

iSupport[®] for Microsoft[®] Windows Server[™] Bomgar[™] Integration

Integration with Bomgar Software for Remote Desktop Access and Chat

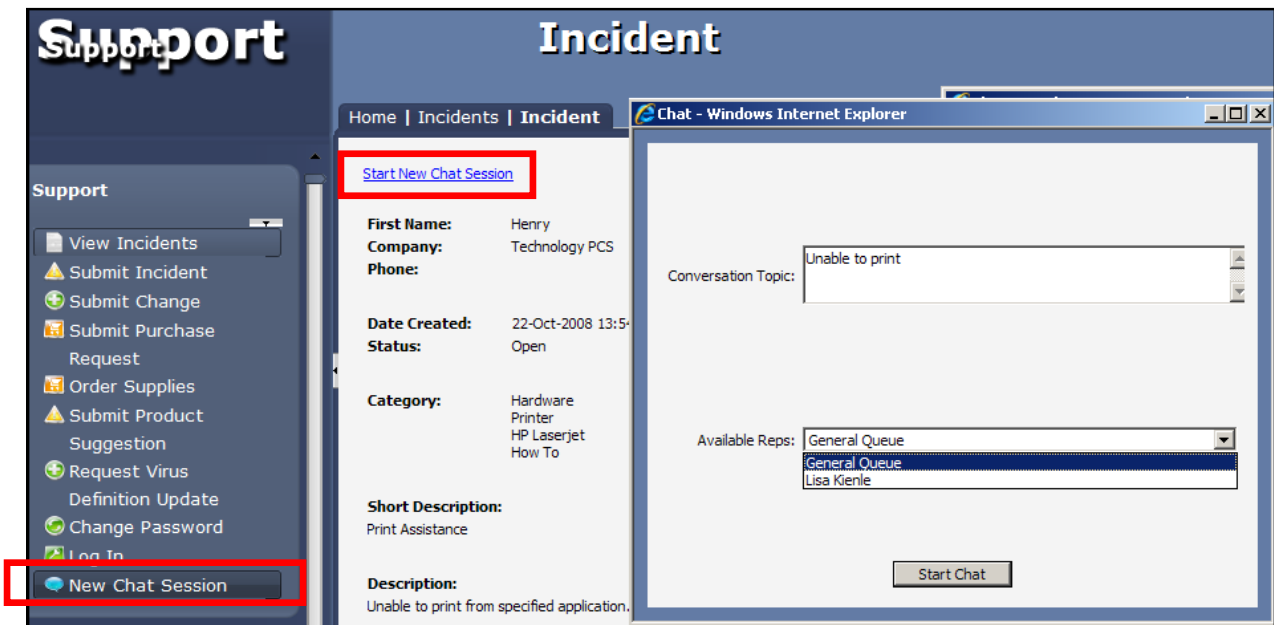
iSupport integrates with Bomgar Software for remote desktop connection and chatting. The minimum Bomgar API version required is 1.4.2. Support representatives chat and access desktops remotely via the Bomgar Representative Console; the Adobe Flash Player browser plugin 9.0.28 or higher is required in order for the customer to chat, and the customer must download and run the Bomgar Support Customer Client in order to use the remote desktop functionality. The Bomgar Support Customer Client is installed only for the duration of the chat. If Bomgar Integration is configured, a new Bomgar Sessions tab will appear in the Incident screen for inclusion of chat information.

You can configure automatic creation of an incident when a new chat session starts, require end users to log in when using chat, and display a list of available support representatives to the user when an end user initiates a chat session. You can also configure automatic closure of incidents when a chat session has ended and a support representative completes a survey.

