Remote Support

Microsoft Dynamics 365 Integration

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BeyondTrust Remote Support Integration with Microsoft Dynamics 365

IMPORTANT!

You must purchase this integration separately for both your Remote Support software and your Microsoft Dynamics 365 solution. For more information, contact BeyondTrust's Sales team.

Service desks and customer support organizations using Microsoft Dynamics 365 can integrate with BeyondTrust to improve service levels, centralize support processes, and strengthen compliance. This document describes the installation and configuration of the BeyondTrust Remote Support integration with Microsoft Dynamics 365.

The Microsoft Dynamics 365 integration with BeyondTrust Remote Support provides the following functionality:

- A BeyondTrust session key can be generated from within a Microsoft Dynamics 365 case.
- When the BeyondTrust session ends, session data can be pushed into the case and viewed from within the case.

The integration consists of two main parts:

- Middleware which receives event notifications from the BeyondTrust Appliance B Series and pushes data into Microsoft Dynamics 365
- Two Microsoft Dynamics 365 solutions which provide customization to the Microsoft Dynamics 365 user interface

Prerequisites for the BeyondTrust Remote Support Integration with Microsoft Dynamics 365

To complete this integration, please make sure that you have the necessary software installed and configured as indicated in this guide, accounting for any network considerations.

Applicable Versions

- BeyondTrust Remote Support: 19.2 and newer
- Microsoft Dynamics 365

Network Considerations

The following network communication channels must be open for the integration to work properly.

Outbound From	Inbound To	TCP Port #	Purpose
BeyondTrust Middleware Engine Server	Microsoft Dynamics 365	443	API calls from the BeyondTrust Middleware Engine server.
BeyondTrust Middleware Engine Server	BeyondTrust Appliance B Series	443	API calls from the BeyondTrust Middleware Engine server.
BeyondTrust Appliance B Series	BeyondTrust Middleware Engine Server	8180 (default) 443 (optional)	The BeyondTrust Middleware Engine server receives outbound events from the appliance. However, if polling is used instead of outbound events, then this port does not have to be open.

Prerequisite Installation and Configuration

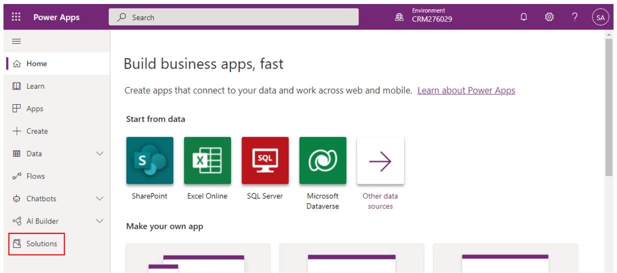
The Microsoft Dynamics 365 integration is a BeyondTrust Middleware Engine plugin.

For more information on installing and working with the BeyondTrust Middleware Engine, please see the BeyondTrust Remote Support Middleware Engine Installation and Configuration document at www.beyondtrust.com/docs/remote-support/how-to/integrations/middleware-engine.

Configure Microsoft Dynamics 365 for Integration with BeyondTrust Remote Support

Configuration within Microsoft Dynamics 365 consists of installing two custom solutions:

1. Log into https://make.powerapps.com as an administrator.
2. Ensure the appropriate environment is selected.
3. In the left menu, click **Solutions**.



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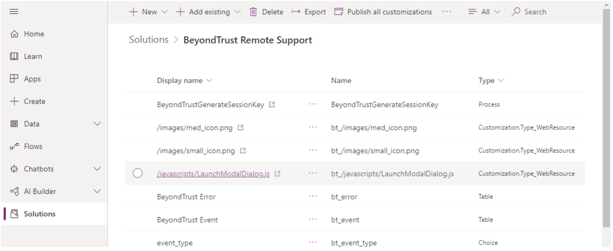
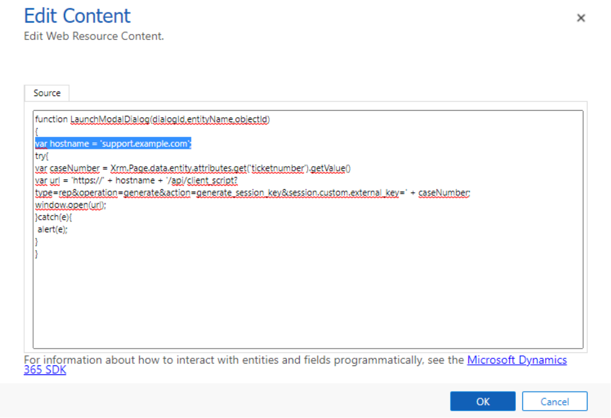
4. Click **Import**.
5. From the **Import a Solution** pop-up, click **Browse** and select the provided **BeyondTrust_1_x_managed.zip**. Click **Next**.
6. When presented with **Solution Information**, click **Import**.
7. When the solution is finished importing, click **Publish All Customizations**.
8. Repeat the above steps to import the **BeyondTrustButton_1_x_managed.zip** file.
9. In the list of solutions, open the **BeyondTrust Remote Support** solution.
10. Open the resource in the list named **bt_/javascripts/LaunchModalDialog.js**.



