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 Customedr 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.)

Support	Incident			
	Home Incident	s Incident	Chat - Windows Internet Explorer	
Support	Start New Chat Ses	sion		
View Incidents	First Name: Company: Phone:	Henry Technology PCS	Conversation Topic: Unable to print	<u> </u>
Submit Change	Date Created: Status:	22-Oct-2008 13:54 Open	5-	_
 Order Supplies Submit Product Suggestion Request Virus 	Category:	Hardware Printer HP Laserjet How To	Available Reps: General Queue General Queue Lica Kienle	
Definition Update OChange Password	Short Descriptio Print Assistance	n:		
New Chat Session	Description: Unable to print from	n specified application.	Start Chat	

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





• 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.

BOMG	AR [™]	SUPPO	RT PORTAL
Representatives			
7 - Lisa Kienle Session Key Submit Issue Submission	Would you	English (US) like to start a support session? Yes Cancel	
Your Issue Your Name Company Name Describe Your Issue	- Please choose an issue -		

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

TSUPPORT SOFTWARE			
To chat with a support representative, you must either install version 9.0.28 or higher of the Adobe® Flash® Player browser plugin Get ADOBE* FLASH* PLAYER			
or download and run the Bomgar Support Customer Client.			

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.





Starting a Session from the Incident Screen

If Bomgar integration is configured, the New Bomgar Session 🗾 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.

Selection + New + Incident +	Find 🔻			_
H H 2 E H H 6	2 5 3 4 3 6 3 6	2 🛛	a 🧰 📵	
Customer Henry Alder Sales & Marketing Technology PCS ha@qa.gwi.com Customer History Open: 6 Suspended: 3 Closed: 0 Reopened: 0 Short Description: Age	Number: AAJC371152 Status: Open Priority: Medium		Assignee: Jorge Quentin (i) Categorization: Opened: 10/19/2010 11:26:00 AM by Customer via End User Desktop Modified: 10/19/2010 11:26:01 AM (i) Followup Date: 10/22/2010	Unknown 🥡 Basic Support None
🛓 Details 🛛 🥥 History 🛛 🔶 Re	quired Data 🛛 🧦 Assets	Sca	Generate Session Key	ems 💱
Add Remove View Chat Logs			Target Queue: General Queue	
🔲 Start Date 🔺		End Dat	Choose one of the options below to begin a support session:	
✓ 10/19/2010 11:26:32 AM		10/19/2	Share Session Key Email Link Cancel	

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.

Selection \bullet	Include 👻				
Basics					
Erom	as:Support@as.gui.com		Data	10/10/2010 Te	no: 11:20 AM
From:	dacsupporc@da.gwi.com	-	Date:	10/19/2010 18	ne: 11:39 AM
To:	ha@qa.gwi.com		Priority	Normal 💌	1
Cc:			CC: Oth	ners To Notify 🗆	
Bcc:			Preview	(
Subject:	Request for Remote Connection				ABC
Body	Attachments				
ABÇ 🖨 6	🖹 🐇 🐚 🍠 τ (?? τ Β Ζ 🖳 😩 🗐 Ω τ (?» τ 🛛	28	F =	∃ ∎ Z	律律目目
Font Nam	e 🔹 Size - Normal 🔹 A -				
Use the info	rmation to accept the request to connect with Technical Support:				
Session URL Session Exp Session Key	: https://chat.isupport.com/?ak=a3579e1398e4bf613ad89e730aeeab15 iration Date/Time: 10/19/2010 11:49:23 AM : XRR5363				
	Send	Cance			

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

Generate Session Key		
Instruct a remote user to go to following key to start their ses	o http://chat.isupp sion: LWH5597	ort.com and enter the
	Close	



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.

🖪 Bomgar Repre	sentative Consol	e - chat.isupport	.com - Lisa Kienle	•			
<u>File S</u> upport <u>H</u> el	Þ						
💮 Sessions (0:1)							
		📴 Start			Accept	Transfer	All Representatives
Personal (0)	💮 General (1)						
Time in Oueue	Name	Computer	Platform	Issue	Total Time	Compai	
0:00:25	Henry Alder	CS-KIENLE-VM	Windows Server	Other Issue	0:00:26		
							<u>6</u> 506
							🍇 All Representatives
							Send
<		IIII				>	Send File

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

🖪 Bomgar Representative Console - chat.isupport.com - Lisa Kienle						
Eile <u>S</u> upport <u>H</u> elp						
😓 Sessions (1:0) 😓 Henry Alder @ CS-KIENLE-VM						
Screen Sharing File Transfer System Info Summary	. 🔜 🏭 🏔 🙈 🙈 🔚 🔤 🕅					
Screen Sharing 💦 🖓 🍋 🖸 🖷 🖃 🔟 🔟 🔟 🗐 📰 📰						
	Henry Alder @ CS-KIENLE-VM (10.16.1.223)					
	(11:29:31) You said to Henry Alder: How can I help you?					
	(11:30:32) Henry Alder said to you: How can I print out my report while my printer is being repaired?					
	(11:32:00) You said to Henry Alder: I will dispatch a technician to set up your system.					
	(11:32:48) You said to Henry Alder: I will start an incident for you and you will receive an email notification with the reference number.					
	🚨 Henry Alder					
	Send					
	Send File					
	U Push URL					



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



The support representative can click 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.