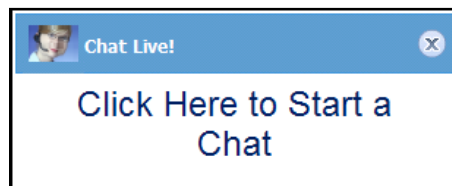
Initiating a Chat Session

Starting a Session from the End User Desktop and Bomgar Support Portal

A customer can initiate a chat session from the End User Desktop (as described below), or by accessing the Bomgar Support Portal via URL. If configured, end users can start a chat from the New Chat Session link on a saved incident or the navigator on the End User Desktop. (If no support representatives are signed in to Bomgar, the Start New Chat Session link will not appear on the Incident screen; "No Reps Available" will appear if initiated from navigator.)



You can also configure a customizable chat invitation window to appear on the End User Desktop as shown in the example below.



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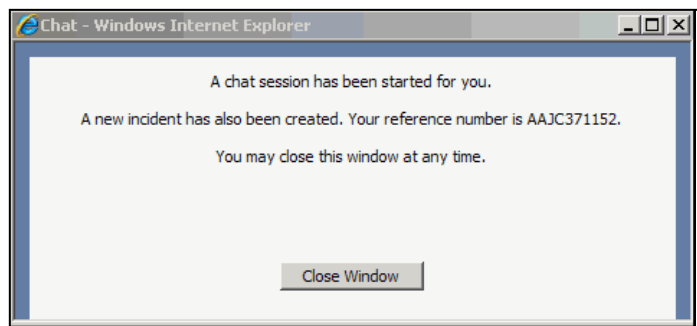
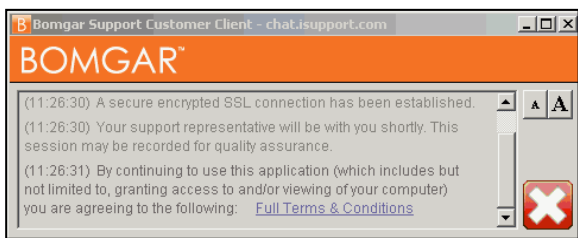
- You can give customers the URL to the configured Bomgar Support Portal for initiating a session. This enables customers to enter a session key, select an available support representative, or submit an issue.



After initiating the chat, a dialog similar to the following will appear to the customer for downloading the necessary applications:



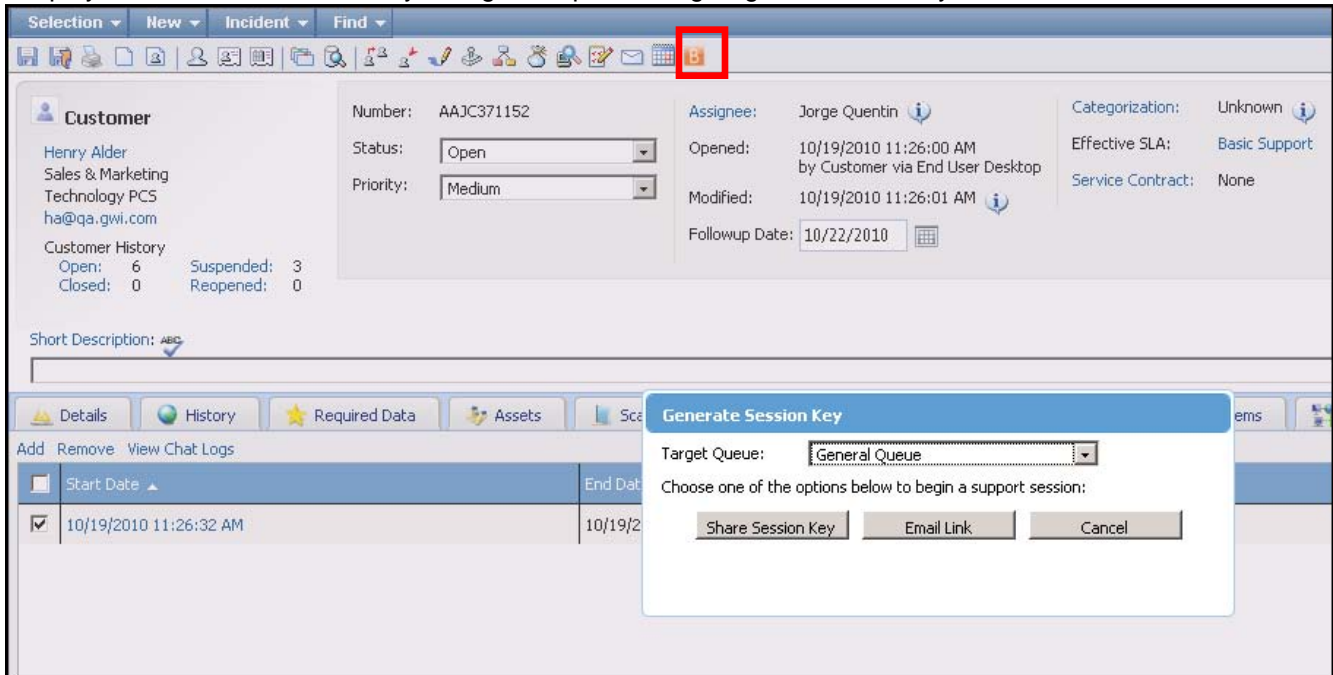
After clicking the link to download the Bomgar Support Customer Client, the download process will begin and the following dialogs will appear to the customer, indicating that a support representative has started a chat session. A new incident may be created if configured.



