

# Remote Support

## What's New Documentation

Release Date – October 3rd, 2023

BeyondTrust Remote Support is a single solution that enables the service desk to access and repair any remote device, running any platform, anywhere in the world, quickly and securely. Consolidate and standardize your organization's service desk into one solution with centralized management, session monitoring, and reporting. Remote Support is secure by design, making least privilege protocol and granular control beyond simple to facilitate. Empower your service desk reps beyond fast, secure access with chat support, remote camera sharing, and robust ITSM integrations.

This release brings innovative integration capabilities to your service desk, with thoughtful capabilities designed for organizations that scale.

Please see the [release notes](#) for additional details.

## Release Highlights

### Enhancement: Automated ServiceNow Virtual Agent Chatbot

Empower your service desk to be more streamlined and efficient than ever with an entirely seamless, integrated support flow between Microsoft Teams, ServiceNow, and BeyondTrust Remote Support.

In addition to initiating Remote Support sessions directly from Teams chat and updating ServiceNow tickets from Remote Support, service desks can now implement ServiceNow's automated Virtual Agent Chatbot to their flow.

How it works:

When a user needs support, they can now chat with the automated chatbot in MSTeams. Small, routine, or manual requests can be quickly resolved with the ServiceNow Virtual Agent Chatbot directing users to resources from your own databases for a fully customized flow. If the request is more complex or requires a live agent, it can be elevated into a full BeyondTrust Remote Support session directly from the chat.

Users enjoy an unbroken service flow, instant resolution from chatbots, and reduced wait times to reach live agents. Service desks operate efficiently with a decrease in manual and repetitive tickets, more bandwidths support complicated tasks, and smoother workflows.

### Enhancement: AWS Translation Services

Elevate your service desk interactions by providing users with the highest standard of support across the globe with real-time, accurate, and customizable language translations for support chats. BeyondTrust Remote Support is now offering an integration with AWS Translation Services.

Make your support chat smarter and faster by leveraging machine learning to define unique terms (like model names or terms specific to your organization) and by building batch and real-time translation capabilities with a single API call. Maintain operational efficiency and flexibility by translating between 75 languages on a pay-per-use basis.

For more information regarding Amazon Translate go to the following link or contact your AWS sales representative or authorized reseller - <https://aws.amazon.com/translate/>

## Enhancements: Improved Scalability with Upgraded Features

BeyondTrust Remote Support not only empowers service desks to provide support for all endpoints in your system, but also boasts thoughtful enhancements to admin controls and capabilities to scale your organization to the next level.

We've made it easier than ever for administrators to get user security details with just a glance. With centralized visibility and management controls into users' registered FIDO2 authenticators, administrators can quickly identify users not using the appropriate authenticators. To streamline the process even further, administrators get to experience a new Passwordless Authenticators view to the Users workflow.

Beyond security, maintaining maximum uptime is essential to organizations at scale. BeyondTrust Remote Support 23.3 introduces Silent Mode - an enhancement that empowers service desks to service endpoints and machines without impacting the end user. Enable all your users to do their work unencumbered while service technicians Enable all your users to do their work unencumbered while service technicians seamlessly connect to and repair your team's devices.

## About BeyondTrust

BeyondTrust is the worldwide leader in intelligent identity and access security, enabling organizations to protect identities, stop threats, and deliver dynamic access. We offer the only platform with both intelligent identity threat detection and a privilege control plane that delivers zero-trust based least privilege to shrink your attack surface and eliminate security blind spots.

BeyondTrust protects identities, access, and endpoints across your organization, while creating a superior customer experience and operational efficiencies. We are leading the charge in innovating identity-first security and are trusted by 20,000 customers, including 75 of the Fortune 100, plus a global ecosystem of partners. Learn more at [www.beyondtrust.com](http://www.beyondtrust.com).