

Live Webinar Customer Showcase: Developing Modern Responsive Help Sites with MadCap Flare 11

Thursday, December 17, 8:00 AM PST

PRESENTED BY

Homer Christensen, Content Architect | Conga

Justin Brock, SEO Strategist | Bomgar



MEET OUR PRESENTERS

- Homer Christensen
 - » Content Architect
 - » 6 years working with MadCap Flare
 - » MadWorld 2016 Speaker



CONGASPHERE™

- Recently launched documentation site:
 - » Won two Customer Experience Recognition Awards at Information Development World 2015
 - Best In Show and Customer Support (Technical Communication)
 - » Features engaging, quirky graphics and a functional structure designed around the customer journey

CONGASPHERE™

- The Challenges
 - » Previous site was ineffectual
 - » Low customer ratings
 - » Difficult to update across web and PDF
 - » Expensive

CONGASPHERE™

- The Desired Results
 - » Single-source of documents for web, PDF, training, future
 - » Support for all levels of experience with the product
 - » Convert prospective customers
 - » Responsive design to support other devices
 - » Search engine optimization & analytics

PRE-FLARE

The screenshot shows the CongaSphere™ website. At the top, the Conga logo is on the left and CongaSphere™ is on the right. Below the logo is a navigation bar with links: Home, University, Live Support, System Status, and Back to Conga. A search bar is located below the navigation bar, with a dropdown menu set to 'Release' and a 'Go' button. Below the search bar, the text 'The Conga Suite' is displayed. Underneath, there are three columns representing different Conga products: Conga composer (Release 8), Conga composer (Release 7), and Conga courier (Schedule & Distribute Salesforce Reports). Each column includes a screenshot of the software interface, a list of links (Getting Started, Documentation, Index of Parameters, Webinars On Demand, Upcoming Webinars), and a 'Get It Now' button. The Conga courier column also has a 'No Longer Available' message.

CongaSphere™

Home / University / Live Support / System Status / Back to Conga

Release Search... Go Reset

The Conga Suite

Conga composer Release 8

Conga composer Release 7

Conga courier Schedule & Distribute Salesforce Reports

Getting Started
Documentation
Index of Parameters
Webinars On Demand
Upcoming Webinars

QuickStarts
Documentation
Index of Parameters
Webinars On Demand

Documentation

Get It Now

No Longer Available

Get It Now

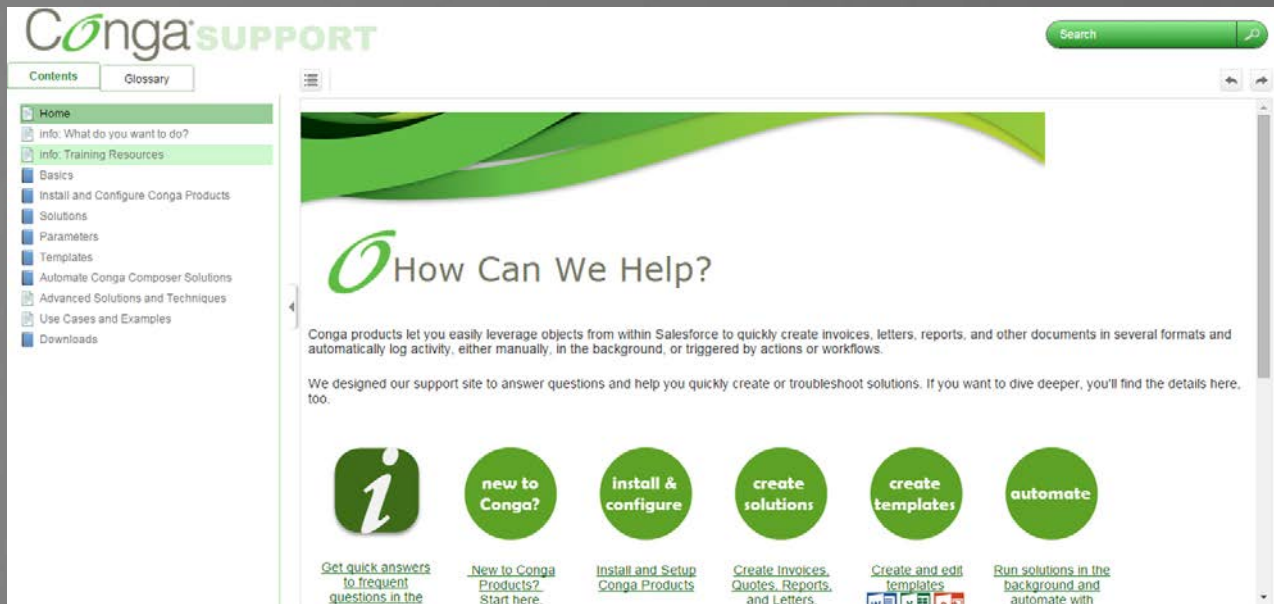


Conga + BOMGAR™

CONGASPHERE™

- The Solution
 - » Designed in 10 and re-designed again in 11
 - » Functional organization
 - » Accessible in multiple ways and levels
 - » Professional, unified design
 - Leakhana Penn - Visual Designer

EARLY TRI-PANE DESIGN



HOLY GRAIL OF TOP NAV



Conga
join the line!

LEARN PLAN BUILD CUSTOMIZE AUTOMATE ▼ PRODUCTS

Welcome to Congasphere™

The support site for the Conga suite of applications

LEARN	PLAN	BUILD	CUSTOMIZE	AUTOMATE
Get started with Conga	the features of your solution	the Conga Composer solution	functionality with parameters	for batched, scheduled and event-driven solutions
				

 Congasphere awarded Best of Show CERA. 

Search for topics. Use filters to narrow results.  

Conga applications quickly deliver formatted documents, presentations, and emails using
Salesforce data gathered with reports and queries.



PARTS OF THE PUZZLE

- Pre-Flare
 - » Design
 - » Navigation Structure
- Flare
 - » Master Pages & Skins
 - » TOC

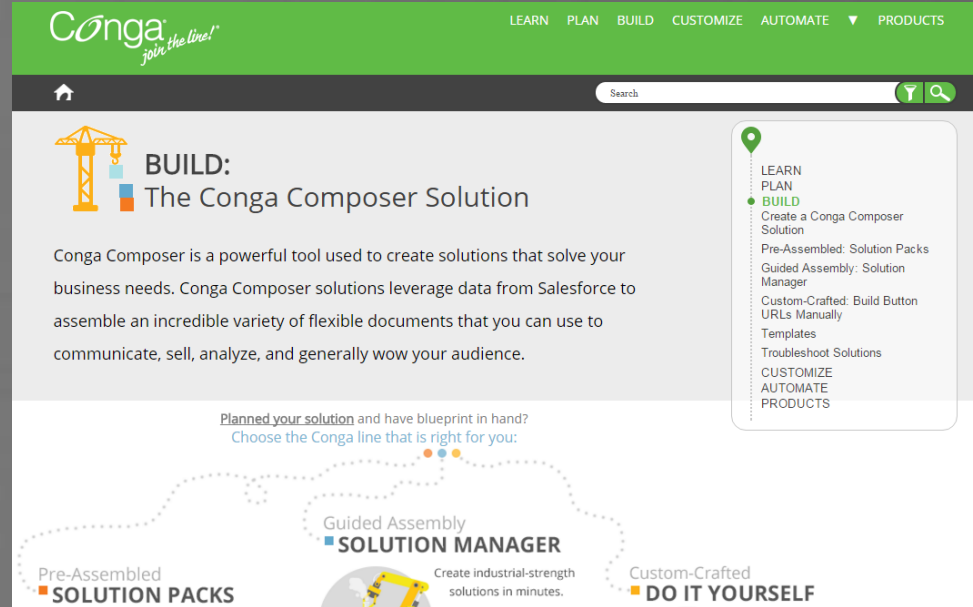
HOME PAGE

- Separate skin for:
 - » Main menu
 - » Search
- Missing:
 - » Breadcrumbs
 - » Side menu