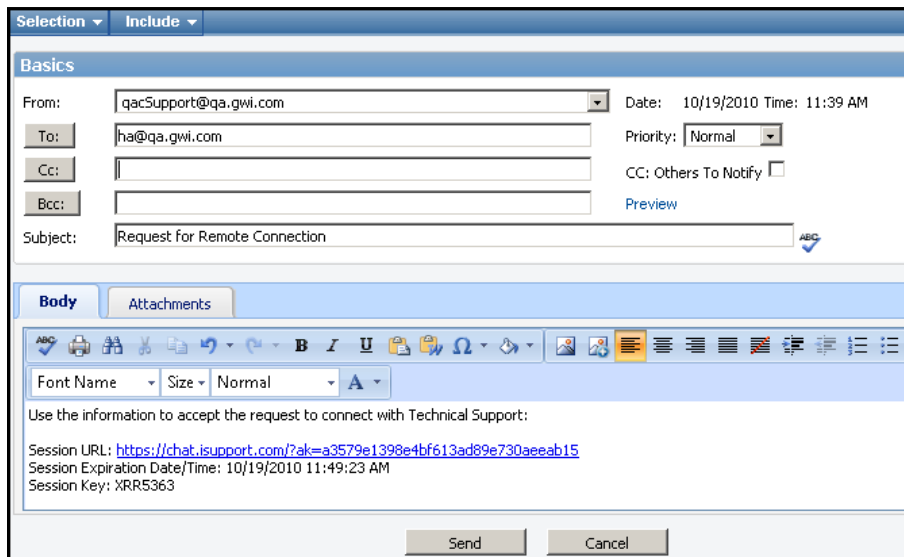
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Starting a Session from the Incident Screen

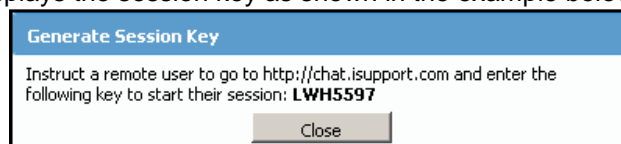
If Bomgar integration is configured, the New Bomgar Session **B** icon will appear for **saved** records in the Incident screen. It will display the Generate Session Key dialog with options for giving the session key to the customer.



The Email Link button displays a dialog for sending the session key in an email; this email is configurable in the iSupport Bomgar Integration Basics screen.



