A Bomgar button will begin appearing as a shortcut on your desktop and integrated with your Microsoft tools.

When you click on any of these icons, the middle box will appear. Select the first option and you’ll be placed in the Bomgar queue for the next available Call Center representative.
AVAILABLE SUPPORT PERSONNEL SCREEN

• Displays the number of active Bomgar sessions in-work by each person

You can choose a specific rep by clicking on their name and your request for support will be placed in the queue for that individual. While the response may not be immediate, they will respond to you as soon as they can manage another session.