



# TeamViewer Integrations **for freshworks Platforms**

TeamViewer prebuilt integrated apps for the freshworks platform enable you to extend freshservice, freshdesk, and freshchat products with cross-platform remote control and support capabilities.

# Are you ready for the modern challenges of remote support?

The increasing complexity of providing technical support to internal employees and external customers has posed a tremendous challenge to IT and customer support departments around the world. Moreover, with the diversity of devices expanding, this trend is expected to continue with the number of connected devices is expected to surpass 40 billion by 2025, according to IDC<sup>1</sup>.

On top of that, customers demand extremely high-quality, fast support when things go wrong, when they need onboarding assistance, or when they need help with technology issues. And for companies that want to succeed and stay competitive, the quality of their customer support has become as important as the product itself – especially in today's hypercompetitive market, where customer experience and engagement are critical to long-term brand success.

## Prebuilt TeamViewer Integrations for freshworks Products

For companies focused on acing customer engagement, freshworks offers a fresh approach to customer engagement. With refreshing business software, like freshdesk for customer support, freshservice for cloud-based ticketing, or freshchat for modern customer messaging, freshworks products are ready-to-go and easy-to-use, so you can delight your customers – every step of the way.

Partnering with freshworks to make their products even fresher with extended functionality for remote access and remote control, TeamViewer provides out-of-the-box integrated apps for:

- ✓ freshservice
- ✓ freshdesk
- ✓ freshchat

### Key Benefits

*For freshservice:*

- Remotely access and control any employee's device with the TeamViewer cross-platform solution to resolve technical issues faster.
- Provide employees with real-time guidance for configuring and using corporate applications.
- Enables IT departments to ensure smooth operation of corporate devices and better protection of corporate data.

*For freshdesk and freshchat:*

- Remotely access external customer devices to resolve product issues quickly and efficiently
- Reduce time-to-resolution
- Increase customer satisfaction

### Key Features

- Plug and play integration
- Seamless in-app support workflow
- Cross-platform compatibility
- Fast file transfers
- Secure remote access
- Easy remote device control

