

TeamViewer Integration with ServiceDesk Plus by ManageEngine

Extend the Capabilities of ServiceDesk Plus with TeamViewer Cross-Platform Remote Control and Augmented Reality Support Capabilities

The increasing complexity of providing technical support for internal employees and external customers has posed a tremendous challenge for IT and customer support departments globally. IT leaders expect this trend to continue as the number and diversity of connected devices is estimated to double over the next decade. Customers demand high-quality customer support, which has become as important as the product itself when doing business.

That's why TeamViewer partnered with ManageEngine to integrate TeamViewer remote access, remote control, and augmented reality (AR) remote support seamlessly into the cloud version of ServiceDesk Plus.*

The TeamViewer integration with ServiceDesk Plus by ManageEngine empowers IT administrators and customer support specialists to remotely access and control corporate devices, provide IT services to internal employees, and troubleshoot technical issues for external customers — all from the ServiceDesk Plus platform.

**This integration is currently only available in the US.*

How It Works

After connecting ServiceDesk Plus to a TeamViewer licensed account, IT support representatives can securely connect to any device to enable a service or troubleshoot an issue. Customer support representatives can quickly and easily support customer devices using the ServiceDesk Plus ticketing system.

However, since organizations also need support beyond computers and software, that's where augmented reality remote support comes in. Through ServiceDesk Plus, experts can initiate augmented reality remote support video calls with customers or employees to see what they see through their smartphones or tablets, enabling them to troubleshoot hardware, machines, and other industrial equipment — without being there in person.

The end-to-end process for providing remote support is quick and intuitive, eliminating back-and-forth phone calls, frustrating emails, and inefficient support services.

Solution Highlights

Cross-Platform Support

Resolve technical issues by remotely accessing and controlling any computer from any kind of desktop or mobile device with TeamViewer remote support capabilities.

Efficient Communications

Create and join support sessions directly from the ticketing system, so you don't have to toggle back and forth between ServiceDesk Plus and your remote support solution.

Simplified Support Processes

Streamline collaboration and support processes, enabling customers to join remote sessions by clicking a TeamViewer link in automated email invitations.

Remote Onboarding

Accelerate application onboarding and reduce service calls by remotely guiding employees to configure and use corporate applications in real time, without compromising the security of corporate data.

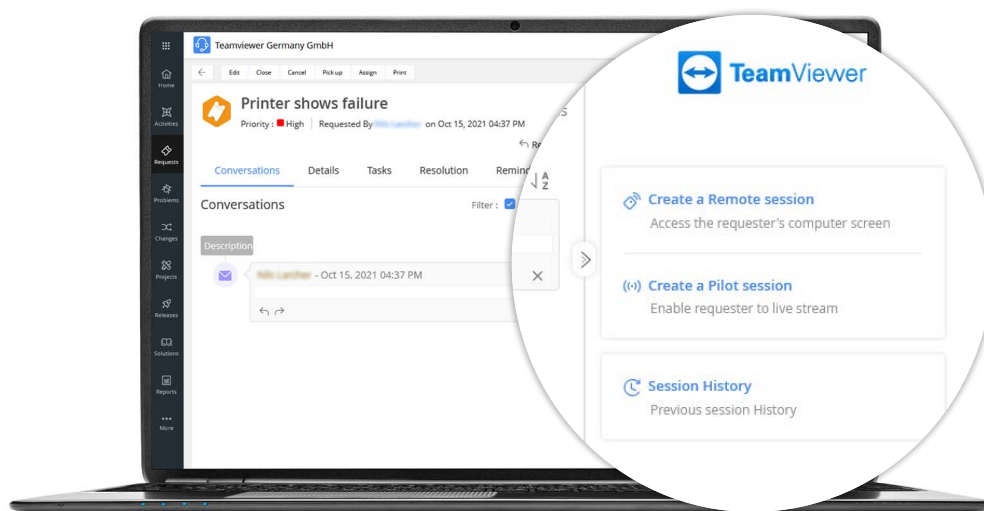


Figure 1: Create TeamViewer remote sessions directly from incident request forms in ServiceDesk Plus.

Key Features



Cross-Platform Remote Control

Resolve technical issues faster and boost productivity by remotely accessing and controlling any employee or customer device with the TeamViewer cross-platform remote support solution.



Fast One-Time Setup

With a fast one-time setup process, download the out-of-the-box TeamViewer integration for ServiceDesk Plus plugin and connect your licensed TeamViewer account to get going in minutes – no IT development, configuration, or training required.



Integrated Remote Sessions

Initiate remote sessions for remote control or augmented reality remote support directly from any request in ServiceDesk Plus, where you'll also get an overview of session and connection history.

Key Benefits



Improve IT Support Efficiency

Support representatives remotely connect to employee devices from within the ServiceDesk Plus ticket to diagnose and resolve software issues faster.



Create a Flexible Support Flow

Administrators create session requests and invite users directly from the ticket or any other screen through automated email.




Extend IT Capabilities

Extend the capabilities of your internal IT department by enabling them to connect to company resources directly from ServiceDesk Plus.

License Requirements

Integration	License
TeamViewer Remote Access and Remote Control	ServiceDesk Plus (Enterprise Plan) TeamViewer Tensor (Basic, Professional, Unlimited) Enterprise Integrations AddOn
TeamViewer Augmented Reality Remote Support	ServiceDesk Plus (Enterprise Plan) TeamViewer Assist AR Professional

Questions?

 1-800-638-0253 (Toll-Free)

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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