

## Bomgar 12.1 License Comparison

### Features for Support Representatives

Feature Name	Description		License Type	
	Customer	Representative	Enterprise	Standard
<b>Multi-Platform Support</b>	Customer	Representative	Enterprise	Standard
<b>Windows</b>	Windows 2000 - Windows 7 Server 2003 & 2008	Windows 2000 - Windows 7 Server 2003& 2008	•	•
<b>Mac OS X</b>	OS X 10.4 - 10.7	OS X 10.4 - 10.7	•	•
<b>Linux</b>	Fedora Core 13 - 14 RedHat Enterprise 5 and 6 SLED 10 SP3 and 11 SP1 SLES 10 SP3 and 11 SP1 Ubuntu 10.04 and 10.10	RedHat Enterprise 5 - 6 SLED 10 SP3 and 11 SP1 SLES 10 SP3 and 11 SP1 Ubuntu 10.04 and 10.10	•	•
<b>Mobile Devices</b>	Apple iOS 4.3+ (iPhone, iPad, iPod Touch)	Apple iOS 4.3+ (iPhone) <b>New</b> Apple iOS 4.3+ (iPad)	•	•
	Android 2.2+ (Phone) Android 3.0+ (Tablet)	Android 2.2+ (Phone) <b>New</b> Android 3.0+ (Tablet) <b>New</b>	•	•
	BlackBerry OS 4.3 - 7.0	N/A	•	•
	Windows Mobile 6.0 - 6.5	N/A	•	•
<b>Attended Systems</b>	Laptops, Desktops, Mobile Devices		•	•
<b>Unattended Systems</b>	Laptops, Desktops, Servers, Kiosks, POS Systems, etc.		•	•
<b>Network Devices</b>	Routers, Switches and Devices via SSH/Telnet		•	•
<b>Multi-Language Support<sup>1</sup></b>	View Bomgar applications and interfaces in German, EU Spanish, Latin American Spanish, EU French, Italian, Dutch, EU Portuguese, Brazilian Portuguese, Japanese, and Simplified Chinese. Supports international character sets.		All available languages	English + 1 additional language
<b>Support Toolset</b>	Use advanced troubleshooting tools to interact with remote systems.		Enterprise	Standard
<b>Representative Console</b>	Support remote computers, systems, and mobile devices through an interface designed specifically for support professionals and equipped with troubleshooting tools.		•	•
<b>View or Control</b>	View or control remote computers, servers and mobile devices.		•	•
<b>Application Sharing</b>	Allow customers to restrict screen sharing to specific applications.		•	•
<b>Bomgar Button</b>	Deploy a "Get support" button on remote computers and mobile devices. Centrally manage and report on all deployed Bomgar Buttons.		•	•
<b>Command Shell</b>	Directly access the command shell for system diagnostics, network troubleshooting, or low-bandwidth support, without screen sharing.		•	•

<sup>1</sup>Translated versions of this release will be available at a date later than the English release date.

Feature Name	Description	License Type	
<b>Custom Link</b>	From within a session, click a button to open your browser to an associated CRM record or help desk ticket.	•	•
<b>Elevate Customer Client</b>	Elevate the customer client to have administrative rights. Special actions can be run in the current user context or in system context.	•	•
<b>File Transfer</b>	Transfer files to and from the remote file system.	•	•
<b>Intel® vPro New</b>	Gain in-depth control of remote systems, using Intel® vPro features such as BIOS access, IDE-R, remote KVM, and remote power options.	•	
<b>Multi-Monitor Support</b>	View multiple monitors on the remote desktop.	•	•
<b>Multi-Session Support</b>	Run multiple simultaneous support sessions.	•	•
<b>Reboot/Auto-Reconnect<sup>1</sup></b>	Reboot and automatically reconnect to the remote computer. The end-user can specify login credentials.	•	•
<b>Remote Screenshot New</b>	Capture a screenshot of the remote system.	•	•
<b>Restrict End-User Interaction Improved</b>	Disable the end-user's mouse and keyboard input to avoid customer interference. Account permissions determine whether the customer can or cannot see the screen while you are working.	•	•
<b>Session Notes</b>	Enter notes about support interactions. Session notes are accessible to collaborating representatives and appear in session reports.	•	•
<b>Scripts</b>	Run custom command shell scripts to perform common processes.	•	•
<b>SMS Session Start</b>	Send a session key via SMS to begin a remote support session with a mobile device.	•	•
<b>Special Actions Improved</b>	Access common actions such as Registry Editor, Event Viewer, System Restore, etc. Perform actions in User or System context.	•	•
<b>System Information</b>	View in-depth system information in an easily navigable interface.	•	•
<b>Training &amp; Presentation</b>	Give presentations to multiple attendees, or share your screen with your customer during a support session.	•	•
<b>Virtual Pointer</b>	Display a pointer on the customer's screen, even in view-only mode.	•	•
<b>Collaboration</b>	Work with other representatives and experts to resolve support cases.	Enterprise	Standard
<b>Support Teams</b>	Collaborate with other representatives who share similar skill sets or areas of expertise. Based on issue type or severity, a support request may be routed to a team specialized to handle such problems.	•	•
<b>Queues</b>	Accept support requests from team queues or a general queue. Your personal queue contains both your active and pending sessions.	•	•
<b>Equilibrium</b>	Receive support session assignments based on comparative idle time and session load.	•	
<b>Session Sharing &amp; Transfer</b>	Collaborate with other representatives by sharing a session, or transfer a session to another representative or team.	•	•