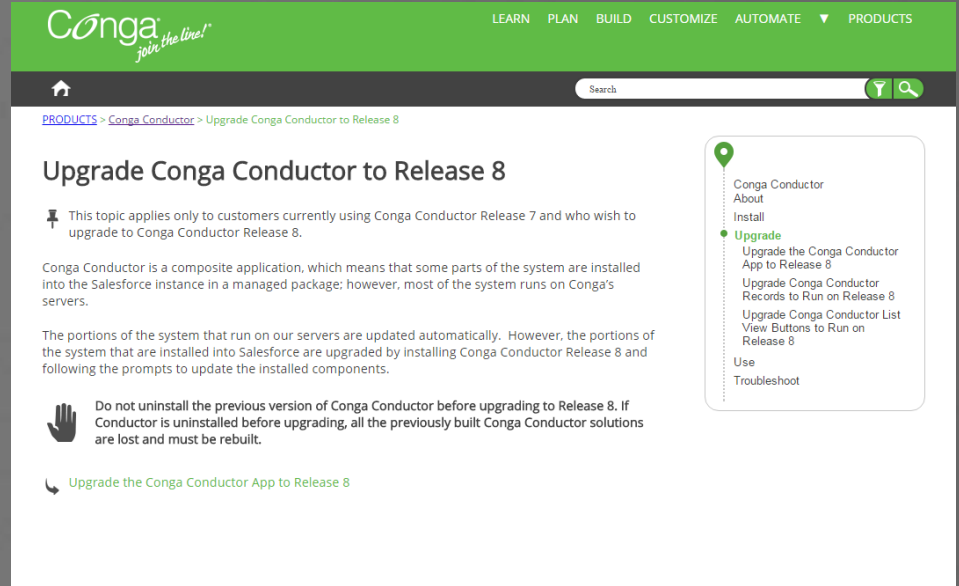
LANDING PAGE

- Proxies
 - » Menu
 - » Search
 - » Sidemenu
- Missing
 - » Breadcrumbs



BODY PAGES

- Default skin for project
- Proxies
 - » Menu
 - » Search
 - » Breadcrumbs
 - » Sidemenu



The screenshot displays the Conga website's body page for the 'Upgrade Conga Conductor to Release 8' article. The page features a green header with the Conga logo and navigation links (LEARN, PLAN, BUILD, CUSTOMIZE, AUTOMATE, PRODUCTS). A dark navigation bar contains a home icon, a search bar, and filter/search icons. The main content area has a breadcrumb trail: PRODUCTS > Conga Conductor > Upgrade Conga Conductor to Release 8. The article title is 'Upgrade Conga Conductor to Release 8'. A pin icon indicates that the topic applies only to customers currently using Conga Conductor Release 7 and who wish to upgrade to Release 8. The text explains that Conga Conductor is a composite application and that portions of the system are updated automatically. A warning icon states that the previous version of Conga Conductor should not be uninstalled before upgrading to Release 8. A link at the bottom says 'Upgrade the Conga Conductor App to Release 8'. On the right, a sidebar menu lists links: Conga Conductor, About, Install, Upgrade (highlighted), Upgrade the Conga Conductor App to Release 8, Upgrade Conga Conductor Records to Run on Release 8, Upgrade Conga Conductor List View Buttons to Run on Release 8, Use, and Troubleshoot.

NONE SKIN FOR PRODUCT INTEGRATION

- Body proxy only
- Used for product integration
 - » Hides menu, search, footer, and other items
 - » Clean look
 - » Links: remove, open in new window, or condition out for the integrated project

INTEGRATION: CONGASPHERE™

The screenshot displays the Conga Sphere web application interface. At the top, a green header bar contains the Conga logo and navigation links: LEARN, PLAN, BUILD, CUSTOMIZE, AUTOMATE, and PRODUCTS. Below the header is a dark navigation bar with a home icon, a search bar, and a location pin icon. The main content area is titled 'Activity Logging Parameter' and includes a status indicator showing 'Release 8' as successful (green checkmark) and 'Release 7' as failed (red X). The parameter is named 'AC2' and has a value of '[0 or 1]'. It requires '&AC0=1'. A section titled 'USAGE' shows the parameter is used in '&AC2=1'. A 'Save Text' section explains that this parameter determines whether to save the text of a Word document (post-merge) to the body of the Activity (Task). It notes that this feature works only with Microsoft Word templates. Below this is a table with two columns: 'Value' and 'Definition'.

Value	Definition
0	Save text is set to none.
1	Save text is set to Document Text (Word only). (Default)

At the bottom of the page, there is an 'Index' section with a link to 'Index of Parameters'.





INTEGRATION: CONGA COMPOSER

▼ Conga Composer Parameters

Composer Parameter List

Search:



Name	Description
Activity Logging Parameters (22)	
AC0	Automatic Activity Logging
AC1	Activity Subject
AC2	Save Text
AC3	Follow-Up Date
AttachmentParentId	Attachment Parent ID
DocFolderId	Specifies the location where documents will be saved
LG6	Sets the Assigned To field in the Follow-Up Activity
LG7	Sets the Activity Subject in the Follow-Up Activity
LGParentId	Override the default record against which a completed task is crea...
LGWhoId	Specifies the WhoId
MFTS0	Master Field to Set
MFTS1	Master Field to Set
MFTS2	Master Field to Set
MFTSId0	Set a field on a non-Master record
MFTSId1	Set a field on a non-Master record
MFTSId2	Set a field on a non-Master record
MFTSValue0	Master Field to Set Value
MFTSValue1	Master Field to Set Value
MFTSValue2	Master Field to Set Value
SC0	Save a Copy
SC1	Save a Copy Location
UF0	Update Fields
Adobe PDF Template Parameters (11)	

Parameter Definition

Select Parameter

AC2

Parameter Value: [0 or 1]

* Requires: &AC0=1


USAGE

* &AC0=1

&AC2=1

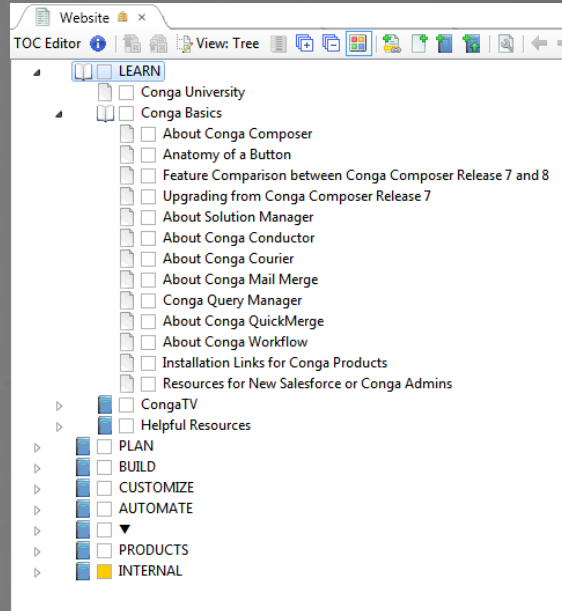
Save Text

Determines whether to save the text of a Word document (post-merge) to the body of the Activity (Task).

