



TeamViewer Integration with Microsoft Teams

Enhance the Microsoft Teams experience with TeamViewer cross-platform remote control, augmented reality (AR) based visual remote support, 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.

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
- **AR-Based Visual Remote Support**
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

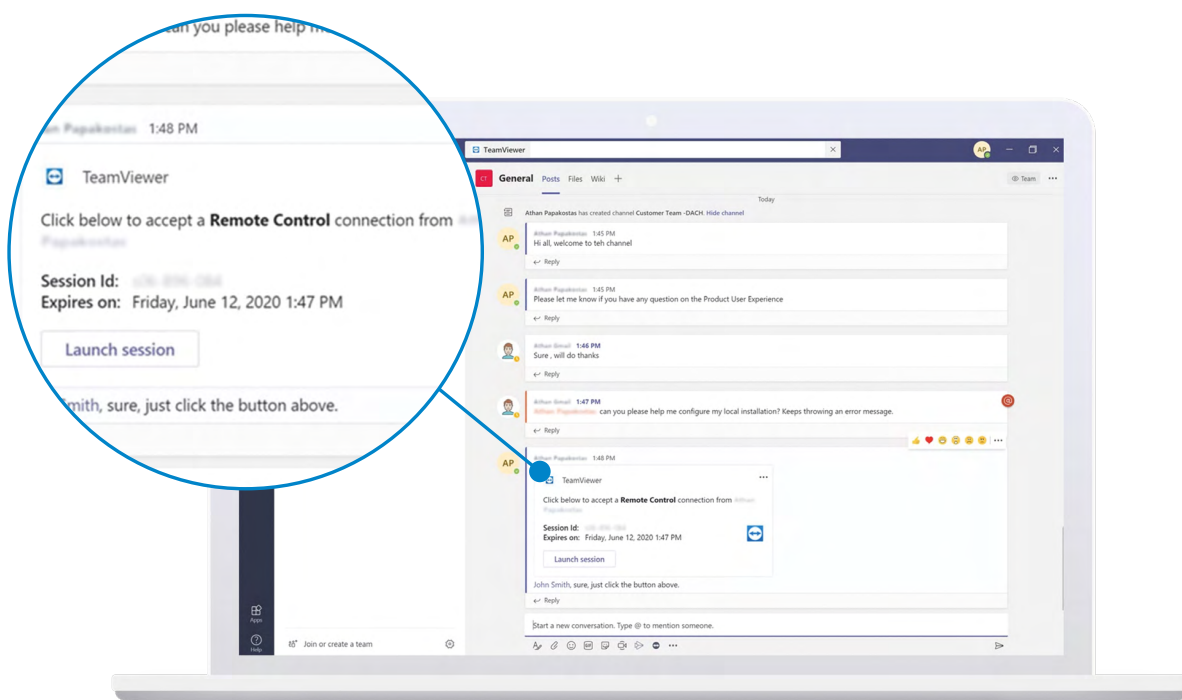


Figure 1: Send TeamViewer Remote Control connection requests in MS Teams channel conversations.

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.