<sup>1</sup>Reboot/Auto-reconnect is not supported on Mac computers.

Feature Name	Description	License Type	
<b>Access Sponsor</b>	Request a sponsor to elevate your permissions on the remote system by joining the session or entering credentials on your behalf.	•	
<b>Rep Invite</b>	Invite anyone – internal or external – into a shared session with one-time, limited access.	•	•
<b>Embassy</b>	When supporting products or services provided by a third-party vendor, utilize the vendor's support resources.	•	
<b>Jump Technology</b>	Access unattended remote desktops, servers, and other systems.	Enterprise	Standard
<b>Jump Client</b>	Access any Windows, Mac, or Linux system. Add password-protection for security. Centrally manage and report on all deployed Jump Clients.	•	•
<b>Scripted Jump</b>	Automatically initiate a remote support session from an external program by launching a Jump Client on a remote computer.	•	•
<b>Jumpoint</b>	Access unattended Windows systems on a network, with no pre-installed client. Connect through proxy servers by storing credentials.	•	•
<b>Jump Zone Proxy</b>	Use a Jumpoint as a proxy to access systems on a remote network that do not have a native internet connection.	•	
<b>Shell Jump</b>	Connect to SSH/telnet-enabled network devices through a deployed Jumpoint.	•	•
<b>Chat and Messaging</b>	Communicate easily with customers and other support personnel.	Enterprise	Standard
<b>Click-to-Chat</b>	Start support sessions with web-based chat, requiring no customer download. Sessions can be elevated if deeper support is needed.	•	•
<b>Customer Client</b>	Chat with customers during both support and training sessions.	•	•
<b>Canned Messages</b>	Access a library of chat responses to common questions.	•	•
<b>Nudge Customer Client <span style="color: orange;">New</span></b>	Send audible and visual alerts through the customer client when end-user interaction is needed.	•	•
<b>Spell Check <span style="color: orange;">New</span></b>	Catch misspellings and view suggested corrections.	•	•
<b>URL/File Push</b>	Push a URL through the chat interface to launch a browser on the remote computer. Pushing a file through the chat interface prompts the customer to accept the download.	•	•
<b>Team Chat</b>	Chat with all representatives on a team or with an individual.	•	•