Solutions > BeyondTrust Remote Support

Display name	Name	Type
BeyondTrustGenerateSessionKey	BeyondTrustGenerateSessionKey	Process
/images/med_icon.png	bt_/images/med_icon.png	Customization.Type_WebResource
/images/small_icon.png	bt_/images/small_icon.png	Customization.Type_WebResource
/javascripts/LaunchModalDialog.js	bt_/javascripts/LaunchModalDialog.js	Customization.Type_WebResource
BeyondTrust Error	bt_error	Table
BeyondTrust Event	bt_event	Table
event_type	bt_event_type	Choice

11. Click the **Text Editor** button. In the editor, find the line that begins with **var hostname =** and change to the appropriate hostname for the Remote Support appliance. Click **OK** when done.



Edit Content

Edit Web Resource Content.

```
function LaunchModalDialog(dialogId,entityName,objectId)
{
var hostname = 'support.example.com';
try{
var caseNumber = Xrm.Page.data.entity.attributes.get('ticketnumber').getValue()
var url = 'https://' + hostname + '/api/client_script?
type=rep&operation=generate&action=generate_session_key&session.custom.external_key=' + caseNumber;
window.open(url);
}catch(e){
 alert(e);
}
}
```

For information about how to interact with entities and fields programmatically, see the Microsoft Dynamics 365 SDK

12. Click **Save**, and then click **Publish**.

Configure API Access with Azure AD

Within the Azure AD Tenant, you must create an app registration and bind an application user account to that registered app.

Follow the instructions in the section titled **Connect as an app** in the following Microsoft guide:

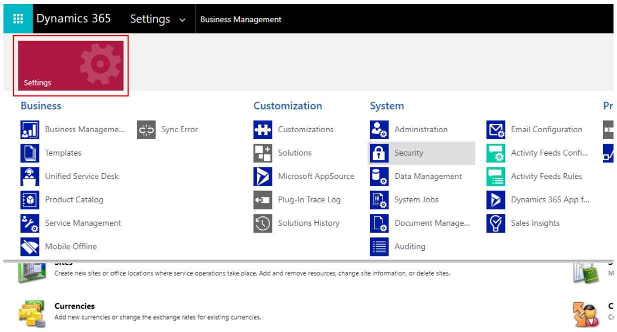
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/authenticate-oauth#connect-as-an-app

> ***Note:*** *After creating the registration, you will create a client secret under* ***Certificates & Secrets*** *in the app registration. This secret will be leveraged by the integration when you configure the Middleware plugin.*

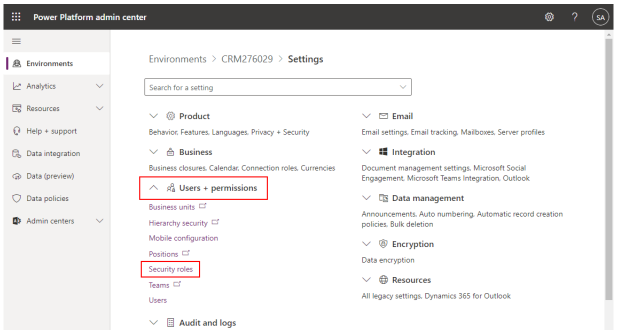
Configure Permissions for the Application Account

Once you have created the app registration, custom security role, and application account, the final step is to give the account the appropriate permissions within Dynamics 365.

1. Log into the Power Platform Admin Center at https://admin.powerplatform.microsoft.com/.
2. Select your environment.
3. Click **Settings** at the top to view the environment settings menu page.

