



BeyondTrust
UNIVERSITY

Chat Implementation & Training

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MAXIMIZE ROI WITH BEYONDTRUST UNIVERSITY TRAINING

BeyondTrust University training services are designed to maximize your investment in BeyondTrust technologies by educating your users on best practices for configuring and using our products. Superior training is part of our commitment to help you obtain the maximum benefit possible from the entire BeyondTrust solution. Our training options will give your organization the foundational knowledge needed to administer, configure, and utilize BeyondTrust for optimum performance. You can select from a variety of modular training courses to ensure your team receives relevant education.

BEYONDTRUST TRAINING FOR SUPPORT PROFESSIONALS

BeyondTrust Chat Implementation & Training is designed to enhance the efficiency of your organization and enable support to deliver a better customer service experience at a lower cost. Our Chat experts begin by assessing your current workflow and help you determine how to best utilize existing staff and tools, then through implementing BeyondTrust Chat drive greater productivity and higher customer & support analyst satisfaction. Maximizing the benefits of remote support for your organization.

This service also includes BeyondTrust Metrics, which gives you access to key performance indicators (KPIs) and Microsoft Excel sample Dashboards. With the sample KPI Dashboards, you will have complete transparency into the effectiveness of your Chat deployment.

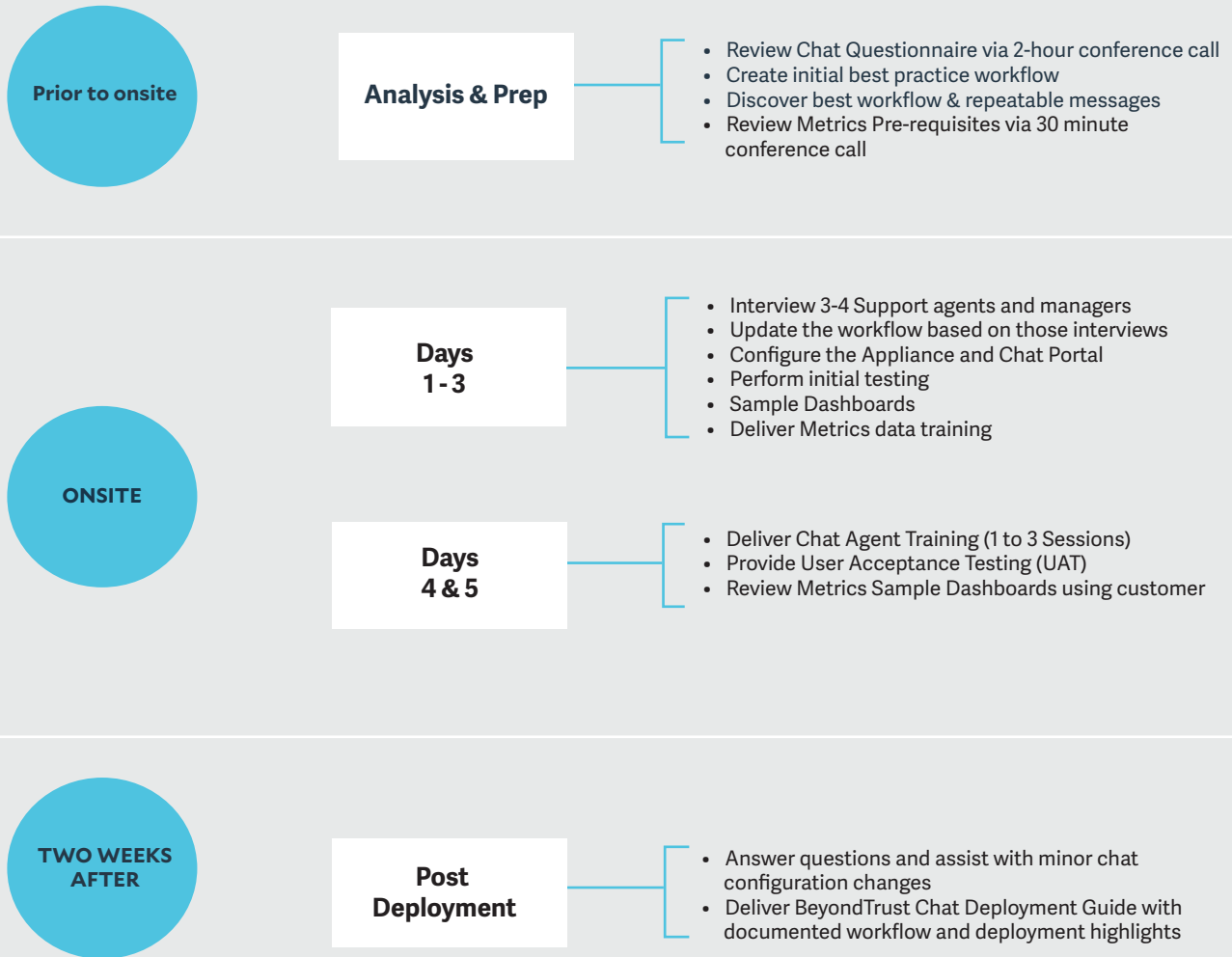
Our expert will work hand-in-hand with your administrators and support managers to configure chat settings for your organization, and test those settings with your team.

WHAT TO EXPECT

- **Prior to Onsite Work** – our expert will set up one or more conference calls to learn about your needs, discover repeatable messages, and create an initial best practices workflow. They will also review the Metrics prerequisites with you.
- **Onsite Week** – our expert will spend up to five days onsite with you; during this time, they will interview members of your team and update the initial workflow, configure the Remote Support appliance and Chat Portal based on your workflow, and perform initial testing. Metrics will also be implemented and initial data training provided. Sample dashboards are also provided, allowing you to develop your own unique dashboards. Chat agent training will also be delivered to your technicians/agents.
- **Follow-Up After Onsite Deployment** – A Chat Deployment Guide is created, documenting your established workflow and highlighting important deployment information. Our expert is available for up to thirty days to provide remote assistance for minor configuration changes.

Chat Implementation & Training

Sample Schedule



ABOUT BEYONDTRUST

BeyondTrust is the worldwide leader in Privileged Access Management, offering the most seamless approach to preventing privilege-related breaches. Our extensible platform empowers organizations to easily scale privilege security as threats evolve across endpoint, server, cloud, DevOps, and network device environments. BeyondTrust gives organizations the visibility and control they need to reduce risk, achieve compliance objectives, and boost operational performance. We are trusted by 20,000 customers and a global partner network. Learn more at www.beyondtrust.com.