TeamViewer Integration
with Microsoft Teams

Enhance the Microsoft Teams experience with TeamViewer cross-platform remote control, augmented reality (AR) remote assistance, and shared remote access to devices and development environments.

Efficient collaboration is critical when team members work together to develop new products, or need to support customers or operational on-site teams. Today, workers use different communication tools and share information in different ways and formats. And when companies need a solution that enables their employees to perform their tasks — available anywhere they're working, regardless of their devices — they turn to Microsoft Teams, a unified communication and collaboration platform.

Augment the MS Teams Hub for More Efficient Teamwork with Embedded TeamViewer Remote Support and Remote Control

The TeamViewer integration with Microsoft Teams extends its collaboration capabilities beyond traditional chat, VoIP, and video calls with remote support and remote control.

A team member can take remote control of another computer or mobile device to provide remote device support or use the remote device as if they were there in person as the primary user.

When phone support alone can't solve the issue, there's augmented reality-based visual remote support for "offline" or real-world problems with hardware or other non-software related troubleshooting:

1. Team members who need help can use their smartphones or smart glasses to start a live streaming video call to show support technicians the problem they're having.

2. The support technician can see the issue and provide visual support by annotating the user's screen with text notes, tagging objects, or drawing to visually show the user what to do.

Solution Highlights

Remote Control
Take control of a remote device to provide support, offer guidance, or operate it as if you were using it in person.

Augmented Reality Remote Assistance
Enable IT to support on-site workers and other teams remotely by seeing the problem and guiding them through problem-solving steps.

Device Sharing
Empower teams to collaborate more efficiently by sharing remote access to development, testing, and demo environments easily within Microsoft Teams channels.
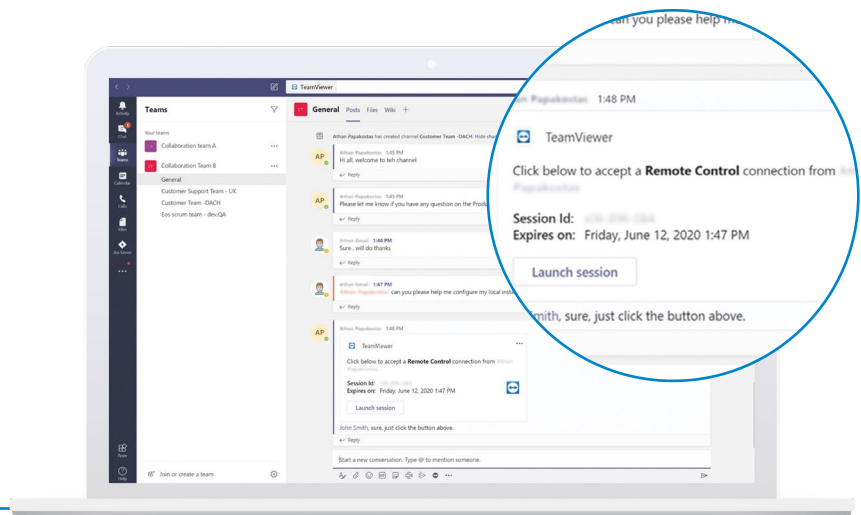

Figure 1: Send TeamViewer Remote Control connection requests in MS Teams channel conversations.

The TeamViewer integration allows you to bring all the required remote support tools within the MS Teams channel and increase productivity significantly.

- ⊘ Remotely access devices and environments needed to develop, test, or demo different products through the Microsoft Teams hub

- ⊘ Increase productivity by creating channel tabs and sharing devices that use resource-intensive applications with the rest of your team

Users can access the TeamViewer Dashboard through a private tab in Microsoft Teams, allowing everyone to track and see everything in one place:

- ⊘ All active sessions
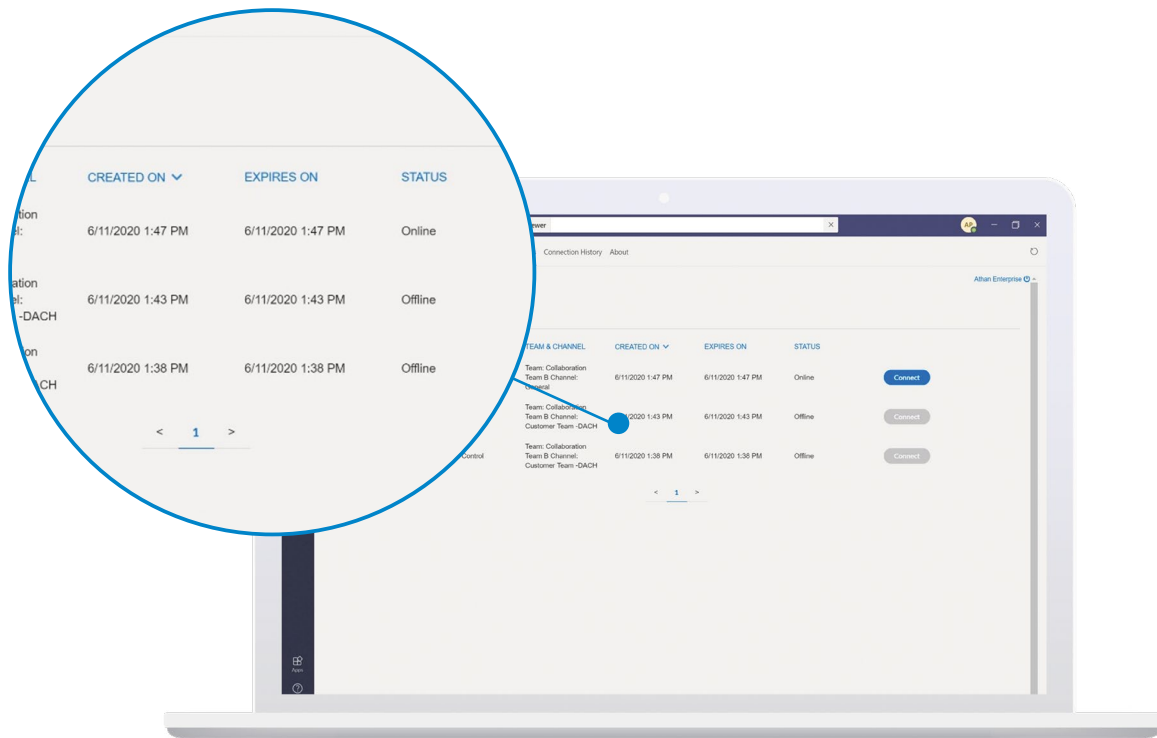
- ⊘ Connection history

- ⊘ User guide

Figure 2: The TeamViewer Active Sessions dashboard shows a list of the open connection requests along with whether the supported user is ready to receive the connection.

Key Benefits

Get On-Demand Remote Support

Connect to customer, coworker, or partner devices with TeamViewer remote access directly from MS Teams channels. Resolve issues faster and remotely control devices as though you were there in person.

Enhance Collaboration in MS Teams

Extend the type of resources that can be shared within MS Teams groups by enabling TeamViewer remote access to development, testing environments, or any other required devices — seamlessly from the MS Teams platform.

Provide Fast Visual Remote Support

Solve problems faster with immediate visual remote support when users need it most. Connect directly from MS Teams to frontline workers, on-site engineers, or any other critical workers using augmented reality remote assistance to resolve ad hoc field issues quickly and efficiently.

Key Features

In-Chat Support Requests

Create Remote Support or augmented reality remote assistance connections by mentioning "@teamviewer" in the compose message field, which can then be added to direct chats or channel conversations, as needed.

Shared Device Access

Share access to managed devices listed in your TeamViewer account with all team members by adding one or more tabs to a channel and creating groups of shared devices.

TeamViewer Dashboard

View all TeamViewer-related activities and interactions in a consolidated dashboard for active support cases, connection history, and configuration settings.

Chatbot

Use the chatbot to easily and intuitively interact with TeamViewer Remote Control and TeamViewer Assist AR services, or share device access in Teams.
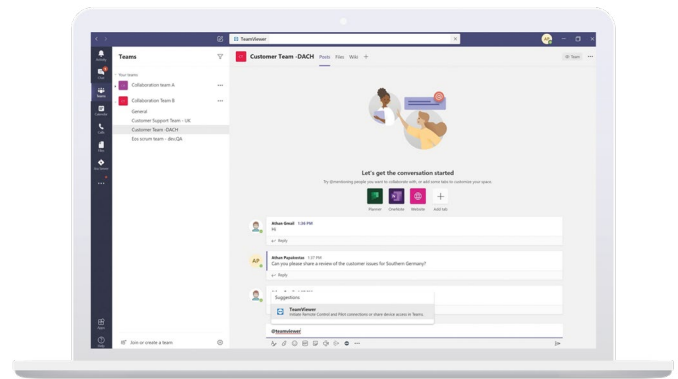

Figure 3: Use the chatbot to interact with TeamViewer services by typing "@teamviewer" in the compose message field.

Resources

- [TeamViewer integration app on Microsoft AppSource](#)
- [TeamViewer Integration for Microsoft Teams](#)
- [User guide (Community article)](#)

Watch Video

License Requirements

The TeamViewer Integration with Microsoft Teams includes functionality for both TeamViewer Remote Support and TeamViewer Assist AR for augmented reality remote assistance.

License requirements:

- ⊘ Microsoft Teams license
- ⊘ TeamViewer Tensor subscription
- ⊘ TeamViewer Enterprise Integrations AddOn
- ⊘ TeamViewer Assist AR Professional license (Optional)

Questions?

📞 **+49 7161 60692 50**

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.

Stay Connected

f   in   🐦   📷

www.teamviewer.com