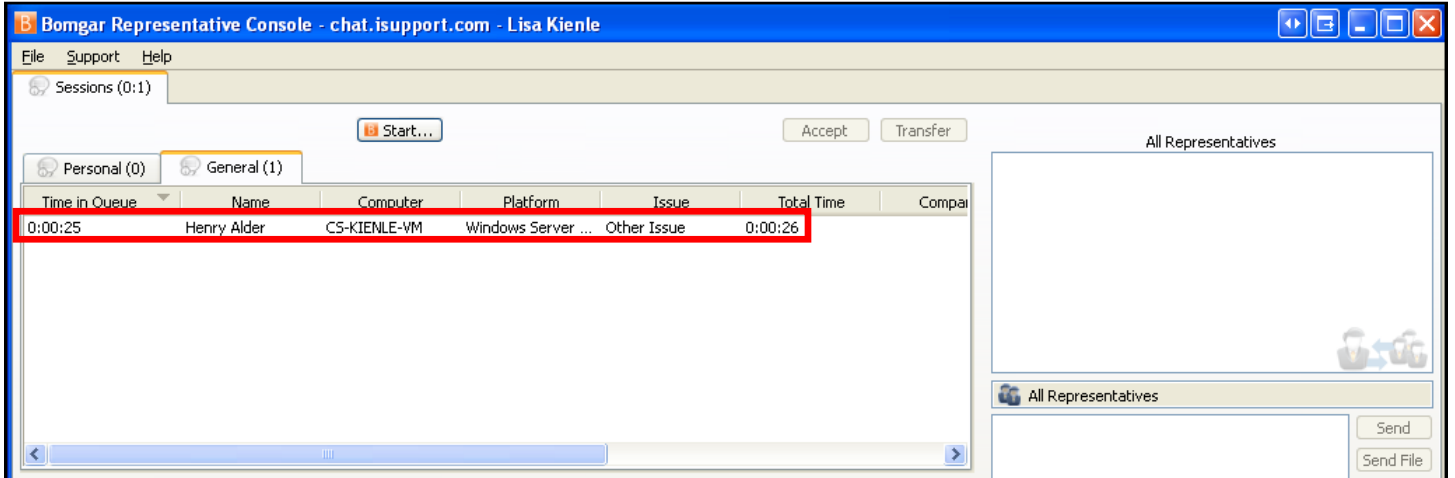
The Share Session Key button displays the session key as shown in the example below for informing the customer:



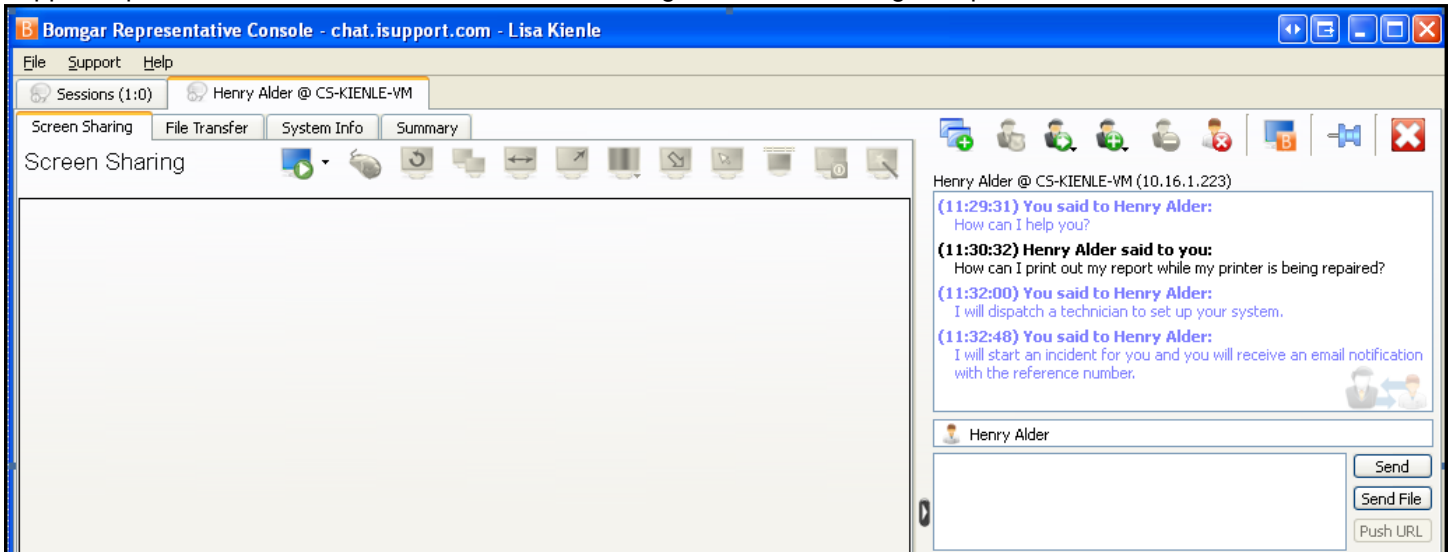
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Using the Bomgar Representative Console