 This feature works only with Microsoft Word templates.

Value	Definition
0	Save text is set to none.
1	Save text is set to Document Text (Word only). (Default)

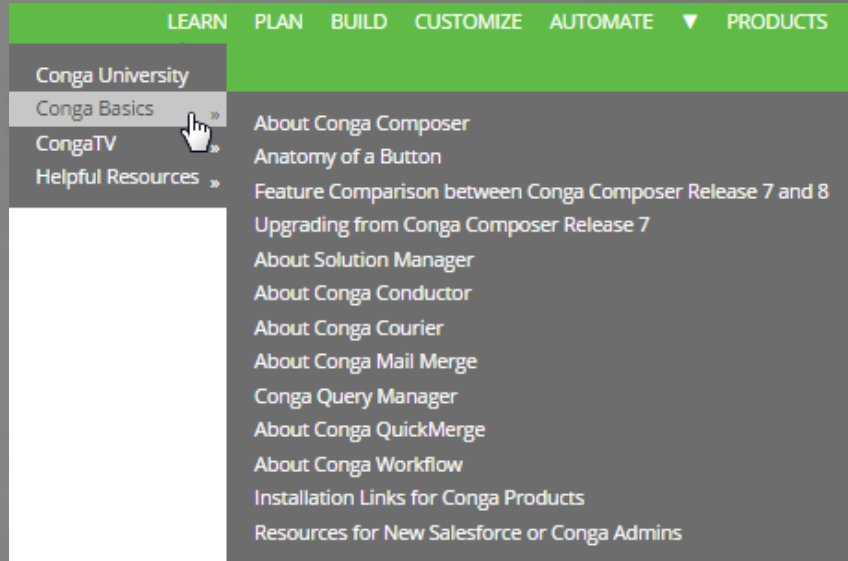
TABLES OF CONTENT



The screenshot shows a web browser window with a 'Website' tab and a 'TOC Editor' interface. The 'View: Tree' button is active. The table of contents is structured as follows:

- LEARN
 - Conga University
 - Conga Basics
 - About Conga Composer
 - Anatomy of a Button
 - Feature Comparison between Conga Composer Release 7 and 8
 - Upgrading from Conga Composer Release 7
 - About Solution Manager
 - About Conga Conductor
 - About Conga Courier
 - About Conga Mail Merge
 - Conga Query Manager
 - About Conga QuickMerge
 - About Conga Workflow
 - Installation Links for Conga Products
 - Resources for New Salesforce or Conga Admins
 - CongaTV
 - Helpful Resources
- PLAN
- BUILD
- CUSTOMIZE
- AUTOMATE
- ▼
- PRODUCTS
- INTERNAL

TOCs IN ACTION



LEARN PLAN BUILD CUSTOMIZE AUTOMATE ▼ PRODUCTS

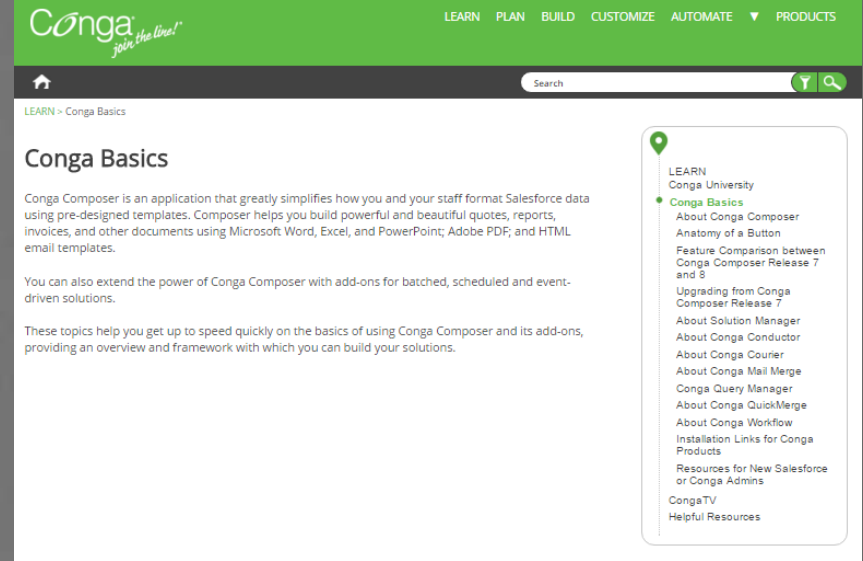
Conga University

Conga Basics ¹⁰

CongaTV ³⁶

Helpful Resources [»]

- About Conga Composer
- Anatomy of a Button
- Feature Comparison between Conga Composer Release 7 and 8
- Upgrading from Conga Composer Release 7
- About Solution Manager
- About Conga Conductor
- About Conga Courier
- About Conga Mail Merge
- Conga Query Manager
- About Conga QuickMerge
- About Conga Workflow
- Installation Links for Conga Products
- Resources for New Salesforce or Conga Admins



Conga *join the lines!*

LEARN PLAN BUILD CUSTOMIZE AUTOMATE ▼ PRODUCTS

Search

LEARN > Conga Basics

Conga Basics

Conga Composer is an application that greatly simplifies how you and your staff format Salesforce data using pre-designed templates. Composer helps you build powerful and beautiful quotes, reports, invoices, and other documents using Microsoft Word, Excel, and PowerPoint; Adobe PDF; and HTML email templates.

You can also extend the power of Conga Composer with add-ons for batched, scheduled and event-driven solutions.

These topics help you get up to speed quickly on the basics of using Conga Composer and its add-ons, providing an overview and framework with which you can build your solutions.

- LEARN
- Conga University
 - Conga Basics
 - About Conga Composer
 - Anatomy of a Button
 - Feature Comparison between Conga Composer Release 7 and 8
 - Upgrading from Conga Composer Release 7
 - About Solution Manager
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 - About Conga Workflow
 - Installation Links for Conga Products
 - Resources for New Salesforce or Conga Admins
- CongaTV
- Helpful Resources



CONGASPHERE™

LEARN

Get started with Conga



PLAN

the features of your solution



BUILD

the Conga Composer solution



CUSTOMIZE

functionality with parameters



AUTOMATE

for batched, scheduled and event-driven solutions



congasphere.com



Conga + BOMGAR™

MEET OUR PRESENTERS

- Justin Brock
 - » SEO Strategist
 - » MadWorld 2016 Speaker



BOMGAR TECHNICAL DOCUMENTATION

- Updated to Flare 11
 - » Moved from Flare 8 HTML5 to Flare 11 Top Nav Advanced
 - » Responsive, Foundation Layouts, Innovative Snippets

WHY CARE ABOUT SEO?

