TeamViewer Integrations for ServiceNow

The TeamViewer integrations for ServiceNow enable you to optimize communication between users and your service desk staff, improve IT efficiency, and increase satisfaction for support providers and recipients.

Improve Your IT Workflow Experience Even More with Embedded TeamViewer Remote Access and 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 covering IT Service Management (ITSM), IT Operations Management (ITOM), and 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.
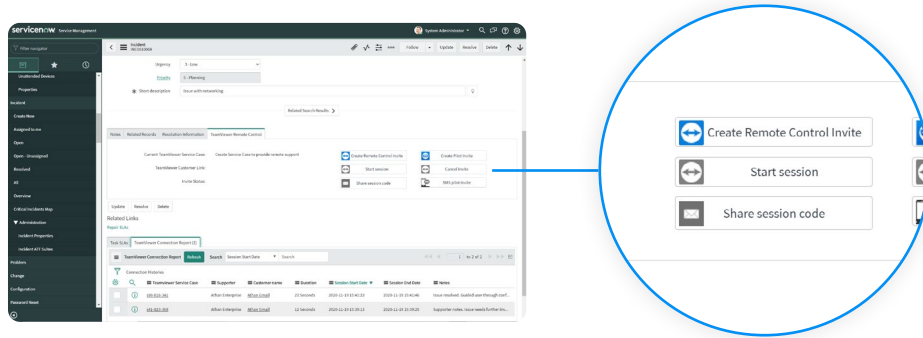

Figure 1: Support agents can send invitations for both Remote Support sessions and Assist AR sessions, and start those sessions from within the TeamViewer Remote Control tab in ServiceNow.

TeamViewer Remote Support Integration with ServiceNow

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.

TeamViewer Enterprise Integration with ServiceNow

The TeamViewer Enterprise Integration with ServiceNow adds the ability to connect and take control of any device managed with ServiceNow in unattended mode. Support agents also can provide visually-guided support powered by augmented reality with Assist AR to minimize the time it takes workers to address issues that require manual actions. The integration delivers an intuitive user interface and a central configuration console for global administrators to tailor the experience to their needs.
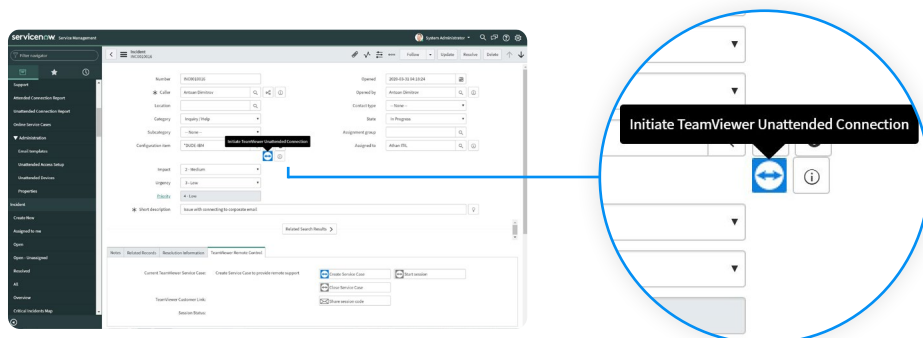
Solution Highlights

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 device in the configuration management database (CMDB).*

Augmented Reality-Powered Support
Use Assist AR for augmented reality-powered support to see what support requesters see on their phones or smart glasses and guide them to a speedy resolution.*

ServiceNow Agent Workspace
Use all TeamViewer functions, including creating remote support and Assist AR sessions, from within ServiceNow Agent Workspace.*

*Enterprise integration only

Figure 2: Initiate TeamViewer Unattended Connection with one click from the ServiceNow Incident Console.

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 — all 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 asset from within the Incident, Problem, Change Request, or Service Request consoles in order to immediately respond to any operational issue.

*Enterprise integration only

Avoid delays and costly field service calls

Avoid repair delays and minimize expensive field service calls by remotely assessing issues through frontline workers' smartphones or smart glasses to resolve problems fasters, order the correct replacement parts, and schedule timely spare parts delivery.

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 and get connection reports to gain insights in your support processes.

Industry-Grade Security

TeamViewer remote access sessions are secured by end-to-end 256-bit AES encryption with a 4096-bit RSA public/private key exchange, powered by ISO/IEC 27001 certified data centers. GDPR and HIPAA compliant, TeamViewer security protocols keep sensitive employee and customer data safe and protected.

