

Remote Support 10.2 Release Notes

December 8, 2008

We are pleased to announce the release of Bomgar's 10.2 software. This major release includes feature additions, Jump technology and presentation enhancements, customer experience improvements, and increased management capabilities, as well as BlackBerry support and integration with a major support desk management system.

New Features and Enhancements:

- Customer Experience Enhancements
 - Bomgar Button - allow your customers to initiate a support session with a single click
 - Courtesy Message - reassure your customers during heavy workloads with a configurable automated on-hold message
- Management Enhancements
 - Administer Representative Password Recall - administrators can now require support representatives to enter their credentials to log into the Rep Console
 - Set Session Key TTL at Generation* - lets representatives determine how long a Session Key will remain valid
 - Pre-Session External Key Display* - sessions initiated outside of Bomgar now have their API key displayed in the Representative Console's queueing interface
- Jump Technology Enhancements
 - Jumpoint Admin - administrators can now allow/disallow Jumpoint configuration per user
 - Jumpoint TTL* - configure a Jumpoint to activate and/or uninstall at a configurable date & time
- Support Enhancements
 - BlackBerry Customer Client - provide remote support to your BlackBerry users on their devices
 - Low Bandwidth Screen Sharing - give fast remote support to customers on low bandwidth network connections
 - Multiple Public Portals* - create multiple customized public portals for each of your customers
 - Team Isolation* - keep your teams focused by allowing them to work only within their assigned teams
 - Customer Client Language API* - allows API-initiated sessions to pass customers' language selection to be displayed within the Representative Console's queueing interface
- Presentation Enhancements
 - Presentation List on Public Site - active presentations can now be included on Public Sites
 - Give Control to Attendees - presenters can give control to an attendee during a presentation
 - Time Zoned Email Invitation - presentation email invitations now include the presenter's time zone
- Service desk Integration:
 - BMC Remedy AR Server
 - Enables representatives to begin chat and remote support sessions from BMC Remedy AR Server
 - Measure performance and effectiveness by viewing Bomgar session logs and creating customizable reports within BMC Remedy AR Server

Notes:

- * Features with an asterisk (*) require an Enterprise license.
- Non-English translations for Bomgar 10.2 will be available in an upcoming maintenance release.