- Our users search Google for help with our product

Why should
I care
about SEO
for Flare?

Has Google become
the new F1? What
about mobile?

Image credit: <http://goo.gl/oUL4Qf>



THE CORRECT ANSWER IS “GOOGLE”

- Actual question on Bomgar Job Interview

Developer Job Interview Question #137:

Let's say you run into something you don't know how to do. What is your first step to solving it?

- a) Ask another developer for help
- b) Refer to your college text books
- c) Leave it for someone else to figure out
- d) Search Google**

Incidentally, if you're interested: <http://www.bomgar.com/jobs>



BOMGAR TECHNICAL DOCUMENTATION

- The Challenges
 - » We had *hacked together* our SEO-friendly Flare (Flarestrap.com)
 - » Flare 11 *baked in* most of the features we needed
 - » Needed to map the old project to the new without losing SEO gains we had achieved
 - » Future-proof our projects

BOMGAR TECHNICAL DOCUMENTATION

- The Desired Results
 - » First, do no harm
 - » Increase non-brand search
(Could people discover us by searching a problem?)
 - » Improve UX

BOMGAR TECHNICAL DOCUMENTATION

- Solution
 - » Navigation – from Snippets to TOC
 - » Page Layout – Foundation is your friend
 - » Google Custom Search Engine
 - » Analytics
 - » SEO didn't break

NAVIGATION

Old

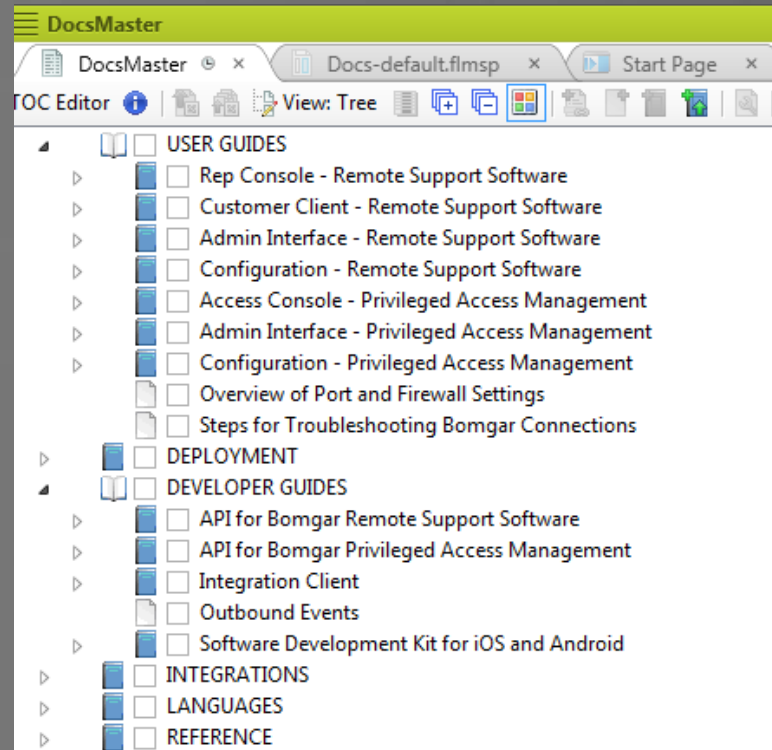
- Navigation Snippet
- Hardcoded links
- Manual updates

```
navigation.flstp
Start Page
Text Editor
1 <?xml version="1.0" encoding="utf-8"?>
2 <html xmlns:MadCap="http://www.madcapsoftware.com/Schemas/MadCap.xsd" MadCap:lastBlockDepth="15" MadCap:lastHeight="1642" MadCap:lastWidth="301"
3 ignoredWords="PDFs">
4 <head>
5 </head>
6 <body>
7 <div id="printhead">
8 
9 </div>
10 <div class="navbar yamm navbar-inverse navbar-fixed-top">
11 <div class="navbar-inner">
12 <div class="container" role="navigation">
13 <button type="button" class="btn btn-navbar" data-toggle="collapse" data-target=".nav-collapse"><span class="icon-bar"></span><span class="icon-bar"></span><span class="icon-bar"></span>
14 Desktop Control" style="border: none;mc-thumbnail: none;height: 20px;" /></a>
15 <div class="nav-collapse collapse">
16 <ul class="nav" role="navigation">
17 <li><a href="http://www.bomgar.com/" class="brand">
19 <li class="dropdown"><a href="https://www.bomgar.com/docs/content/index.htm"><i class="icon-home icon-white"></i> </a>
20 </li>
21 <li class="dropdown"><a href="https://www.bomgar.com/docs/content/remote-support.htm" class="dropdown-toggle" data-t
22 </li>
23 <li class="dropdown"><a href="https://www.bomgar.com/docs/content/webhelp/documents.htm" title="Remote Support PDF Library">PD
24 </li>
25 <li class="dropdown"><a href="https://www.bomgar.com/docs/content/videos/index.htm" title="Remote Support Videos">Videos</a>
26 </li>
27 <li class="dropdown"><a href="https://www.bomgar.com/docs/content/privileged-access/index.htm" class="dropdown-toggle"
28 </li>
29 <li class="dropdown"><a href="https://www.bomgar.com/docs/content/privileged-access/index.htm" title="Privileged Access Manage
30 </li>
31 <li class="dropdown"><a href="https://www.bomgar.com/docs/content/privileged-access/documents.htm" title="Privileged Access Ma
32 </li>
33 <li class="dropdown"><a href="https://www.bomgar.com/docs/content/languages/index.htm" class="dropdown-toggle" data-t
34 </li>
35 <li class="dropdown"><a href="https://www.bomgar.com/docs/content/languages/index.htm" class="dropdown-toggle" data-t
36 </li>
```

NAVIGATION

NEW!!

- Primary Navigation defined by TOC
- Secondary Navigation defined by miniTOC
- No Manual updates



RESPONSIVE NAVIGATION

Present the same content
to all screen sizes

Bomgar Technical Documentation

Technical Guides, Help Articles, Tutorials, and More

Remote Support Software

Bomgar Remote Support Software enables support organizations to access and support nearly any remote computer or mobile device. Troubleshoot PCs and servers, provide remote assistance, train remote employees, or perform system maintenance . . . all with the highest levels of security.

- [Online Guides](#)
- [PDF Library](#)
- [Videos](#)

Not a customer? Learn more about [Bomgar Remote Support Software](#).

Privileged Access Management

Bomgar Privileged Access Management empowers security professionals to control, monitor and manage remote IT vendors and privileged users' access to critical systems.

- [Online Guides](#)
- [PDF Library](#)

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B

TECH DOCS

Bomgar Technical Documentation

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Remote Support Software

Privileged Access Management

Bomgar Remote Support Software enables support organizations to access and support nearly any

B

Bomgar Technical Documentation

Technical Guides, Help Articles, Tutorials, and More



PRIMARY NAVIGATION

Defined by TOC

No Manual Updates



Bomgar Technical Documentation

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Technical Guides, Help Articles, Tutorials, and More

Search Bomgar Documentation



Support Software

Support Software enables support organizations to access and support nearly any remote computer or mobile device. Support Software can be used to remotely troubleshoot PCs and servers, provide remote assistance, train remote employees, or perform system maintenance ... all with the highest levels of security.