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

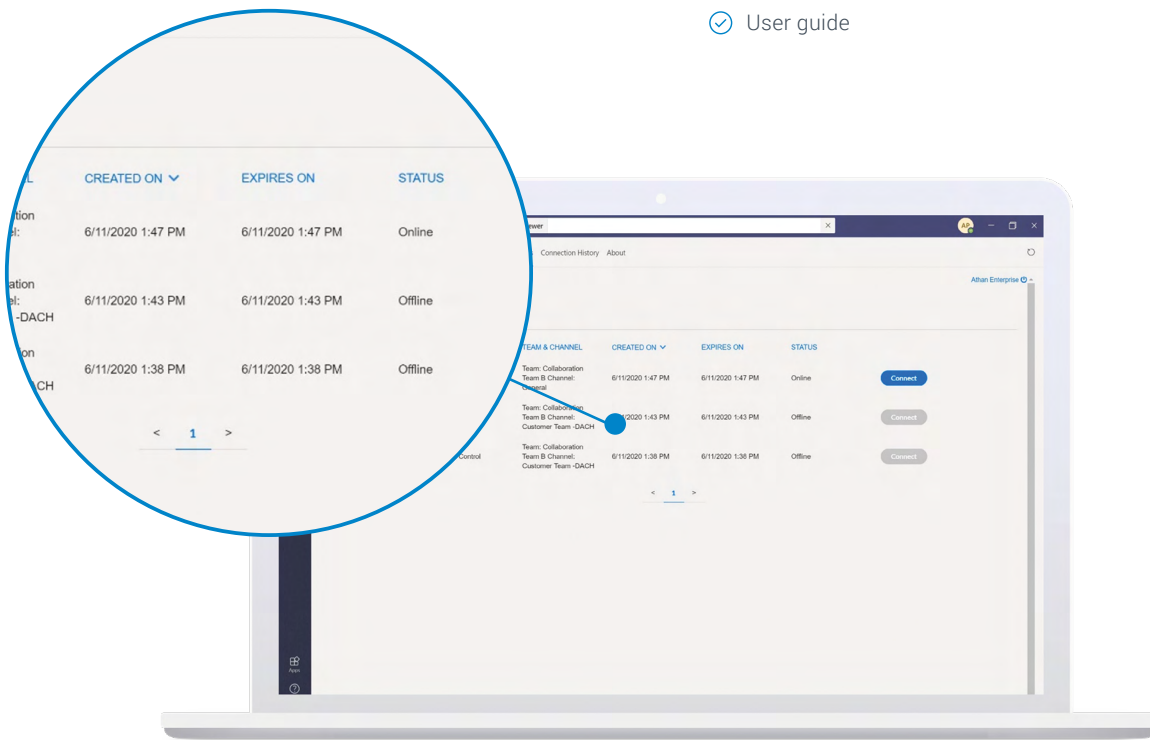


Figure 2: The TeamViewer Active Sessions dashboard shows a list of the open connection requests along with whether the supported user is ready to receive the connection.

Key Benefits for Customers

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 AR-based visual remote support to resolve ad hoc field issues quickly and efficiently.

Key Features

In-Chat Support Requests

Create Remote Support or AR remote support connections by mentioning @teamviewer directly into 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 Pilot services, or share device access in Teams.

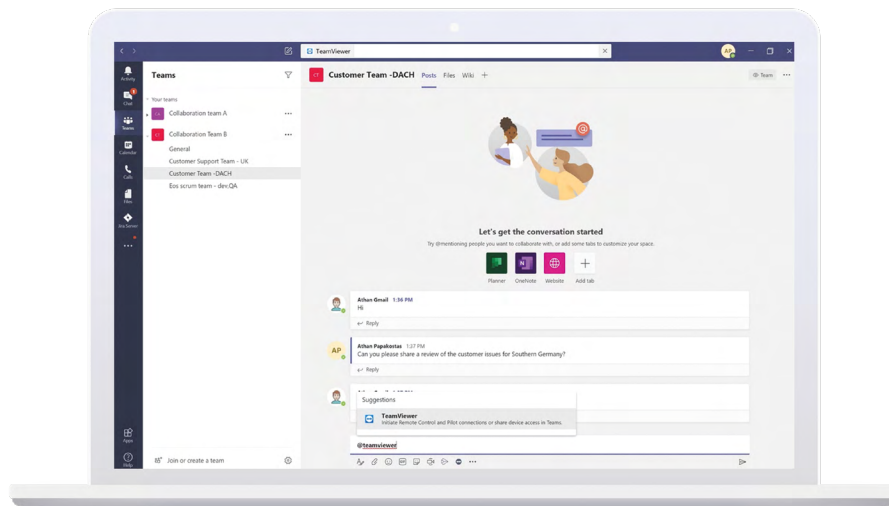


Figure 3: Use the chatbot to interact with TeamViewer services by typing "@teamviewer" in the compose message field.

Resources

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

License Requirements

The TeamViewer Integration with Microsoft Teams includes functionality for both TeamViewer Remote Support and TeamViewer Pilot for AR-based remote support, which requires a TeamViewer Corporate or Tensor license subscription and a TeamViewer Pilot subscription.

About TeamViewer

As a leading global remote connectivity platform, TeamViewer empowers users to connect anyone, anything, anywhere, anytime. TeamViewer 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 2.2 billion devices, up to 45 million devices are online at the same time.

Founded in 2005 in Göppingen, Germany, TeamViewer is a publicly held company listed on the Frankfurt Stock Exchange, employing about 1,000 people in offices across Europe, the US, and Asia Pacific.