On the Bomgar Representative Console, the Chat icon on the General tab will flash if General Queue is selected in the Available Reps field above. A support representative can double-click on the customer's name to activate the session. If a support representative had been selected in the Available Reps field, the Chat icon would flash on the Personal tab.

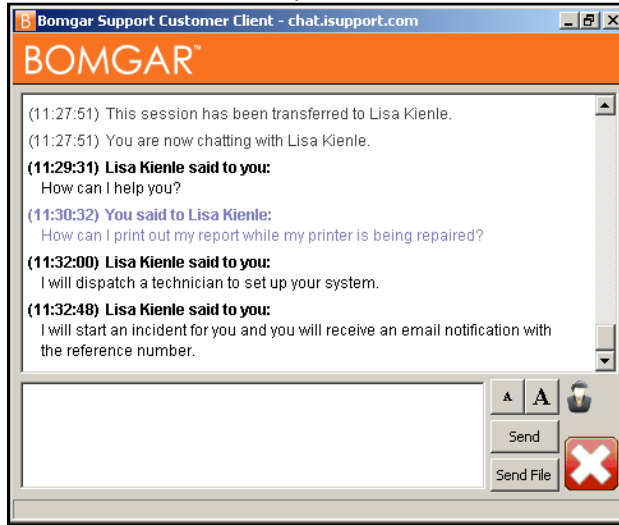



Support representatives chat via the text boxes on the right side of the Bomgar Representative Console.

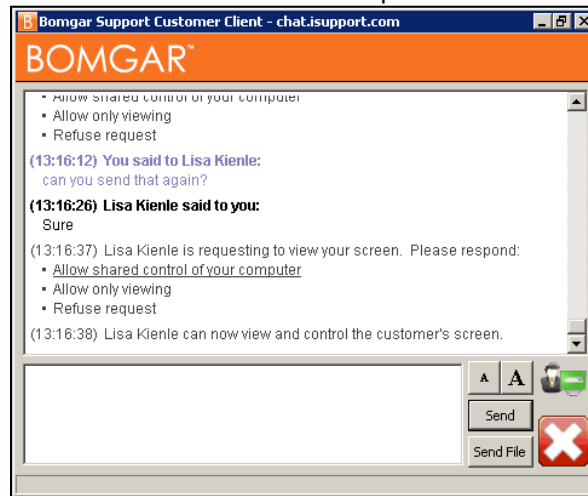


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The chat will appear to the customer as shown in the example below.