Privileged Access Management

Bomgar Privileged Access Management empowers security professionals to control, monitor and manage remote IT systems. It provides secure access to critical systems for vendors and privileged users' access to critical systems.

- [Online Guides](#)
- [PDF Library](#)



Back «

USER GUIDES

[Rep Console - Remote Support Software »](#)

Customer Client - Remote Support Software »

Admin Interface - Remote Support Software »

Configuration - Remote Support Software »

Access Console - Privileged Access Management »

Admin Interface - Privileged Access Management »

Configuration - Privileged Access Management »

Overview of Port and Firewall Settings

Steps for Troubleshooting Bomgar Connections



Back «

Rep Console - Remote Support Software

Desktop Rep Console »

[iOS Rep Console »](#)

Android Rep Console »

Back «

iOS Rep Console

[Install the Bomgar App](#)

Rep Console App »

Session Actions »

Screen Share

System Information

More Options

Summary and Notes

SECONDARY NAVIGATION

Defined by miniTOC
“Related Topics”

Search Bomgar Documentation

USER GUIDES > Rep Console - Remote Support Software > iOS Rep Console > Login to the Representative Console for iOS

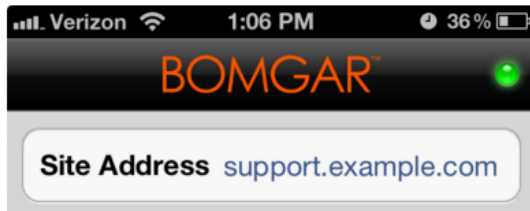
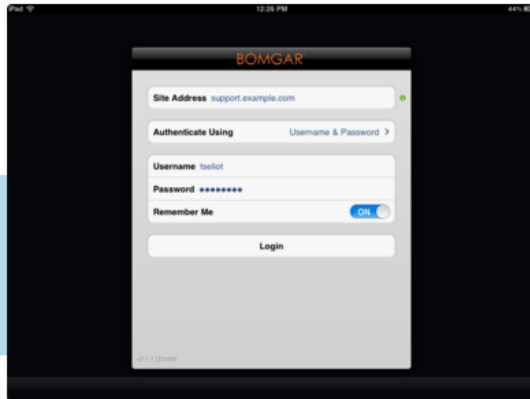


Login to the Representative Console for iOS

From the login screen, enter your Bomgar site hostname, such as support.example.com. Then enter the username and password associated with your Bomgar user account. You can choose to have the Bomgar representative console remember your login credentials. Then tap **Login**.

Note: Your administrator may require you to be on an allowed network to log into the console. This network restriction may apply only the first time you log in or every time. This restriction does not apply to rep invites.

Alternatively, if you have been invited by another representative to join a session one time only, tap **Authenticate Using** and select **Rep Invite Key**.



Related Topics

[iOS Rep Console](#)[Install the Bomgar App](#)[> Rep Console App](#)[Settings](#)[Session Keys](#)[Support Session Queues](#)[Active Sessions](#)[Jump Clients](#)[Team Chat](#)[Dashboard](#)[Session Actions](#)[Screen Share](#)[System Information](#)[More Options](#)[Summary and Notes](#)

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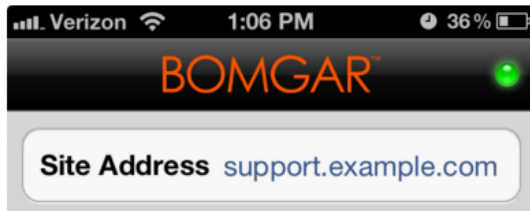
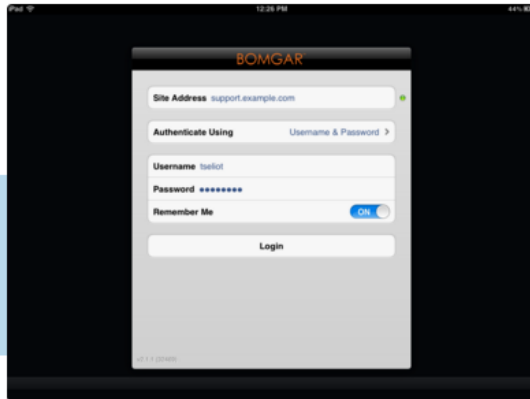


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More Options

Summary and Notes

MINITOC FOR NAVIGATION

Parent

Siblings

Children

Conga + BOMGAR[®]

PAGE LAYOUT

Foundation vs. Bootstrap



Bootstrap is the most popular HTML, CSS, and JS framework for developing responsive, mobile first projects on the web.

[Download Bootstrap](#)

Currently v3.3.6



Get up to speed with this exclusive O'Reilly report about microservices & SOA.

ads via Carbon

Foundation

The most advanced responsive front-end framework in the world.

[Download Foundation 6](#)

★ 22.0k GitHub stars

🐦 @ZURBfoundation



Bootstrap

```
<div class="row">
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
  <div class="col-md-1">.col-md-1</div>
</div>
```

Foundation

```
<div class="row">
  <div class="small-2 large-4 columns"><!-- ... --></div>
  <div class="small-4 large-4 columns"><!-- ... --></div>
  <div class="small-6 large-4 columns"><!-- ... --></div>
</div>
<div class="row">
  <div class="large-3 columns"><!-- ... --></div>
  <div class="large-6 columns"><!-- ... --></div>
  <div class="large-3 columns"><!-- ... --></div>
</div>
<div class="row">
  <div class="small-6 large-2 columns"><!-- ... --></div>
  <div class="small-6 large-8 columns"><!-- ... --></div>
  <div class="small-12 large-2 columns"><!-- ... --></div>
</div>
```

Search Bomgar Documentation

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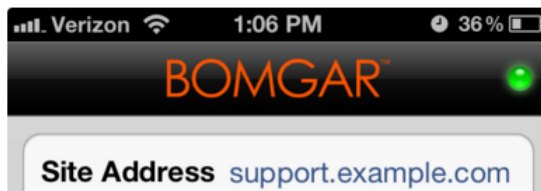
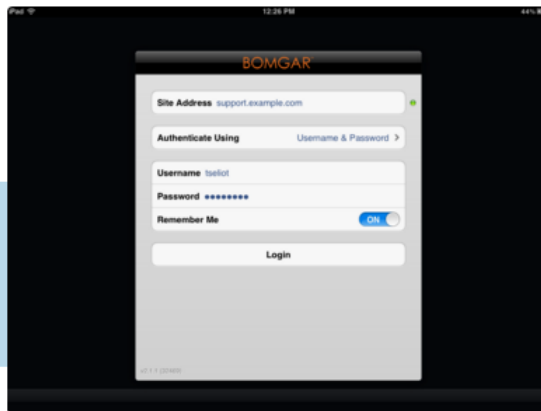


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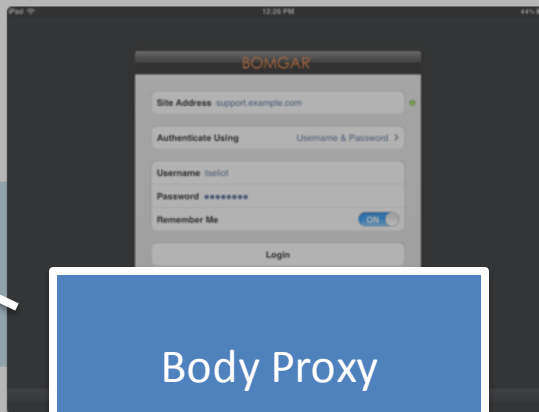
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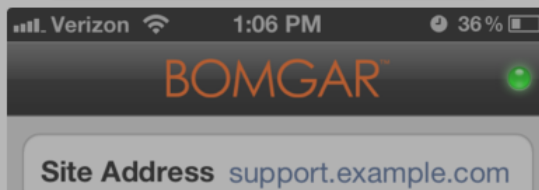
From the login screen, enter your Bomgar site hostname, such as support.example.com. Then enter the username and password associated with your Bomgar user account. You can choose to have the Bomgar representative console remember your login credentials. Then tap **Login**.