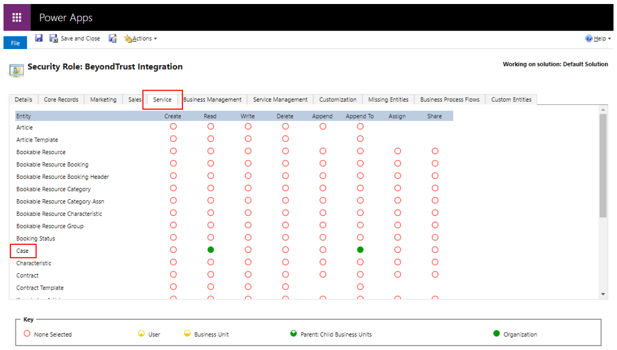


4. Expand **Users + permissions** and select **Security roles**.


Power Platform admin center
Environments
Analytics
Resources
Help + support
Data integration
Data (preview)
Data policies
Admin centers
Environments > CRM276029 > Settings
Search for a setting
Product
Behavior, Features, Languages, Privacy + Security
Business
Business closures, Calendar, Connection roles, Currencies
Users + permissions
Business units
Hierarchy security
Mobile configuration
Positions
Security roles
Teams
Users
Audit and logs
Email
Email settings, Email tracking, Mailboxes, Server profiles
Integration
Document management settings, Microsoft Social Engagement, Microsoft Teams Integration, Outlook
Data management
Announcements, Auto numbering, Automatic record creation policies, Bulk deletion
Encryption
Data encryption
Resources
All legacy settings, Dynamics 365 for Outlook

5. From the list of **Security Roles**, select the role created in the previous section.

6. Click the **Edit** link at the top.
7. On the **Service** tab, scroll down to the **Case** entity and assign the role **Read** and **Append To** permissions at **Organization** level (click multiple times to change to the appropriate level).



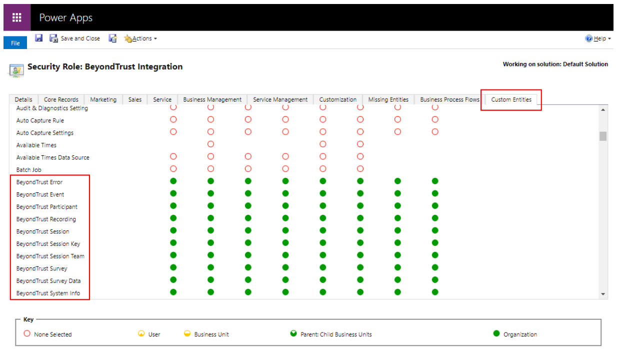
Security Role: BeyondTrust Integration

Working on solution: Default Solution

Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Article	○	○	○	○	○	○		
Article Template	○	○	○	○		○		
Bookable Resource	○	○	○	○	○	○	○	○
Bookable Resource Booking	○	○	○	○	○	○	○	○
Bookable Resource Booking Header	○	○	○	○	○	○	○	○
Bookable Resource Category	○	○	○	○	○	○	○	○
Bookable Resource Category Assn	○	○	○	○	○	○	○	○
Bookable Resource Characteristic	○	○	○	○	○	○	○	○
Bookable Resource Group	○	○	○	○	○	○	○	○
Booking Status	○	○	○	○	○	○	○	○
Case	○	●	○	○	○	●	○	○
Characteristic	○	○	○	○	○	○	○	○
Contract	○	○	○	○	○	○	○	○
Contract Template	○	○	○	○		○		

Key
○ None Selected
◔ User
◑ Business Unit
◕ Parent: Child Business Units
● Organization

8. On the **Custom Entities** tab, scroll down to the entities that begin with **BeyondTrust** and assign all permissions at **Organization** level for these **BeyondTrust** entity types.



Security Role: BeyondTrust Integration

Working on solution: Default Solution

Audit & Diagnostics Setting	○	○	○	○	○	○	○	○
Auto Capture Rule	○	○	○	○	○	○	○	○
Auto Capture Settings	○	○	○	○	○	○	○	○
Available Times		○			○	○		
Available Times Data Source	○	○	○	○	○	○		
Batch Job	○	○	○	○	○	○		
BeyondTrust Error	●	●	●	●	●	●	●	●
BeyondTrust Event	●	●	●	●	●	●	●	●
BeyondTrust Participant	●	●	●	●	●	●	●	●
BeyondTrust Recording	●	●	●	●	●	●	●	●
BeyondTrust Session	●	●	●	●	●	●	●	●
BeyondTrust Session Key	●	●	●	●	●	●	●	●
BeyondTrust Session Team	●	●	●	●	●	●	●	●
BeyondTrust Survey	●	●	●	●	●	●	●	●
BeyondTrust Survey Data	●	●	●	●	●	●	●	●
BeyondTrust System Info	●	●	●	●	●	●	●	●

Key
○ None Selected
◔ User
◑ Business Unit
◕ Parent: Child Business Units
● Organization

9. Click **Save and Close** at the top to save the new permissions.

Configure BeyondTrust Remote Support for Integration with Microsoft Dynamics 365

Several configuration changes are necessary on the BeyondTrust Appliance B Series to integrate with Microsoft Dynamics 365. All of the steps in this section take place in the BeyondTrust **/login** administrative interface. Access your Remote Support interface by going to the hostname of your B Series Appliance followed by **/login** (e.g., https://support.example.com/login).

