

Transcript: Bomgar's Integration with ServiceNow

Introduction

Today I want to demonstrate a few integration scenarios, first from the perspective of a service desk representative, then from the end-user's point of view. Finally, we'll look at how Bomgar integrates with ServiceNow's CMDB to create a complete closed-loop change management process.

Service Desk Representative

So, a very common scenario is when an end-user calls a service desk and speaks with the representative. In this case, the technician could bring up their incident in ServiceNow and simply click the **Bomgar Session Key** to offer remote support to this person. They'll read the session key over the phone to the end-user, or they could email a link directly to the customer.

The end-user can then enter the session key directly on the Bomgar support portal that's linked into the ServiceNow's self-help portal. Once they submit this, they'll confirm their support session with the technician, and then they'll click to run the small Bomgar executable that's downloaded. This will begin the secure connection between their computer and the Bomgar Appliance.

The representative will see the session enter their queue, click **Accept**, and a new tab will be opened where they can begin working with the customer's system. The customer will now click to allow full access to their computer.

Now, the first thing I want to do when supporting Windows 7 is elevate the Bomgar customer client. This allows Bomgar to bypass any future UAC prompts that may be encountered while troubleshooting the system.

Next, I'm going to do some diagnostics to see if I can figure out what's going on behind the scenes. Since this might take a while, I'm going to put the customer on hold so they can take care of some other things. I see that free memory is a bit low, so I'm going to make a note of that. I'll copy this to the clipboard, and then over on the **Summary** tab, I'll just make a note that will be stored along with this Bomgar session.

To troubleshoot the issue with this person's mouse, I want to take a look at their mouse driver and see if they have the right version. So we'll use the **File Transfer** tab to look at that. I've found their mouse driver, and I see they have the wrong version. I have an updated version, but we'll need to reboot into safe mode in order to replace that.

Using a canned message, I'll thank the customer for holding and let them know that it's time to reboot their system. Now that I've let the customer know what I'm about to do, I'll go ahead and reboot into safe mode.

Now that we're in safe mode, I can run a canned script to update the Bluetooth driver. I'll just confirm that this is the script I want to run, and it looks like it completed successfully. Now, after a reboot, everything should be fine.

I'll chat with the customer and tell them everything should be working, so we'll end the session. Now they'll be presented with the optional customer exit survey so they can provide feedback on this particular support session.

Now, another option for providing support is to Jump directly to the customer's system. If the **Configuration item** is populated on the incident and we're using Bomgar Jump Clients, I can click the Bomgar icon to directly access their system. And the customer can just click to confirm my access. Now I could go about troubleshooting this person's computer just as before.

At the conclusion of the Bomgar session, the incident is automatically updated with information that Bomgar collected. You'll see there's a new **Bomgar Sessions** tab at the bottom of the incident, and we'll have a record for every session that occurred.

Let's take a look at one of the sessions. We have some summary information at the top, such as the hostname and the operating system. We have the full chat transcript, including all the actions that were taken during the support session. We can also directly access a recording of the full support session. This provides a full, complete audit of everything that went on during the support session, including who was controlling the mouse or keyboard at any given time.

Any notes that I took during the Bomgar support session are automatically brought back into the **Work Notes** section of the incident. And finally, if a customer exit survey was completed, that information is available, as well.

The integration also includes a number of charts and reports, showing things like customer satisfaction ratings, as well as number of support sessions per incident.

Employee Self Service

Now let's look at it from the end-user's point of view. With ServiceNow, an end-user is able to create a new incident directly from the **Employee Self Service** portal. In this case, the user is missing a PowerPoint template and is generally having some problems using PowerPoint. Once the incident is logged, the end-user can just click **Get Support Now** to start a Bomgar session. The session will start as a chat-only session directly in the browser.

The technician will see details of the incident and can click **Accept** to begin working with the customer. We'll send a standard welcome message, and the end-user can explain more about their problem. Next, I'll click this link in the Bomgar rep console to directly access their incident in ServiceNow. I'll go ahead and reassign this incident to myself and then get back to fixing the problem.

They'll simply click **Yes** to continue and then run the small downloaded Bomgar customer client. Now the technician has full access to the customer's system.

First, we'll upload a copy of the standard PowerPoint template they need. Next, I'll double-check their installed programs to make sure they have the right version of PowerPoint. Looking through the list, I don't even see Microsoft Office installed. I'm going to just make a note of that on the **Summary** tab.

I'll chat with the user to let them know that I've uploaded the standard template; however, I'll be transferring them to Level 2 for additional help installing Microsoft Office. To do this, I'll simply click the **Transfer** icon in the Bomgar rep console and choose **Level 2 Support**. And now I'll just confirm with the customer that Ted will be helping them from here.

Change Management Process

Finally, let's take a look at how Bomgar integrates with change management. In this example, I'm preparing to do some after-hours work on our Exchange Server. I'll bring up my approved change request. To get started, I'll click the Bomgar icon right next to the **Configuration item** and Jump straight to the server. Now I'll send a Ctrl+Alt+Delete and log in to begin my work.

Ted is our Senior Exchange Administrator, so I'm going to bring him in so he can help out if needed. Ted can click the custom link in the Bomgar rep console to bring up the same change record to make sure we're also on the same page. So Ted chats that he's logged in and ready to go.

I'll log a snapshot of some system information before we get started. Then I'll carry out the upgrade as planned. Everything appears to have gone fine with the upgrade, so we'll go ahead and close the Bomgar session.

Back in ServiceNow, the original change request has been updated automatically with the information from the Bomgar session. So at any time, we could review the full details of the work that was done for this Exchange upgrade.

Summary

Bomgar's integration with ServiceNow allows IT support technicians to efficiently leverage Bomgar's secure, multi-platform enterprise remote support solution to streamline incident resolution and improve customer satisfaction.

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