Asset Management

Connect from your ServiceNow platform to any unattended assets like desktop computers, laptops, and smartphones, plus point of sale (POS) machines, digital displays, and other headless systems without a monitor, graphical user interface (GUI), or peripheral devices, such as a keyboard and mouse.

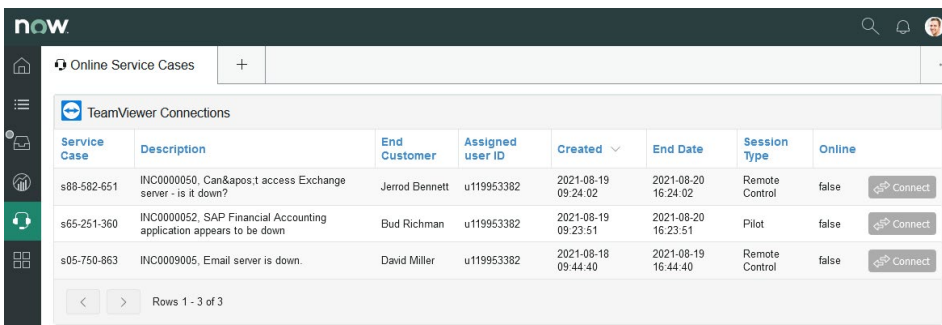**Consolidated Service Queue View**

Increase the productivity and efficiency of support personnel by enabling them to see and respond quickly to multiple issues at the same time with a consolidated view of all active issues.

Assist AR Integration

ServiceNow support agents can initiate Assist AR augmented reality-powered remote support sessions directly from ServiceNow, enabling them to see issues in real time through secure video feeds streamed from support requesters' smartphones, wearable headsets, or smart glasses.

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 Window, macOS, Chrome OS, iOS, Android, and Linux.

Figure 3: TeamViewer fully supports ServiceNow agent workspaces with all functionalities, like showing the online service cases.

Figure 4: Assist AR support requesters see annotations and visual guides placed on their screen by the remote expert supporter, clarifying every step.

License Comparison

Features Offered	**Remote Support Integration** The TeamViewer Remote Support integration for ServiceNow enables you to optimize communication between users and your service desk staff, improve efficiency, and increase satisfaction among support providers and recipients. Customers need to have a Corporate or Tensor license to use the TeamViewer Remote Support Integration in combination with the respective Integrations AddOn (Standard AddOn for Corporate, Enterprsie AddOn for Tensor).	**Enterprise Integration** The TeamViewer Enterprise integration for ServiceNow adds three key features: 1) ad hoc unattended access to corporate devices in order to perform maintenance tasks, 2) augmented reality-powered support to visually guide workers with Assist AR, and 3) Agent Workspace support. To use the TeamViewer Enterprise integration app for ServiceNow, you must have a TeamViewer Tensor™ subscription with the enterprise integration AddOn. AR-Powered support requires an Assist AR professional subscription.
Remote Control of Attended Devices Remote in to take control of attended devices, regardless of platform or operating system.	✅	✅
Connection Reports See all connections in Incident Connection Reports.	✅	✅
Active Sessions Dashboard Keep track of all active sessions on one dashboard.	✅	✅
Customizable Email Templates Send support invitations using customizable email templates.	✅	✅
ServiceNow Agent Workspace Support Use TeamViewer remote access and control features seamlessly from the ServiceNow Agent Workspace.		✅
Remote Control of Unattended Devices Remote in and take control of unattended corporate devices like computers, smartphones, laptops, or even devices like POS machines and digital displays.		✅
Mass Enrollment of Devices for Unattended Access Efficiently enroll all unattended devices at one time.		✅
Assist AR Augmented Reality-Powered Support Guide workers on their smartphones or smart glasses to complete tasks quickly.		✅
Connection Invitations via SMS Send invitations for Assist AR support sessions via SMS or email.		✅
More Customization Options Customize permissions, widgets, and more.		✅

Resources

Learn more about the TeamViewer Integrations for ServiceNow

Get the TeamViewer Remote Support Integration app for ServiceNow

Get the TeamViewer Enterprise Integration app for ServiceNow

Request a Free Trial of Assist AR

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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