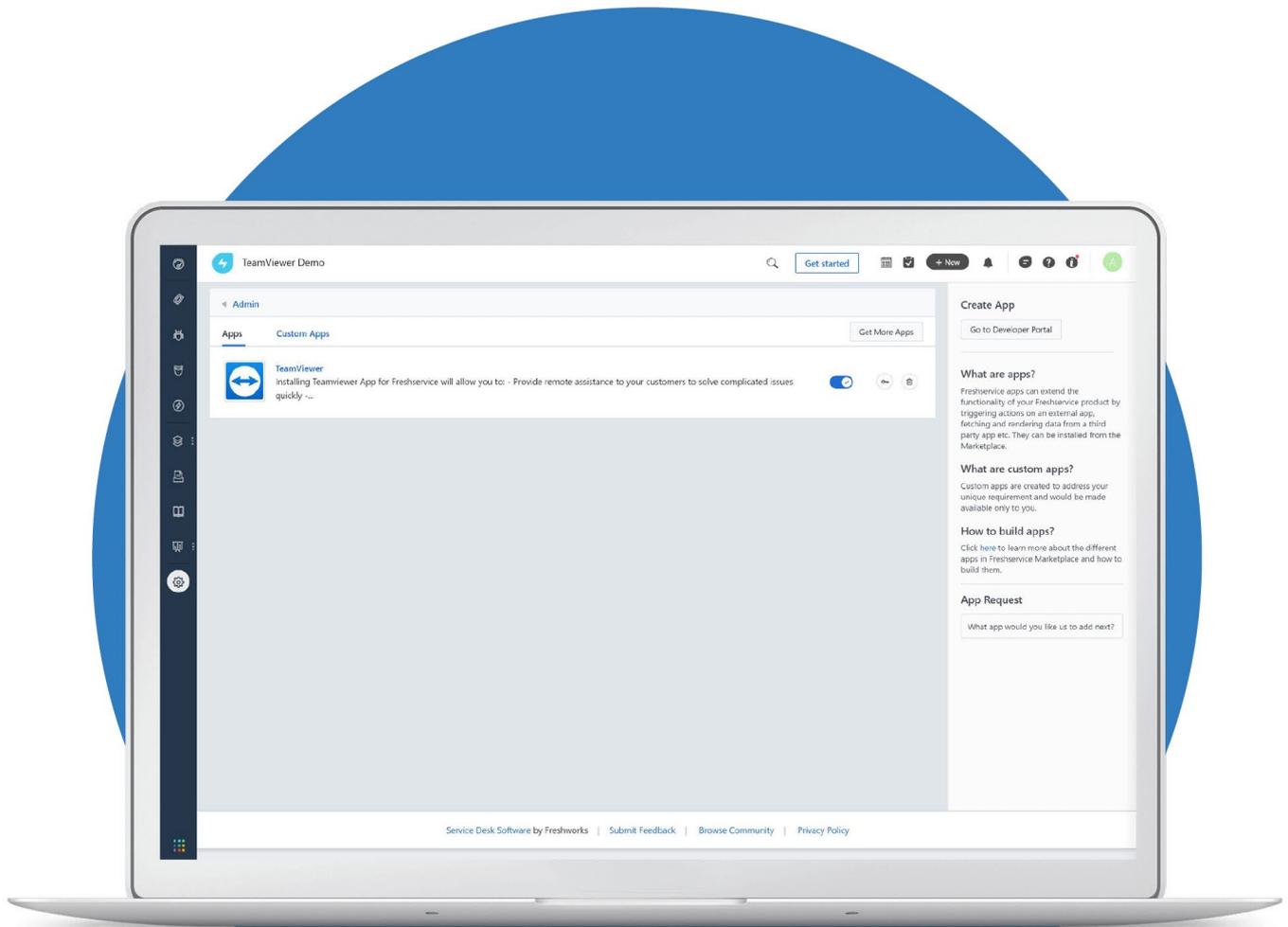


Figure 1: Installing the prebuilt TeamViewer App for freshservice

After connecting the freshworks platform to a licensed TeamViewer account, the end-to-end workflow for providing in-app support is very fast and intuitive, eliminating the need for lengthy phone calls and inefficient email exchanges.

- ✓ IT admins can securely connect to any employee device to enable a service or troubleshoot an issue, remotely.
- ✓ Customer support representatives can quickly and easily support customer devices either through the freshdesk ticketing system or while in a live web chat with the customer through freshchat.



## Key Benefits

With the complexity and increased number of corporate applications, there are many cases where employees struggle to configure services or settings appropriately. With the out-of-the-box TeamViewer integrations for the freshworks platform, you can immediately connect through freshservice products and help employees apply the required configurations in no time – wherever they are.

- ✓ **Remotely access and/or control any employee or customer device** – regardless of which platforms the support agents use to connect to remote devices – to resolve technical issues faster.
- ✓ **Increase productivity and decrease downtime** for employees and business services.
- ✓ **Reduce the cost of lost manhours** by getting employees up and running with corporate applications and systems quickly, with a highly intuitive, user-friendly solution requiring no training.

- ✓ **Leverage secure remote control sessions with interactive screen sharing** to show employees how to configure and use corporate applications.

- ✓ **Empower customer support teams to launch instant remote support sessions** to help external customers quickly and efficiently, directly from any freshworks customer communication channel.

When TeamViewer is integrated with freshworks products, customer service representatives can automatically insert remote control session requests into their current active channels (ticketing portal, email, or live web chat) with the click of a button from the freshworks console. Being able to remotely control customers' computers on-demand empowers you to resolve technical issues – fast. No setup, no training required – just pure, fresh efficiency...and happy customers.



## Key Features

TeamViewer out-of-the-box integrations extend freshworks customer engagement products, enabling support agents to provide “hands-on” customer support with remote control to resolve technical issues quickly – regardless of platform, operating system, or device.

### **Plug & Play Integration**

Get the TeamViewer app from the freshworks Marketplace, connect your TeamViewer licensed account, and you’re all set – no coding, no configuring, no training required.

### **Seamless In-App Support Workflow**

Admins and customer service agents can initiate a remote control support session seamlessly, directly from the communication channel they’re using. Whether working on support tickets or web chatting with customers, the TeamViewer integrated apps for freshworks enable agents to automatically insert remote control session request links into their current active communication channels (i.e., email, service ticket, or web chat) to streamline and simplify their support workflows.