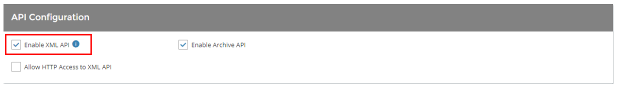
Verify the API Is Enabled

Management

API CONFIGURATION

This integration requires the BeyondTrust XML API to be enabled. This feature is used by the BeyondTrust Middleware Engine to communicate with the BeyondTrust APIs.

Go to **/login > Management > API Configuration** and verify that **Enable XML API** is checked.



API Configuration

☑ Enable XML API ☑ Enable Archive API

□ Allow HTTP Access to XML API

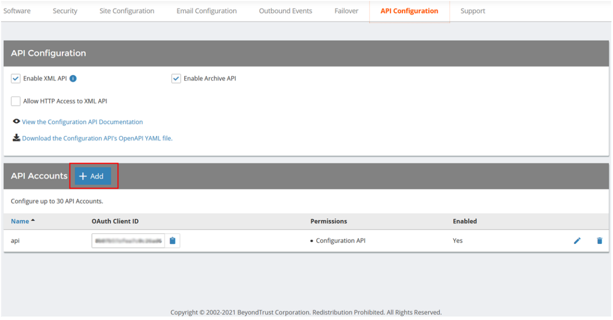
Create an OAuth API Account

Management

API CONFIGURATION

The Microsoft Dynamics 365 API account is used from within Microsoft Dynamics 365 to make Remote Support Command API calls to Remote Support.

1. In **/login**, navigate to **Management > API Configuration**.
2. Click **Add**.



API Configuration

☑ Enable XML API ☑ Enable Archive API

□ Allow HTTP Access to XML API

View the Configuration API Documentation

Download the Configuration API's OpenAPI YAML file.

API Accounts + Add

Configure up to 30 API Accounts.

Name	OAuth Client ID	Permissions	Enabled
api	[redacted]	• Configuration API	Yes

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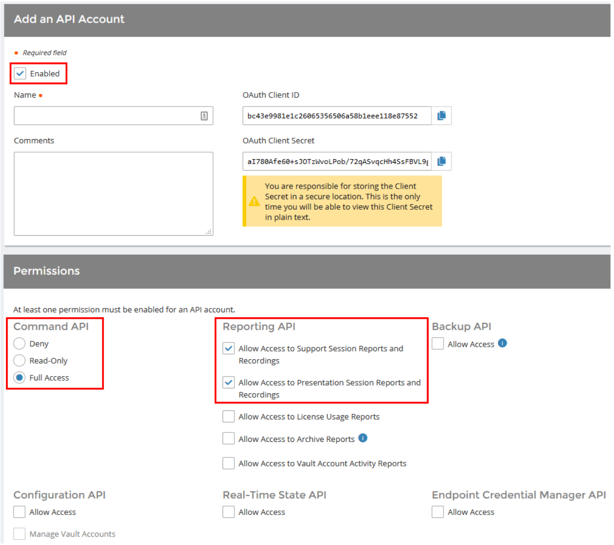
3. Check **Enabled**.
4. Enter a name for the account.
5. **OAuth Client ID** and **OAuth Client Secret** is used during the OAuth configuration step in Microsoft Dynamics 365.
6. Under **Permissions**, check the following:
    - Command API: **Full Access**.
    - Reporting API: **Allow Access to Support Session Reports and Recordings**, and **Allow Access to Presentation Session Reports and Recordings**.
7. Click **Save** at the top of the page to create the account.



Add an API Account

• Required field

☑ Enabled

Name •

OAuth Client ID: bc43e9981e1c26065356506a58b1eee118e87552

Comments

OAuth Client Secret: aI780Afe60+sJOTzWvoLPob/72qASvqcHh4SsFBVL9

You are responsible for storing the Client Secret in a secure location. This is the only time you will be able to view this Client Secret in plain text.

Permissions

At least one permission must be enabled for an API account.

Command API
○ Deny
○ Read-Only
● Full Access

Reporting API
☑ Allow Access to Support Session Reports and Recordings
☑ Allow Access to Presentation Session Reports and Recordings
□ Allow Access to License Usage Reports
□ Allow Access to Archive Reports
□ Allow Access to Vault Account Activity Reports