Note: Your administrator may require you to be on an allowed network to log into the console. This network restriction may apply only the first time you log in or every time. This restriction does not apply to rep invites.

Alternatively, if you have been invited by another representative to join a session one time only, tap **Authenticate Using** and select **Rep Invite Key**.



Body Proxy



Related Topics

- iOS Rep Console
- Install the Bomgar App
- > **Rep Console App**
- Settings
- Session Keys
- Support Session Queues
- Active Sessions
- Jump Clients
- Team Chat
- Dashboard
- Session Actions
- Screen Share
- System Information
- More Options
- Summary and Notes

MiniTOC

ZE CODE

```
<body>
  <div id="contentBody" class="off-canvas-main">
    <div id="content-section" class="mc-blurb">
      <div class="row outer-row">
        <MadCap:snippetBlock src="../../Snippets/docs/docs-search.fl SNP" />
        <div class="sideContent">
          <div class="clearfix">
            <MadCap:topicToolBarProxy />
          </div>
        </div>
        <MadCap:breadcrumbsProxy />
        <div class="small-12 medium-12 large-8 columns">
          <MadCap:bodyProxy />
        </div>
        <div class="small-12 medium-12 large-4 columns MiniTocNav">
          <h4>Related Topics</h4>
          <MadCap:menuProxy data-mc-skin="/Project/Skins/Docs11-SideMenu.fl skn" class="MiniTocNavList" />
        </div>
      </div>
    </div>
    <MadCap:snippetBlock src="../../Snippets/docs/docs-footer.fl SNP" />
  </div>
  <MadCap:snippetBlock src="../../Snippets/docs/docs-footerscripts.fl SNP" />
</body>
```

ZE CODE

```
<body>
  <div id="contentBody" class="off-canvas-main">
    <div id="content-section" class="mc-blurb">
      <div class="row outer-row">
        <MadCap:snippetBlock src="../../Snippets/docs/docs-search.flisnp" />
        <div class="sideContent">
          <div class="clearfix">
            <MadCap:topicToolBarProxy />
          </div>
        </div>
        <MadCap:breadcrumbsProxy />
        <div class="small-12 medium-12 large-8 columns">
          <MadCap:bodyProxy />
        </div>
        <div class="small-12 medium-12 large-4 columns MiniTocNav">
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        </div>
      </div>
    </div>
    <MadCap:snippetBlock src="../../Snippets/docs/docs-footer.flisnp" />
  </div>
  <MadCap:snippetBlock src="../../Snippets/docs/docs-footerscripts.flisnp" />
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ZE CODE

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        </div>
      </div>
    </div>
    <MadCap:snippetBlock src="../Snippets/docs/docs-footer.fl SNP" />
  </div>
  <MadCap:snippetBlock src="../Snippets/docs/docs-footerscripts.fl SNP" />
</body>
```

SEARCH SNIPPET

Powered by
Google Custom Search Engine



Make searching your site easy

[Sign in to Custom Search Engine](#)

With Google Custom Search, add a search box to your homepage to help people find what they need on your website.



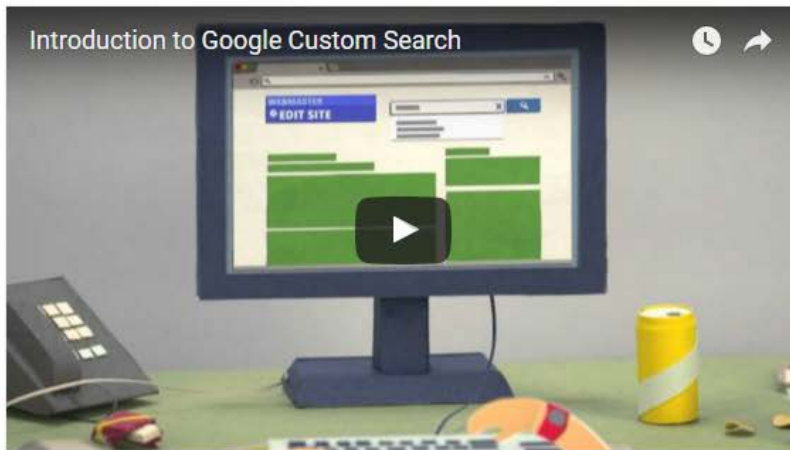
Sign up for the basics - it's free

- Get fast and relevant search results
- Customize the look of the search results to match your site's design
- Make money off the ads we show using [AdSense for Search](#)



More control, if you need it

- Starting at \$100 a year, increase the ways you can fine-tune the design (like opting out of the ads or the Google branding)
- Get additional powerful features for small and large businesses
- [Learn more](#)



Learn more with our [Blog](#), [developer documentation](#), [FAQs](#) and [discussion group](#).

GOOGLE SEARCH FORM

- Google Custom Search Engine
- Snippet
- Set results page with *form action*

```
docs-search.flslnp
Text Editor 8:13
1 <?xml version="1.0" encoding="utf-8"?>
2 <html xmlns:MadCap="http://www.madcapsoftware.com/Schemas/MadCap.xsd">
3   <head>
4   </head>
5   <body>
6     <form action="https://www.bomgar.com/docs/content/search.htm" id="searchbox">
7       <input type="hidden" name="cx" value="013318081357045656395:zksuoqczwuo" />
8       <input type="hidden" name="cof" value="FORID:9" />
9       <input type="hidden" name="ie" value="UTF-8" />
10      <input class="small-12 medium-offset-2 medium-8 large-offset-2 large-8 center"
11        type="search" placeholder="Search Bomgar Documentation" onfocus="this.placeholder = ''"
12        onblur="this.placeholder = 'enter your search query'" name="q" border="0" />
13    </form>
14  </body>
15 </html>
```

