get Support Now**. This opens a Bomgar click-to-chat session instantly in their browser, placing them in contact with the service desk.

Now, let's quickly look at what happens when a customer's having a problem and wants to request a remote support session. The customer logs into the BMC Remedy Requester Console and creates a new request or opens an existing one. While viewing the details of their request, they can click **Get Support Now**. This opens a Bomgar click-to-chat session instantly in their browser, placing them in contact with the service desk.

The representative will then be alerted of the incoming session where they can review the details and accept the new session. The session will open in a new tab in their Bomgar representative console, and the technician can then access canned messages so they can chat with the customer. But what they really want to do is request screen sharing so they can see the customer's problem first-hand and take control of the system to fix the problem.

The customer will be alerted that the session is being elevated from a chat-only session to a full client to allow screen sharing and other features. They'll run the small executable for the Bomgar customer client and allow the screen-sharing request. The technician will now be in full control of the customer's mouse and keyboard and can go about the business of fixing this problem.

From there, the rep can resolve the issue, close out of the Bomgar session, and automatically view the interaction data within BMC Remedy.

Thanks for watching. For more information about integrating Bomgar with BMC Remedy, please visit bomgar.com.