

## Overview of the Representative Console

The screenshot shows the Bomgar Representative Console interface. The main workspace contains a table of sessions and a table of jump clients. The 'Sessions' table has columns for Time in Queue, Name, Computer, Platform, Issue, Total Time, Company, and Details. The 'Jump Clients' table has columns for Name, Comments, and Queue. The 'Representative Chat' window shows a chat log with messages from Alexandre Dumas. The interface also includes a menu bar, a toolbar, and a sidebar with lists of representatives and jump clients.

**Session Start Options** – Open a dialog for a quick-reference guide to starting a session.

**Session Keys** – Depending upon account permissions, begin sessions with generated, one-time use session keys.

**Management** – View details and usage statistics of deployed Bomgar Buttons.

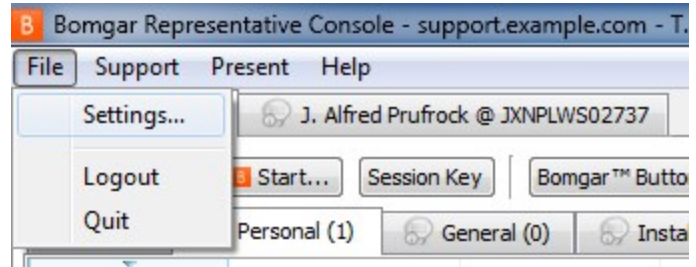
**Presentation** – Based on permissions, a representative can share her screen with one or more remote attendees.

**Queues** – Queues list customers who are waiting for support or who are in a session. Many details about the customer being supported appear in this section.

**Representative Chat** – Chat with other support representatives.

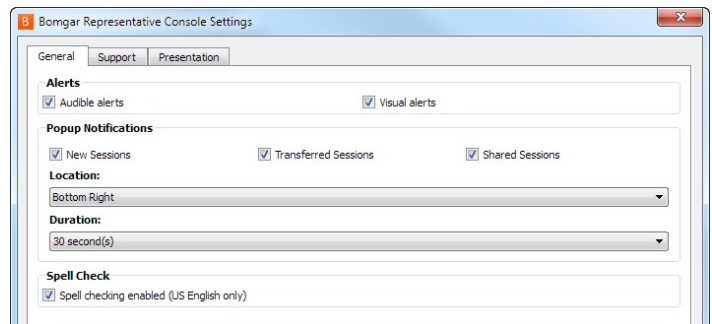
### Settings

Click on **File** and then **Settings** in the upper left-hand corner of the representative console to configure your preferences.



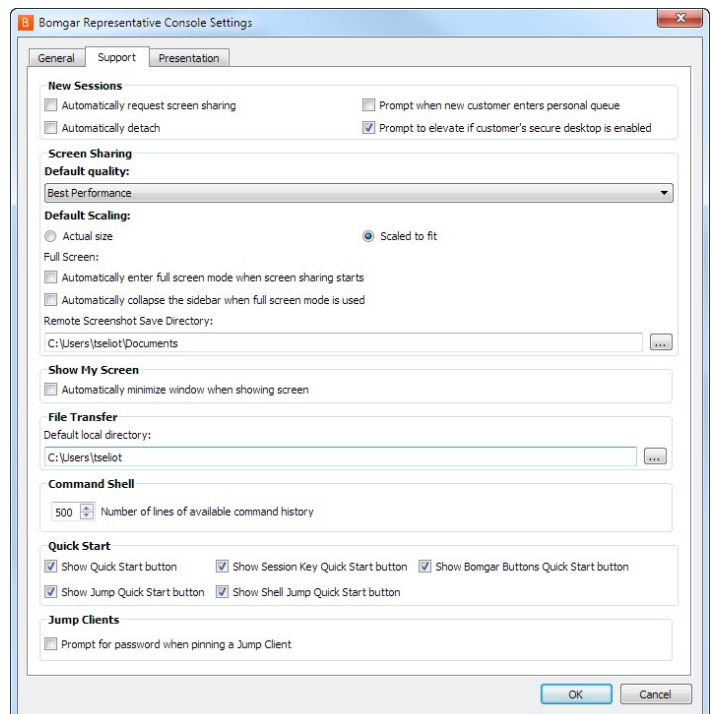
From the **General** tab, choose your alert settings. When a customer enters one of your queues or an open session requires attention, you can choose to have the tab flash or to hear a chime.

You also can choose to receive popup notifications for certain events. These notifications will appear independent of your representative console and on top of other windows. Set where you wish to see popups and how long they should display.



Additionally, enable or disable spell check for chat and session notes. Currently, spell check is available for US English only.

On the **Support** tab, choose whether you want to start sessions with chat only or to immediately request screen sharing. When a customer enters your personal queue by clicking on your name or entering a session key on the public site, the session can start immediately or wait for your acceptance. You can also choose to open sessions as tabs in the representative console or as new windows. For situations where you might experience issues because a customer's secure desktop is enabled, you can be prompted when the session begins to elevate to run with administrative rights.



Set the default resolution and size for a screen sharing session. When screen sharing starts, you can automatically enter full screen mode, which in turn can automatically collapse the chat bar. When you show your screen to a customer during a session, you can choose to leave the representative console open or to minimize it to your taskbar.

For easier file transferring, set the default directory from which you wish to start browsing your local file system. Set the number of lines to save in the command shell history.

If you select **Show Quick Start Button**, you will see a **Start** button at the top of your queues. Clicking this button walks you through the ways your customer can start a support session. You

can also select **Show Session Key Quick Start button** to display a session key generation button above the queues, and **Show Bomgar Buttons Quick Start button** to display a button above the queues to launch the Bomgar Button management interface.

For easier access to screenshots you capture from the representative console, set the default directory where you will save your console-captured remote screenshots.

From the **Presentation** tab, you can choose to leave the representative console open or to minimize it to your taskbar when giving a presentation to one or more attendees. You can also choose to display a button to start a new presentation with one click.