GOOGLE SEARCH RESULTS

- Topic page
- Full-width layout
- Embed Google Search Results script



```
search.htm
docs-search.flmsp

Text Editor 1:1

1 <?xml version="1.0" encoding="utf-8"?>
2 <html xmlns:MadCap="http://www.madcapsoftware.com/Schemas/MadCap.xsd" MadCap:lastBlockDepth=
  "11" MadCap:lastHeight="139" MadCap:lastWidth="710">
3   <head>
4     <style>
5       html {
6         mc-master-page: url(resources/masterpages/docs-search.flmsp);
7       }
8     </style>
9     <title>Search Bomgar Support Docs</title>
10    <link rel="canonical" href="https://www.bomgar.com/docs/content/search.htm" />
11    <meta name="description" content="Search Bomgar Technical Documentation." />
12  </head>
13  <body>
14    <div id="cse-search-results">
15      <script type="text/javascript"> /*  */
16        (function() {
17          var cx = '013318081357045656395:zksuoqczwuo';
18          var gcse = document.createElement('script');
19          gcse.type = 'text/javascript';
20          gcse.async = true;
21          gcse.src = (document.location.protocol == 'https:' ? 'https:' : 'http:') +
22            'https://www.google.com/cse/cse.js?cx=' + cx;
23          var s = document.getElementsByTagName('script')[0];
24          s.parentNode.insertBefore(gcse, s);
25        })();
26      /* ]]&gt; */&lt;/script&gt;
27      &lt;div class="gcse-searchresults-only"&gt;
28      &lt;/div&gt;
29    &lt;/div&gt;
30  &lt;/body&gt;
31 &lt;/html&gt;</pre></div>
```

GOOGLE SEARCH SETTINGS

- Promotions!
- Highlight new content or more relevant articles

Custom Search

New search engine

▼ Edit search engine

Bomgar Support D ▾

Setup

Look and feel

Search features

Statistics and Logs

Business

► Help

Send Feedback

Promotions

Refinements

Autocomplete

Synonyms

Advanced

Create a promotion to display a specific link at the top of search results. [Learn more](#)

Enable promotions

ON

Enable promotions inside Autocomplete. ?

ON

Add

Delete

1- 10 of 11

<

>

<input type="checkbox"/> Query	Title	Status
<input type="checkbox"/> ipad.ios,iphone	Supporting Apple iOS De... http://www.bomgar.com/docs/con...	Active
<input type="checkbox"/> ipad.ios,iphone	iPad Rep Console Guide http://www.bomgar.com/docs/con...	Active
<input type="checkbox"/> jump.jump client	Jump Clients (Remote Ac... http://www.bomgar.com/products/...	Active

Search

Search Bomgar Documentation

Web Image

All results [Default](#) [PDFs Only](#) [Videos Only](#)

About 693 results (0.55 seconds)

Sort by: **Relevance**

[Supporting Apple iOS Devices?](#)

View the guide for supporting **iPad**, iPhone and iPod touch with Bomgar

<http://www.bomgar.com/docs/content/platforms/apple-ios/supporting-apple-ios.htm>

[iPad Rep Console Guide](#)

How to support remote systems from your **iPad**

<http://www.bomgar.com/docs/content/rep-ios/index.htm>

[Apple iOS Support](#)

Apple iOS Support for Reps and Clients

<http://www.bomgar.com/products/platforms/apple-ios>



[Bomgar iOS Customer Client – iPhone & iPad Support](#)

Bomgar offers the most robust remote support capabilities available for the iPhone and **iPad**. Watch how the Bomgar customer client allows technicians ...

<https://www.bomgar.com/docs/content/videos/ioscustomerclient.htm>

Labeled [Default](#) [Videos Only](#)

Search

Search Bomgar Documentation

Web Image

All results Default PDFs Only Videos Only

About 693 results (0.55 seconds)

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<https://www.bomgar.com/docs/content/videos/ioscustomerclient.htm>

Labeled [Default](#) [Videos Only](#)

ANALYTICS

Know more about your audience



**Mariam Naficy**

Founder & CEO, Minted

Measure, learn, and grow.

Google Analytics lets you do more than measure sales and conversions. It also gives insights into how visitors find and use your site, and how to keep them coming back.

[SIGN UP FOR FREE](#)

“Google Analytics helped us optimize our art marketplace,

CODE SNIPPET

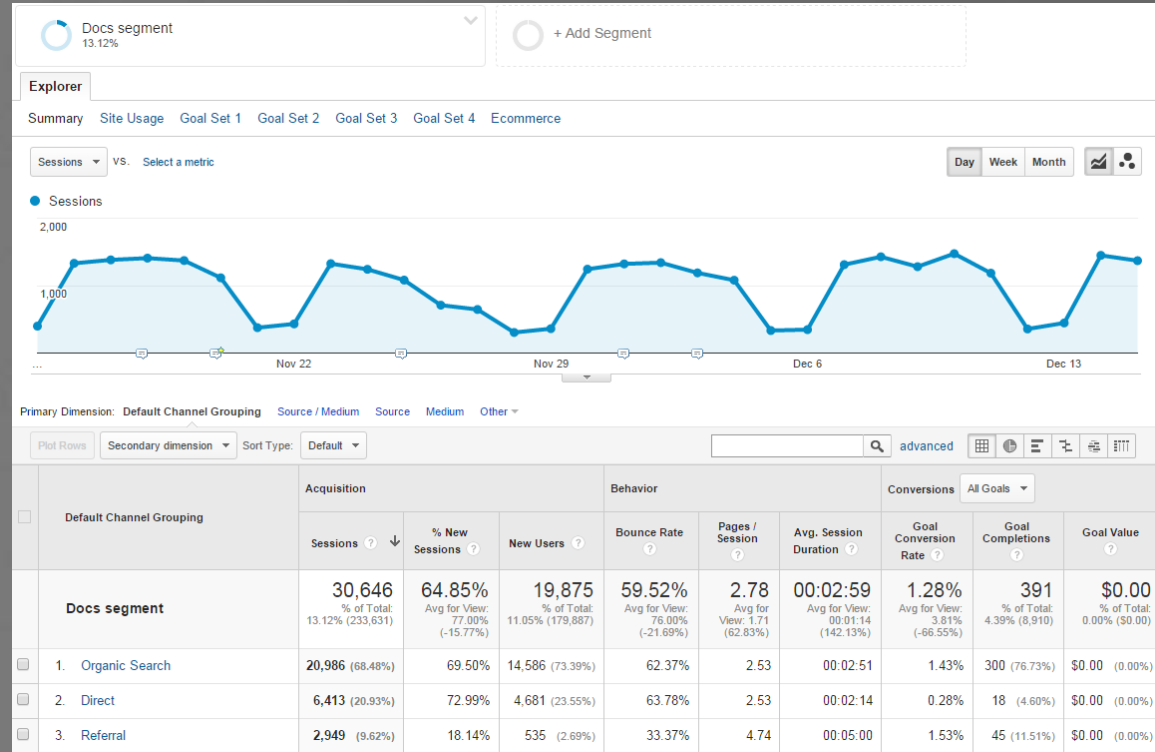
- Insert script on your Masterpages
- Done

```
<!-- Google Universal Analytics -->
<script type="text/javascript"/* <![CDATA[ */
    (function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function(){
    (i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new Date();a=s.createElement(o),
    m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefore(
a,m)
    })(window,document,'script','//www.google-analytics.com/analytics.js','ga');

    ga('create', 'UA-XXXXXX-XX', 'bomgar.com');
    ga('send', 'pageview');
/* ]]> */</script>
```











TRAFFIC SOURCES

- How do your visitors find you
- Organic = search
- Direct = product?



