

# TeamViewer Integration for ServiceNow

The TeamViewer Remote Support Integration with ServiceNow enables you to optimize communication between users and your service desk staff, improve efficiency, and increase satisfaction among support providers and recipients.

TeamViewer Enterprise Integration adds the ability to extend ServiceNow Asset and Operational Management capabilities by offering ad hoc unattended access to corporate devices in order to perform maintenance tasks.



## Make IT Workflows Work — Even Better with Embedded Remote Support

Efficiently managing increasingly complex IT services and processes — both internally to employees and externally to customers — is vital for a company's success. As the diversity and sheer number of devices expands, the challenges increase, further complicating IT workflows.

ServiceNow provides a portfolio of products from the IT Service Management (ITSM) and IT Operations Management (ITOM) to the IT Asset Management (ITAM). The ServiceNow platform enables businesses to create end-to-end digital workflows and get instant business performance monitoring and reporting, while tracking and organizing the service and operation of corporate devices and infrastructure.

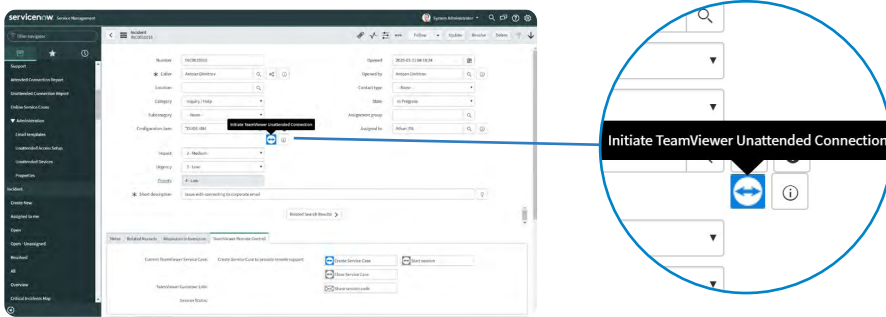


Figure 1: Initiate TeamViewer Unattended Connection in one click from the ServiceNow Incident Console.

The TeamViewer Remote Support Integration with ServiceNow enables IT departments and support agents to optimize communication with internal or external users in order to improve efficiency and increase customer satisfaction. The consolidated TeamViewer Dashboard provides an efficient way to manage multiple support requests at the same time, thus increasing staff productivity. Companies get detailed information on how TeamViewer is used in their department so they can assess issue-resolution improvements.

The TeamViewer Enterprise Integration with ServiceNow adds the ability to also connect and take control of any device within the ServiceNow connected network in unattended mode. The integration delivers an intuitive user interface and a central configuration console for global administrators to tailor the experience to their needs.

## Solution Highlights

- Cross-Platform Support**  
 Resolve technical issues faster and boost productivity by remotely accessing and controlling any employee device with the TeamViewer cross-platform remote support solution
- Remote Onboarding**  
 Reduce errors and service calls by guiding employees to configure and use corporate applications in real time, without compromising the security of corporate data
- On-Demand Customer Support**  
 Remotely access external customer devices to reduce issue resolution time and increase customer satisfaction.
- 24/7 Unattended Access**  
 Perform maintenance tasks and ensure uptime of critical Infrastructure with TeamViewer Unattended Access to any enrolled corporate devices in a configuration management database (CMDB).\*

## Key Benefits for Customers

### Increase productivity by optimizing support workflows

Empower IT administrators and supporters to connect easily to employee devices from within the ServiceNow console to diagnose and resolve software issues faster. Active session views allow IT personnel to work on multiple incident sessions at the same time, increasing their productivity.

### Streamline IT asset management processes

The TeamViewer Integration with ServiceNow provides a seamless way to manage and maintain corporate assets and services remotely, from a dedicated asset inventory console, with seamless device enrollment and ad hoc remote takeover.

### Reduce time to resolution and minimize downtime

Ensure 100 percent uptime of critical infrastructure components with TeamViewer Unattended Access.\* Connect and control any company assets from within the Incident, Problem, Change Request, or Service Request consoles in order to immediately respond to any operational issues.

\*Enterprise integration only

## Key Features

### On-Demand Support

Enable support agents to provide on-demand customer support with remote control to resolve technical issues quickly, directly from ServiceNow – across platforms, operating systems, and devices.

### Cross-Platform Compatibility

Resolve technical issues no matter what platform you or your customers (internal and external) are using, including: PC to PC, mobile to PC, and PC to mobile. Supports Windows macOS, Chrome OS, iOS, Android.

### Consolidated Service Queue View

IT workers need to be able to respond to multiple issues quickly and efficiently at the same time. The TeamViewer integration gives support personnel a consolidated view of all active online multiple issues simultaneously, efficiently, and effectively.

### Industry-Grade Security

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.

## Resources

[Learn more about the TeamViewer Integration with ServiceNow](#)

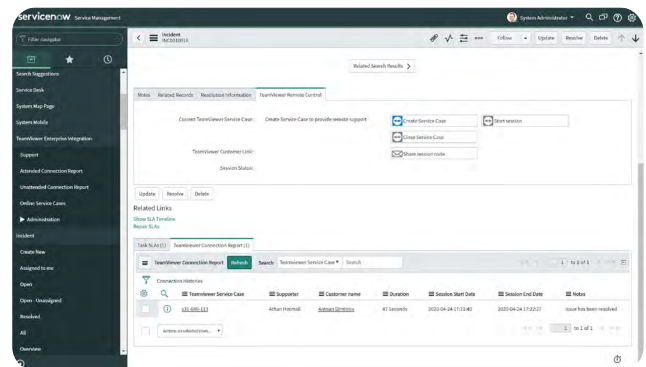
[Connect with us to request a free demo](#)

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

[Get the TeamViewer Remote Support Integration app for ServiceNow](#)

[Get the TeamViewer Enterprise Integration app for ServiceNow](#)

Learn more about our security standards and compliance at our [Trust Center](#).



*Caption: Figure 2 - Create service cases to provide remote support and see all your connections in the Incident Connection Report tab in ServiceNow*

## License Requirements

- The TeamViewer remote support integration for ServiceNow requires a TeamViewer Corporate or Tensor license subscription
- The TeamViewer Enterprise integration for ServiceNow requires a TeamViewer Tensor license subscription
- Supporting mobile devices requires the TeamViewer Mobile Device Support (MDS) AddOn

## About TeamViewer

As a leading global remote connectivity platform, TeamViewer empowers users to connect anyone, anything, anywhere, anytime. The company offers secure remote access, support, control, and collaboration capabilities for online endpoints of any kind and supports businesses of all sizes to tap into their full digital potential. TeamViewer has been activated on approximately 2 billion devices; and about 45 million devices are connected to the network at any given time.

Founded in 2005 in Göppingen, Germany, TeamViewer is a publicly held company listed on the Frankfurt Stock Exchange, employing about 800 people in offices across Europe, the US, and Asia Pacific.



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