### **Cross-Platform Compatibility**

Resolve technical issues no matter what platform you or your customers are using: Connect across multiple platforms, from PC to PC, mobile to PC, PC to mobile, and mobile to mobile. Supports Windows, macOS, Chrome OS, iOS, Android.

### **Fast File Transfers**

Share files quickly with customers or employees in remote sessions. Copy files, images, and text from one computer to the clipboard and paste them to their device.

### **Secure Remote Access**

TeamViewer remote access sessions are secured by end-to-end encryption, powered by ISO/IEC 27001 certified data centers. GDPR and HIPAA compliant, TeamViewer security protocols keep sensitive employee and customer data safe and protected. Learn more about our security standards and compliance at our [Trust Center](#).



## Key Benefits for IT Organizations

With TeamViewer remote access and control technology, IT teams are fully empowered to remotely support users and their devices, resulting in significant cost savings and improved workflow efficiencies for their organizations. Given the complexity and ever-increasing number of corporate applications, IT support teams can leverage remote control sessions to configure, troubleshoot, update, decommission, or wipe employee devices instantly – wherever they are.

- ✓ Reduce time to resolution
- ✓ Boost productivity
- ✓ Optimize support workflows
- ✓ Streamline application onboarding for employees
- ✓ Cut costs, eliminate buying multiple point solutions for different platforms and device support
- ✓ Help your company provide the best customer and employee experience possible to keep everyone happy, loyal, and engaged

# License requirements & Bundling instructions

a. Customers need to have a valid TeamViewer license to use the FreshWorks integration. Only TeamViewer, Corporate subscription and TeamViewer Tensor subscription with their respective Integration AddOn (Standard or Enterprise) in combination with the Mobile Addon (MDS) are eligible for this integration.

b. Recommended bundles

FreshWorks Subscription levels	FreshService	Freshdesk	Freshchat
<b>Blossom Garden</b>	<ul style="list-style-type: none"> <li>- TeamViewer Corporate subscription</li> <li>- Standard Integrations Addon</li> <li>- MDS</li> </ul>	<ul style="list-style-type: none"> <li>- TeamViewer Corporate subscription</li> <li>- Standard Integrations Addon</li> <li>- MDS</li> </ul>	<ul style="list-style-type: none"> <li>- TeamViewer Corporate subscription</li> <li>- Standard Integrations Addon</li> <li>- MDS</li> </ul>
<b>Estate</b>	<ul style="list-style-type: none"> <li>- TeamViewer Corporate subscription</li> <li>- Standard Integrations Addon</li> <li>- 5-9 Addon Channels</li> <li>- MDS</li> </ul>	<ul style="list-style-type: none"> <li>- TeamViewer Corporate subscription</li> <li>- Standard Integrations Addon</li> <li>- 5-9 Addon Channels</li> <li>- MDS</li> </ul>	<ul style="list-style-type: none"> <li>- TeamViewer Corporate subscription</li> <li>- Standard Integrations Addon</li> <li>- 5-9 Addon Channels</li> <li>- MDS</li> </ul>
<b>Forest</b>	<ul style="list-style-type: none"> <li>- TeamViewer Tensor</li> <li>- Enterprise Integrations AddOn (custom pricing)</li> </ul>	<ul style="list-style-type: none"> <li>- TeamViewer Tensor</li> <li>- Enterprise Integrations AddOn (custom pricing)</li> </ul>	<ul style="list-style-type: none"> <li>- TeamViewer Tensor</li> <li>- Enterprise Integrations AddOn (custom pricing)</li> </ul>

## Resources

[Buy a TeamViewer Subscription Plan](#)

[Request a Demo](#)

[TeamViewer User Guide for freshservice Integration](#)

[Webinar: Supercharge your Customer Engagement and Support with TeamViewer Tensor Integrations](#)

## freshworks Marketplace

[TeamViewer App for freshservice](#)

[TeamViewer App for freshdesk](#)

[TeamViewer App for freshchat](#)

## Sources

1. The Growth in Connected IoT Devices Is Expected to Generate 79.4ZB of Data in 2025, According to a New IDC Forecast", <https://www.idc.com/getdoc.jsp?containerId=prUS45213219>, June 2019.

## 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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[www.teamviewer.com](http://www.teamviewer.com)