



AVAYA

Avaya is a leading provider of solutions for trusted customer dialog – "customer engagement" – and efficient collaboration – "team engagement" – as well as through a variety of channels on different devices. Avaya solutions enhance the customer experience, improve productivity, and increase profitability. The leading global contact center and unified communications technologies as well as services are available in a variety of flexible on-site or cloud solutions and can be easily integrated into third-party applications.

The Avaya Engagement Development Platform allows customers and partners to develop and adapt individual business applications in order to stay ahead of the competition. Avaya's fabric-based networking solutions simplify and accelerate the integration of business-critical applications and services. For more information, visit www.avaya.com

Challenges

- » [Customer support via mobile devices](#)
- » [Stable desktop sharing with low resource consumption](#)
- » [Easy to use](#)
- » [Remote maintenance with support for the latest product and market developments](#)

Solution

Avaya uses TeamViewer for collaboration between customers and support technicians, which includes support for mobile devices and the latest operating systems.

Always On Technical Customer Service With TeamViewer

Avaya guarantees customer support throughout Germany with TeamViewer, whenever and wherever the need arises.

Support is very important to Avaya. "In order for the communications system to always remain operational, proactive monitoring of system performance as well as the ability to rapidly identify and solve problems are essential," emphasized Thomas Wollenhaupt, an Avaya customer support engineer.

Therefore, the provider spared no effort in order to ensure a reliable operation as well as quick troubleshooting for maximum availability of the communication solution. For customer service technicians, the challenge was being able to respond to users quickly and provide help and support as needed.

Having remote control software with the ability to bring customers and technicians together online is invaluable. But Avaya found that not all solutions are comparable, as the software they previously used had significant shortcomings.

In addition to not offering regular updates, the software also lacked support for multiple operating systems and mobile devices. Quality and reliability were also a concern, as technicians encountered constant connectivity issues when attempting to work with customers.

This is what led to the IT department's search for an alternative. With TeamViewer, we quickly found a solution that not only compensates for the

shortcomings of the previous product but also provides future-proofing through continued development," said Wollenhaupt.

"TeamViewer is the right choice both technically speaking and in terms of price."

Avaya has been using TeamViewer since the beginning of 2015, and the remote control software now runs on approximately 300 support technicians' laptops.

"TeamViewer is like a Swiss Army Knife in that it opens up many application scenarios. And since it doesn't have server and infrastructure needs, it's easy to use," Wollenhaupt said. Customers benefit from always having a specialist available to lend support and solve a technical problem that exceeds the standard support. Customers simply launch TeamViewer's small QuickSupport application, then provide their ID to the technician to establish the connection. Technicians see the same screen as the users, so they can provide clear solutions and avoid misunderstandings due to communication gaps. The ability to transfer files in either direction helps save time for tasks like retrieving log files or installing patches.

Wollenhaupt explained that strong market acceptance played a role in choosing TeamViewer, since many of their customers already used it within their companies and Avaya's own help desk uses it internally for employee IT support.

Overall, he feels that efficiency and future-proofing are the main advantages Avaya gains from its TeamViewer use. Because the software requires little bandwidth and consumes few resources, it maintains high performance across various uses.

Plus, since TeamViewer can establish connections across firewalls, customers' computers can be accessible without needing them to modify their network security settings.

"This ability to support customers faster, more efficiently, and professionally also naturally improves our number of successful remote support sessions," Wollenhaupt said.

"TeamViewer is continuously developing and promptly supporting the latest product versions and innovations in the market."

One of the main reasons for the company's quick migration to

a newer version of TeamViewer was functionality to support mobile devices. "With TeamViewer, we have found the right long-term solution," said Wollenhaupt, who added that he expects the software to support the company into its future through its operational efficiency, competitive pricing, and constant development.



TeamViewer US LLC

TeamViewer is a leading provider of global connectivity solutions for remote access, support, and team collaboration. TeamViewer's flagship product has been activated on more than 1.8 billion devices to support over 40M sessions on any given day.

For more information about TeamViewer, visit:
www.teamviewer.com

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