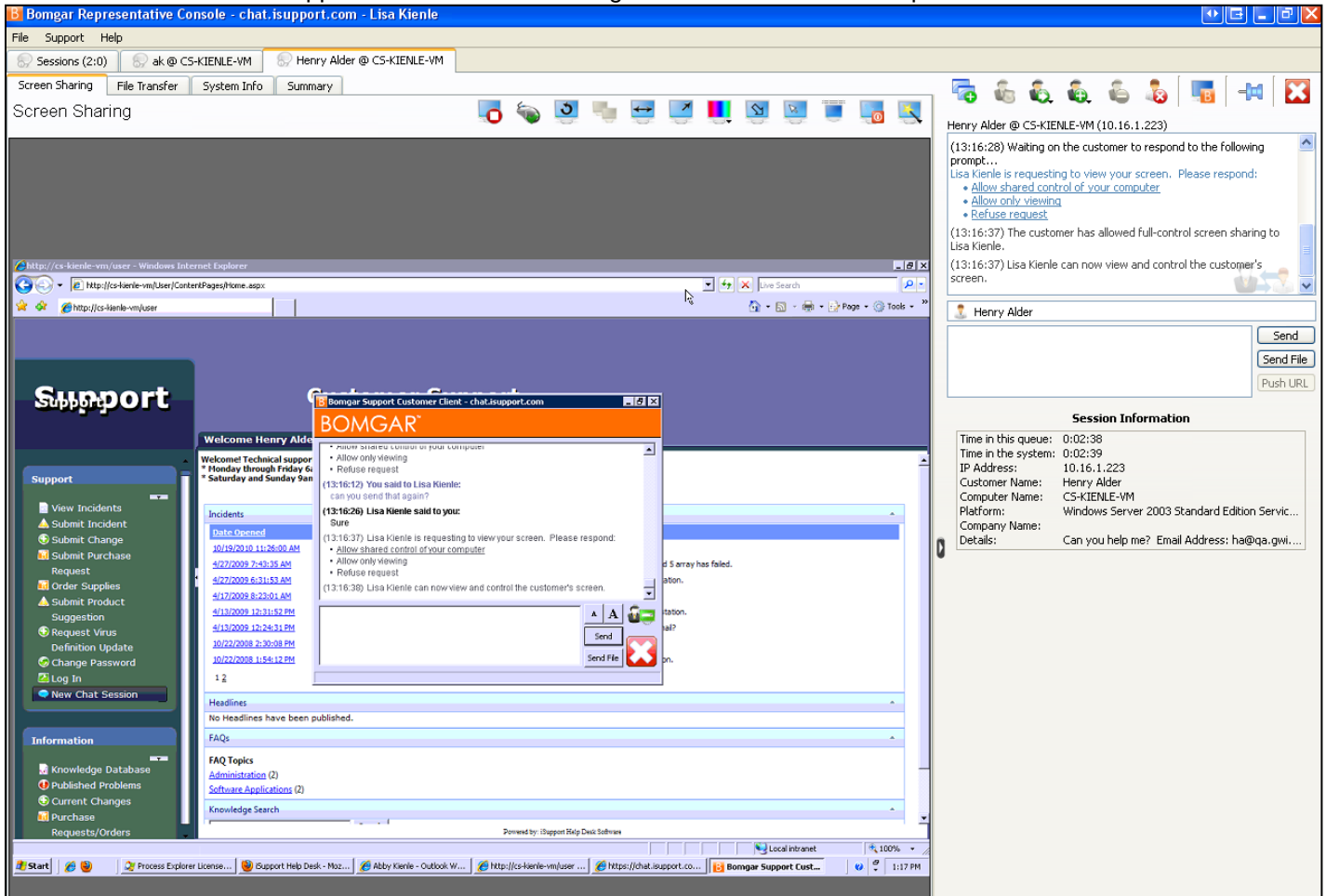



The support representative can click the  icon on the Screen Sharing tab to remotely access the customer's screen. A request will appear on the Customer Client as shown in the example below.