Backup API
□ Allow Access

Configuration API
□ Allow Access
□ Manage Vault Accounts

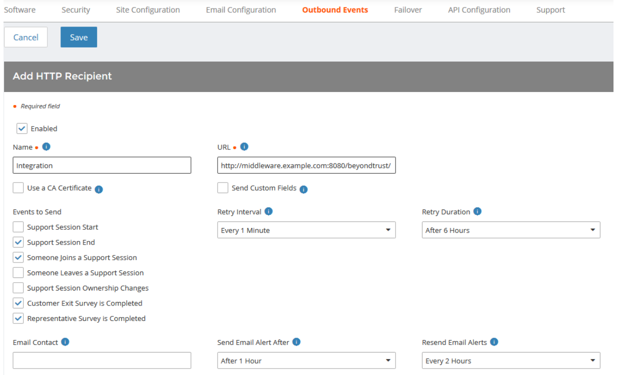
Real-Time State API
□ Allow Access

Endpoint Credential Manager API
□ Allow Access

Add an Outbound Event URL

Management | OUTBOUND EVENTS

1. Go to **/login > Management > Outbound Events**.
2. In the HTTP Recipients section, click **Add** and name it **Integration** or something similar.
3. Enter the URL to use:
    - If using an appliance ID of **default**: **http://<middleware-host>:<port>/ ERSPost**. The default port is **8180**.
    - If using an appliance ID other than **default**: **http://<middleware-host>:<port>/ ERSPost?appliance=<appliance-id>** where **<middleware-host>** is the hostname where the BeyondTrust Middleware Engine is installed. The default port is **8180**. The **<appliance-id>** is an arbitrary name, but note the value used, as it is entered later in the plugin configuration. This name accepts only alphanumeric values, periods, and underscores.



Add HTTP Recipient

• Required field

☑ Enabled

Name •: Integration

URL •: http://middleware.example.com:8080/beyondtrust/

□ Use a CA Certificate

□ Send Custom Fields

Events to Send
□ Support Session Start
☑ Support Session End
☑ Someone Joins a Support Session
□ Someone Leaves a Support Session
□ Support Session Ownership Changes
☑ Customer Exit Survey is Completed
☑ Representative Survey is Completed

Retry Interval: Every 1 Minute

Retry Duration: After 6 Hours

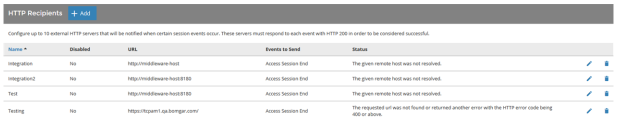
Email Contact

Send Email Alert After: After 1 Hour

Resend Email Alerts: Every 2 Hours

4. Scroll to **Events to Send** and check the following events:
    - **Support Session End**
    - **Customer Exit Survey is Completed**
    - **Representative Survey is Completed**
    - **Someone Joins a Support Session** (Optional)
5. Click **Save**.

6. The list of outbound events contains the event just added. The **Status** column displays a value of **OK** if communication is working. If communication is not working, the **Status** column displays an error which you can use to repair communication.



Configure up to 10 external HTTP servers that will be notified when certain session events occur. These servers must respond to each event with HTTP 200 in order to be considered successful.

Name ▲	Disabled	URL	Events to Send	Status
Integration	No	http://middleware-host	Access Session End	The given remote host was not resolved.
Integration2	No	http://middleware-host:8180	Access Session End	The given remote host was not resolved.
Test	No	http://middleware-host:8180	Access Session End	The given remote host was not resolved.
Testing	No	https://tcpam1.qa.bomgar.com/	Access Session End	The requested url was not found or returned another error with the HTTP error code being 400 or above.

Configure the Microsoft Dynamics 365 Plugin for Integration with BeyondTrust Remote Support

Now that you have configured Microsoft Dynamics 365 and the BeyondTrust Appliance B Series, deploy and configure the Microsoft Dynamics 365 plugin.

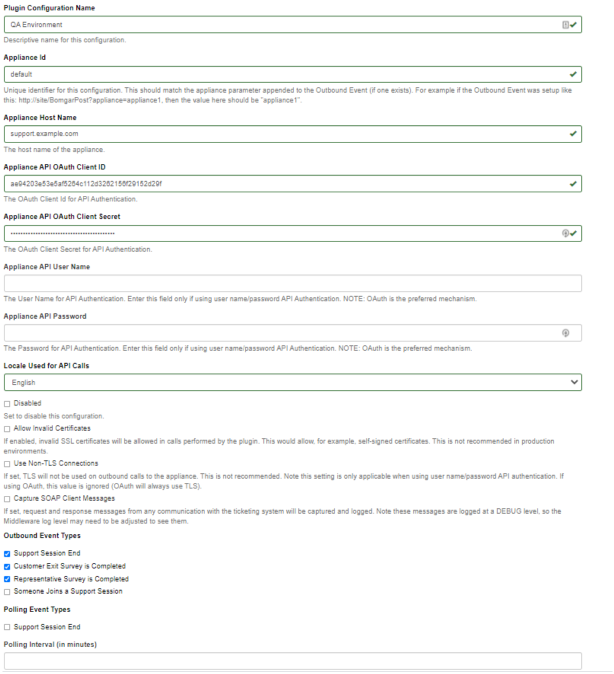
1. Copy the provided plugin ZIP file to the server hosting the BeyondTrust Middleware Engine.
2. Extract the plugin ZIP file to the **Plugins** folder in the directory where the BeyondTrust Middleware Engine is installed.
3. Restart the BeyondTrust Middleware Engine Windows service.
4. From the server, launch the middleware administration tool. The default URL is http://127.0.0.1:53231.
5. The **Microsoft Dynamics 365 Plugin** shows in the list of plugins. Click the clipboard icon to add a new configuration.

