

## BOMGAR 12.1 CAPABILITIES SUMMARY

## SECURITY

<b>Smart Card Support*</b>	Use a smart card to pass credentials to the customer's device in order to elevate the customer client or login to a remote computer.
<b>Read Through Customer Agreement</b>	Help improve compliance by requiring customers to acknowledge agreement terms before starting a support session.
<b>Two Tier Customer Agreement</b>	Tailor customer agreements to fit the workflow of your support process.
<b>Elevated Access</b>	Choose to run special actions on a remote system as a specific user, allowing for more secure and better support.

## MOBILITY

<b>iPhone® Rep Console</b>	Provide secure, collaborative support from the iPhone®. Start sessions, view screens, chat, view system information, etc.
<b>Android™ Tablet Rep Console</b>	Provide secure, collaborative support from Android-powered smartphones. Start sessions, view screens, chat, view system information, etc.
<b>Android™ Smartphone Rep Console</b>	Provide secure, collaborative support from Android-powered tablets. Start sessions, view screens, chat, view system information, etc.
<b>iPad® Rep Console – Dashboard*</b>	Manage the performance of the Bomgar operation from an iPad® Rep Console using the familiar Bomgar management dashboard capabilities.
<b>iPad® Rep Console – Rep Invite</b>	Invite external Reps or accept invitations to join sessions while mobile using the Bomgar Rep Invite capability on an iPad®.
<b>Apple® iOS Customer Client</b>	Support iPhones® and iPads® with secure session chat, co-browsing web pages, viewing snapshots from the camera roll, and pushing profiles to mobile users.
<b>Extended Availability*</b>	Enable Reps to be available for collaboration, even when away from the Rep Console.

## ENTERPRISE

<b>Intel® vPro™ Support*</b>	Control and troubleshoot Intel vPro-enabled PC's below the operating system from the Bomgar Rep Console.
<b>Nudge Customer Client</b>	Prompt a customer for action by sending a visual and audible nudge.
<b>Remote Screen Shot</b>	Quickly capture the screen of the remote system during a support session.
<b>Restrict End User Interaction</b>	Prevent customers from accidentally taking mouse and keyboard control away from Reps.
<b>Spell Check for Chat</b>	Help ensure a professional image by assisting Reps with spelling corrections in chat and session notes.
<b>Streamlined Session Start</b>	Connect Reps to customers faster with step-by-step instructions for the end user.
<b>All Users Bomgar Button</b>	Deploy a single Bomgar Button for all users of a shared system or kiosk.
<b>IPv6 Support</b>	Bomgar now seamlessly supports IPv6 systems.
<b>Virtual Appliance Host Detection*</b>	Help ensure a Bomgar Virtual Appliance will operate at peak performance by analyzing resources and making recommendations to the VMware administrator.

\* Enterprise License Required