

Transcript: What's New in Bomgar Remote Support 18.2

Bomgar Vault Add-On

Bomgar Vault is an on-appliance credential store that enables your technicians to access privileged credentials. Eliminate the need for technicians to memorize or manually track passwords, increasing productivity and security – a password that is not known can't be shared. You can manually enter privileged credentials. Or, try the built-in discovery tool and automatically find Active Directory and local credentials.

Click-to-Chat Enhancements

In addition to consolidating the configuration settings, the name prompt, which appears to users at the start of click-to-chat sessions, is now customizable. You can customize the prompt to ask for an email address or employee ID to start support sessions. This is a more helpful data point that allows you to get the with right information you need for your organization.

Customizable Issue Submission Fields

Define which fields are shown when using issue submissions to start a support session. Only capture the necessary information relevant for your support organization.

Faster Jump Client Reconnect

When active Jump Clients lose their connection, built-in logic ensures a staged reconnect back to the appliance. Improvements to the Jump Client reconnect logic have significantly reduced the amount of time needed for large-scale deployments to reconnect to the appliance.

Idle Timeout Warning for /login

Improved idle timeout warnings in the /login interface prevent administrators from being logged out before changes are complete. A new idle timeout dialog gives you 90 seconds to acknowledge that you are still working.

Improved License History Report

Gain better insight into your Bomgar Remote Support license usage. Administrators can view license usage history by hour, day, or month, providing visibility into your peak support hours.

Public Portal Scheduling Options

Configure times for your public portal to be “open for business” and indicate when users can start a support session. Administrators can define schedules for all public portals. Users who visit the portal during “off” times will be provided information on support availability.

Command Shell Improvements

Support technicians who use command shell are no longer limited to viewing just the last 50 lines of console history. They can now scroll back through thousands of lines of history and have access to a more extensive history of their command shell session.

Direct Web Rep Console Login

Directly access the web rep console from a new /console URL. By providing a simplified URL to access the web rep console, technicians can start supporting users faster. Administrators can now apply more granular network restrictions to web rep console users.

Rep Console User Interface Visual Enhancements

Several UI enhancements have been added to the rep console to improve the day-to-day working experience for support technicians. The Session Alert icon on the Home and Session tabs has been updated. The Generate Session Key dialog displays a much larger Session Key number, making it easier to see and quickly share with end users. New Copy icons has also been added to allow one-click copying.