> *For more information on installing and working with the BeyondTrust Middleware Engine, please see the BeyondTrust Remote Support Middleware Engine Installation and Configuration document at www.beyondtrust.com/docs/remote-support/how-to/integrations/middleware-engine.*

BeyondTrust Appliance B Series

The first portion of the plugin configuration provides the necessary settings for communication between the plugin and the B Series Appliance. The configuration sections include:

1. **Plugin Configuration Name:** Any desired value. Because multiple configurations can be created for a single plugin, allowing different environments to be targeted, provide a descriptive name to indicate how this plugin is to be used.
2. **Appliance Id:** This can be left as **Default** or can be given a custom name. This value must match the value configured on the outbound event URL in the B Series Appliance. If outbound events are not being used, this value is still required, but any value may be used.
3. **BeyondTrust Appliance B Series Host Name:** The hostname of the B Series Appliance. Do not include **https://** or other URL elements.
4. **BeyondTrust Integration API OAuth Client ID**: The client ID of the OAuth account.
5. **BeyondTrust Integration API OAuth Client Secret:** The client secret of the OAuth account.
6. **Locale Used for BeyondTrust API Calls:** This value directs the B Series Appliance to return session data in the specified language.
7. **Disabled:** Enable or disable this plugin configuration.
8. **Allow Invalid Certificates:** Leave unchecked unless there is a specific need to allow. If enabled, invalid SSL certificates are allowed in calls performed by the plugin. This would allow, for example, self-signed certificates. We do not recommend this in production environments.



Plugin Configuration Name
QA Environment
Descriptive name for this configuration.

Appliance Id
default
Unique identifier for this configuration. This should match the appliance parameter appended to the Outbound Event (if one exists). For example if the Outbound Event was setup like this: http://site/BomgarPost?appliance=appliance1, then the value here should be "appliance1".

Appliance Host Name
support.example.com
The host name of the appliance.

Appliance API OAuth Client ID
ae94203e53e5af5264c112d3262156f29152d29f
The OAuth Client Id for API Authentication.

Appliance API OAuth Client Secret
••
The OAuth Client Secret for API Authentication.

Appliance API User Name

The User Name for API Authentication. Enter this field only if using user name/password API Authentication. NOTE: OAuth is the preferred mechanism.

Appliance API Password

The Password for API Authentication. Enter this field only if using user name/password API Authentication. NOTE: OAuth is the preferred mechanism.

Locale Used for API Calls
English

☐ Disabled
Set to disable this configuration.

☐ Allow Invalid Certificates
If enabled, invalid SSL certificates will be allowed in calls performed by the plugin. This would allow, for example, self-signed certificates. This is not recommended in production environments.

☐ Use Non-TLS Connections
If set, TLS will not be used on outbound calls to the appliance. This is not recommended. Note this setting is only applicable when using user name/password API authentication. If using OAuth, this value is ignored (OAuth will always use TLS).

☐ Capture SOAP Client Messages
If set, request and response messages from any communication with the ticketing system will be captured and logged. Note these messages are logged at a DEBUG level, so the Middleware log level may need to be adjusted to see them.

Outbound Event Types

☑ Support Session End
☑ Customer Exit Survey is Completed
☑ Representative Survey is Completed
☐ Someone Joins a Support Session

Polling Event Types

☐ Support Session End

Polling Interval (in minutes)

9. **Use Non-TLS Connections:** Leave unchecked unless it is the specific goal to use non-secure connections to the B Series Appliance. If checked, TLS communication is disabled altogether. If non-TLS connections are allowed, HTTP access must be enabled on the BeyondTrust **/login > Management > API Configuration** page. We strongly discourage using non-secure connections.

> ***Note:*** *When using OAuth authentication, TLS cannot be disabled.*

10. **Outbound Events Types:** Specify which events the plugin processes when received by the middleware engine. Keep in mind that any event types selected here must also be configured to be sent in BeyondTrust. The Middleware Engine receives any events configured to be sent in BeyondTrust but passes them off to the plugin only if the corresponding event type is selected in this section.
    - **Support Session End**
    - **Customer Exit Survey is Completed**
    - **Representative Survey is Completed**
11. **Polling Event Types:** If network constraints limit connectivity between the B Series Appliance and the middleware engine such that outbound events cannot be used, an alternative is to use polling. The middleware engine regularly polls the B Series Appliance for any sessions that have ended since the last session was processed. At this time, only the **Support Session End** event type is supported.

