TeamViewer Frontline

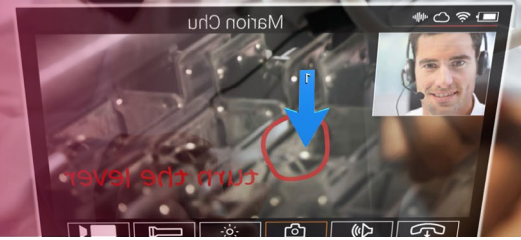**SAP** Endorsed App
Premium Certified

TeamViewer Frontline xAssist Integration with SAP Field Service Management

Extend SAP Field Service Management capabilities with the TeamViewer Frontline xAssist integration, enabling remote experts to provide real-time augmented reality support for field service technicians from anywhere, anytime.

While technology solutions help improve the efficiency of field service operations, providing real-time remote support for field service technicians — when and where they need it most — is still a major challenge for many organizations. They continuously struggle to solve these everyday problems in the field:

- Describing issues to remote experts over the phone is time-consuming and ineffective
- Scheduling expert technicians for on-site service calls incurs travel expenses and delays issue resolution time
- Assessing and diagnosing issues at the first service appointment usually results in repeat visits, if technicians don't know which parts to replace or order in advance

And that's where the TeamViewer Frontline xAssist integration with SAP Field Service Management (FSM) comes in to help field service organizations avoid these challenges and help resolve customer issues, even faster.

TeamViewer Frontline xAssist Integration with SAP FSM

SAP FSM uses advanced analytics and artificial intelligence (AI) to help companies streamline field service operations, increase efficiency, and reduce costs by:

- Ensuring the right technicians have been assigned and scheduled to the right tasks based on skills and availability.
- Leveraging AI to determine optimal routes for technicians, reducing travel time and minimizing your organization's carbon footprint.

TeamViewer Frontline xAssist connects remote experts to field service personnel through their smart glasses or mobile devices. Experts see exactly what field service technicians see in a live streaming video call. Using 3D markers, whiteboard drawings, audio and text instructions, and shared files for reference, remote experts can visually guide technicians to speedy resolutions.

- If technicians need help and aren't sure what to do next, remote experts can show them exactly which wires to connect or which levers to pull, as they visually guide them through each step.
- If technicians can't determine which parts need to be replaced, remote experts can visually assess the issue and provide immediate recommendations.

The TeamViewer Frontline xAssist integration instantly extends the capabilities of SAP FSM with augmented reality remote assistance, enabling organizations to:

- ✓ Support technicians anywhere
- ✓ Boost workforce productivity
- ✓ Reduce travel costs
- ✓ Increase customer satisfaction
- ✓ Improve knowledge transfer and training

Key Benefits

Support Technicians Anywhere

Dispatchers, planners, and remote experts can support field service technicians with augmented reality remote assistance from anywhere in the world in real time.

Boost Workforce Productivity

Reduce task completion time, enabling field service technicians to boost their productivity and resolve more service calls per day — all without additional headcount.

Reduce Travel Costs

Reduce on-site service requirements for remote experts, as they can visually guide field service technicians in real time from anywhere, through their smart glasses or mobile devices.

Increase Customer Satisfaction

Give field service technicians the support they need to resolve customer issues quickly and correctly, reducing machine downtime for customers, improving first call resolution rates, and eliminating repeat visits.

Improve Knowledge Transfer and Training

Accelerate knowledge transfer and provide ongoing on-the-job training for field service technicians by connecting them with remote experts that can visually guide them to successful task completion through their smart glasses or mobile devices.

Key Features

Device-Agnostic Support

Initiate xAssist sessions from computers or mobile device, enabling field service technicians to receive augmented reality remote assistance through their smart glasses or mobile devices.

Built-in Quality Assurance

Improve quality assurance and reduce mistakes by having remote experts and field technicians collaborate in real time, checking and confirming tasks together.

Automatic Call Log Reports

Automatically document every call with detailed reports —including call log connections, as well as image, voice, and media files — all synced and stored in the FSM database.

