

Transcript: What's New in Bomgar Remote Support 15.2

API Updates

View session events in the **Archive** report, with data similar to that available in the **SupportSession** report. Also, view the **company_name** when sending the **get_api_info** command. The **Company API Name** is also available on the **/login > Status > Information** page.

Automatic Installation of Critical Updates

Set up your Bomgar Appliance to automatically install critical updates.

LDAP Optional Syncs

Set whether your LDAP integration should sync in real time or once per day.

Outbound Events Email Enhancement

Choose additional messages to send in outbound event emails.

Headless Linux Jump Clients

Support Linux systems that do not have a graphic user interface.

Linux Service Mode Jump Clients

Support Linux endpoints regardless of the log on state of the system.

Bomgar inSight

During a support session, an iOS or Android customer can stream live video to the representative from their mobile device. Sharing live video footage while an issue is taking place provides the representative with an additional way to assist the customer in finding a resolution to their problem. While viewing the footage, the representative can make annotations, freezing the frame and allowing the customer to view the annotation and take any necessary action.

iCloud File Access

During a support session, an iOS customer can share files from the iCloud Drive or any other document storage provider available from their mobile device.