REMOTE SUPPORT CONSOLE FOR USERS
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MAXIMIZE ROI WITH BEYONDTRUST UNIVERSITY TRAINING
BeyondTrust University training services are designed to maximize your investment in BeyondTrust technologies by educating your users on best practices for configuring and using our products. Superior training is part of our commitment to help you obtain the maximum benefit possible from the entire BeyondTrust solution. Our training options will give your organization the foundational knowledge needed to administer, configure, and utilize BeyondTrust for optimum performance. You can select from a variety of modular training courses to ensure your team receives relevant education.

BEYONDTRUST TRAINING FOR REPRESENTATIVES
When it comes to remote technical support, BeyondTrust is an industry leader with the solutions and expertise you need to make remote support a differentiator for your organization. Our focus on innovation and service excellence will help take your support operation to the next level.

The Remote Support Console for Users course is ideal for help desk analysts, support professionals and managers who want a solid understanding of the Representative Console and what your customer sees during a support session. During the half-day course your support representatives will become knowledgeable in session initiation, troubleshooting tools, session management, and other support features.

FLEXIBLE TRAINING OPTIONS: ON-SITE, VIRTUAL, OR ELEARNING
This training course* focuses on applying best practices to your organization’s BeyondTrust solution. Both the virtual and on-site courses are led by an instructor who is BeyondTrust certified. The instructor-led course is available in English, French, and German. Remote Support Console for Users is also available for on-demand consumption, so your representatives can engage in eLearning at their own pace. This format works well for periodic training refreshers and for individual new hires that need to get up to speed quickly. Enterprise-wide eLearning licenses are available.

KEY LEARNING OBJECTIVES
- Setup and Installation – console setup and installation, a brief overview, and how to log in
- Session Initiation – using Click-to-Chat, attended and unattended session initiation options, public portal overview, and session initiation from the customer’s perspective
- Representative Console Basics – managing queues and sessions, screen sharing, session elevation, and chat tool utilization
- Session Management Tools – screen sharing tools, file transfer, using command shell and canned scripts, accessing system information, and representative collaboration
- Mastering the Representative Console – using Jump technology to access attended and unattended systems, supporting mobile devices and platforms, and accessing reports

GET CERTIFIED BY BEYONDTRUST
Participants who successfully complete Remote Support Console for Users training are eligible to take the associated BeyondTrust Certification exam.

*This course is taught using product demonstrations only.
Recording and material reproduction rights are not included. Train-the-Trainer courses are also available.