

Transcript: Integrating Bomgar with HP Service Manager

HP Service Manager

Today, we're going to take a quick look at Bomgar's integration with HP Service Manager. Let's begin.

Here we have the Service Desk Representative's view of HP Service Manager.

The representative can create a new ticket, or can open an existing one like this.

If the representative wants to start a remote support session with the customer, all they have to do is click the "Start Bomgar Support Session" from the dropdown menu.

The representative is instantly presented with the session key in order to invite the customer into a Bomgar remote support session.

The key can be shared over the phone, or the representative can click to email the link to the customer.

The customer then enters the session key to the Bomgar portal page or clicks on the session URL from their email.

The representative will then accept the incoming session by clicking Accept.

This will open a new tab in their Bomgar Rep Console. Now the representative can see the customer's screen, and take control of his or her mouse or keyboard. At this point, the rep can directly fix the customer's issue, while continuing the chat.

The file transfer tab allows for a graphical, bidirectional transfer of files between the representative and the customer.

The command shell tab allows the representative to directly access the customer's command prompt, without interfering with the existing screen-sharing session.

The system information tab provides the representative with a detailed overview of the system being supported, as well as the ability to start or stop services, or even edit the registry.

Once the problem is solved, the representative can click the X and end the session.

The Bomgar customer client is then automatically uninstalled from the customer's system.

The customer or end user will then be presented with an optional customer exit survey where they can rate the experience.

If the representative then views the ticket in HP Service Manager, they will see a new support sessions tab where the session will be displayed.

When they view the details of the Bomgar Support Session, they will see information collected by Bomgar such as the computer name, the IP address, duration of the session, session notes, and the complete chat transcript.

If a customer exit survey was also submitted, this information will also be available.

Now let's quickly look at what happens when the customer is having a problem and wants to request the remote support session.

From the HP Service Manager Self-Service Portal, the customer can create a new request, or opens an existing one just like this.

All the customer has to do is select "Get Support Now" and immediately a Bomgar session request will be sent to the support representative.

Over in the Bomgar Rep Console, the new request beeps and flashes so they know someone is requesting help.

This will open a new tab in their Bomgar Rep Console. Now, the representative can request to see the customer's screen.

Bomgar can be configured to require the customer to accept the screen sharing request. Bomgar can automatically assign the session to the next available rep, so they can begin chatting with the customer immediately.

The representative can access canned messages such as a standard help desk greeting.

Now the representative can go about fixing the customer's problem. From there the representative can resolve the issue, close out of the Bomgar session, and automatically view the interaction data within HP Service Manager.

Thank you for viewing, if you have further questions, feel free to reach out to us at www.bomgar.com.