

REMOTE SUPPORT

REPORTING TOOLS

Learn about the many ways Remote Support can help you generate and filter the different reports, examine historical session information, identify trends using reports.

Workshop Overview:

Reporting Categories:

Support Reports

Licensing

Vault

Compliance

Jump Item

Syslog

Key Benefits:

Report administrators and users can view and track information about the following:

- ▶ Support session history
- ▶ License usage trends over time
- ▶ Credential rotation and usage history
- ▶ Privacy compliance
- ▶ Jump Item creation, deletion, and access history
- ▶ Appliance event log information

Additional Resources:

To learn more, visit BeyondTrust Technical Documentation & Support:

- ▶ For more information on the reporting categories, reference the subheadings in the [Admin Interface](#) guide.
- ▶ For more information on extending the length of time you can store report data, visit our [BeyondTrust Integration Client Guide](#).
- ▶ To see a full list of various integrations that are available for Remote Support visit [BeyondTrust Integrations: User Guides and Tutorials](#).
 - [Splunk](#): Lets you search, analyze and visualize all of your data, providing insights you can act on in real time.
 - [SNMP](#): SNMP monitoring provides a standardized way for network engineers and admins to gather information about networking equipment and helps ensure that a company's network is running smoothly.
- ▶ For a better understanding of Vaults and how they can help you securely store and use credentials, check out this free [Vault Guide](#).

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CONSOLE SETTINGS

Learn the options that are available when inviting another representative into a session and identify the differences between inviting an internal rep versus an external rep.

Workshop Overview:

- ▶ How to manage Rep Console Settings
- ▶ How to manage and create Custom Links
- ▶ Creating and managing Canned Messages
- ▶ Creating and deploying Canned Scripts
- ▶ Specials Actions and building Custom Special Actions

Key Benefits:

Remote Support Administrators can learn how to set up additional tools for their console users:

- ▶ Configure settings for console customization
- ▶ Use custom links to access related web applications
- ▶ Create consistent messaging for common customer interactions
- ▶ Simplify repetitive tasks and execute remote actions

Additional Resources:

To learn more, visit BeyondTrust Technical Documentation & Support:

- ▶ Review product documentation on each topic covered in the course:
 - [Rep Console Settings](#)
 - [Custom Links](#)
 - [Canned Messages](#)
 - [Canned Scripts](#)
 - [Special Actions](#)
- ▶ For more information about all the other tools available within the console and a visual breakdown of the icons and what they refer to: [BeyondTrust Remote Support Session Overview and Tools](#).
- ▶ Want to leverage CLI tools like issuing commands beyond the Console or a Support Session? Check out the [BeyondTrust Remote Support API Programmer's Guide](#).

REMOTE SUPPORT

SERVICENOW INTEGRATION

ServiceNow is a cloud-based workflow automation platform that enables organizations to improve operational efficiencies by streamlining and automating work tasks. Service desks and customer support organizations using ServiceNow can integrate with BeyondTrust Remote Support to improve service levels, centralize support processes, and strengthen compliance.

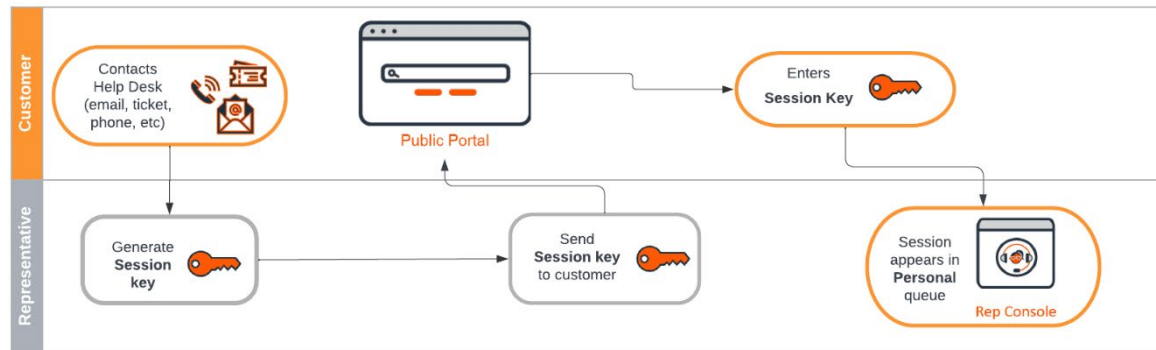
Workshop Overview:

- ▶ The various ways Reps can initialize connections to customer endpoints
- ▶ Review how events on a ticket get automatically tracked and updated
- ▶ See how details of the session get logged and ported over to ServiceNow and where to find them

Key Benefits:

- ▶ Generate RS Session Key from Incident
- ▶ Import RS Session Data into ServiceNow Record
- ▶ Jump to ServiceNow Configuration Item (requires Jump Client installation)
- ▶ Customer-Initiated Chat from ESS/Service Portal
- ▶ Access ServiceNow Records from the RS Rep Console
- ▶ Create Incidents Automatically from RS Sessions (via API)

Customer Initiated Sessions: Session Key



Additional Resources:

To learn more, visit BeyondTrust Technical Documentation & Support:

- ▶ [Integrate ServiceNow ITSM Basic with BT Remote Support](#)
- ▶ [Integrate ServiceNow ITSM Enterprise with BT Remote Support](#)
- ▶ To see a full list of various integrations that are available for Remote Support visit [BeyondTrust Integrations: User Guides and Tutorials](#)