

Android Rep Console 2.1.0 Tablet Release Notes

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Requirements

The Bomgar Android Rep Console works with:

- Android Tablets running Android 3.0+
- Existing Bomgar installations, version 12.1 or greater
- Support sites with a trusted CA-signed certificate on the appliance

Highlighted Features

- Remotely view a customer's or employee's screen and control their mouse and keyboard
- Chat with end-users, other reps, and trusted third parties within the session
- Initiate a remote support session from a Smartphone without requiring the end-user to have pre-installed software or be on a pre-defined user list
- Simultaneously work on multiple sessions, and invite other reps into a session to collaborate and fix problems
- Access and Support unattended desktops or laptops via Bomgar's Jump Technology

Notes:

- When supporting remote systems with large screen resolutions, it may take a few seconds for the screen to completely update.