

BeyondTrust Remote Support Version 22.2

New and Updated Features

BeyondTrust Privileged Remote Access empowers IT/Service Desk teams to access and resolve issues on any remote device, on any platform, with a single solution quickly and securely. Organizations of all sizes can boost service desk productivity, efficiency, and security by consolidating and standardizing help desk support with BeyondTrust Remote Support.

Remote Support version 22.2 introduces a host of enhancements to its Microsoft Teams integration. Building upon Remote Support version 22.1, the Teams integration now includes the ability to support multiple portals, customize greetings, and initiate a secure screen sharing session from within a Teams chat session.

Please see the release notes for additional details on these important enhancements.

New Feature Highlights

NEW! Microsoft Teams v2

Remote Support 22.1 introduced Microsoft Teams integration points. 22.2 deepens this integration even further with 1:1 screensharing from a Teams chat, multi-portal support, custom greetings, and instance customization.

NEW! Web Console External Invite

Representative-to-representative collaboration is ingrained in today's service desk environments. Remote Support 22.2 makes this even easier by adding this powerful functionality to the web console (previously only available in the desktop rep console).

NEW! Authentication Improvements

Web console authentication is now separate from the /login interface and login status is preserved between the /login and /console interfaces.

NEW! Vault Enhancements

In this release, customers also benefit from new functionalities added to the built-in Vault, such as the ability to search discovery results and the ability to discover additional fields and have that data populate the discovery report.