CONTENT INSIGHTS

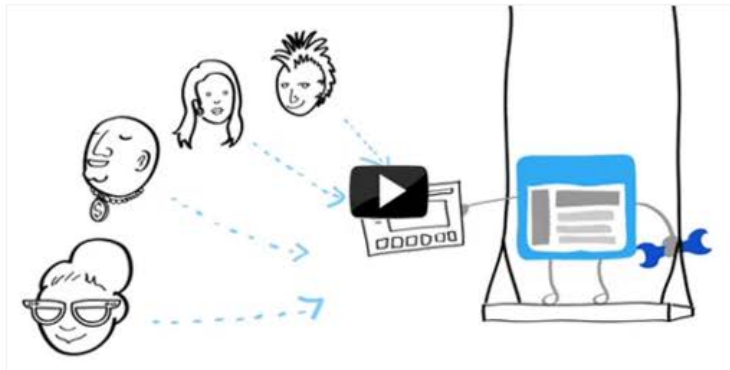
- What topics are they reading?
- What are they searching for?
- How long do they stay?

Page ?	Pageviews ? ↓	Unique Pageviews ?	Avg. Time on Page ?
Docs segment	85,143 % of Total: 21.36% (398,621)	66,684 % of Total: 19.38% (344,143)	00:01:40 Avg for View: 00:01:44 (-3.73%)
21. /docs/content/rep-console/how-to-use-the-representative-console.htm 	634 (0.74%)	537 (0.81%)	00:01:08
22. /support/changelog 	604 (0.71%)	305 (0.46%)	00:01:08
23. /docs/content/deployment/virtual/prerequisites.htm 	509 (0.60%)	412 (0.62%)	00:02:07
24. /remote-support 	479 (0.56%)	380 (0.57%)	00:01:15
25. /docs/content/features/security-providers/ldap-users/troubleshooting.htm 	464 (0.54%)	446 (0.67%)	00:05:12
26. /docs/content/rep-console/screen-sharing.htm 	458 (0.54%)	418 (0.63%)	00:02:01
27. /docs/content/release-notes/15.2/index.htm 	419 (0.49%)	265 (0.40%)	00:01:05
28. /docs/content/rep-console/settings.htm 	416 (0.49%)	378 (0.57%)	00:01:58
29. /docs/content/deployment/dmz/firewall-rules.htm 	415 (0.49%)	362 (0.54%)	00:02:59
30. /docs/content/admin/user-accounts.htm 	407 (0.48%)	383 (0.57%)	00:02:14

You want to be found on the web. We want to help.

Get data, tools and diagnostics for a healthy, Google-friendly site.

[Sign in to Search Console](#)



Search Console

Understand and improve your site in Google Search.
[Get started](#)



Webmaster Education

Videos and articles to help you get found on Google.
[Learn more](#)



Help Center

Fix problems and find answers to your questions.
[Get help](#)

CODE SNIPPET

- Use Google Analytics account
- Insert script on your home page
- Upload html file
- Done

Verification methods

History

☐

HTML tag
Add a meta tag to your site's home page.

☐

Domain name provider
Sign in to your domain name provider.

☐

Google Analytics
Use your Google Analytics account.

☐

Google Tag Manager
Use your Google Tag Manager account.

☐

HTML file upload
Already verified using this method.

Upload an HTML file to your site.

VERIFY

Not now

CRAWL OBSTACLES

- Search phrases
- SERP position
- Pages shown as query results

Search Analytics

Analyze your performance on Google Search. Filter and compare your results to better understand your user's search patterns. [Learn more.](#)

☒ Clicks ☒ Impressions ☐ CTR ☒ Position

▲ When grouping or filtering by pages, metrics are calculated by page. [Learn more.](#)

☒ Queries

No filter ▼

☐ Pages

+/-docs ▼

☐ Countries

No filter ▼

☐ Devices

No filter ▼

☐ Search Type

Web ▼

☐ Dates

Nov 16 - Dec 13 ▼

Total clicks

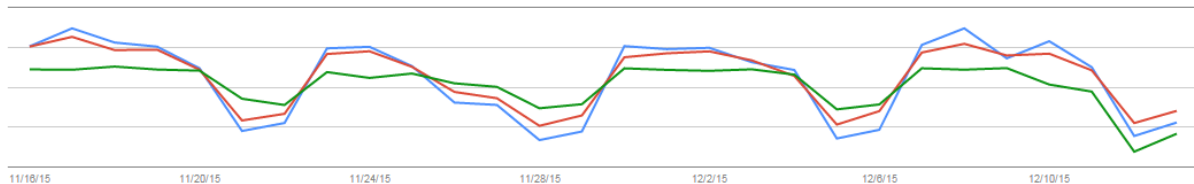
25,125

Total impressions

477,506

Avg. position

13.6



Queries		Clicks ▼	Impressions	Position	
1	bomgar jump client ↗	715	14,963	4.6	»
2	bomgar representative console ↗	387	4,268	2.5	»
3	ip configuration ↗	319	3,372	5.7	»
4	bomgar login ↗	180	2,575	6.4	»

CRAWL OBSTACLES

- Bad URLs
- Blocked content
- Load time

Site Errors

Showing data from the last 90 days

DNS 


Server connectivity 

Robots.txt fetch 


URL Errors

Status: 12/16/15

Desktop 

Smartphone 

Feature phone 

Server error 

36

Soft 404 

0

Access denied 

1

Not found 

211

Other 

2

60

45

30

15

SEO DIDN'T BREAK

Would switching to Top Nav Advanced hurt?



Audience Overview

Aug 25, 2015 - Dec 13, 2015

Compare to: May 5, 2015 - Aug 23, 2015

Email Export Add to Dashboard Shortcut



This report is based on 233,261 sessions (14.97% of sessions). [Learn more](#)



Docs Organic Entrances
-0.32%



+ Add Segment

Overview

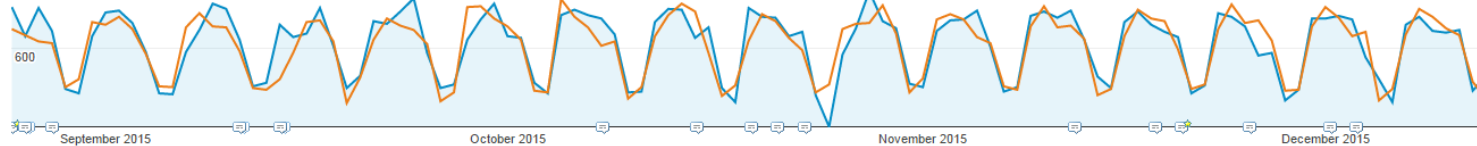
Sessions VS. Select a metric

Hourly Day Week Month

Aug 25, 2015 - Dec 13, 2015: Sessions

May 5, 2015 - Aug 23, 2015: Sessions

1,200



Sessions

Docs Organic Entrances

2.59%

70,132 vs 68,362



Users

Docs Organic Entrances

1.75%

58,768 vs 57,760



Pageviews

Docs Organic Entrances

8.78%

149,009 vs 136,977



Pages / Session

Docs Organic Entrances

6.04%

2.12 vs 2.00



Avg. Session Duration

Docs Organic Entrances



Bounce Rate

Docs Organic Entrances



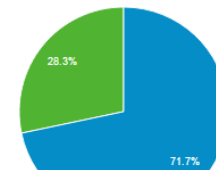
% New Sessions

Docs Organic Entrances



New Visitor Returning Visitor

Aug 25, 2015 - Dec 13, 2015



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QUESTIONS?

Email: panelists@madcapsoftware.com