**Features for Remote Support Representatives by License**

Features for Support Managers

Feature	Description	License Type	
		Enterprise	Standard
<b>Support Portal</b>	Define and automate customer interaction.	Enterprise	Standard
<b>Agreements/Messages</b>	Customize messages for each portal. Options include: Customer Legal Agreement, Customer Greeting, On Hold Message, Orphaned Session Message, and Redirect URL.	Multiple Portals	One Portal
<b>Bomgar Button</b>	Customize Bomgar's single-click "Get support" icon.		
<b>Click-to-Chat</b>	Brand Bomgar's no-download, web-based chat option.		
<b>Connection Options</b>	Define how sessions begin for each portal: Representative List, Presentation List, Session Keys, Issue Submission, Click-to-Chat.		
<b>Customer Client</b>	Customize the branding and behavior of the Bomgar customer client, which is used by customers in remote sessions.		
<b>Exit Surveys</b>	Monitor customer satisfaction, and require representative comments on support sessions.		
<b>HTML Template</b>	Edit the HTML of the public site, uploading linked files to the file store.		
<b>Multi-Language Support<sup>1</sup></b>	View Bomgar applications and interfaces in German, EU Spanish, Latin American Spanish, EU French, Italian, Dutch, EU Portuguese, Brazilian Portuguese, Japanese, and Simplified Chinese. Supports international character sets.	All available languages	English +1 additional language
<b>Apple iOS Configuration Profiles</b>	Offer public or private, administrator-configured profiles to Apple iOS device users.	•	•
<b>Customer Downloads</b>	Provide links for the customer to download the chat transcript and a Flash video of the screen sharing session.	•	•
<b>Post-Session Redirect</b>	Define a URL to automatically open when a customer exits a session.	•	
<b>User Management</b>	Centrally manage users and groups.	Enterprise	Standard
<b>User Accounts</b>	Create an unlimited number of named rep accounts.	•	•
<b>Group Policies</b>	Define account permissions for entire groups of users.		
<b>Support Teams</b>	Create support teams based on skill set or experience level.	•	•
<b>Access Sponsor</b>	Allow a lower tier representative to gain elevated privileges by requesting a sponsor to enter credentials on his or her behalf.	•	
<b>Embassy (Vendor Access)</b>	Grant limited access to teams of vendors to receive support or utilize vendors' resources in support calls.	•	
<b>Rep Invite</b>	Create profiles so that representatives can invite anyone –internal or external –into a shared session with one-time, limited access.	•	•
<b>User Collaboration</b>	Define support session sharing and transfer options.	•	•
<b>Team Collaboration</b>	Define how multiple teams may interact.	•	
<b>Message Broadcast</b>	Send a pop-up message to all logged-in support representatives.	•	•

<sup>1</sup>Translated versions of this release will be available at a date later than the English release date.

Feature	Description	License Type	
<b>Administrative Dashboard</b>	Oversee team support activity, monitor representatives' sessions or desktops, and take over or transfer sessions owned by someone else.	•	
<b>License Monitoring</b>	Receive email alerts on license usage.	•	•
<b>Allocate/Reserve Licenses</b>	Allocate and reserve licenses for each team.	•	
<b>Inactive Session Timeout</b>	Remove an idle representative from a support session after a specified time of inactivity.	•	•
<b>Routing Automation</b>	Automate routing of support requests, and balance support load.	Enterprise	Standard
<b>Issue Submission</b>	Implement issue submission on your public site to direct support requests to the team designated to handle the selected issue.	•	•
<b>Queues</b>	Assign issues to support teams so that customers facing a particular type of problem will be routed to the correct team queue.	•	•
<b>Equilibrium</b>	Set rules, based on representative session load and idle time, to automatically route support requests to the least busy representative in a team.	•	
<b>Support Toolset</b>	Equip your support representatives on a user, team, or site basis.	Enterprise	Standard
<b>Representative Permissions</b>	Restrict or enable toolset components (ex., View or Control, File Transfer, System Information, Reboot, etc.)	•	•
<b>Jump Technology</b>	Define rules for remote access to unattended systems.	•	•
	Set expiration dates for Jumpoints.	•	
<b>Canned Messages</b>	Store responses to common questions to help representatives be more efficient and consistent while chatting with customers.	•	•
<b>Scripts</b>	Create command shell scripts for representatives to use during sessions, increasing efficiency by automating common processes.	•	•
<b>Reports</b>	Report on all session activity; customize, filter and export reports.	Enterprise	Standard
<b>Reporting Permissions</b>	Manage each user's reporting privileges.	•	•
<b>Support Session Reports</b>	View details of each support session, including a complete chat transcript, permissions requested, and files transferred.	•	•
<b>Session Recording Videos</b>	Record annotated videos of support sessions, command shell sessions, and presentations.	•	•
<b>Support Summary Reports</b>	See an overview of support activity over time, categorized by representative, team, or public site.	•	•
<b>Exit Survey Reports</b>	Monitor customer and representative surveys.	•	•
<b>Team and Embassy Reports</b>	View details of activity within a team or Embassy, including login and logout times, team chats, and files shared.		
<b>Bomgar Analytics<sup>1</sup></b>	Use customizable data visualizations to see trends, identify weak support areas, and improve service desk efficiency.	•	

### Features for Support Managers by License

<sup>1</sup>Additional requirements may apply.