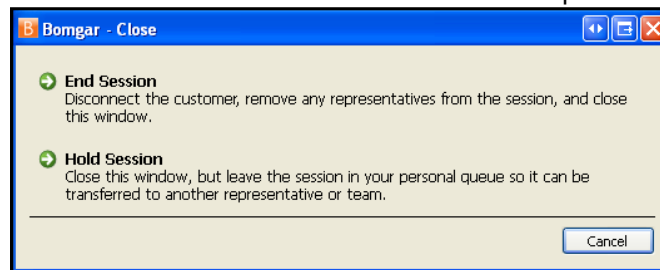


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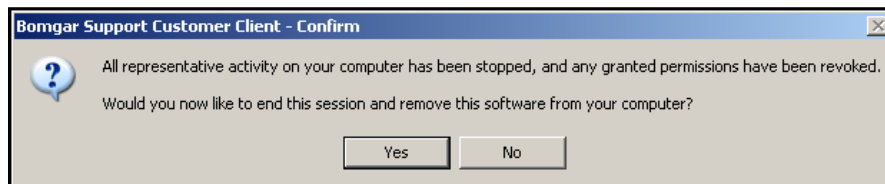
The customer's screen will appear on the Screen Sharing tab as shown in the example below.



The customer or support representative can end the active session by clicking the Close  icon. The following dialog will appear for the support representative to either end the session or hold it in their personal queue.



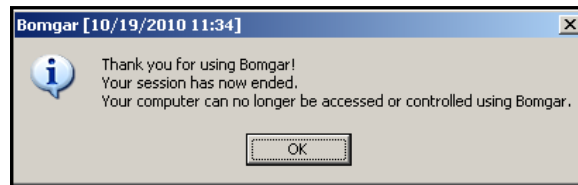
When the session has ended, the following will appear to the customer and the Bomgar Support Customer Client uninstall process will begin after Yes is selected.



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An Exit Survey will appear as shown in the example below if customer exit surveys have been configured on the Exit Surveys screen on the Bomgar Public Portal:

The screenshot shows the Bomgar Support Portal interface. At the top left is the BOMGAR logo, and at the top right is the text "SUPPORT PORTAL" with a globe icon and "English (US)". Below this is a dark header with the text "Support Session Complete". The main content area contains the following text: "Thank you for using Bomgar! Your session has now ended. Your computer can no longer be accessed or controlled using Bomgar." Below this is another dark header with the text "Download Session Data". Underneath are two links: "View Chat Transcript" and "Download Chat Transcript". The bottom section is titled "Survey" and contains a rating scale: "Please rate your experience with this support representative (1-worst, 5-best):" followed by radio buttons for 1, 2, 3, 4, and 5. The 5th option is selected. Below the scale is a text input field containing the comment "Lisa really knows what she is talking about." and a "Submit" button.



The following will appear if representative exit surveys have been configured on the Exit Surveys screen on the Bomgar Public Portal:

The screenshot shows a dialog box titled "Representative Exit Survey". It contains the text "Please fill out the following exit survey...". Below this is a list of questions: "1. Was the Customer's issue resolved?" with radio buttons for "Yes", "No, will try again later" (which is selected), and "No, impossible". Below this is "2. Comments:" followed by a text input field containing the text "dispatching a technician to assist user." There are "OK" and "Cancel" buttons at the bottom right.

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Viewing Session Data in the Incident Screen

If an incident has been created, the session can be automatically included on the Bomgar Sessions tab in the Incident screen.

The screenshot shows the iSupport incident screen with the following details:

- Customer:** Henry Alder, Sales & Marketing, Technology PCS, ha@qa.gwi.com
- Customer History:** Open: 8, Suspended: 3, Closed: 0, Reopened: 0
- Number:** AAJE2551A5
- Status:** Open
- Priority:** Medium
- Assignee:** Jorge Quentin
- Opened:** 10/19/2010 1:14:40 PM by Customer via End User Desktop
- Modified:** 10/19/2010 1:14:41 PM
- Followup Date:** 10/22/2010
- Categorization:** Unknown
- Effective SLA:** Basic Support
- Service Contract:** None

The **Bomgar Sessions** tab is active, showing a table with the following data:

	Start Date	End Date	Customer	Primary Rep	Session ID
<input type="checkbox"/>	10/19/2010 1:15:04 PM	10/19/2010 1:18:54 PM	Henry Alder	Lisa Kienle	137

Click on a session date/time in the Start Date column to display the details of the session.

