Collaborative Training with Bomgar
COLLABORATIVE TRAINING WITH BOMGAR

While resolving the problem is the most crucial element of remote support, the help desk may have to deal with the same problem again if the user doesn’t understand the solution. By hands-on training, support reps can help end users prevent problems before they occur, increasing end user satisfaction and decreasing support time and cost. In addition, ongoing training and knowledge sharing within the support team can help equip reps with the necessary tools so they aren’t starting from scratch on every support request.

According to the 2014 HDI Desktop Support Practices and Salary Report, only 11 percent of new hires are able to work proficiently on their own in less than two work weeks. Effective training has to involve collaboration between new hires and senior support reps. But while many companies use online meeting solutions for this purpose, these solutions are not part of the support process, leaving an information gap between troubleshooting and training. A comprehensive support training solution offers the ability to both fix the problem, collaborate with other reps, and show end users and lower-tier reps how to resolve problems.

BOMGAR enables help desks to access and fix nearly any system and record each session for later viewing. In addition, technicians can show their screens to end users and other reps as well as give presentations with multiple attendees, enabling hands-on demonstration of troubleshooting processes. Bomgar is the remote support solution of choice for 7 of 8 Ivy League universities and 20 of the Fortune 50.

BOMGAR COMBINES ROBUST REMOTE SUPPORT CAPABILITIES WITH COLLABORATIVE TRAINING FEATURES.

“When one of our users has an issue, […] we like to teach the user how to accomplish the task themselves the next time. With Bomgar, we can actually show them what to do on their own computer screen, rather than just talking them through it.”

- ASSOC DIRECTOR OF USER SUPPORT SERVICES, U OF NORTH DAKOTA
WITH BOMGAR YOU CAN

SUPPORT ALL SYSTEMS AND DEVICES WITH ONE SOLUTION
Bomgar enables you to access nearly any type of remote system or device, including laptops, servers, and mobile devices, on or off the network, no matter where they’re located. With the ability to see and control the end user’s screen or show their own screens to end users, your support reps will resolve issues more quickly and prevent repeat requests, improving productivity and customer satisfaction.

*Features and functions vary by platform

In addition to providing support to any system, Bomgar allows reps to provide support from nearly any platform, including Windows, Mac and Linux systems, plus iPads, iPhones, and Android devices via Bomgar’s Mobile Rep Consoles.

TRAIN END USERS AND REPS WITH SPECIALIZED TOOLS
Bomgar is designed to enable support reps to directly troubleshoot end users’ problems and then provide hands-on training to either fix the problem faster or prevent it from occurring in the first place. Bomgar has a toolset tailor made for common support actions. And with extensive management and monitoring capabilities, support center administrators can ensure that support reps are following established guidelines.

- INTEGRATED CHAT: For simpler problems, end users can chat with support reps without even downloading an applet
- DEMO MODE: Support reps can show their screens during a support session or give presentations to multiple attendees
- SESSION RECORDING: Record each session and store the video recordings centrally for later replay
- ANNOTATION: Draw on the end user’s screen to communicate troubleshooting processes even if full control is not enabled

EFFECTIVELY COLLABORATE WITHIN THE TEAM
Bomgar enables issue experts to train lower tier reps by sharing control of active support sessions. In addition, administrators can monitor each support rep’s entire desktop, take over or transfer sessions when necessary, and run analytics on multiple metrics (exit survey responses, call time, etc). And when dealing with problems related to third party software, Embassy accounts can be configured to enable vendors to provide support and training.
BOMGAR & HANDS-ON TRAINING: A PERFECT FIT

No other remote support solution is more tailored to meet the needs of support centers than Bomgar. With a concurrent licensing model and load-balanced multi-appliance architecture capable of supporting up to 10,000 reps, Bomgar is the ideal choice for large, global organizations. Bomgar has enabled support centers to:

- **INCREASE** end user satisfaction by fixing problems immediately and demonstrating how to prevent problems in the future
- **DECREASE** help desk costs by eliminating on-site visits and repeat support requests
- **EXPAND** support and training to mobile devices, including Android phones and tablets, iPhone, iPad, and BlackBerry
- **STREAMLINE** team collaboration with skill-based session sharing, admin monitoring, and vendor access accounts
- **COMBINE** support and training processes by replacing multiple online meeting and support tools with a single solution
- **ENSURE** support reps are using best practices and following security guidelines by recording each support session

More than 8,500 companies in 65 countries have chosen Bomgar as their secure remote support solution. Bomgar customers using Bomgar to train their employees and customers include:

To request a free trial of Bomgar please visit www.bomgar.com or contact us at info@bomgar.com.