### Features for System Administrators

Feature	Description	License Type	
		Enterprise	Standard
<b>Mass Deployment</b>	Install Bomgar applications on multiple systems simultaneously	Enterprise	Standard
<b>BES- Deployable Bomgar Buttons</b>	Mass deploy Bomgar Buttons on BlackBerry® Smartphones via the BlackBerry® Enterprise Server (BES).	•	•
<b>MSI Installer</b>	Create MSI installer packages for Representative Consoles, Jump Clients, Session Recording Viewers, and Bomgar Buttons (Windows only).	•	•
<b>Identity Management</b>	Define Bomgar accounts using existing data on directory servers.	Enterprise	Standard
<b>LDAP/Active Directory</b>	Use LDAP/Active Directory to manage Bomgar users.	•	•
<b>RADIUS [Multi-factor]</b>	Use RADIUS for multi-factor authentication.	•	
<b>Kerberos [Single Sign-on]</b>	Use Kerberos for single sign-on.	•	
<b>Backup and Redundancy</b>	Monitor and back up the Bomgar Appliance.	Enterprise	Standard
<b>Backup Integration Client</b>	Schedule automatic retrieval and storage of software backups.	•	•
<b>Bomgar Atlas Cluster Technology</b>	Use one Bomgar site across multiple Bomgar Appliances to enhance responsiveness across wide geographic deployments.	•	
<b>Appliance Failover</b>	Define and automate redundancy/failover options.	•	
<b>Integration</b>	Integrate Bomgar with external systems.	Enterprise	Standard
<b>Custom Link</b>	Configure a custom link to include a variable for a session's external key, pointing the URL to an associated CRM record or help desk ticket. A representative can access this link from within a session.	•	•
<b>API</b>	Integrate with external systems and set API permissions.	•	•
<b>SNMP Monitoring</b>	Monitor the Bomgar Appliance using Simple Network Management Protocol (SNMP).	•	
<b>Syslog Integration</b>	Send log messages to an external syslog server.	•	
<b>Enterprise Integration Client</b>	Transfer session logs, session recordings, and software backups from the Bomgar Appliance to an external system. Supported systems are Windows-based file systems and Microsoft SQL server. Schedule data transfers to take place automatically.	•	
<b>Software Development Kit [SDK]</b>	Create custom integrations for Bomgar's Integration Client.	•	

### Features for System Administrators by License

### Additional Integration Options

Additional integration options are available to Bomgar customers, as well.

Integration Option	Requirements
<p><b>Service Desk Integrations</b></p> <p>Automate your integration of Bomgar with HP Service Manager or BMC Remedy Action Request System by requesting pre-packaged integration adapter, and drastically reduce integration time.</p>	<p>BMC Remedy Action Request System 7.x+ Requires Enterprise Bomgar Licenses</p> <p>HP Service Manager 7.0 and up Requires Enterprise Bomgar Licenses</p> <p>BMC Service Desk Express 9.0+ Maintained by BMC; Free</p>
<p><b>CRM/Ticketing Integration</b></p> <p>Use the Bomgar API to create a simple integration between your CRM or ticketing system and Bomgar, allowing support reps to a CRM record or Helpdesk ticket directly from the Bomgar Representative Console.</p>	<p>Bomgar API 1.6.0</p>
<p><b>3rd Party Professional Integration Services</b></p> <p>Because Bomgar's API, SDK and Integration Client conform to industry protocols, it is possible for customers to contract with a third-party professional services provider to outsource integration needs.</p>	<p>Contact Bomgar Sales for References.</p>
<p><b>Bomgar Professional Services</b></p> <p>Contract with Bomgar for custom integration needs.</p>	<p>Contact Bomgar Sales.</p>
<p><b>Bomgar Analytics<sup>1</sup></b></p> <p>Use customizable data visualizations to see trends, identify weak support areas and improve service desk efficiency.</p>	<p>Requires Enterprise licensing. Add-on component. Contact Bomgar Sales.</p>

#### *Additional Integration Options for Bomgar*

<sup>1</sup>Additional requirements may apply.