Selection		
Session Details	Session ID:	134
Customers	Started:	10/19/2010 11:26:32 AM
Reps	Ended:	10/19/2010 11:35:18 AM
Teams	Duration:	00:08:46
Chat Log	External Key:	AAJC371152
Notes	Transferred Files:	0
System Information	Primary Customer:	Henry Alder
Other Events	Primary Rep:	Lisa Kienle
	Primary Team:	

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Use the View Chat Logs link on the Bomgar Sessions tab to display text from the chat as well as Bomgar system messages. You can select the Hide Bomgar System Messages checkbox to display only the text from the chat.

The screenshot shows the 'Bomgar Sessions' tab in a software interface. At the top, there are tabs for 'Approvals', 'Configuration Items', and 'Bomgar Sessions'. Below the tabs, there is a 'Return to List' link and a checkbox labeled 'Hide Bomgar System Messages:'. The main content area displays a list of chat messages for session 134. Each message includes a date, time, sender, and recipient, followed by the message text.

Session ID: 134
Customer: Henry Alder
Primary Rep: Lisa Kienle

Date: 10/19/2010 11:26:33 AM
From: Bomgar **To:** All Customers
 A secure encrypted SSL connection has been established.

Date: 10/19/2010 11:26:33 AM
From: Bomgar **To:** All Customers
 Your support representative will be with you shortly. This session may be recorded for quality assurance.

Date: 10/19/2010 11:27:54 AM
From: Bomgar **To:** Everyone
 This session has been transferred to Lisa Kienle.

Date: 10/19/2010 11:29:34 AM
From: Lisa Kienle **To:** Everyone
 How can I help you?

Date: 10/19/2010 11:30:35 AM
From: Henry Alder **To:** Everyone
 How can I print out my report while my printer is being repaired?

Date: 10/19/2010 11:32:03 AM
From: Lisa Kienle **To:** Everyone
 I will dispatch a technician to set up your system.

Date: 10/19/2010 11:32:51 AM
From: Lisa Kienle **To:** Everyone
 I will start an incident for you and you will receive an email notification with the reference number.

You can click the Add link to associate a previously saved session with an incident.

The screenshot shows the 'Incident: Ticket for Alton Brown' page in the iSupport interface. The top navigation bar includes 'Selection', 'New', 'Incident', and 'Find'. Below the navigation bar, there is a toolbar with various icons. The main content area is divided into several sections: 'Customer' (Alton Brown, Street, PC Builders, Inc., (360) 555-1222, AB@qa.gwi.com), 'Number' (AAJB3655A5), 'Status' (Open), 'Priority' (Medium), 'Assignee' (Abby Kienle), 'Opened' (10/19/2010 10:25:44 AM by Abby Kienle via Direct Entry), 'Modified' (10/19/2010 10:26:04 AM), 'Followup Date' (10/22/2010), 'Categorization' (Unknown), 'Effective SLA' (Basic Support), and 'Service Contract' (Courtesy). Below these details, there is a 'Short Description' field with the text 'abc'. At the bottom, there is a search bar with 'Customer' selected, a dropdown menu set to 'Contains', and a search button. Below the search bar, there is a table with columns for 'Start Date', 'End Date', 'Customer', 'Primary Rep', and 'Session ID'. The table contains one row with the following data:

Start Date	End Date	Customer	Primary Rep	Session ID
10/19/2010 11:26:32 AM	10/19/2010 11:35:18 AM	Henry Alder	Lisa Kienle	134

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