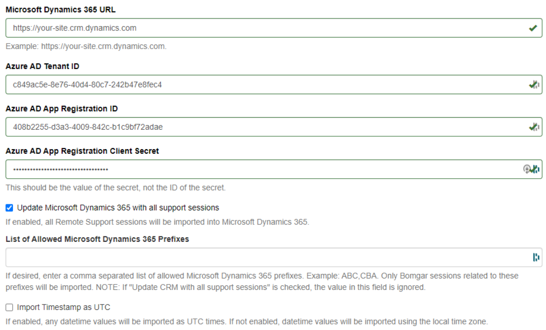
> ***Note:*** *One caveat to polling behavior versus the use of outbound events is that if a session has ended but the customer exit survey has not yet been submitted within the same polling interval, the customer exit survey is not processed. This does not apply to representative surveys since the session is not considered to be complete if a representative survey is still pending.*

12. **Polling Interval:** Enter only if polling is used. This determines how often the middleware engine polls the B Series Appliance for sessions that have ended.
13. **Retry Attempt Limit:** Enter the number of retries that can be attempted if the plugin fails to process an event.
14. **Retry Outbound Event Types:** Specify which outbound events the plugin retries if it fails to process an event.
15. **Retry Polling Event Types:** Specify which polling events the plugin retries if it fails to process an event.

Microsoft Dynamics 365 Instance

The remainder of the plugin configuration provides the necessary settings for communication between the plugin and the Microsoft Dynamics 365 instance. The configuration settings include:

1. **Microsoft Dynamics 365 URL:** URL of the Microsoft Dynamics 365 instance.
2. **Azure AD Tenant ID:** The Tenant ID of the Azure instance.
3. **Azure AD App Registration ID:** The ID of the app registration created for this integration.
4. **Azure AD App Registration Client Secret:** The client secret created under the app registration.
5. **Update Microsoft Dynamics 365 with all BeyondTrust sessions:** If enabled, all BeyondTrust sessions are imported into Microsoft Dynamics 365.



Microsoft Dynamics 365 URL

https://your-site.crm.dynamics.com ✓

Example: https://your-site.crm.dynamics.com.

Azure AD Tenant ID

c849ac5e-8e76-40d4-80c7-242b47e8fec4

Azure AD App Registration ID

408b2255-d3a3-4009-842c-b1c9bf72adae

Azure AD App Registration Client Secret

••••••••••••••••••••••••••••••••

This should be the value of the secret, not the ID of the secret.

☑ Update Microsoft Dynamics 365 with all support sessions

If enabled, all Remote Support sessions will be imported into Microsoft Dynamics 365.

List of Allowed Microsoft Dynamics 365 Prefixes

If desired, enter a comma separated list of allowed Microsoft Dynamics 365 prefixes. Example: ABC,CBA. Only Bomgar sessions related to these prefixes will be imported. NOTE: If "Update CRM with all support sessions" is checked, the value in this field is ignored.

☐ Import Timestamp as UTC

If enabled, any datetime values will be imported as UTC times. If not enabled, datetime values will be imported using the local time zone.

6. **List of Allowed Microsoft Dynamics 365 Prefixes:** If desired, enter a comma-separated list of allowed Microsoft Dynamics 365 prefixes (e.g., ABC, CBA). Only BeyondTrust sessions related to these prefixes are imported.

> ***Note:*** *If **Update 365 with all BeyondTrust sessions** is checked, the value in this field is ignored.*

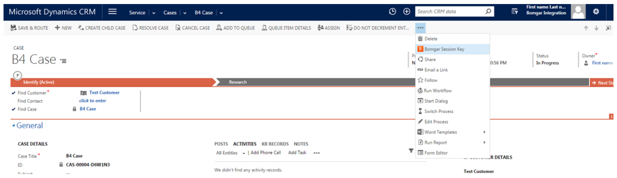
7. **Import Timestamp as UTC:** If enabled, any datetime values are imported as UTC times. If not enabled, datetime values are imported using the local time zone.

After saving the configuration, click the test icon next to the new plugin configuration. No restart is needed.

Use Cases for the Microsoft Dynamics 365 Integration with BeyondTrust Remote Support

Generate Session Key

Support staff can generate a session key that can be given to the end user over the phone or via email to initiate a support session that is automatically associated with the selected case.



CASE

B4 Case

Status: In Progress

Owner: First name

Find Customer: Test Customer

Find Contact: click to enter

Find Case: B4 Case

General

CASE DETAILS

Case Title: B4 Case

ID: CAS-00004-D6W1N3

We didn't find any activity records.