Bomgar Support Customer Client - chat.isupport.com	. 🗗 🗙
Anow shared control of your computer Allow only viewing Refuse request	-
(13:16:12) You said to Lisa Kienle: can you send that again?	
(13:16:26) Lisa Kienle said to you: Sure	
(13:16:37) Lisa Kienle is requesting to view your screen. Please respond: <u>Allow shared control of your computer</u> Allow only viewing Refuse request	
(13:16:38) Lisa Kienle can now view and control the customer's screen.	•
A A Send Send File	



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.

🖪 Bomgar - Close 🛛 💀 🗔 🔀
End Session Disconnect the customer, remove any representatives from the session, and close this window.
Hold Session Close this window, but leave the session in your personal queue so it can be transferred to another representative or team.
Cancel

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.

Bomgar Support Customer Client - Confirm 🔀						
?	All representative activity on your computer has been stopped, and any granted permissions have been revoked. Would you now like to end this session and remove this software from your computer?					
	Yes No					



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:

BOMGAR	SUPPORT PORTAL
Support Session Complete	
Thank you for using Bomgar! Your session has now ended. Your computer can no longer be accessed or controlled using Bomgar.	
Download Session Data	
View Chat Transcript Download Chat Transcript	
Survey	
Please rate your experience with this support representative (1-worst, 5-b	est): 🔘 1 🔘 2 🔘 3 🔘 4 💿 5
Lisa really knows what she is talking about. Comments: Submit	
Bomgar [10/19/2010 11:34] Thank you for using Bomgar! Your session has now ended. Your computer can no longer be accessed or OK	controlled using Bomgar.

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

B Re	presentative Exit Survey		
Pleas	se fill out the following exit survey		
1. 1	Was the Customer's issue resolved?		
	○ Yes		
	 No, will try again later 		
	🔘 No, impossible		
2. (Comments:		
	dispatching a technician to assist user.		
		(OK Cancel



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.

Selection Vew Find Find				iSup
🗟 📓 🌲 🗅 🖻 2 🖻 🎟 🔁 🕼 ≴	🗸 🕹 🖧 💍 💁 😰 🖂 🧱 🖪			
Customer Number: Henry Alder Status: Sales & Marketing Priority: Technology PCS Priority: ha@qa.gwi.com Customer History Open: 8 Closed: 0 Reopened: 0	AAJE2551A5 Assignee: Opened: Medium Modified: Followup Dat	Jorge Quentin (1) 10/19/2010 1: 14:40 PM by Customer via End User De 10/19/2010 1: 14:41 PM (1) E: 10/22/2010 (1)	Categorization: Effective SLA: sktop Service Contract:	Unknown 🥠 Basic Support None
Approvals Associated Work Items Bomgar Sessions				
Add Remove View Chat Logs				
Start Date 🔺	End Date	Customer	Primary Rep	Session ID
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	
	Duration:	00:08:46	
	External Key:	AAJC371152	
Chat Log	Transferred Files:	0	
Notes	Primary Customer:	Henry Alder	
System Information	Primary Rep:	Lisa Kienle	
Other Events	Primary Team:		



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.

Approvals Configuration Items Bomgar Sessions	
Return to List Hide Bomgar System Messages:	
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: Bongar 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.

	,					
H 🙀 😓 D 🖻 2. E 🕮 19 🔕 2° 🔮 🛷 🕹 🖧 🕉 😫 😰 🖂 🛅 📴						
Alton Brown Street PC Builders, Inc. (360) 555-1222 AB@qa.gwi.com Customer History Open: 7 Suspended: 1 Closed: 0 Reopened: 0 Short Description: ee.	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 Service Contract: Courtesy			
🛓 Details 🛛 💊 History 🗎 📩 Rec	quired Data 🛛 🗦 Assets	📗 Scans 🛛 💐 Others to Notify 📄 📩 Attachments	s 🔰 🧟 Associated Work Items 🛛 😭 C	onfiguration Items	r Sessions	
Customer Contains * Search Show All Search within results Search Show All						
📕 Start Date 🔺		End Date	Customer	Primary Rep	Session ID	
D 10/19/2010 11:26:32 AM		10/19/2010 11:35:18 AM	Henry Alder	Lisa Kienle	134	

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