Figure 1: The remote expert sees what the field service technician sees through his smart glasses and adds instructions to the screen for how to resolve the issue.

How It Works

Solution Highlights

The FSM administrator installs the integration once and deploys it to all remote experts. Field service personnel only need to have the TeamViewer Frontline application installed on their mobile devices or smart glasses to receive augmented reality remote assistance.

- Remote experts log in to their Frontline account on their computer or tablet web browser.
- Field service technicians log in to their Frontline account on their mobile devices or smart glasses.

The FSM dashboard provides an overview of all field technicians, including their skills and availability for service requests.

- Users can see the real-time availability of field service technicians and initiate an xAssist session by clicking the call icon next to their name in Frontline xAssist extension in the FSM dashboard.
- If field service technicians are offline, they can click the bell icon to send a notification.
- Field service technicians can also request remote assistance directly through the Frontline app on their smart glasses.

Augmented Reality Remote Assistance

Provide expert visual guidance for field service personnel with augmented reality remote assistance video calls through their smart glasses or mobile device.

Seamless Integration

Select an available field service technician, initiate an xAssist session through the browser, and provide augmented reality remote assistance in real time — all from the FSM dashboard.

Secure, Easy Connectivity

Get fast, reliable, secure connectivity with end-to-end encryption — without requiring VPN or complex coding.
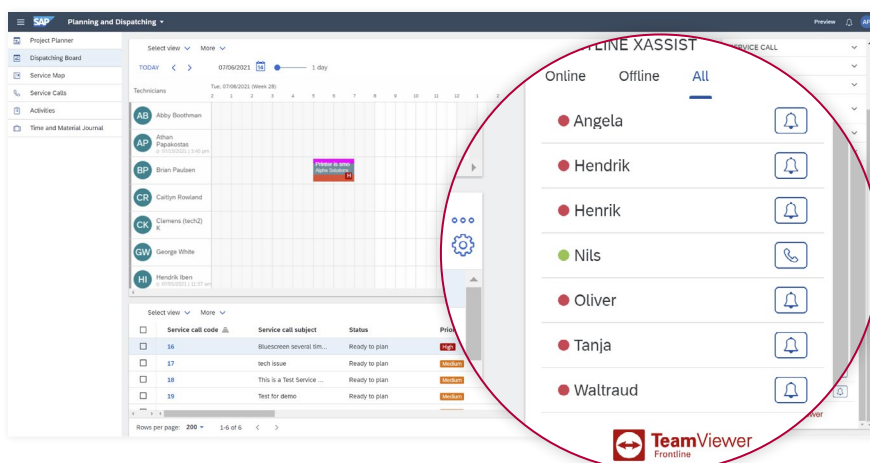

Figure 2: SAP Field Service Management dashboard with the TeamViewer Frontline xAssist widget on the right side. The remote expert sees which field service technicians are available and clicks the icon next to their name to start a call or send a notification.

How to Provide Augmented Reality Remote Assistance with TeamViewer Frontline xAssist

Providing augmented reality remote assistance from the FSM dashboard to field service technicians is an easy 5-step process.

Step 1
After logging in to xAssist, a remote expert initiates a session with an available field service technician.

Step 2
Expert sees live video feed of what technician sees through their smart glasses or smartphone camera.

Step 3
Expert provides guidance through audio and text chat, 3D markers, whiteboard drawings, shared documentation, and more.

Step 4
For escalated or complex cases that require further consultation, experts can invite others to join the session as needed.

Step 5
Detailed call log and report is automatically uploaded from xAssist to the FSM database.

Resources

[Learn more about the TeamViewer Frontline xAssist integration with SAP Field Service Management](#)

[Learn more about TeamViewer Frontline](#)

[Learn more about SAP Field Service Management](#)

Licensing Requirements

SAP Field Service Management and TeamViewer Frontline xAssist are required.

All remote experts and field service technicians must have TeamViewer Frontline accounts.

Questions?

Call **1-800-638-0253** (Toll-Free)

Let's Connect

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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