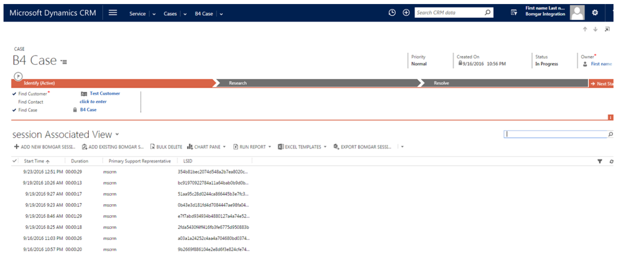
CUSTOMER DETAILS

Test Customer

Import BeyondTrust Session Data into Ticket

Once the session ends, the case is automatically updated with information gathered during the session including:

- **General Information**
- **Chat Transcript** (including files transferred, special actions, and other events)
- **Session Events**
- **System Information** (General section)
- **Session Notes**
- **Surveys** (customer and representative)



CASE

B4 Case

Priority	Created On	Status	Owner
Normal	9/16/2016 10:56 PM	In Progress	First name

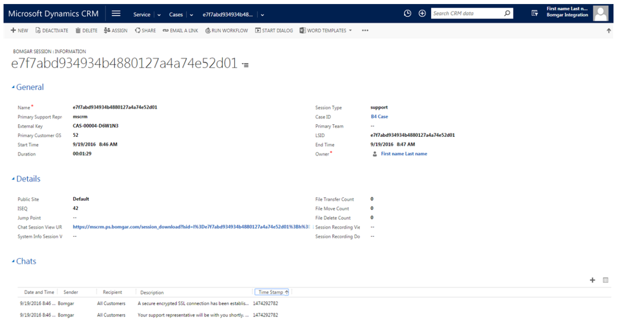
Find Customer: Test Customer

Find Contact: click to enter

Find Case: B4 Case

session Associated View

Start Time	Duration	Primary Support Representative	LSID
9/23/2016 12:51 PM	00:00:29	mscrm	354b81bec2074d548a2b7ea8020c...
9/19/2016 10:26 AM	00:00:13	mscrm	bc91970922784a11a64bab0b9d0b...
9/19/2016 9:27 AM	00:00:17	mscrm	51aa95c28d0244ca866445b3e7fc3...
9/19/2016 9:23 AM	00:00:17	mscrm	0b43e3d181fd4d7084447ae98fa04...
9/19/2016 8:46 AM	00:01:29	mscrm	e7f7abd934934b4880127a4a74e52...
9/19/2016 8:25 AM	00:00:18	mscrm	2fda5430f4ff416fb3fe6775d950883b
9/16/2016 11:03 PM	00:00:26	mscrm	a03a1a24252c4aa4a704680bd0374...
9/16/2016 10:57 PM	00:00:20	mscrm	9b2669f886104e2e8d6f3e824cfe74...



BOMGAR SESSION : INFORMATION

e7f7abd934934b4880127a4a74e52d01

General

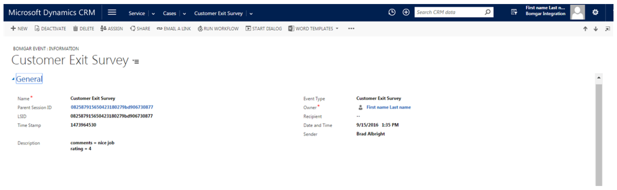
Name	e7f7abd934934b4880127a4a74e52d01	Session Type	support
Primary Support Repr	mscrm	Case ID	B4 Case
External Key	CAS-00004-D6W1N3	Primary Team	--
Primary Customer GS	52	LSID	e7f7abd934934b4880127a4a74e52d01
Start Time	9/19/2016 8:46 AM	End Time	9/19/2016 8:47 AM
Duration	00:01:29	Owner	First name Last name

Details

Public Site	Default	File Transfer Count	0
ISEQ	42	File Move Count	0
Jump Point	--	File Delete Count	0
Chat Session View UR	https://mscrm.ps.bomgar.com/session_download?lsid=I%3De7f7abd934934b4880127a4a74e52d01%3Bh%3	Session Recording Vie	--
System Info Session V	--	Session Recording Do	--

Chats

Date and Time	Sender	Recipient	Description	Time Stamp
9/19/2016 8:46 ...	Bomgar	All Customers	A secure encrypted SSL connection has been establis...	1474292782
9/19/2016 8:46 ...	Bomgar	All Customers	Your support representative will be with you shortly. ...	1474292782



BOMGAR EVENT : INFORMATION

Customer Exit Survey

General

Name	Customer Exit Survey	Event Type	Customer Exit Survey
Parent Session ID	082587915650423180279bd906730877	Owner	First name Last name
LSID	082587915650423180279bd906730877	Recipient	--
Time Stamp	1473964530	Date and Time	9/15/2016 1:35 PM
		Sender	Brad Albright

Description	comments = nice job
	rating = 4		